The Training Institute at the Jacksonville Children's Commission

1095 A. Philip Randolph Blvd. Jacksonville, FL 32206 Telephone: (904) 630-7265 Fax: (904) 630-4994

Mission

To support families in their efforts to raise their children to be healthy, safe, educated and contributing members of the community.

Jacksonville Children's Commission Workforce Development/Training Staff

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Catalogs are available at www.jaxkids.net. Click on "Mentoring and Training."

Table of Contents	
January Training Calendar	4
February Training Calendar	5
March Training Calendar	6
Jacksonville Children's Commission Training Model Training Tracks	7
CDA Goals and Functional Areas	8
Continuing Education Credits, Continuing Education Units and Certificate of	9
Attendance	
Registration Frequently Asked Questions	10
Registration Form	11
Driving Directions to the Jacksonville Children's Commission/Smoking Policy	12
Trainings (in Alphabetical Order)	
Advancing Youth Development (AYD)	13
Advancing Youth Development (AYD) Refresher	14
American Heart Association – Basic Life Support/Healthcare Providers	15
Asthma – Understanding the Symptoms	16
Battle of the Sexes	17
Beyond Cribs & Rattles: Eight to Eighteen Months – On the Move	18
Beyond Cribs & Rattles: Eighteen to Twenty-four Months – Yes, Everything is	19
Mine	
Birth to Three Standards – Foundations for Success (Infant/Toddler Model)	20
Business Building Blocks	21
Center Operations/Financial Record Keeping	22
Closing the Communication Gap: Strategies for Effective Communication	23
Conflict Resolution	24
Dialogic Reading – What Does It Mean?	25
Digipreneurship 101	26
Dollar Decisions	27
eBack9 Sales Training	28
Effective Communication for All	29
Ex-Felons to Excellence	30
Full Meal Deal	31
Fun with Science	32
Gangs	33
Guiding Children to Positive Behavior	34
How Can I Assist You? Building A Better Service Culture One Person at a Time	35
"I Love You" – Foundations for Success (Infant/Toddler Model)	36
Improving Indoor Air Quality and Addressing Asthma Triggers	37
Leadership Compass	38
Leader in Me	39
Learning Styles in Teens	40
Manage Risks to Your Child Care Facility	41
Managing Stress in Young Children	42
Mentoring	43
MS Office for Beginners to Intermediate	44
"No Money! – No Money!" – Foundation for Success	45
Now That It's Open	46
Nurturing Teacher	47

Pediatric/Adult CPR and First Aid	48
Poison in Action	49
QPR – Question, Persuade, Refer	50
SAMIS	51
Sensible Shoppers	52
7 Habits of Highly Effective Brains	53
Small Talk	54
Speech and Language Development Part I	55
Speech and Language Development Part II	56
Talk to Children	57
There's a Mouse in the House	58
Understand 'Dis	59
Understanding the Needs of Lesbian, Gay, Bisexual, Transgender (LGBT)	60
Youth 101	
Training Institute Faculty Index	61-62

Note: The following trainings are in alphabetical order

January 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						¹ New Year's Day
2	3	4	5 SAMIS 10 am-noon	6	7	8 Beyond Cribs & Rattles: Eight-Eighteen Months- On the Move 8:45-11:15 am
9	10	11 (1) AYD 8:45-noon Financial Record Keeping 12-2:30 pm Leadership Compass 6-8 pm Sensible Shoppers 6:15-8:45 pm	SAMIS 10 am-noon Talk to Children 6-8 pm Digipreneurship 101 6:30-8:30 pm	13 (2) AYD 8:45-noon Ex-Felons to Excellence 1-3 pm Asthma-Understanding the Symptoms 6-8 pm Poison in Action 6-8 pm Understand 'Dis 6-8 pm	14	15
16	Martin Luther King's Birthday	18 (3) AYD 8:45-noon MS Office for Beginners to Intermediate 9 am-2 pm Now That It's Open 6-8 pm Manage Risk in Your Child Care Facility 6:30-8:30 pm	SAMIS 10 am-noon Effective Communication For All 6-8 pm Dollar Decisions 6-8:30 pm	20 (4) AYD 8:45-noon Ex-Felons to Excellence 1-3 pm Mentoring 5:30-7:30 pm	21	22 Mentoring 9-11am AYD noon-4 pm
23	Registration Begins The Nurturing Teacher 6:30-8:30 pm	25 (5) AYD 8:45-noon Mentoring 5:30-7:30 pm	26 AYD Refresher 9am-noon SAMIS 10 am-noon eBack9 Sales Training 6-8 pm Digipreneurship 101 6:30-8:30 pm	27 (6) AYD 8:45-noon Ex-Felons to Excellence 1-3 pm Learning Styles in Teens 6-8 pm "I Love You" 6:30-8:30 pm	28	29 Mentoring 9-11am AYD noon-4 pm CPR/FA 8 am-4 pm
30	31					

February 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 (7) AYD 8:45-noon	2 SAMIS 10 am-noon	3 Ex-Felons to Excellence 1-3 pm Mentoring 5:30-7:30 pm	4	5
6	7 QPR – Question, Persuade, Refer 6-8 pm	Addressing Asthma Triggers 6-8 pm Business Building Blocks 6-8 pm There's a Mouse in the House 6:30-8:30 pm	9 SAMIS 10 am-noon Digipreneurship 101 6:30-8:30 pm	10 Ex-Felons to Excellence 1-3 pm Battle of the Sexes 6-8 pm Business Building Blocks 6-8 pm Speech and Language Part I 6-8 pm	11	Mentoring 9-11 am Beyond Cribs & Rattles: Eighteen to Twenty-four Months-Yes, Everything is Mine 8:45-11:15 am Basic Life Support 9 am-2pm
13	Valentine's Day	MS Office for Beginners to Intermediate 9 am-2 pm Mentoring 5:30-7:30pm Business Building Blocks 6-8 pm Now That It's Open 6-8 pm	1 6 SAMIS 10 am-noon The Leader in Me 6-8pm There's a Mouse in the House 6:30-8:30 pm	17 Ex-Felons to Excellence 1-3 pm Financial Record Keeping 6-8:30 pm Business Building Blocks 6-8 pm Conflict Resolution 6-8 pm	18	19 CPR/FA 8 am-4 pm
20	President's Day Registration Begins	22 Business Building Blocks 6-8 pm Sensible Shoppers 6:15-8:45 pm There's a Mouse in the House 6:30-8:30 pm	23 SAMIS 10 am-noon Lesbian, Gay, Bisexual and Transgender Youth 10 am-noon eBack9 Sales Training 6-8 pm Digipreneurship 101 6:30-8:30 pm	24 Ex-Felons to Excellence 1-3 pm Business Building Blocks 6-8 pm Gangs 6-8 pm Birth to Three Standards 6:30-8:30pm	25	26 Mentoring 9-11am
27	28 Guiding Children to Positive Behavior 6:30-8:30 pm					

