



TRICIA PEGUES

CEO | SOCIAL SERVICES | MENTAL HEALTH SERVICES

Summary

To improve the quality of life for children and their families by providing a safe and healthy learning environment and hope for a bright future.

HIGHEST ACCOMPLISHMENTS

- Innovative Training Methods
- Dissertation Research CSEC and Child Welfare
- Grant Writer
- Accreditation Consultant
- Awarded Agency Accreditation through CARF
- Secured Riverside County Contract November 2017
\$1.6M Annually
- Secured Federal HHSA Grant/Contract 3/2020
\$4.4M Annually
- Secured Federal HHSA Grant/Contract 7/2022
\$4.8M Annually
- Secured Federal HHSA Grant/Contract 11/2022-
\$9.7M Annually
- SAFE Certified
- SAFE Supervisor Certified
- 20+ years Child Welfare Experience
- Dissertation Completion March 2018



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EDUCATION

DOCTORATE DEGREE CANDIDACY

Harold Abel School of Psychology at
Capella University

March 2018

SAFE CERTIFICATION

August 2016

SAFE CERTIFICATION

September 2016

MASTERS DEGREE: HUMAN SERVICES/ SOCIAL AND COMMUNITY SERVICES

Capella University

2009

BACHELOR OF ARTS DEGREE: FAMILY LIFE SERVICES

Point Loma Nazarene University

May 1997



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EXPERIENCE

CHIEF EXECUTIVE OFFICER, PRESIDENT

Believe You LLC/ We Believe Foundation

October 2021 - Present, Riverside, San Diego, Ca.

- Believe You LLC was created for women's empowerment through consulting and counseling services, including accreditation support and grant writing.
- We Believe Foundation is a federally recognized 501c3 public foundation to provide youth and family services within Southern California.
- Leadership of Board of Directors to include innovative presentations and leadership skills.
- Establish, implement, evaluate policies and procedures for general practice within both organizations
- Research, develop and achieve funding streams for both organizations.
- Development and management of mentorship, consultation, and program components.
- Develop and maintain quality assurance policies and procedures to ensure local, state, and federal compliance to all regulations and policies.
- Develop and manage training program and performance evaluation program for all future employees
- Manage program budgets and justifications, to include, management of expenditures.

BOARD MEMBER

Girls Rising/Women Emerging, San Diego, Ca.

January 2023 - Present

- Serving as a general Board Member and on the Compliance Committee, Training and Development Committee, and Sustainability Committee.

EXECUTIVE VICE PRESIDENT, CHIEF OPERATING OFFICER

MarSell Consulting and Mental Health Services (MHS)

January 2021 to December 2022, January 2017 to January 2021, Ontario, CA

- Instrumental in growing company from inception to the current \$20+M annual revenue company providing services to underserved populations through southern California.
- Personally managed (Budget and Program Service Management) the social services business line of the organization that include \$9+M federal contract for foster care services.
- Established and managed a staff beginning at less than 5, growing to a total of 75, which included a management team. Directed and coordinated the management team to implement, maintain and evaluate the activities of the serve staff.
- Supervised ACSWs and AMFT within the therapy division and all ASWs within the foster family agency.
- Developed and managed training protocol for all staff and individualized training for social service program staff related to children's services and child welfare.
- Researched and developed internal controls and quality assurance measures to maintain contractual obligations and best practice standards.



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EXPERIENCE CONT...

- Developed internal controls and quality assurance to maintain contractual obligations and best practices.
- Represented the organization at all local, state and federal level meetings to ensure compliance with program/contractual standards.
- Jointly developed and managed employee development program within the organization to include training and mentorship.

