



Blue Spiral Consulting, Inc.
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www.signsofsafety.net/trainers-and-consultants

Courtney B. Smith, M.Ed.,
President, Trainer and Consultant

RELEVANT SKILLS AND

COMPETENCIES

Organizational Development

- Organizational Development
- Systems Change Analysis
- Strategic Planning
- Project Management
- Implementation Science
- Collaboration Facilitation
- Marketing

Leadership Development

- Leadership Training and Development
- Leadership Coaching
- Team Development
- Frontline Coaching and Mentoring
- Technical Assistance
- Human Resource Management
- Public Relations and Networking
- Multi-Disciplinary Team Building

Training and Writing

- Training and Facilitated Learning
- Curriculum Development
- Technical Writing
- Instructional Design
- Program Development and Consultation

Clinical Skills

- Individual and Family Counseling
- Group Counseling
- Assessment, Treatment Planning and Evaluation
- Drug and Alcohol Counseling
- Sexual Offender Counseling
- Juvenile Offender Counseling
- Crisis Intervention
- Case Management
- Community Outreach
- Coordination of Wrap-Around Services

BUSINESS OWNER

Blue Spiral Consulting, Inc.

Passion, experience and skill all come together as co-founder of this catalytic training and consulting firm. Founding a women-owned business has allowed me to bring my best gifts and skills together and continue a long-lasting commitment to excellence, partnership and all things team through creating change and transforming organizations, teams and individuals.

I work closely with child welfare leadership across the US, Canada and internationally to implement Signs of Safety, Differential Response and other innovative child welfare initiatives through training, curriculum design, consultation, coaching, strategic planning, implementation support and talent & skill development. I also mentor facilitators and trainers to develop facilitation skills and creative new approaches for tackling the ever-evolving challenges of engaging audiences and advancing learning and talent development.

Blue Spiral Consulting harnesses my twenty-seven years' experience in elevating the voice of children, youth and families; shifting autonomy and tools back to the parents who struggle but also can protect when given the chance; and strengthening families so they can function at their best and be supported and cared for by their natural community.

EDUCATION

Appalachian State University
Boone, NC
Guided Imagery and Music Therapy in the Music Therapy Program, 2015-2016

Ohio University
Athens, Ohio
Master of Education in Community and Agency Counseling 1993-1996, *summa cum laude*.

- Three-day follow-up training designed to assist CPS investigators in advancing their skills at developing partnerships and doing family-centered assessments and investigations.
- Domestic Violence Policy and Best Practices in Child Protection** 2012-2005
Training child welfare workers on NC protocol and best practice for working with families where family and domestic violence is a factor.
- Family Support Training** 2012-2002
Six-day training geared to paraprofessionals working with families in their homes and communities including Family Resource centers, school-based programs and Community Actions programs.
- Foundations of Family Centered Practice** 2012-1999
5-day training focusing primarily on the philosophy, research and application of principles of family-centered practice.
- Cornerstone III: A New Perspective on Child Protective Services** 2007-2001
3-day training designed to train social workers about the new system reform in NC of a dual response to child abuse and neglect (Differential Response)
- ONE System of Care Training** 2000-1998
Developed this training series to enhance the community development and implementation of ONE System of Care in North Carolina's Region A (seven western counties in NC. Trainings in this series include: (a) Introduction to System of Care, (b) Advanced System of Care, (c) Supervising in a System of Care, (d) Child and Family Team Facilitation Skills, (e) County Collaboration within System of Care.
- The Nurturing Parent Program** 2000-1998
Trained this already established curriculum for parents identified as at risk for abusing or neglecting their children. Focused on nurturing the parent to model their nurturing of their children for the McDowell Mental Health Center.
- Parents as Partners** 1999-1998
Trained both professional and parent partners to work as allies to impoverished, at risk parents or those who were involved with CPS through Old Fort Family Resource Center, NC.
- Adventures in Independence** 1998-1993
Developed and ran a transitional life-skills course for youth on probation to transition back into the community from youth prison or detention centers. Included teaching life skills, providing substance abuse support and coordination with youth, their families and their probation officers.

TRAINING EXPERIENCES: COURSES AND WORKSHOPS

Child Welfare:

- Signs of Safety Implementation Training
- Implementing Signs of Safety for Organizational Effectiveness (4 days)
- An Introduction to Signs of Safety (2 days)
- Signs of Safety in Leadership and Supervision (2 days)
- Signs of Safety Family Engagement Tools (Series of 12 online modules)
- Signs of Safety Skills Development Intensive (4 days)
- Practice Coach Training for Senior/Lead Workers (3 days)
- Understanding Safety: Differentiating Between Existing Safety, Harm and Future Risk (2 days)
- General Child Welfare Training
- Family Engagement: Magic or Measurable? (2 days)
- Supervision: What's Good for Workers is Good for Supervisors (2 days)
- The Platinum Rule: Leadership in Supervision and Administration (2 days)
- Partners in Change: Family Engagement in Differential Response (3 days)
- Cultural Diversity Awareness Training (6 days)
- Implicit Bias in Child Welfare Work (3 days)
- Investigating Child Abuse (3 days)
- Neutral Facilitator Training for CFT's (4 days or 6-8 virtual sessions)
- Ethics and Safety Training (1 day)
- Understanding and Using Resistance for Change (2 days)
- Raising Girls into Women: Helping Foster Teens Mature (1 day)