March 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 (1) AYD 8:45-noon	2 SAMIS 10 am-noon	3 (2) AYD 8:45-noon Ex-Felons to Excellence 1-3 pm Mentoring 5:30-7:30 pm Speech and Language Part II 6-8pm	4	5
6	7 Dialogic Reading 6-8 pm	8 (3) AYD 8:45-noon	9 SAMIS 10 am-noon Dollar Decisions 6-8:30 pm Digipreneurship 101 6:30-8:30 pm	10 (4) AYD 8:45-noon	11	Mentoring 9-11am CPR/FA 8 am-4 pm
13	14 The Full Meal Deal 6-8pm	15 (5) AYD 8:45-noon MS Office for Beginners to Intermediate 9 am-2 pm Mentoring 5:30-7:30 pm Now That It's Open 6-8 pm	16 SAMIS 10 am-noon Manage Risk to Your Child Care Facility 12-2 pm Fun with Science 6:30-8:30 pm	17 (6) AYD 8:45-noon Small Talk 6-8 pm Sensible Shoppers 6:15-8:45 pm	18	19
20	Managing Stress in Young Children 6:30-8:30 pm	22 (7) AYD 8:45-noon QPR – Question, Persuade, Refer 6-8pm	SAMIS 10 am-noon Understanding the Needs of LBGT Youth 10 am-noon Digipreneurship 101 6:30-8:30 pm	7 Habits of Highly Effective Brains 6-8 pm "No Money-No Money- No Money!" 6:30-8:30 pm	25	26 Mentoring 9-11am
27	28 Registration Begins	29	SAMIS 10 am-noon eBack9 Sales Training 6-8 pm How Can I Assist You? 6:30-8:30 pm	Closing the Communication Gap 6-8 pm		

Jacksonville Children's Commission Training Model

Training Tracks

Parenting, Family Strengthening and Engagement Early Learning/ School Readiness Child Development Associate (CDA)

Youth Development

Summer Programs

Behavioral Health/ Special Needs

Task/ Technical Skills Fund/Resource Development

Management/ Leadership

CDA Goals & Functional Areas

To assist you with choosing courses to apply toward your CDA, this chart will help you identify the Functional Goals for each course listing.

CDA COMPETENCY GOALS	FUNCTIONAL AREAS	
	1. Safe	
Goal I. To establish and maintain a safe, healthy learning environment	2. Healthy	
	3. Learning Environment	
	4. Physical	
Goal II. To advance physical and intellectual	5. Cognitive	
competence	6. Communication	
	7. Creative	
	8. Self	
Goal III. To support social and emotional	9. Social	
development and to provide positive guidance	10. Guidance	
Goal IV. To establish positive and productive relationships with families	11. Families	
Goal V. To ensure a well-run, purposeful program responsive to participant needs	12. Program Management	
Goal VI. To maintain a commitment to professionalism	13. Professionalism	



Continuing Education Credits

The Continuing Education (CE) emblem denotes courses that provide CE credits to the following **State of Florida licensed professionals**:

- Clinical Social Workers
- Mental Health Counselors
- Marriage and Family Therapists
- Certified Addictions Professionals

In accordance with regulations of the Florida Certification Board and the Florida Department of Health, CE certificates are provided at the end of each course **only** to those who attend the entire training and complete the specified number of hours. **Participants <u>must request</u> CE credits by indicating so on the registration form found on page 11.**

#BAP expires: March 31, 2011



Continuing Education Units

CEUs will be offered for classes as indicated in the course description. In order to be eligible to receive continuing education units, participants must be on time, actively participate in the training and complete pre- and post-tests and a course evaluation. CEUs will only be provided for the national CDA renewal. Participants <u>must request</u> CEUs by indicating so on the registration form found on page 11.

Certificate of Attendance

At the conclusion of each course participants will receive a Jacksonville Children's Commission Certificate of Attendance.

The Certificate of Attendance serves as the only permanent record of your participation in a Jacksonville Children's Commission training. It is the participant's responsibility to obtain and file the Certificate of Attendance with the applicable parties.

<u>Please note</u>: Courses will be rescheduled if enrollment does not meet the minimum requirements.

Registration Frequently Asked Questions

How do I register?

Fill out the registration form on the next page. Submission instructions appear on the registration form.

What if my plans change and I cannot make it to the class?

Cancel your registration by contacting Wendy Vogel, 630-7265 so another person can be registered in your place.

How long do I have to register for a course?

Registrations will be accepted for the upcoming month only! You may register for a class the last full week of the month prior to the next month of the training. This will help ensure fewer "no-shows," which often occur when an individual registers for a class too far in advance and forgets.

What happens when the course is filled?

A waiting list is created and calls are made to registrants in the order they were placed on the list if there is a cancellation. **You will not be admitted if you are not on the roll sheet.**

Can I register at the door the day of the training?

No. The Training Institute cannot properly prepare attendance forms, handouts or certificates if you have not pre-registered.

What happens if a course is canceled?

If a course is canceled, registered participants will be notified of the cancelation by phone or e-mail. A course may be postponed or canceled due to lack of registrations.

What if I arrive late?

Plan to arrive to your class site 10 minutes early. Security measures in our building and many off-site training locations require outside doors to be locked. **Security guards will not admit anyone to a class that has begun.**

Can I leave the class early?

No. Plan to stay for the entire training as classes will end at the scheduled time and certificates will be issued. In-service credit hours are given for the actual clock hours of class time.

May I bring a guest or children to class?

Only registered participants may attend training sessions. An interpreter or physical aide is always welcome, but let us know if someone else is attending when you register for consideration of room capacity.

Can you accommodate me if I have special needs?

Yes. Please let us know when you register if you require special accommodations.

What if it's inconvenient for my staff to attend a class off-site?

No problem! Children's Commission trainers are available to provide classes at your agency when their schedules permit. To check on scheduling a training session at your site, contact Keri Corey at 630-6437 or kcorey@coj.net.



Jacksonville Children's Commission TRAINING INSTITUTE REGISTRATION FORM

Please Print

Name			_	
Mailing Address	City/Z	City/ZIP		
Daytime Contact Number			_	
Employer/Agency	Phone Number			
TRAINING INFORMATION				
Course	Date	CEU	_ CE	
Course	Date	CEU	CE	
Course	Date	CEU	_ CE	
Course	Date	CEU	_ CE	
Course	Date	CEU	_ CE	
Course	Date	CEU	_ CE	
Course	Date	CEU —	– CE	
Course	Date	CEU	– CE	

Mail registration form to: Jacksonville Children's Commission ATTN: Training Institute 1095 A. Philip Randolph Blvd. Jacksonville, FL 32206

OR Fax registration form to: Jacksonville Children's Commission

ATTN: Training Institute

(904) 630-4994

Questions? Call Wendy Vogel, Training Coordinator, at (904) 630-7265 or e-mail Wvogel@coj.net.