CHIEF OPERATING OFFICER

- COO of a what started as a \$100,000 Consulting and Mental Health Services company providing consulting and mental health services to foster family agencies, group homes/STRTPs, and educational facilities.
- Developed and managed the operational policies and procedures, while securing additional funding to expand to current \$20M annual revenue in 2022.
- Developed relationships with stakeholders to negotiate and secure 13 contracts within the first 9 months of business, totaling \$213,600 in contracted services provided in a one-year time frame.
- Developed start up level policies and procedures for mental health and social service program standards.
- Established and managed program components and internal controls for contract management.
- Provided guidance to staff regarding sensitive case management, supervisory of personnel, and/or any program management or modification solutions.
- Supervision of ACSWs, AMFTs, and SWs involved in the mental health services and the foster family agency.

SOCIAL WORKER/FOSTER PARENT TRAINER

Specialized Care Foster Family Agency

October 2017 to December 2018, Rancho Cucamonga, CA

- As a flex social worker, maintained a caseload of 15 children and their foster parents.
- Provided supervision of social workers when needed within the training role and back up supervision role.
- Weekly home visitation to ensure children's well being and completed required reports
- As a foster parent trainer, provided PRIDE training, Trauma Informed training and all required topics by the state of California as continuing education for our Resource Families.
- Performed and completed all necessary Home Study and Psychosocial Assessments

QUALITY ASSURANCE SUPERVISOR/CARF REPRESENTATIVE/ FOSTER PARENT TRAINER

Specialized Care Foster Family Agency

April 2016 - October 2017, Riverside, Rancho Cucamonga, Ca.

- Supervised a QA staff of 3 assistants and managed the quality of foster parent and client records
- As a CARF representative, was the lead in charge of brining the agency through the accreditation process
- As QA Supervisor and CARF representative, acted as the agency liaison with the counties served
- As QA Supervisor, managed pending Home Study contracts to be awarded through the new RFA process.
- Provided ongoing initial certification for new prospective foster parents.



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EXPERIENCE CONT...

SOCIAL WORKER/FOSTER PARENT TRAINER

Specialized Care Foster Family Agency, Rancho Cucamonga, Ca.

November 2015 - April 2016

- Maintained a caseload of 15 children and their foster parents as a social worker.
- Performed weekly visitation to each home and each child.
- Completed quarterly reports and maintained communication with county social workers
- Completed duty days in the office by managing any emergencies involving children in the agency.

TRAINER

San Diego State Research Foundation/ Public Child Welfare Training Academy, San Diego, Ca.

January 2016 - Current

- Develop curriculum related to child welfare training needs.
- Conduct training within the 5 southern counties in California related to and benefiting the Child Welfare organizations when requested by PCWTA on a contract basis.

PRACTICE CONSULTANT

San Diego State Research Foundation/ Public Child Welfare Training Academy

August 2014 - November 2015, San Diego, Ca.

- Coach/Trainer throughout the southern 5 counties in California
- Provided a coaching process to social workers and supervisors within the child welfare system.
- Created structured interaction with the social workers and/or supervisors to promote a desirable and sustainable change for the benefit of the individual, also making a positive impact on child welfare and families in need.
- Coached through a parallel process that the social workers and/or supervisors could imitate within their own respective customers.
- Developed curriculum related to child welfare training needs.

SOCIAL WORKER SUPERVISOR

Specialized Care Foster Family Agency, Rancho Cucamonga, Ca.

June 2013 - August 2014

- Managed 4-6 Agency Social Workers at any given time.
- Conducted weekly supervisions, managed submission and quality of weekly notes and required reports.
- Conducted staff and foster parent trainings to meet state requirements, and provided PRIDE training.
- Served on the management team to evaluate the Agency's progress and necessary improvements.
- Supported a county Audit that rendered favorable results.



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EXPERIENCE CONT...

OFFICER OF PROGRAMS (VOLUNTEER BOARD MEMBER) CADE

Children's Actively Demolishing Exploitation

April 2013

- Officer of Programs with Christians Actively Demolishing Exploitation.
- As Officer of Programs on the Board of Directors for the non-profit 501 3(c), I was in charge of creating a comprehensive program to assist with the recovery of victims of child exploitation for the future home for these children.
- As Officer of Programs, I participated all board meetings and participate in all voting concerning CADE.

