

**Fotena Zirps, PhD**

Lab Manager, Research Associate

**Educational Background**

1990 -- Ph.D. Psychology (Cognitive) Florida State University Tallahassee, FL	1986 -- MA School Psychology University of Akron Akron, OH	1983 -- BA Psychology Minors in Peace Studies/ Sociology University of Akron
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Fotena was Rick’s first PhD graduate at Florida State University in 1990.

**Accomplishments**

- Start-up of human service agencies in three areas of Florida
- Development of a nationally recognized system of human service agency quality improvement
- National recognition for teaching, training, evaluation and leadership excellence
- Resolution of multiple public agency lawsuits
- Creation of an online data reporting and accountability system in a 4 billion dollar agency
- Participation in national evaluation of emerging systems of care for children with serious emotional disturbances
- Development of state licensing and credentialing examinations
- Development of national accreditation standards and practices
- Provision of ongoing leadership and supervisory training
- Development of a process of conflict resolution and ongoing training
- Evaluation of educational, mental health, child welfare and other human services

**Publications and Presentations**

O’Leary, M. and Zirps, F. (1995). Divorcing Parents. Journal of Divorce and Remarriage.

Palmer, B., Zirps, F., and Martin, N. (1992). Development of a Test of Figurative Language. Journal of Reading Education, 17, 11-20.

Palmer, B. and Zirps, F. (1991). Family Literacy: A report to the Florida Department of Education. Tallahassee: Florida Department of Education.

Pecora, P., Seelig, W., Zirps, F., and Davis, S. (1996). Program Evaluation and Quality Improvement: Managing Child Welfare Agencies into the 21<sup>st</sup> Century. Washington, DC: Child Welfare League of America.

Torgesen, J., Wagner, R., Balthazar, M., Morgan, S., Simmons, K., Stage, S. and Zirps, F. (1989). Individual Differences in Performance on Phonological Synthesis Tasks. Journal of Experimental Child Psychology, 47, 491-505.

Zirps (2003). Still Doing It Right: A Guide to Quality for Human Service Agencies. Albuquerque, NM: IQAA Books.

Zirps, F. (2000). Quality and Credibility. Tallahassee, FL. Department of Children and Families.

Zirps, F. (1999). Accountability and accreditation: A primer on outcomes. New York: The Council on Accreditation.

Zirps, F. (copyrighted, 1994). Violence in the Home: A One Year Study of the Efficacy of Domestic Crisis Intervention. Written for Families First, Atlanta, Georgia.

Zirps, F. (copyrighted 1993). Matching Family Preservation Methods and Families: A Three Year Retrospective Study in Atlanta, Georgia. Written for Families First, Atlanta, Georgia.

Zirps, F. (copyrighted 1992). Teen Pregnancy: Profiles and Prognosis. Written for Families First, Atlanta, Georgia.

Zirps, F. (copyrighted, 1992). Children Cope with Divorce: A Two Year Follow-Up Study in Cobb County Georgia. Written for Families First, Atlanta, Georgia. Excerpts published in the Child Welfare League Interagency new report.

Zirps, F. (1994). Preserving Families and Preventing Child Abuse and Neglect in Metropolitan Atlanta: A Three Year Summative Report of Family Preservation. Georgia Academy Journal.

Zirps, Brewsaugh, Barack, Thomas, Brehm and Schedin (2012). What Works in Statewide Child Welfare Information Systems. What Works in Child Welfare 2, DC: Child Welfare League of America

Zirps, F. and Cassafer, D. (1996). Quality Improvement in the Agency. In Pecora, Seelig, Zirps and Dave (Eds.). Program Evaluation and Quality Improvement: Managing Child Welfare Agencies into the 21<sup>st</sup> Century. Washington, DC: Child Welfare League of America.

Implementing a Quality Improvement and Program Evaluation Process. CWLA Southern Regional Conference, Little Rock, AR, May 1993.