Cancelations must be phoned in or e-mailed to the training coordinator prior to the start of class.

IMPORTANT: All classes are conducted at the Jacksonville Children's Commission located at 1095 A. Philip Randolph Blvd., unless otherwise noted.

Directions to the Jacksonville Children's Commission



From I-95 South

From I-95 South, exit on Union Street. Turn LEFT on Market Street. Turn RIGHT on East First Street and travel to the corner of A. Philip Randolph Boulevard. The Jacksonville Children's Commission is on the corner of A. Philip Randolph Boulevard and East First Street.

From I-95 North

Exit on Union Street. Turn LEFT on Market Street. Turn RIGHT on East First Street and travel a few blocks to the corner of A. Philip Randolph Boulevard. The Jacksonville Children's Commission is on the corner of A. Philip Randolph Boulevard and East First Street.

Smoking Policy

The Jacksonville Children's Commission is a smoke-free building (Public Law 103227, Part C Environmental Tobacco Smoke, also known as the Pro Children Act of 1994). As a result, smoking is not permitted in and/or in front of the buildings and the front doors. The designated smoking area is located on the east side of the parking lot.

Course Advancing Youth Development (AYD)

Facilitator(s) Lissette Maldonado, BAS, Training Specialist

Myesha Miller, M.B.A., Training Specialist

Jacksonville Children's Commission

of Participants 10-20

Dates January 11, 13, 18, 20, 25, 27, Feb. 3 8:45 am – noon

January 22, 29 12 – 4 p.m.

March 1, 3, 8, 10, 15, 17, 22 8:45 am – noon

Course Overview This 28-hour curriculum is based on the nationally recognized Advancing Youth Development curriculum and is being offered to professional youth workers in our community. Professional youth workers are role models. Therefore, they must embody the knowledge, values and competencies they strive to foster in young people. These trainings are experiential, interactive and fun. The training provides an in-depth look and review of

critical areas for those working in the youth development field.

Special Notes All sessions in the series must be attended before a Certificate of

Completion will be awarded.

Seven hours of outside reading is required to complete the 28 hours.

- Youth Development
- Summer Programs
- Behavioral Health/Special Needs
- Management/Leadership

Course Advancing Youth Development (AYD) Refresher

Facilitators Workforce Development and Training Staff

Jacksonville Children's Commission

of Participants 10-20

Date(s) January 26

Time 9 a.m. – noon

Course Overview This refresher course is offered to past graduates of Advancing Youth Development (AYD) that need to get refreshed and rejuvenated about working with the young people in our community. Learn about the latest strategies for dealing with youth and how you are a part of their lives.

- Youth Development
- Summer Programs
- Behavioral Health/Special Needs
- Management/Leadership

Course American Heart Association – Basic Life Support/Healthcare

Provider Class (BLS/HCP)

Facilitators Norma Dorsett, RN, BSN, Co-owner

Ron Dorsett, Co-owner

Emergency & Safety Educators Group

of Participants 10 - 40

Dates February 12

Time 9 a.m. – 2 p.m.

Course Overview The American Heart Association Basic Life Support for Healthcare Providers Course is designed to prepare someone entering into a healthcare program or field or is presently working in the healthcare field to recognize several life-threatening emergencies and to provide CPR, use an AED and relieve choking in a safe, timely and effective manner. The participant will receive a course completion card for the BLS for Healthcare Provider's Course after passing the skills test and written exam.

Special Notes

Please register and pay by calling Norma Dorsett at 992-3734. Mailing address: 14286-19 Beach Blvd. #393, Jacksonville, FL 32250. Please bring lunch.

PRE-REGISTRATION AND PAYMENT ARE REQUIRED

Payment will only be accepted in cash, money order or cashier's check. NO personal checks.

Cost for class:\$25/person (renewal) \$35/person (new)

- Parenting, Family Strengthening & Engagement
- Early Learning/School Readiness
- Youth Development
- Summer Programs
- Behavioral Health/Special Needs
- Management/Leadership

Course Asthma – Understanding the Symptoms

Facilitator Sherika McClendon, RRT, BSH, Community Health Educator

Baptist Medical Center

of Participants 10-25

Dates January 13

Time 6-8 p.m.

Course Overview This easy-to-understand interactive training will help you with working with your children and/or students. Find out what the symptoms are and how attacks usually start. Learn more about controlling and managing asthma. Take-home information will be provided.

CEU

Special Note .2 CEUs can be issued for successful completion of this training.

Training Tracks • Parenting, Family Strengthening & Engagement

Early Learning/School Readiness
 On the Little Control of the Little Control of

• CDA (Competency Goals: I, II, V or VI)

Youth Development

• Summer Programs

• Behavioral Health/Special Needs

Management/Leadership

Course Battle of the Sexes – Understanding the Differences Between

Teaching Boys and Girls and Why They Learn Differently

Facilitator Myesha Lundy, M.B.A., Workforce Development Trainer

Jacksonville Children's Commission

of Participants 10 - 20

Date February 10

Time 6-8 p.m.

Course Overview Do girls mature faster than boys? Are boys smarter when it comes to math and science? Have you ever asked the question, "why do they act that way?" If so, this training is for you! Learn how to meet gender needs when working with young people.

- Parenting, Family Strengthening & Engagement
- Early Learning/School Readiness
- Youth Development
- CDA (Competency Goals: I, II, III, V or VI)
- Summer Programs
- Behavioral Health/Special Needs
- Management/Leadership

Course Beyond Cribs and Rattles: Eight to Eighteen Months-

On the Move

Facilitator Laurie Nelesen, FSCCHA President

Owner/Director, See Me Grow, Inc.

of Participants 10 - 20

Date January 8

Time 8:45 – 11:15 a.m.

Course Overview From the moment the older infant begins to propel himself into his environment he is faced with assaults to his ego. "Oh, don't touch that" and "move away from there" seem to thwart his efforts to explore and discover. The eight-month-old is usually beginning to scoot or crawl about and soon begins to pull up on everything and then to walk. The world is a fascinating place and the need to investigate noises, colors, and shapes keeps him moving. The older infant is high energy and requires *constant supervision* during waking moments. Learn how to create a safe and

learning environment for your developing toddler.

Special Note 0.2 CEUs can be issued for successful completion of this training.

