



EL DORADO COUNTY
DEPARTMENT OF HUMAN SERVICES *Child Protective Services*

Daniel Nielson, M.P.A.
Director

October 11, 2011

El Dorado County Board of Supervisors
John R. Knight, District 1 Supervisor
330 Fair Lane
Placerville, CA 95667

Re: First 5 Commission Application

Dear Mr. Knight:

Enclosed, please find my application in consideration for the First 5 Commission appointment as a representative of the Department of Human Services. As a professional who has served over twenty years in the Child Protective Services arena I was honored when I was asked to give consideration in representing the Department on the commission.

In my professional role as a social worker I have worked diligently through out my career to involve myself in community and state organizations to better service clients. I recognized early on that the voice of the client is best served in an active leadership role in conjunction with my current assignments whether it was as a line Social Worker, Supervisor, Manager, and now as a Program Manager II responsible for the operations of Child Welfare in El Dorado County. I have had the pleasure of presenting before the BOS on departmental related matters designed to educate members of the board on issues facing the agency and this County. I take an active role in the development of community partnerships as it relates to the services we provide to our clients in our community. I believe that the contributions I could make in continuing this collaboration on the commission will enhance, services to, clients we all serve.

I have a realistic over all understanding of the economic challenges facing Child Welfare and continue to strive in developing new and different strategies through partnerships in finding ways to fill the gaps that exists for those clients who remain in need. The role I play with in our Department is backed with commitment in meeting the needs of our community while striving for transparency as we face public scrutiny in the child welfare industry. Equally important to the contributions I believe I can make to the commission is what I have to learn from future partnerships that will be formed from my involvement in this process to better serve the public.

In the end, whether or not my application moves forward for further consideration as a member to this commission, I just appreciate being given an opportunity to represent a voice for our clients, especially our most vulnerable children who come under the care of our Department. If at any time during this process you would like to meet with me to further discuss my qualifications, I would be happy to do so.

Again, thank you in advance for reviewing my application for consideration to the First 5 Commission appointment.

Sincerely,

A handwritten signature in blue ink that reads "Mark S. Contois". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Mark S. Contois, MSW
Program Manager II
(530) 642-7205

cc: file

Mark S. Contois, MSW

OBJECTIVE: Social Services Management Position.

SUMMARY: Hands-on experience in the social services area.
Three Years Management Experience
Eighteen Years Experience in the social services field

EDUCATION: **Master's in Social Work**
CSU San Bernardino, June 1999
San Bernardino, CA
Bachelor's in Social Work
University of Montana, May 1987
Missoula, Montana

EXPERIENCE: **El Dorado County Department of Human Services**
Program Manager II (Oct 07' to Present)

Reports directly to the Assistant Director.
Manages all operations of Child Protective Services to include directly supervising five Program Manager's in the management of 340 employee's agency wide.
Responsible for handling all confidential personnel

Assistant Director (April 25, 2009-July 18, 2009)

Under general direction of the Health Services Agency or Human Services Department Director assists in the planning, administering, managing, and monitoring of the services for the Health Services Agency or Human Services Department; and does related work as required.

Program Manager II (Oct 07' to Present)

Manage and directly over see all operations of Child Protective Services and report to the Assistant Director. Supervise 4 Program Manager I's who over see and manage approximately 60 direct reports. Monitor and manage complex budgets, reports, and projects as assigned by the Assistant Director/Director. Prepare/conduct presentations when assigned to the Board of Supervisor's and/or community partner's. Conduct on going Quality Assurance Reviews to ensure compliance with State and Local Practice. Act as community liaison. Personnel Investigations

Program Manager I (2005-Oct 07')

Manage and directly over see all operations of Child Protective Services and the Welfare Fraud Unit. Supervise 5 supervisors and over see 60 employees's who provide direct services to clients. Supervise a Special Investigation Unit comprised of four law enforcement personnel who investigate Welfare Fraud. Monitor and manage complex budgets, reports, and projects as assigned by the Director. Conduct on going Quality Assurance Reviews to ensure compliance with State and Local Practice. Act as community liaison. Personnel Investigations

Acting Public Guardian (2004-2005)

The public Administrator investigates and administers the estates of persons who die with no will or without an appropriate person to act as an administrator. The Public Guardian serves as the legally appointed conservator for persons found by the Courts to be unable to take care of themselves

Social Worker Supervisor/Adult Protective Services (2002-2004)

Provide direct supervision to social work staff that is charged with the responsibility for investigating allegations of abuse and providing services to dependent and elderly clients. Hiring staff/dealing with all personnel related issues. Community Liaison. Public/Media Presentations

Social Worker IVB (2000-2002)

Line Social Worker in the Emergency Response Unit
Investigated allegations of Child Abuse
Prepare legal reports for the court
Provide community based trainings to Mandated Reporters and other community based partners regarding Child Abuse and Neglect

**San Bernardino County Department of Social Services
Social Service Practitioner (1989-1999)**

Line Social Worker in the Emergency Response/On Going Unit
Investigated allegations of Child Abuse and Prepare legal reports for the
court
Special Assignment to the Director/County Counsel on Death Related
Cases
Conducted Community Based Trainings on Child Abuse and Neglect