- Babies or Bullies: Understanding the Emotional Life of Boys (1 day)
- Trainer Development:
 - Effective Facilitation Skills (2 days)
 - ToP Facilitation Methods (2 days)
 - ToP Strategic Planning Methods (2 days)
 - Trainer Development Academy (a year-long course delivered virtually and designed for University Departments of Social Work training teams)
- Curriculum & Instructional Design:
 - Designing Effective Skills Practice in Curriculum (4 days)
- Other Training/Workshops:
 - Social Styles: How They Effect Relationships Work Performance
 - DISC Styles
 - Team Development
 - Board Development
 - Using the Creative Arts in Therapy
 - Drug Abuse and Recovery in Teens and Adults
 - Parent Skills Training
 - Life Skills Training
 - Job Readiness Training
 - Stress Management and Guided Imagery

CONFERENCE ENGAGEMENTS:

Signs of Safety Conference, Netherlands	Presenter	2020
Wisconsin Child Welfare Conference	Keynote Speaker	2015, 2016 2017, 2018
Kempe Child Welfare Conference, Colorado	Presenter	2014, 2015, 2016
NASW North Carolina Chapter	Presenter	2017
North Dakota Child Welfare Conference	Keynote Speaker	2015
Phoenix Mental Health Alliance Conference	Keynote Speaker	2014
National Runaway and Homeless Youth Conference	Presenter	2013
National Differential Response Conference	Presenter	2007, 2009-2012
National Association for Social Workers	Keynote Speaker	2009
NC Foster and Adoptive Parents Conference	Presenter	2009, 2010, 2011
National Staff Development and Training Association	Keynote Speaker	2009, 2010, 2011
NC Smart Start Conference		2005, 2006

PROFESSIONAL and CLINICAL EXPERIENCE

2015-present President of Blue Spiral Consulting, Inc. Founder and Partner

2015 to present Licensed Signs of Safety Trainer and Consultant

2010-2015 Talent Development & Child Welfare Consultant, Children’s Hope Alliance
 As the senior team leader of Children’s Hope Alliance Training Group, provided consultation, facilitation, training, coaching and evaluation for Children’s Hope Alliances’ vast array of mental-health and social service programming covering 41 counties in western North Carolina. This included intensive family preservation services, therapeutic foster care and adoption, group homes, early intervention, sex abuse treatment, trauma-informed care services and leadership development. I consulted, trained, coached and evaluated social service, mental health, juvenile justice, and other private-non-profit professionals.

Wrote and developed curricula, produced marketing materials, secured and coordinated out-of-state contracts with states who were implementing Differential Response, Signs of Safety or other innovative initiatives in child protection and community mental health.

This involved pursuing leads, developing and coordinating relationships between funding organizations and social service agencies, providing strategic planning support, project management, writing grants and contracts and developing specialized curricula & marketing materials. Coordinate site visits; provide strategic planning and technical support for implementation of Differential Response and Signs of Safety, including on-site consultation with administrators, supervisors and social workers as well as home visits to coach for best practice.

2012-2016	Foster Parent
2008-2015	Change-Balance-Synthesis Private consulting business offering training, coaching, leadership development, strategic planning, start-up support and project management to a variety of non-profit, university, government and business organizations including the following projects (<i>companies in italics</i>):
2015	<i>I AM Group</i> partner for training and consultation on human trafficking
2010-2013	<i>Alchemy for Leaders</i> , Brian Jaudon, CEO Gifts Development Training manual for leadership development courses: The Power of Self Leadership The Leader as Coach Train the trainer manual for Power of Self Leadership course <i>Evoking Wisdom</i> , Ed Manning, CEO Training manuals for leadership development courses
2012	<i>NC State University</i> Family Group Conferencing Child and Family Team meeting training Coaching for the Intensive Family Preservation Project
2010-2012	<i>Source for Well-Being</i> Wellness Center Strategic Planning
2010	<i>Watauga Wellness Program</i> Strategic planning for a health department wellness program
2008	<i>LKLP Community Action Court Alternative Program</i> Developed a program for young men ages 18-25. Provided strategic planning, project management, training and development to a supervisor and three workers who were developing a grant-funded project through the Community Action Agency.
2006	<i>Western Region Smart Start</i> Strategic planning and training workshop
2000-2010	Appalachian Family Innovations, a division of Appalachian State University Held faculty position providing training and consulting to social workers and therapist across North Carolina. Facilitated a variety of curricula for the NC Department of Human Services Statewide Training Partnership in collaboration with NC State, UNC-Chapel Hill's Jordan Institute and Appalachian State University. Contributed through training, curricula development, writing and design. Present regularly at state, regional and national conferences.
1999-2000	BIABH Study Center/Appalachian State Univ. Morganton, North Carolina Social Worker III. Worked as a Family Preservation therapist with juvenile delinquents returning from training school. Assisted with transition back into family life, school and community.
1999.	Foothills Area Program Marion, North Carolina

Social Worker III. Worked as a Family Preservation therapist with families at imminent risk of losing their children. Provided case management, family and individual therapy, and helped families link with community resources.