- Parenting, Family Strengthening & Engagement
- CDA (Competency Goals: I, II or III)
- Early Learning/School Readiness
- Behavioral Health/Special Needs

Course Beyond Cribs and Rattles: Eighteen to Twenty-four Months-

Yes, Everything is Mine

Facilitator Laurie Nelesen, FSCCHA President

Owner/Director, See Me Grow, Inc.

of Participants 10-20

Date February 12

Time 8:45 – 11:15 am

Course Overview By the latter half of the second year, the child has developed many skills and much knowledge. He can walk, talk, and get into almost anything. He still must be under constant supervision, as he now sees many more things of interest but lacks the cognitive knowledge about the world to keep him safe. He will be powerful and eager to try something one minute and cautious and a little fearful the next. Learn how to look and listen for cues from toddlers and take advantage of those teachable moments.

CEU

Special Note 0.2 CEUs can be issued for successful completion of this training.

- Parenting, Family Strengthening & Engagement
- CDA (Competency Goals: I, II or III)
- Early Learning/School Readiness
- Behavioral Health/Special Needs

Course Birth to Three Standards – Foundations for Success

(Infant/Toddler Model)

Facilitator Infant/Toddler Coaches

Jacksonville Children's Commission

of Participants 10 - 15

Date(s) February 24

Time 6:30 – 8:30 p.m.

Course This training will offer basic knowledge of standards and how to

Overview implement them into a lesson plan.

Special Note .2 CEUs can be issued for successful completion of this training.

Training Tracks • Early Learning/School Readiness

• CDA (Competency Goals: II, III or V)

• Management/Leadership

Course Business Building Blocks

Facilitator Paula William, Principle Consultant,

Paula Williams & Associates

of Participants 10-20

Dates February 8, 10, 15, 17, 22, 24

Time 6-8 p.m.

Course Overview Business Building Blocks is designed for future entrepreneurs who are interested in starting or growing a new or existing business. The basis of each segment of Business Building Blocks is based on the five Ps of business: People, Place, Product, Price and Promotion. The aspiring business owner will learn firsthand business techniques necessary to build a viable business.

Special Note Participants must attend all sessions to receive certificate of completion.

Training Tracks

Parenting, Family Strengthening & Engagement

Task/Technical Skills

• Fund/Resource Development

Management/Leadership

Course Center Operations/Financial Record Keeping

Facilitator Rayna Latimore, Vystar Credit Union

Supervisor, Downtown Branch

of Participants 10-20

Date January 11 noon – 2:30 p.m.

February17 6 - 8:30 p.m.

Course Overview This course involves careful examination of center operations and financial record keeping. We will look at quarterly financial reports, analysis and projected budgeting for the following year.

Course Topics

Tuitions and Fees

• Overdue Fees and Collections

Budget

• Fiscal Policies – budget review, fiscal projections, purchases, etc.

Hiring

Salary and Benefits – Salary Scale

· Quarterly Financial Reports and Analysis

• Projected Budget

Training Tracks

• CDA (Competency Goal: V)

• Fund/Resource Development

Management/Leadership

Course Closing the Communication Gap: Strategies for Effective

Communication between Teachers, Directors and Families

CEU

Facilitator Tomm Hardee, Inclusion Specialist

Jacksonville Children's Commission

of Participants 10 - 20

Date March 31

Time 6-8 p.m.

Course Overview As teachers and directors, you know why it is important to communicate with families. But you also know how difficult it can be to get everybody involved in the learning process. Learn some effective strategies to bridge the communication gap and involve parents in everything from child development and parent/teacher conferences to sharing difficult information.

Course Objectives

- State at least three barriers to effective communication and how to overcome them.
- Identify critical elements and methods necessary to conduct an effective parent/teacher conference.
- Identify at least three effective ways to share difficult information and bring a parent in as team member by the end of the conversation.

Special Note

.2 CEUs can be issued for successful completion of this training.

- Early Learning/School Readiness
- CDA (Competency Goal: II, IV, V or VI)
- Youth Development
- Summer Programs
- Behavioral Health/Special Needs
- Management/Leadership

Course Conflict Resolution

Facilitator Myesha Lundy, M.B.A., Workforce Development Trainer

Jacksonville Children's Commission

of Participants 10-20

Date February 17

Time 6-8 p.m.

Course Overview Dealing with conflicts is not an easy thing to do and some folks would rather avoid it all together. Conflict is a common part of all our relationships and no matter how hard we try to run from it, we eventually have to face it. Without conflict our relationships will remain superficial, never moving closer to the common goal. Learn how to deal with conflict in a more positive way and discover ways to transform conflict into triumph.

- Parenting, Family Strengthening & Engagement
- Early Learning/School Readiness
- Youth Development
- CDA (Competency Goals: III or VI)
- Summer Programs
- Behavioral Health/Special Needs
- Management/Leadership

Course Dialogic Reading – What Does It Mean?

Facilitator Ginger Peacock Preston, M.A.T., Director of Literacy

Jacksonville Children's Commission



of Participants 10-20

Date March 7

Time 6-8 p.m.

Course Overview This training is for **directors only**, to introduce you to a reading strategy that can improve the literacy skills of young children. The strategy can be used in every classroom in the center. Come to learn what Dialogic

Reading is and be ready to practice and become an expert.

Each director will leave with the knowledge to share this strategy with the faculty of the center and make a difference for every child you serve.

Special Note .2 CEUs can be issued for successful completion of this training.

Training Tracks

Early Learn/School Readiness

• CDA (Competency Goals: I, II, IV or V)

Management and Leadership

Course Digipreneurship 101

Facilitator Jermyn Shannon El, Marketing Division

Blacksonville Community Network (BCN)

of Participants 10 – 11

Date January 12, 26

February 9, 23 March 9, 23

Time 6:30 – 8:30 p.m.

Course Overview

Digipreneurship 101 is an interactive web marketing and broadband education curriculum for novice-to-advanced participants. Each course is designed to take you from hardware to "Cloud Computing" with an emphasis on website management and social media marketing. A special focus will be on improving communication with parents, vendors and staff to maximize time and productivity. Participants will be challenged to establish a "business profile," business e-mail account and message delivery/content that clearly articulates the child care facility's mission and purpose. The participant will receive a Digipreneur Certificate upon full attendance to each course and passing the skills test.

Course Objectives

- Establishing a successful database
- Defining your brand
- Understanding the secrets to a successful website
- Sync your phone data with your laptop
- Discover the benefits of social media for your company
- Leverage the best online applications for your business

Special Note

Participants must attend all classes in order to receive certificates of completion.

