

**Amber Copa, MSW, LSW**

Ongoing Supervisor  
Lucas County Children Services

Toledo, OH 43606

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***CURRICULUM VITAE***

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**EDUCATION**

May 2019      **Master of Social Work (MSW)**  
Eastern Michigan University, Ypsilanti, Michigan  
Concentration: Mental Health and Substance Use Recovery

May 2015      **Bachelor of Social Work (BSW)**  
The University of Toledo, Toledo, Ohio  
Dean's List: 2013-2015  
University Partnership Program Completion

**PROFESSIONAL LICENSURE**

April 2023      **Certified Adoption Assessor**  
Verified by Ohio Department of Job and Family Services

November 2015      **Licensed Social Worker (LSW)**  
State of Ohio Counselor, Social Worker, Marriage & Family Therapy Board  
License Number: S.1502496

**PROFESSIONAL EXPERIENCE**

July 2022      **Ongoing Supervisor for Department of Family Services**  
– Present      **Lucas County Children Services**

- Coordinate case assignments, plans, reviews, and closings, while providing feedback and support to caseworker staff.
- Monitor case progress and service delivery by conducting field observations, participating in family case conferences, and attending court hearings/proceedings.
- Conduct regular unit meetings and individual case conferences to ensure effective case planning and communication.
- Promptly complete and produce detailed documentation in SACWIS of case conferences and directives.

- Communicate agency policies, procedures, and new protocols with a focus on providing support and rationale.
- Collaborate effectively with other units and departments to elevate service delivery to families.
- Monitor and ensure caseworkers are completing required documentation, referrals, and monthly face-to-face home visits with clients, in accordance with CAPMIS standards.
- Provide supervision and evaluation of UPP student interns.
- Led special projects within the department such as creating documentation materials and facilitating a department wide training on collecting family social and medical history for purposes of adoption recruitment.
- Manage first-level grievances, offer recommendations for disciplinary actions, and actively contribute to Performance Improvement Plans (if deemed necessary).
- Collaborate with the manager to devise permanent plans for children, address problematic cases, and manage disciplinary matters.
- Review and manage the unit budget and the approval of requests for funds.
- Conduct regular performance evaluations of caseworkers and address training needs to enhance staff performance.
- Provide constructive insight and feedback to further the development of agency personnel.
- Actively participate in diverse committee assignments, attend relevant trainings and conferences, and address service gaps and barriers.

November 2019  
– July 2022

**Facilitator for Department of Case Review  
Lucas County Children Services**

- Facilitated Family Case Conferences (placement custody, change of placement, 90-day case reviews, semi-annual case reviews, and permanency planning conferences) by utilizing the Team Decision Making Model.
- Utilized mediation skills to promote effective communication, encouraging participation by all members, and guiding the group towards consensus.
- Considered risk and child safety factors, child vulnerabilities, and the availability of appropriate community services to make informed decisions while engaging in group decision making with families, legal

representatives (attorneys/GAL/CASA), and agency staff (caseworkers, supervisors, managers, etc.).

- Followed CAPMIS guidelines regarding case review procedures.
- Utilized a strengths-based approach, while considering appropriate decisions are made in cross-cultural situations.
- Facilitated virtual and in-person meetings to accommodate changing needs among clients and the community.
- Completed written reports in SACWIS for each conference/meeting in accordance with agency policy and procedure.

August 2018  
– May 2019

**Intern: Master of Social Work Field Placement  
Lucas County Correctional Treatment Facility**

- Facilitated “Thinking for a Change” groups and led group discussions among inmates.
- Completed diagnostic assessments and individual counseling services by applying dialectical behavioral therapy, applied behavioral therapy, and cognitive behavioral therapy.
- Observed and participated in eye movement desensitization and reprocessing (EMDR) therapy groups.
- Completed assessment tools and individualized treatment plans with clients.
- Facilitated after-care and relapse prevention groups.

July 2015  
– November 2019

**Ongoing Caseworker for Department of Family Services  
Lucas County Children Services**

- Critically assessed child safety to make informed decisions involving safety and permanency for children, in accordance with CAPMIS.
- Managed a full case load and completed monthly face-to-face contact with parents, children, and caregivers in their home and community.
- Demonstrated engagement, active listening, and interviewing skills to isolate and address problems within the family system.
- Completed case documentation, case plans, referrals for services, and kinship home assessments within established time frames in SACWIS.
- Testified in multiple court hearings including Adjudication/Dispositions, legal custody hearings, and permanent custody trials.
- Utilized multiple computerized and communication systems (Microsoft Office Suite, SACWIS, mileage reports, payroll/timesheet records, etc.)