Zirps, F., Ford, E., Contreras, R., Sengova, J., Obrochta, C., and Hernandez, M (1996 and 1997). Eight reports: Comprehensive Mental Health Services for Children with Serious Emotional Disturbances Evaluation, Family Centered Interviews Study. Tampa, Florida: FMHI

Zirps, F. and Wagner, R. (1990). The Dual-Route, ACT\* and PDP Models of the Acquisition of Word Decoding. In Leong and Randawa (Eds.). Understanding Literacy and Cognition: Theory, Research and Application. NY: Plenum.

Zirps, F. and Walford, S. (1990). Research Report 12: Cooperative Consultation regional Training, 1989-1990. Tallahassee: Florida Department of Education.

Zirps, F. Pecora, P., Savas, S., Mallucio, A., Curran, M, and Allen, R. (In process). Incorporating Consumer Perspectives: A Practical Guide. Washington, DC: Child Welfare League of America.

## **Presentations**

February 2014. One Hope United Child Development: Conflict Resolution. Co presenter Sarah Tunning.

April 2012. Alliance Meeting of Complex Organizations. Topic: Measuring Social Impact. Co-Presenters Bill Gillis, Elizabeth Carey, Marty Mitchell, Tom Tate and Andy Ross. Portland, OR.

March 2012. Topic: Quality Improvement and Measurement for Administrative Program Areas. Children's Home Society North Carolina.

February 2012. Child Welfare League of America Conference. Topic: What Works in Child Welfare. Co-Presenters Patrick Curtis, PhD and Carol Lichtenstein.

Good, Better, Best. Where is My Practice: Evidence Based Practice. IARRCA Conference, September 18, 2008, Indianapolis, IN

Quality Improvement: Using Data for Performance Improvement. IARRCA Conference, September 18, 2008. Indianapolis, IN

Public-Private Collaboration in Quality Improvement. Missouri Public-Private Child Welfare Meeting. September 16, 2008, Columbia, MO.

Quality Improvement in Community Systems. Presentation to San Mateo County Human Services Agency, April 2008, San Mateo, CA.

The Evaluation of Foster Care in Orlando Florida. With Katrina Brewsaugh. Family Foster Treatment Association (FFTA) Conference. July 30, 2007. Orlando, FL

Leadership and Synergy: Continuous Quality Improvement in the Public-Private Partnership. May, 2007 (live and taped presentations, can be seen on You Tube), IL DCFS, Chicago, IL.

Optimizing Agency Performance: Tools that Work, with Katrina Brewsaugh, Southeast Evaluation Association Conference, January 18, 2007, Tallahassee, FL.

The Intersection of Improvement, Measurement and Community Building: An Evaluation of a Rural Family Preservation Program, with Patricia Griffith, Missouri Coalition of Children's Agencies. November 15, 2006. Tan Tara, MO.

Optimizing Agency Performance: Tools that Work, with Katrina Brewsaugh, CWLA and CWI Conference on Privatization, October 30 and 31<sup>st</sup>, 2006, Marlborough, MA.

Continuous Quality Improvement University and Learning about Continuous Quality Improvement and Research, multiple venues including the Florida Region Leadership Circle meeting, 2006

Optimizing Agency Performance: Tools that Work, National Conference on Child Welfare Privatization, Austin, Texas, May 2006.

Evaluating and Building Community Investment for Programs Serving Families at Risk, 13<sup>th</sup> Annual Child Abuse Prevention Conference, Jacksonville Florida, April 2006.

Building a Learning Organization, Kids Hope United February and March 2006.

Accountability: Personal and Professional. Presented with Charles Bandoian. Missouri Coalition of Children's Agencies, November 2004.

Building Synergy with the Child and Family Services Review, COA National Conference, Lexington, Kentucky, August 2004.

Advanced Quality Improvement and Problem Solving, Illinois Child Care Association, February, 2002.