- Early Learning/School Readiness
- CDA (Competency Goals: V or VI)
- Youth Development
- Summer Programs
- Behavioral Health/Special Needs
- Management/Leadership

Course Dollar Decisions

Facilitator Anita McKinney, Duval County Extension Office

of Participants 10 - 20

Date January 19

March 9

Time 6 - 8:30 p.m.

Course Overview Dollar Decisions: The key to good money management and a good credit score is developing and following a personal financial plan. But anyone can write down income and expenses and call it a plan. Want to know the real tricks to developing a plan so you can stick to it and find financial success? This training will help you make good dollar decisions.

- Parenting, Family Strengthening & Engagement
- Behavioral Health/Special Needs
- Fund/Resource Development

Course eBack9 Sales Training

Facilitator Rudy F. Jamison Jr., Area Director

eBack9, Inc.

of Participants 10-20

Date January 26

February 23 March 23

Time 6-8 p.m.

Course Overview In any relationship, particularly business, everyone is selling something. What are you selling and how well are your customers responding to it? eBack9, Inc. aims to provide you with a set of skills that will change your business and your life. In this training you will learn specific behaviors and communication strategies that should increase the probability of gaining buy-in.

- Behavioral Health/Special Needs
- Fund/Resource Development
- Task/Technical Skills
- Management/Leadership

Course Effective Communication For All

Facilitator Cutreater Drone

Jacksonville Children's Commission

of Participants 10 - 15

Date January 19

Time 6-8 p.m.

Course Overview The participants will gain an understanding of nonverbal communication, listening skills and roadblocks to communication

Training Tracks

• Parenting, Family Strengthening and Engagement

• Youth Development

• Summer Programs

• Behavioral Health/Special Needs

• Management/Leadership

Course Ex-Felons to Excellence

Facilitator C.B. Jackson, Owner

Dark Star Images

of Participants 10-20

Date January 13, 20, 27

February 3, 10, 17, 24

March 3

Time 1 - 3 p.m.

Course Overview Do you have a good business Idea, but no idea how to put it in motion? Can you imagine being your own Boss, an entrepreneur? What is an entrepreneur, anyway? These and other questions will be answered in this one-of-a-kind training specifically formulated and designed for exfelons.

Course Objectives

- The major difference between marketing and advertising
- The many values and benefits of a complete, sound business plan
- Why every business needs a contingency plan

Special Note

Participants must attend all eight sessions in order to receive a certificate of completion.

- Parenting, Family Strengthening & Engagement
- Behavioral Health/Special Needs
- Fund/Resource Development
- Task/Technical Skills
- Management/Leadership

Course Full Meal Deal

Facilitator Ginger Peacock-Preston, M.A.T., Director of Literacy,

Jacksonville Children's Commission

CEU

of Participants 10-20

Date March 14

Time 6-8 p.m.

Course What does it take to make sure that you are covering all the early literacy skills for children to be ready to enter kindergarten? Come and learn

through making a "Big Mac Meal" how to layer the skills and strategies into a tasty treat for you and the children you work with. We will cover read aloud, vocabulary, phonological awareness, writing, print concepts,

letter and sound knowledge and comprehension.

Special Note .2 CEUs can be issued for successful completion of this training.

Training Tracks • Early Learning/School Readiness

• CDA (Competency Goals: I, II or V)

Course Fun with Science

Facilitator Lissette Maldonado, BAS, Training Specialist

Jacksonville Children's Commission

of Participants 10-25

Dates March 16

Time 6:30 – 8:30 p.m.

Course Overview This training introduces children and youth to simple scientific concepts and prompts them to explore and question the world around them. Many of the experiments will surprise children/youth and adults alike!

Training Tracks

• Parenting, Family Strengthening & Engagement

• Early Learning/School Readiness

• CDA (Competency Goal: II)

• Youth Development

Summer Programs

• Behavioral Health/Special Needs

Course Gangs

Facilitator Myesha Lundy, M.B.A., Workforce Development Trainer

Jacksonville Children's Commission

of Participants 10-20

Date February 24

Time 6-8 p.m.

Course Overview Gangs are a bigger problem than we may think. This training will discuss

how big of a problem they really are and explore the lure these

organizations have on our youth.

Training Tracks

• Parenting, Family Strengthening & Engagement

• Youth Development

• Summer Programs

• Behavioral Health/Special Needs

Management/Leadership

Course Guiding Children to Positive Behavior

Facilitator Bill Ganza, M.A., Director of Faculty Development

Florida State College at Jacksonville

of Participants 10-20

Dates February 28

Time 6:30 – 8:30 p.m.

Course Overview Learn to guide versus control. Turn those negatives into positives and keep everyone smiling through the day. Includes tips on healthy "self-talk" and modeling, as well as behavior motivators for young students.

Special Note .2 CEUs can be issued for successful completion of this training.

- Parenting, Family Strengthening, & Engagement
- Early Learning/School Readiness
- CDA (Competency Goal: III or VI)
- Behavioral Health/Special Needs
- Management/Leadership

Course How Can I Assist You? Building A Better Service Culture One

Person at a Time

Facilitator Lissette Maldonado, Workforce Development Trainer

Jacksonville Children's Commission

of Participants 10 - 25

Dates March 30

Time 6:30 – 8:30 p.m.

Course Overview In this training you will have the opportunity to practice what you will need to change and adapt to ultimately succeed. This training will focus on different aspects of customer service: the profession, skills for success, and building and maintaining relationships. Along with ideas, guidance and perspectives, you will be engaged in activities and scenarios to help you apply the concepts presented.

- Parenting, Family Strengthening, & Engagement
- Early Learning/School Readiness
- CDA (Competency Goal: IV, V, or VI)
- Management/Leadership

Course "I Love You" – Foundations for Success (Infant/Toddler Model)

Facilitator Infant/Toddler Coaches

Jacksonville Children's Commission



of Participants 10 - 15

Date(s) January 27

Time 6:30 – 8:30 p.m.

Course Children learn in the context of relationships. This training will turn

Overview foundation learning experience themes into expanded ideas for use in the

classroom setting.

Special Note .2 CEUs can be issued for successful completion of this training.

Training Tracks • Early Learning/School Readiness

• CDA (Competency Goals: II, III or V)

• Management/Leadership

Course Improving Indoor Air Quality and Addressing Asthma Triggers

Facilitator Sherika McClendon, RRT, BSH, Community Health Educator

Baptist Medical Center

CEU

of Participants 10-25

Date(s) February 8

Time 6-8 p.m.

Course Overview It is important to be able to recognize and reduce exposure to asthma

triggers. Upon completion of this course, you will be able to:

Identify common household asthma triggers

Identify measures to reduce common household asthma triggers

Identify method of determining Air Quality Index and measures to follow

for each particular zone

Special Note .2 CEUs can be issued for successful completion of this training.