- 1996-1998 Jackson County Juvenile Court Jackson, Ohio
Worked as a therapeutic counselor with juvenile delinquents and their families. Provided community-based and in-home counseling for youth with behavior problems, substance abuse, conduct disorders and convicted felony offenders. Coordinated services with the juvenile court counselors, the juvenile court judge, Department of Human Services, and the local drug and alcohol counseling center. Served as a transitional counselor for youth convicted of felonies who had been released back into the community from a local rehabilitation center.
- 1996-1998 Jackson County Early Start Jackson, Ohio
Provided counseling support for families with at-risk children ages birth to three years. Work in conjunction with the Early Start Family Advocate providing families with counseling and education on parenting, discipline, conduct disorders, depression, sexual abuse, and eating disorders. Co-lead a program for teen mothers and their babies.
- 1996 Driver's Intervention Program Athens, Ohio
Worked as a contract drug and alcohol counselor for Health Recovery Services' three-day, weekend, in-patient treatment program. Participants were court-ordered as a result of a DUI or a domestic violence conviction. Provided counseling, education, assessment, and treatment recommendations for the court based on individual and group counseling sessions.
- 1995 Health Recovery Services McArthur, Ohio
Worked as a substance abuse counselor at this drug and alcohol treatment facility. Counseled adolescents, adults and families. Co-led a chemical addiction education group for adult males, a women's support group that focused on issues of incest and chemical dependency, and an adolescent therapy group. Provided outreach education and prevention programs in the public schools and surrounding community.
- 1995 Hocking Correctional Facility Nelsonville, Ohio
Worked as a counselor intern in an all-male, minimum-security prison. Led therapeutic groups for adult sex offenders. Also led groups for the general prison population.
- 1994-1995 Southeast Psychiatric Hospital Athens, Ohio
Led a bi-weekly music therapy stress reduction group dealing with stress and coping skills on an acute, short-term adult psychiatric unit. Supervised undergraduate practicum students.
- 1993-1994 Duke University's Great Smoky Mountain Study Sylva, NC
Trained and worked as a certified CAPA (Child and Adolescent Psychological Assessment) interviewer. Interviewed parents and children (ages 9 to 14) with behavioral and psychological problems in the eleven western counties of NC.
- 1993 Broughton State Psychiatric Hospital Morganton, North Carolina
Music therapy intern. Led group and individual sessions with adolescents, adults, and geriatrics on both chronic and acute units. Collaborated with art, dance and drama therapists to provide treatment groups.

PUBLICATIONS, INSTRUCTIONAL DESIGN AND CURRICULUM DEVELOPMENT

*Indicates primary author for this curriculum

Alchemy for Leaders, Brian Jaudon

2010-2013

Evoking Wisdom, Ed Manning

Provided instructional design, curricula development, research and project management these two executive business consulting and coaching firms. Completed products include two participant manuals and a train-the-trainer manual for leadership development courses.

Power of Self Leadership

Leader as Coach

Division of Children and Families (Canada, Connecticut, Wisconsin, Ohio) 2009-2013

Consultant and Trainer for Differential Response Implementation

Signs of Safety: Increasing Protective Capacity in Caregivers 2012

What's Good for Workers is Good for Supervisors: Differential Response in Supervision 2010

Partners in Change: Understanding Family Engagement and Differential Response * 2009

North Carolina Division of Social Services and the NC Statewide Training Partnership

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| 1. Building Awareness and Cultural Competency | 2010 | |
| 2. Coaching in the Kitchen: Guiding Parents through Teachable Moments* | 2009 | |
| 3. Child Protective Services Assessments | 2008 | |
| 4. The Platinum Rule: Leadership in Supervision and Management * | | 2007 |
| 5. Becoming a Therapeutic foster Parent, A Pre-Service Curriculum
In collaboration with Duke University and UNC-Chapel Hill | 2006 | |
| 6. Cornerstone III: Multiple Response System Initiative for North Carolina* | 2001 | |
| 7. Intensive Family Preservation: Family-Centered Practice* | 1998, revision | 2010 |
| 8. Family Support in Community-Based Programs* | 2002, revision | 2010 |

North Carolina Family Based Services Association

Ethics and Safety Guidelines for In-Home Family Workers* 1999

Co-authored with Jim Hamilton, MSW

Ethical Guidelines for In-Home Family Preservation Workers* 1998

Co-authored with Jim Hamilton, MSW

ONE System of Care 1998

1. Introduction to System of Care*
2. Advanced System of Care*
3. Supervising in a System of Care*
4. Child and Family Team Facilitation Skills*
5. County Collaboration within System of Care*

References Available Upon Request