

JENNY BALDWIN, LMSW

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SKILLS AND EXPERIENCE

- Proven team player and excellent leadership skills, including program management and working in interdisciplinary groups
- Strong communication skills, including public speaking, written and interpersonal communication
- Worked extensively with diverse populations
- Proficient in Spanish

EDUCATION

The University of Texas at Austin

Master of Science in Social Work, May 2009, Concentration: Clinical Social Work

The University of Texas at Austin

Bachelor of Journalism, December 2004, Concentration: Print

Bachelor of Arts in History, December 2004

EXPERIENCE

Department of Family Protective Services, Austin, Texas

Special Projects Manager

June 2021 - Present

- Responsible for the planning, implementation, and monitoring of special projects across all areas of operations. Provide leadership, consultative services and technical assistance to plan, implement, and monitor special projects, including developing metrics, project plans, project management processes, timelines and resources. Identify new and innovative opportunities to enhance PEI programming and processes, including making recommendations, creating a plan of action, and leading in proposal development and project management
- Prepare written project updates, summaries, legislative reports, strategic plans, and other identified materials
- Develop and maintains positive working relationships with external stakeholders
- Manage and complete special assignments, including the provision of consultation and technical assistance to plan, implement, and monitor special projects across all areas of operations
- Complete special assignments and participates in stakeholder and other meetings as special project or office representative, provide direction, guidance and assistance to program areas
- Steering Committee member of the division's Diversity, Equity, and Inclusion Workgroup, and Committee Chair of the People and Culture subcommittee.

Grants and Special Projects Coordinator

Jan. 2019 – June 2021

- Oversaw more than \$23 million in child maltreatment prevention grants. Serve as primary point of contact for federal and state partners on grant-funded programs. Developed and submitted applications, reports, and required documentation to funders. Assisted in developing performance measures and program monitoring tools to assess performance and document work efforts
- Led PEI responses and provide support to program teams in organizing, preparing, coordinating and writing grants and applications for funding
- Provided high-level project management and technical assistance to plan, implement, and monitor special projects across all areas of operations, including projects with internal and external stakeholders
- Prepared written project updates, summaries, legislative reports, strategic plans, and other identified materials

Any Baby Can, Austin, Texas

Director of Programs

Nov. 2015 – Jan. 2019

- Monitored and evaluated all program activities and implement quality assurance procedures for Healthy and Fair Start, Tandem, Family Education, Family Support Services, CHAT, Candelighters and CARE (Comprehensive Advocacy and Resources for Empowerment) Programs

- Evaluated each program's performance regularly and ensured compliance with professional standards of practice, evidence-based practice models, grant requirements and agency policies
- Directly supervised the Supervisors of the Parents as Teachers Programs, the Family Education Program and the Family Health Programs, as well as the Program Coordinator
- Managed and led 25 staff in agency activities
- Managed program budgets
- Managed program grants, including completing necessary reports, insuring program compliance, working on grant applications, and preparing staff for audits
- Monitored community needs and make recommendations for strategic program revisions

Director of Family Strengthening Programs

Jul. 2013 – Dec. 2015

- Monitored and evaluated all program activities and implement quality assurance procedures for Healthy and Fair Start, Tandem, Family Education and the Nurse Family Partnership Programs
- Evaluated each program's performance regularly and ensure compliance with professional standards of practice, evidence-based practice models, grant requirements and agency policies
- Directly supervised the Supervisors of the Parents as Teachers Programs, the Nurse-Family Partnership Program and the Family Education Program
- Managed and led 26 staff in agency activities
- Managed all Family Strengthening Program budgets
- Managed all Family Strengthening Program grants, including completing necessary reports, insuring program compliance, working with Chief Grants Officer on grant renewals and new opportunities and preparing staff for audits
- Monitored community needs and make recommendations for strategic program revisions

Family Health Program Manager

Mar. 2012 – Jul. 2013

- Provided supervision and training to program staff of CARE, Candlelighters and CHAT Programs
- Maintained and review program policies and procedures, including oversight for quality assurance measures
- Managed all Family Health Program budgets
- Managed all Family Health Program grants, including completing necessary reports, insuring program compliance, working with Chief Grants Officer on grant renewals and new opportunities and preparing staff for audits
- Worked with Program Coordinator to plan and execute 7 family events annually, including a 5-day overnight summer camp for children ages 7-17 years old
- Provided oversight with program staff for agency basic needs programs

Supervisor of the Candlelighters Childhood Cancer Program

Oct. 2010 – Mar.2012

- Provided supervision to program staff and maintain policies and procedures
- Provided case management to families, conduct family needs assessments, and provide referrals and advocacy for client needs
- Oversaw implementation of family events, including a week-long, over-night camp for children
- Provided counseling to adults, children, and adolescents in the Candlelighters and No Estás Solo Programs, including assessment, diagnosis and treatment
- Facilitated a support group in Spanish for parents who have a child diagnosed with cancer

Refugee Services of Texas, Austin, Texas

Jan. 2009 – Oct. 2010

Case Manager and Interim Program Manager of the Victims of Human Trafficking Program

- Provided federally mandated services through the Department of Justice Office for Victims of Crime, including providing clients with community resources, mental health support, information on immigration processes, and allocating funds for basic needs
- Served as on-call social services emergency responder for human trafficking cases to local, state, and federal law enforcement officials
- Developed and performed professional trainings on human trafficking, including for state-wide conferences

- Chairperson of the Outreach Committee of the Central Texas Coalition Against Human Trafficking, a professional organization providing support to survivors of human trafficking and community education on human trafficking
- Coordinated PSA campaign with Austin Police Department for an awareness campaign
- Provided training on human trafficking for the central Texas region
- Assisted a Board of Immigration Attorneys-accredited staff person in Immigration Program with clients' immigration status applications
- Provided case management and mental health counseling to refugees

Intern

- Provided case management to newly-arrived refugees under federal guidelines
- Assisted in service provision of basic needs
- Provided counseling to refugees
- Assisted the completion of federal immigration forms, including naturalization, asylum, and legal permanent resident applications

Girls Empowerment Network, Austin, Texas

Aug. 2007– Jan. 2009

Campus Coordinator

- Organized program sites for an after-school program and maintained community contacts
- Supervised, trained, and mentored team of high school program facilitators
- Mentored and counseled middle school participants
- Developed and facilitated psycho-educational groups with middle school and high school students
- Developed first Spanish-speaking girls' club for clubGEN program

Las Tres Manuelas, Quito, Ecuador

Mar. 2006 –Aug. 2006

Intern

- Provided direct care services to child survivors of domestic abuse in the Centro de Primera Acogida
- Served as tutor and teacher
- Worked with a team of psychologists to serve clients, including home visits

LifeWorks, Austin, Texas

Jan. 2005 – Jan, 2006

Youth Care Worker

- Provided direct care services to youth ages 13- 19 years old living in shelters
- Monitored safety and shelter activities
- Assisted in service coordination for youth living in shelters

AFFILIATIONS

Grassroots Leadership, Austin, Texas - Volunteer	2017
Casa Marianella, Austin, Texas – Board Member	2012 – 2015
Allies Against Slavery, Austin, Texas – Board Member, Founding Member	2010-2015

CERTIFICATIONS

Parents as Teachers – Certified Parent Educator	Since 2013
Positive Parenting Program – Certified Trainer (Levels I-IV)	Since 2015
Nurturing Parenting Program – Certified Trainer	Since 2018
Virtual Parent Cafés – Certified Trainer	Since 2021
National Family Support Network Standards of Quality – Certified Trainer	Since 2021