Training Tracks

Parenting, Family Strengthening & Engagement

• Early Learning/School Readiness

• CDA (Competency Goals: I, V or VI)

• Youth Development

• Summer Programs

Course Leadership Compass®

Facilitator Pat Miller, M.S. Ed., Training Specialist

Jacksonville Children's Commission

of Participants 10-20

Dates January 11

Time 6-8 p.m.

Course Overview This training will introduce a leadership metaphor that describes four types of leadership styles (North, South, East and West). Participants use this metaphor to explore the strengths and challenges of each style and to identify strategies for understanding and collaborating with styles that differ from their own. This information is powerful because it points out how each of us leads and thinks differently.

- Parenting, Family Strengthening and Engagement
- CDA (Competency Goal: V)
- Youth Development
- Summer Programs
- Behavioral Health/Special Needs
- Task/Technical Skills
- Fund/Resource Development
- Management/Leadership

Course The Leader in Me

Facilitator Pat Miller, M.S. Ed., Training Specialist

Jacksonville Children's Commission

of Participants 10-20

Dates February 16

Time 6–8 p.m.

Course Overview Today's changing world has a whole new set of rules. Give children/youth the tools to develop essential life skills and characteristics they'll need for success in the 21st century.

Taken from renowned author, educator and leadership expert Dr. Stephen R. Covey, learn how to incorporate *The 7 Habits of Highly Effective People®* in working with young people and learn how to integrate vital leadership principles in them so they have essential character and life skills they will need in life.

- Parenting, Family Strengthening and Engagement
- Early Learning/School Readiness
- CDA (Competency Goal: V)
- Youth Development
- Summer Programs
- Behavioral Health/Special Needs
- Management/Leadership

Course Learning Styles in Teens

Facilitator Pat Miller, M.S. Ed, Training Specialist

Jacksonville Children's Commission

of Participants 10-20

Date January 27

Time 6-8 p.m.

Course Overview Participants will be able to examine three teens that possess different learning styles and how they are drawn to different elements of their surroundings and respond to these surroundings in different ways. Learn to recognize children/students as "lookers," "movers" or "listeners" and how these traits differ in each.

Training Tracks

• Parenting, Family Strengthening & Engagement

• Youth Development

• Summer Programs

• Behavioral Health/Special Needs

Management/Leadership

Course Manage Risks to your Child Care Facility, Prevent Law Suits and

Prepare for Emergencies or Disasters

Facilitator Vicky M. Zelen, AAI, ARM, CIC, CRM

President, Zelen Risk Solutions, Inc.

of Participants 10-20

Dates January 18 6:30 – 8:30 p.m.

March 16 noon – 2 p.m.

Course Overview **Hour 1** - In this class you will learn to reduce your risks for lawsuits from all of the following:

 Employees – by learning about who must buy workers' compensation insurance, and by learning some tips about preventing suits for wrongful termination, discrimination, sexual harassment, etc.

Third parties for bodily injury, molestation, abuse and professional liability

Hour 2 - You will also learn how to prepare for an emergency by creating an Emergency/Disaster Recovery Plan that is specific to your business

- CDA (Competency Goals: I, IV or VI)
- Management/Leadership

Course Managing Stress in Young Children

Facilitator Bill Ganza, M.A., Director of Faculty Development

Florida State College at Jacksonville

of Participants 10 - 20

Dates March 21

Time 6:30 – 8:30 p.m.

Course Overview Inappropriate behaviors can "heat up" the environment, make tempers flare and create obstacles to exploration in any classroom. Learn

practical steps for diffusing anger and go back to your classroom with tips

for helping young children manage anger and reduce aggressive

behaviors through cooperation.

Training Tracks

• Parenting, Family Strengthening, & Engagement

• Early Learning/School Readiness

• CDA (Competency Goal: III or VI)

• Behavioral Health/Special Needs

Management/Leadership

Course Mentoring

Facilitators Training Specialists

Jacksonville Children's Commission

of Participants 10 - 20

Dates/Times Evening classes 5:30 – 7:30 p.m.

January 20, 25 February 3, 15 March 3, 15

Saturday classes 9 – 11 a.m.

January 22, 29 February 12, 26 March 12, 26

Course Overview

This comprehensive and interactive two-hour training prepares the volunteer for the mentoring experience.

Topics covered in Mentoring training include:

- Communication skills
- Youth culture
- Positive youth development
- 40 developmental assets
- Relationship building
- Ideas for activities

Special Note

Volunteers <u>must</u> undergo a Level II background screening with live-scan fingerprinting. Please arrive 15-20 minutes prior to training start time to complete paperwork.

- Early Learning/School Readiness
- Youth Development
- Behavioral Health/Special Needs

Course MS Office for Beginners to Intermediate

Facilitators Tashawn Gonzalez, Training Support Specialist

Early Learning Coalition

of Participants 10 – 11

Dates January 18

February 15 March 15

Times Course Overview

9 a.m. – 2 p.m.

This class is designed to cover the topics listed below and enhance the students' use of computer hardware and software.

- Computer software (MS Word, MS Excel, e-mail and Internet)
- Computer hardware basics
- Help the participants to become self-sufficient in using the DCF Training Website and NEFL Calendar

Students will utilize a desktop computer to learn the hardware, software, and internet functions of the computer. Each student will be given several handouts containing technical terminology and information relative to each topic.

At the end of this class, the students will be able to:

- Navigate the Internet
- Research information on websites
- View, register and pay (for payment-required classes) for training courses online
- Create and maintain a filing system relative to their needs
- Create MS Word and Excel documents
- Attach, edit, preview and send documents via e-mail

- Early Learning/School Readiness
- Youth Development
- Behavioral Health/Special Needs

Course "No Money! - No Money! - No Money!" - Foundations for Success

(Infant/Toddler Model)

Facilitator Infant/Toddler Coaches

Jacksonville Children's Commission

of Participants 10 - 15

March 24 Date(s)

Time 6:30 - 8:30 p.m.

Course Have you ever wanted to enhance your lesson plans, but did not have the Overview

resources? This training will show you how to be resourceful and creative

CEU

with materials for classroom projects

Special Note .2 CEUs can be issued for successful completion of this training.

Training Tracks

• Early Learning/School Readiness

• CDA (Competency Goals: II, III or V)

Management/Leadership

Course Now That It's Open

Facilitator Irvin PeDro Cohen, M.B.A., Project Director

Jacksonville Children's Commission

of Participants 10-20

Date January 18

February 15 March 15

Time 6-8 p.m.