August 2014

**Intern: University Partnership Program (UPP) Field Placement**

– May 2015

### **Lucas County Children Services**

- Demonstrated skill and understanding in investigating reports of child abuse through client interviews, agency staffing's, and court hearings.
- Observed supervisors and caseworkers in Assessments (investigation) and the Department of Family Services.
- Attended multiple court hearings, home visits, 90-day review meetings, and completed home studies, case plans, and safety plans.
- Participated in weekly supervision meetings with field instructor.
- Attended the Public Children Services Association of Ohio (PCSAO) 2014 Conference.

May 2013  
– August 2013

### **Mental Health Intern: Bachelor of Social Work Field Placement Thomas Wernert Center Community**

- Provided members with support through positive communication and engaging interactions.
- Participated in games, expressive art projects, and other activities with members.
- Facilitated morning group meetings.
- Interacted and observed peer support groups.
- Assisted with the set-up and organization of the yearly fundraiser sale.

### **PROFESSIONAL TRAINING**

|               |   |
|---------------|---|
| March 2024    | 30 <sup>th</sup> Annual Eastern Ohio Leadership Conference<br>Ohio's University Consortium for Child and Adult Services |
| February 2024 | Leadership in Child Welfare<br>Ohio Department of Children and Youth  |
| February 2024 | S.E.E.K.: Search, Engage, Explore, Kinnect<br>Ohio Department of Children and Youth                                     |
| May 2023      | Trauma Informed Response for Public Service Professionals<br>Northwest Ohio Regional Training Center                    |
| June 2023     | Diverse Needs Among the Hispanic, Latino/Latina, Latinx Community<br>Ohio's 2023 Opiate and Other Drugs Conference      |
| June 2023     | Addressing Cognitive Impairment in Treatment<br>Ohio's 2023 Opiate and Other Drugs Conference                           |

September 2021      Adoption Assessor Training Sessions  
– April 2023      Adopt America

March 2020      CAPMIS Training Sessions (Strengths and Needs Risk Assessment, Case  
– August 2020      Planning, Assessing Safety, etc.  
Northwest Ohio Regional Training Center

*\*Full list of professional training attendance can be provided upon request.*

### **PROFESSIONAL AFFILIATIONS AND MEMBERSHIPS**

January 2023      **Committee Member**  
– Present      **REACH-Regional Effort Aimed to Combat Human Trafficking**  
*Formally-Lucas County Human Trafficking Coalition*

September 2018      **Member**  
– September 2020      **National Association of Social Workers (NASW)**

### **SERVICE**

March 2022      **Department Appreciation Event Planning Lead Volunteer**  
– Present      Lucas County Children Services

March 2019      **International Social Work Service-Learning Trip (Bluefields, Jamaica)**  
Eastern Michigan University

- Introduction to Jamaican customs and cultures, while residing in a rural part of the community.
- Developed teaching points and presentations geared at improving parenting skills.
- Presented to a group of parents and students at a local school.
- Participated in community events, workshops, readings, and field visits to gain understanding of Jamaican history and the profound impact of slavery and racial injustices.
- Expanded knowledge of cultural competence, humility, and strengthened a desire for social justice.

March 2016      **Holiday Event Planning Committee and Volunteer**  
– Present      Lucas County Children Services

### **REFERENCES**

- **Jeffery Davis, MEd**  
Manager (Former) - Department of Case Review  
Lucas County Children Services  
419-297-5540  
[Jedavis@bex.net](mailto:Jedavis@bex.net)

Relationship: Manager while holding Facilitator position.

- **William Weaver, MSW, LISW-S, LICDC-CS**  
Assistance Lecturer, BSW Field Director  
University of Toledo  
419-250-8888  
[William.Weaver@utoledo.edu](mailto:William.Weaver@utoledo.edu)  
Relationship: MSW field instructor and professional colleague.
- **Houda Abdoney, MSW, LSW**  
Facilitator - Department of Case Review  
Lucas County Children Services  
419-346-5707  
[Houda.Abdoney@jfs.ohio.gov](mailto:Houda.Abdoney@jfs.ohio.gov)  
Relationship: Professional colleague