
Gwendolyn A. Palmer

Education

Vroon/VanDenBurg's Professional Wraparound Facilitator Training, Pittsburgh, PA.
Vroon/VanDenBurg's Wraparound Supervisor's Training, San Diego, CA
Attended Lamar University, Beaumont, TX

Present Position

Co-Family Involvement Resource Specialist, Technical Assistance Partnership (2006–Present)

Assist system of care communities funded by the federal Center for Mental Health Services to meet the mental health needs of children and families. Work with the Technical Assistance Partnership's Resource Specialist's in other areas and ensures that information and resources about best practices and effective programs are provided to system of care communities and that these best practices are integrated into cross-system efforts in a culturally competent manner that involves collaboration with youth and families. Cross-train with other Resource Specialists so that they can identify and help grant communities develop state-of-the-art and promising practices that divert children and youth from costly out-of-home placements; and provide technical assistance that guides the development and implementation of a broad array of strength-based community services while developing systems of care that address the mental health needs of children. Act as a resource specialist in the field of family involvement to provide comprehensive information, teaching and technical assistance to system of care communities. Represent the interests of children, adolescents, and their families to and between communities. Coordinate needs of children with emotional disturbances between multiple agencies, as well as advocates for systems of care. Provide information to communities in the delivery of multiple services in a coordinated, integrated and therapeutic manner that responds to the changing needs of children with emotional disturbances. Provide communities with emerging and promising practices from the field which support systems of care development. Represent systems of care values and principles in order to influence national policy. Provide current literature, frequently asked questions, and research to Technical Assistance Partnership website. Develop and participates in web-based learning opportunities. Present and participate in local and national workshops and conferences on issues related to youth's mental health and schools.

Professional Experience

Wrap Facilitator/Parent Partner & Resource Specialist, San Diego Center for Children (2005–2006)

Served as a liaison between family members, clinical staff, and management team; provide family voice in the development of programs for the center. This includes Quality Assurance, Human Resources, and Staff Trainings etc. Lead and facilitate Wraparound Teams. Use strength-based approach when working with families, youth and children. Participate in staff meetings to ensure the voice of families is incorporated into all decisions. Work with appropriate staff to develop policies and procedures to endure families (current and previous) receiving services directly participate in program operations. Liaison to the Parent Advisory Board; develop relationship with local, state and federal agencies and family organizations to advocate for child and family empowerment, legislative advocacy and education. Provide training to professional staff on the role of parents and families in the care and treatment of family members receiving mental health services. principles; support development of Mission Statements for families, services based upon needs and interventions based upon strengths of family and the community.

Organizational Development Partner, Children, Youth and Family Network (2002–2004)

Advocate organizational vision, mission and shared values aligned with system of care values for San Diego County, while assessing the organization's organizational culture and development Advisor to

the senior management team; responsibilities encompass organizational change plans such as roles and responsibilities and descriptions, and also includes leadership models, best practices in wraparound and system of care development. Identify training needs for staff, family teams, Board of Directors, and the Community Advisory Board. Develop organizational policies and procedures that support the agency's intention of becoming a family/child/youth-centered organization. Develop project scopes and project plans. Assess family team satisfaction and individual team members; help families negotiate partnership relationships with professionals within teams. Ensure fidelity to the wraparound process and fidelity to the values and principles of the System of Care and advise the CYFN Board of Directors and family teams of adequate training in those areas. Work with organizations that provide training to families and youth on the wraparound process. Monitor the quality of family team development, the service plan, and the role of family, youth and children in the wraparound process within the agency. Plan, organize and oversee my assigned department, work collaboratively with all members of the CYFN Senior Management Team to contribute to the overall mission of CYFN and demonstrate organization-wide leadership in all aspects of work.

Project Coordinator/Wraparound Facilitator/Case Manager, Lena Hope Home for Children (2001–2002)

Worked intensely with the child and family teams and the Community Resource Coordinating Group to ensure linkage and communication occurred at all levels of care. Identified existing categorical services and measured their usefulness in reference to meeting the needs of the child and family. Assessed the training needs and arranged training of key individuals about the process of wraparound.

Identified and stabilized crisis situations, quickly and effectively engaging families and children in a culturally competent manner; implemented services and supports in the best interest of the child and family. Facilitated the active inclusion and participation of all family members in all phases of planning and implementation; ensured the action plans reflect the needs of the child and family. Wrote and carried out specific, proactive, predictive and reactive plans. Individualized plans based on child and family strengths, as well as the culture and needs of the child and family.

Parent Support Coordinator/ Community Resource Coordinating Group (1998–2001)

Developed and maintained current community services directory. Identified and documented barriers to utilizing available services for all referrals. Provided training and training materials to staff and families. Developed and maintained a data collection system for tracking helpful information.

Classroom Educational Assistant in a behavior management, Birdville Independent School District (1985–1998)

Implemented goals and objectives as outlined in the Individual Education Plans. Monitored progress (or lack thereof); Reported to the Masters level certified teacher. Educated parents about specific Public Laws and Sections in order to ensure they understood placement, curriculum, and IEP goals and objectives.

Professional Presentations

Palmer, G (April 2008) *Steps to Ensuring a Family-Driven System of Care*, Workshop at the Children's Mental Health Conference, Branson, Missouri

Keenan, S., Palmer, G., Curtis, T.J. (2007 January), *System of Care 101*, Workshop at the Winter 2007 System of Care Community Meeting, Atlanta, Georgia

Kiser, C, Wells, K, Schwartz, N and Palmer G. (2002 May). *Co-creating: Working with Families and Youth to Build a Wraparound Organization*, Workshop at the Annual California Wraparound Institute, Anaheim, California