Course Overview

Now that the business is open what do you do? This course is designed to help you answer that question. We discuss in detail the pros and cons of advertising your business. We look beyond general relationships and help you find the most effective ways to advertise and market your business. Course includes a comprehensive analysis of newspaper, radio, phone book and Internet advertising.

This class is designed for the business owner looking to develop a comprehensive and compelling argument as to why someone should choose their business.

- Fund/Resource Development
- Management/Leadership

Course Nurturing Teacher

Facilitator Bill Ganza, M.A., Director of Faculty Development

Florida State College at Jacksonville

of Participants 10-20

Dates January 24

Time 6:30 – 8:30 p.m.

Course Overview Discover how to survive the daily stress associated with being a nurturing early care educator. Emphasis will be placed on how to give without

CEU

burning out and reducing teacher stress.

Special Note .2 CEUs can be issued for successful completion of this training.

Training Tracks

• Parenting, Family Strengthening, & Engagement

• Early Learning/School Readiness

• CDA (Competency Goal: VI)

• Behavioral Health/Special Needs

Management/Leadership

Course Pediatric/Adult CPR and First Aid

Facilitators Norma Dorsett, RN, BSN, Co-owner

Ron Dorsett, Co-owner

Emergency & Safety Educators Group

of Participants 10 - 40

Dates January 29

February 19 March 12

Time 8 a.m. – 4 p.m.

aid.

Course Overview These required courses meet the state's licensing mandate for child care facilities and family child care home providers. A two-year CPR and a three-year first aid card will be issued at the end of the course. This course is also for anyone interested in becoming certified in CPR and first

Special Notes

Please register and pay by calling Norma Dorsett at 992-3734. Mailing address: 14286-19 Beach Blvd. #393, Jacksonville, FL 32250

PRE-REGISTRATION AND PAYMENT ARE REQUIRED

Payment will only be accepted in cash, money order or cashier's check. NO personal checks.

Cost for a combined course of CPR/First Aid is \$40/person Cost for CPR ONLY (8 a.m.-noon) is \$30/person Cost for first aid ONLY (noon-4 p.m.) is \$25/person

Please bring a brown bag lunch if you are attending both classes.

- Parenting, Family Strengthening & Engagement
- Early Learning/School Readiness
- CDA (Competency Goal: I)
- Youth Development
- Summer Programs
- Behavioral Health/Special Needs
- Management/Leadership

Course Poison in Action

Facilitator Vicki L. Coppen, RN, BSN, Education Coordinator

Florida/USVI Poison Information Center - Jacksonville



of Participants 10 - 100

Date January 13

Time 6-8 p.m.

Course Overview This training will provide an overview of the Poison Center and its services, and will include the following:

Poison prevention awareness and education

• What to do in a poisoning emergency

Poisoning emergency scenarios discussed

• Educational materials availability and explanation

Question and answering session

Special Note Training Tracks .2 CEUs can be issued for successful completion of this training.

Parenting, Family Strengthening & Engagement

Early Learning/School Readiness

CDA (Competency Goal: I or V)

• Youth Development

• Summer Programs

• Behavioral Health/Special Needs

Course QPR – Question, Persuade, Refer

Facilitator Pat Miller, M.S. Ed., Training Specialist

Jacksonville Children's Commission

<u>II</u>

of Participants 8-20

Dates/Times February 7

March 22

Time 6-8 p.m.

Course Overview

More than 30,000 people die every year by suicide in the United States. In 2007, young people in Florida aged 10 – 24 accounted for 231 of these deaths, making suicide the third leading cause of death for this age group in our state. QPR is an educational program that teaches professionals and community members how to recognize a mental health emergency and provide a person at risk the help they need. QPR stands for Question, Persuade and Refer – three simple steps that anyone can learn to help save a life from suicide. Just as people trained in CPR help save thousands of lives each year, professionals trained in QPR learn how to recognize the warning signs of a suicide crisis and how to question, persuade and refer someone to help.

Special Note

.2 CEs are available for Clinical Social Workers, Marriage and Family Therapy and Mental Health Counselors.

- Parenting, Family Strengthening & Engagement
- Youth Development
- Summer Programs
- Behavioral Health/Special Needs
- Management/Leadership

Course SAMIS

Facilitator Juan Ruiz, SAMIS Director

Jacksonville Children's Commission

of Participants 1-10

Dates Each Wednesday beginning January 5

Time 10 a.m. – noon

Course Overview Learn to navigate the SAMIS system for youth programs.

Special Note Registrations taken by Julia Riggins at 630-6492 or iriggins@coj.net

Training Tracks • Youth Development

• Summer Programs

Management/Leadership

Task/Technical Skills

Course Sensible Shopper Coupon Training

Facilitator Aisha Denson, Shopping Consultant

Owner, Sensible Shoppers

of Participants 10-20

Dates January 11

February 22 March 17

Time 6:15 – 8:45 p.m.

Course Overview Do you ever go to the grocery store and feel overwhelmed when you see your grocery bill? Would you like to learn how to effectively use coupons and save 50 percent or more on your grocery and household items? This course will teach you how to use the strategic shopping method to

maximize your savings and cut your grocery bill in half.

Training Tracks

• Parenting, Family Strengthening & Engagement

• Fund/Resource Development

Course 7 Habits of Highly Effective Brains

Facilitator Myesha Lundy, M.B.A., Workforce Development Trainer

Jacksonville Children's Commission

of Participants 10-20

Date March 24

Time 6-8 p.m.

Course Overview In this training you will discover 7 habits that can greatly improve the effectiveness of your brain; strategies for overcoming distraction and lack of focus; and brain-based techniques to boost your mental performance. Learn how some surprisingly simple behaviors can actually change your brain for the better.

- Parenting, Family Strengthening & Engagement
- Early Learning/School Readiness
- Youth Development
- Summer Programs
- Behavioral Health/Special Needs
- Management/Leadership

Course Small Talk

Facilitator Cutreater Drone, M.A. Developmental Screener,

Jacksonville Children's Commission

of Participants 10 - 15

Date March 17

Time 6-8 p.m.

Course Overview Participants will gain knowledge of the nature of communication. They will obtain an understanding of nonverbal communication, listening skills and roadblocks to communication.

- Parenting, Family Strengthening and Engagement
- Youth Development
- Summer Programs
- Behavioral Health/Special Needs
- Management/Leadership

Course Speech and Language Development Part I

Facilitator Mary Wallace, Inclusion Specialist

Jacksonville Children's Commission

of Participants 10-20

Dates February 10

Time 6 - 8 p.m.

Participants will become familiar with the communication process as a Course Overview

foundation for understanding speech and language development in children. You will learn more about how children learn to communicate.