CHILDREN'S SOCIAL SERVICE WORKER V/ IN-CHARGE SUPERVISOR

Riverside County DPSS, Riverside, Ca.

February 2008 - June 2013

- As a Wraparound social worker, worked with a contracted team who provided intensive in-home case management services to families designed to keep youth in their homes opposed to group homes.
- Facilitated development and implementation of appropriate coping skills to stabilize families.
- From August 2009, managed a double caseload with two Wraparound teams.
- As in-charge supervisor, performed the supervisor's duties in their absence.

SOCIAL WORKER/FACILITY INSPECTION COORDINATOR

Specialized Care Foster Family Agency

February 2007 - February 2011

- Maintained a caseload of 15 children and their foster parents.
- Performed weekly visitation to each home and each child.
- Completed quarterly reports and maintained communication with county social workers
- Completed duty days in the office by managing any emergencies involving children in the agency.
- As the contracted Facility Inspection Coordinator, performed inspections on the Prospective Foster Parents new to our agency. Adhered to all Federal Title 22 guidelines when inspecting their home and was responsible for determining when and if the homes are ready for certification.

BUSINESS OWNER/NOTARY PUBLIC

Accomplished Notary Services

October 2005 - February 2009

- Performed loan signings for escrow companies, mortgage companies, banks and signing agencies..



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EXPERIENCE CONT...

CHILDREN'S SOCIAL SERVICE WORKER V/ IN-CHARGE SUPERVISOR

Riverside County DPSS, Riverside, Ca.

September 2002 - January 2006

- Planned, organized and supervised the work of staff in Supervisor's absence.
- Ensured the unit was thorough in assessing children's' safety and maintaining family attachments.
- Addressed and analyzed any emergent problems within the unit and recommend effective courses of action.
- Assisted with training staff in casework techniques through effective staff development.

CHILDREN'S SOCIAL SERVICE WORKER III, IV, AND V COURT DEPENDENCY

Riverside County DPSS, Riverside, Ca.

February 2000 - January 2006

- As a CSSW, was the assigned Indian Child Welfare worker for the court dependency unit to ensure the family attachments of Indian children.
- Investigated child abuse or neglect allegations among families within Riverside County.
- Prepared court reports, correspondences and case plans with evidence obtained in investigation to support recommendations made to the Juvenile Court concerning the safety of children.

ELIGIBILITY TECHNICIAN

San Diego County Health and Human Services, Oceanside, Ca.

February 1999 - February 2000

- As an ET, I determined continued eligibility to Cal Works on average caseload.

CHILDREN'S SERVICES COORDINATOR

Women's Resource Center, Oceanside, Ca.

January 1998 - January 1999

- Planned, organized and supervised staff working with the children in transitional living.
- Created an effective program providing emotional support for children through recommendations.
- Co-facilitated group therapy sessions for the children residency in the transitional living facility.

CHILDCARE CASE MANAGER

YMCA Childcare Resource Service, San Diego, Ca.

February 1998 - January 1999

- Assessed continued eligibility based on client's need and ability to comply with the program requirements.
- Managed client files for in house audits and/or state audits.



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EXPERIENCE CONT...

FACILITY MANAGER

Mi Casa Group Home

May 1997 - February 1998

- Organized and supervised the Child Care Workers on staff.
- Served as a liaison between the school district and the residents.

CHILDCARE COUNSELOR

Inland Empire Residential Homes, Vista, Ca.

June 1997 - February 1998

- Supervised children who were victims of abuse in a home-life setting.
- Administered medication according to schedule, while logging into medication book.
- Logged individual observations on a daily basis on each resident in the group home.

COURT APPOINTED SPECIAL ADVOCATE (VOLUNTEER/INTERM)

Voices for Children, San Diego, Ca.

February 1996 - May 1997

- Served as a liaison between children and Juvenile Court through a collaborative process.
- Submitted a report of personal findings and requests of the child to Juvenile Court.