Training Tracks

• Parenting, Family Strengthening & Engagement

• Early Learning/School Readiness

• CDA (Competency Goal: I, II, III or V)

• Behavioral Health/Special Needs

Course Speech and Language Development Part II

Facilitator Mary Wallace, Inclusion Specialist

Jacksonville Children's Commission

of Participants 10-20

Dates March 3

Time 6 - 8 p.m.

Course Become familiar with the communication process as a foundation for Overview

understanding speech and language development in children.

Participants will learn more about how children learn to communicate.

Special Note Participants must have taken Speech and Language Development Part I

prior to taking this course.

Training Tracks Parenting, Family Strengthening & Engagement

• Early Learning/School Readiness

• CDA (Competency Goal: I, II, III or V)

• Behavioral Health/Special Needs

Course Talk to Children

Facilitator Sarah Young, B.A., Developmental Screener

Jacksonville Children's Commission

of Participants 10-20

Dates January 12

Time 6-8 p.m.

Course Overview As adults, we sometimes forget that our audience changes from adult to child. Becoming aware of our audience in language (body language), speech (words you use) and tone and emotion (so the child doesn't feel threatened) can lead to more effective communication with children.

- The science of talk, since babies and children respond to different tones.
- Practice talking/conversing with real babies and children. Elaborating on what your child says.
- How to refer to children while keeping their self-esteem intact.

- Parenting, Family Strengthening & Engagement
- Early Learning/School Readiness
- CDA (Competency Goal: II, III or V)
- Behavioral Health/Special Needs

Course There's a Mouse in the House

Facilitator Lissette Maldonado, Workforce Development Trainer

Jacksonville Children's Commission

of Participants 6 - 11

Dates February 8, Part I

February 16, Part II February 22, Part III

Time 6:30 – 8:30 p.m.

Course Overview This is a three-part series. This course is for participants with very little or no computer skills. Participants will learn how to access the Internet, compose, send and receive e-mails with and without attachments and

how to use Microsoft word.

Special Note In order to receive full credit for the six hours, all three parts must be

attended.

Training Tracks

Parenting, Family Strengthening and Engagement

Early Learning/School Readiness

• CDA (Competency Goals: V, VI))

• Youth Development

• Summer Programs

• Behavioral Health/Special Needs

• Task/Technical Skills

• Fund/Resource Development

Management/Leadership

Course Understand 'Dis

Facilitator Myesha Lundy, M.B.A., Training Specialist

Jacksonville Children's Commission

of Participants 8 - 15

Date January 13

Time 6-8 p.m.

Course Overview Slang is evolving faster than ever as teens today are constantly wired with things like MySpace®, Facebook®, text messaging and video sites like YouTube®. If you, as an adult, need help keeping up with slang in a way that doesn't come off "cheesy" or like you are trying too hard, than this training is for you. Discover techniques to better understand "youth culture" and get our youth to open up without feeling like you're invading their space.

- Partnering, Family Strengthening & Engagement
- Youth Development
- Summer Programs
- Management/Leadership

Course Understanding the Needs of Lesbian, Gay. Bisexual, Transgender

(LGBT) 101

Facilitator Krista Girty, LMSW Director of Program Operations and Services,

JASMYN

Emily Rokosch, M.Ed. Director of Student Support Services and

Community Relations, JASMYN

of Participants 10 - 20

Date(s) February 23

Time 10 a.m. – noon

Course Overview

This training will provide participants with the knowledge and tools to create a safe and affirming environment for lesbian, gay, bisexual and transgender youth as well as resources to develop strategies for sensitive and appropriate interventions to support LGBT youth. We will discuss terms and definitions, common misconceptions, concrete ways to create a supportive environment and provide access to local and national resources for LGBT youth.

The Jacksonville Area Sexual Minority Youth Network (JASMYN) mission is to support and empower lesbian, gay, bisexual, transgender and questioning youth by creating safe space, providing youth development services and bringing people and resources together to promote diversity and human rights.

For more information on JASMYN, please visit: www.jasmyn.org.

- Parenting, Family Strengthening & Engagement
- Youth Development
- Behavior Health/Special Needs
- Management/Leadership

Special Thanks to Our Faculty

Sharon Carpenter, M. Ed., Pre-school Coach, Jacksonville Children's Commission

Lori Carro, M.A., Early Childhood Specialist, Jacksonville Children's Commission

Irvin PeDro Cohen, M.B.A., Project Director, Jacksonville Children's Commission

Vicki Coppen, RN, BSN, CFRN, CEN, FP-C, Education Coordinator, Poison Control Center

Aisha Denson, Shopping Consultant, Owner, Sensible Shoppers

Katey Dickinson, M.A., Pre-school Coach, Jacksonville Children's Commission

Cutreater Drone, M.A., Developmental Screener, Jacksonville Children's Commission

Norma Dorsett, RN, BSN, Co-owner, Emergency & Safety Educators Group

Ron Dorsett, Co-owner, Emergency & Safety Educators Group

Bill Ganza, M.A., Director of Faculty Development, Florida State College at Jacksonville

Krista Girty, LMSW, Director of Program Operations and Services, JASMYN

Tashawn Gonzalez, Training Support Specialist, Early Learning Coalition

Tomm Hardee, M.Ed., ECE, Inclusion Specialist, Jacksonville Children's Commission

C.B. Jackson, Owner, Dark Star Images

Rudy F. Jamison Jr., Area Director, eBack9, Inc.

Rayna Latimore, Vystar Credit Union Supervisor, Downtown Branch

Sherika McClendon, RRT, BSH, Community Health Educator, Baptist Medical Center

Anita McKinney, Duval County Extension Office

Brenda Miller, CFLE, Early Learning Specialist, Jacksonville Children's Commission

Laurie Nelesen, FSCCHA President; Owner, See Me Grow, Inc.

Ginger Peacock Preston, M.A.T., Director of Literacy, Jacksonville Children's Commission

Emily Rokosch, M.Ed., Director of Student Support Services, JASMYN

Juan Ruiz, SAMIS Director, Jacksonville Children's Commission

Jermyn Shannon El, Marketing Division, Blacksonville Community Network (BNC)

Sherrill Smith, B.S., Infant/Toddler Coach, Jacksonville Children's Commission

Nicole Terry, B.A., Infant/Toddler Coach, Jacksonville Children's Commission

Mary Wallace, B.A., Inclusion Specialist, Jacksonville Children's Commission

Cindy Watson, Executive Director, JASMYN

Paula William, Principle Consultant, Paula Williams & Associates

Delores Young, B.S., Infant/Toddler Coach, Jacksonville Children's Commission

Sarah Young, B.A., Developmental Screener, Jacksonville Children's Commission

Vicky M. Zelen, AAI, ARM, CIC, CRM, President, Zelen Risk Solutions, Inc.