Michael Aguilera, MSW

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Education

CALIFORNIA STATE UNIVERSITY, NORTHRIDGE (CSUN) (2013)
Master in Social Work (M.S.W.) with Honors

UNIVERSITY OF CALIFORNIA, DAVIS (UCD) (2003-2007)
Bachelors of Arts degree (B.A.) Double Major –
      Sociology – Organizational Studies
      Chicana/o Studies – Social Policy

Awards

31th Annual Productivity and Quality Awards (2017) –
      Changemaker Award – Caseload Accountability Panel

30th Annual Productivity and Quality Awards (2016) –
      Golden Eagle Winner - Foster Care Search System - Finding a Home that Fits

Summary

Experienced Project Management professional with over 6 years in government modular software product development/management.

- 6+ years of experience leading and managing the entire software product development lifecycle in both waterfall and agile product development from conception to project close.
  - Requirement/User Story development, prioritization, development and testing; includes federal data reporting requirements and compliance.
  - Team lead of both business and technical SMEs in requirement gathering, gap analysis and technical interface/integration, REST API development, analysis/documentation, prioritization, development, testing and deployment.
  - Extensive proficiency in requirements gathering and the development of both business and technology specification documentation including Request for Proposals (RFPs), System Change Requests (SCRs), workflows, User Stories and Acceptance Criteria, and REST API development.
  - Trainer – developed and delivered training for over 3000 users in over 20 offices for both hardware and software rollouts throughout Los Angeles County.
  - Experience with Lean Six Sigma and Kanban process improvement, Agile/Scrum product development processes and PMBOK project management.
  - Extensive software development proficiency in PHP, CSS, HTML, JavaScript, jQuery, ASP.Net, Visio, PL/SQL, REST APIs (HTTP, TCP/IP, SSL/TLS protocols) and proficient software development proficiency in iOS, Ruby, Python, WordPress, and Java.
  - Extensive computer proficiency and office management skills, including scheduling, and calendaring, managing staff, facilitating meetings and workgroups, preparing reports, developing Excel spreadsheets, and PowerPoint presentations.
  - The ability to anticipate stakeholders', colleagues', and project sponsors' needs, follow through on all details, and tactfully handle sensitive situations.

Work Experience

LOS ANGELES COUNTY – DEPARTMENT OF HEALTH SERVICES (DHS) (2021-Present)

Senior Information Systems Analyst – Enterprise Project Management Office (EPMO) (2021-present) – Oversee EHS (Cority), eMed (Abott- Navica), and Language Interpretation (LanguageLine) projects providing, management, and oversight of project progress and results. Plan, manage, and lead the execution of information technology projects. Collaborate with project stakeholders to define scope and performance measures, develop a business case, determine project approach, and develop and establish a project charter. Lead project-planning activities including feasibility studies, scope refinement and KPI, approach, resources, budget and schedule, project team and project management plan. Deliver a verified and valid product. Manage entire project lifecycle and lead the development and execution of communication plan. Develop status reports and provide updates to all stakeholders, both internal and external. Manage change control process, identify risks and solutions. Lead project close-out analysis and reporting. Lead an effective and efficient team. Participate and advise in the solicitation process. Serve as technical lead and coordinate the activities of a project team.

LOS ANGELES COUNTY – DEPARTMENT OF CHILDREN AND FAMILY SERVICES (DCFS) (2008-2021)

Supervising Children's Social Worker (2018-2021) - Leading the data collection and analysis for the Pasadena Region - El Sereno Project to assess the interventions and outcomes of each zip code in the service area. The project was initiated to address disproportionality of referrals and removals in this zip code. Project focused on the data analysis of the past and present referrals, with a deep dive into the primary reason for DCFS intervention. Wrote business requirements for the data collection, developed a project strategy, and implemented project with a 30% year over year reduction in CPS calls and over 50% reduction in referrals resulting in case.

Business Information Systems; County Consultant; Children's Social Worker III (California Department of Social Services – Child Welfare Digital Services – Child Welfare System – California Automated Response and Engagement System (CARES) Project (CDSS-CWDS)) (2014-2018) - gathered functional and business requirements for CWS-CARES Request for Proposal (RFP). Team lead for business and technical SMEs in the analysis of both the web app and mobile app. Conducted a comparative analysis of the gathered requirements against Federal/State CCWIS regulations. Lead the External Systems project in the analysis of functional user requirements developed collectively by sister counties to augment the missing features of the current system. This lead to the development of business requirement and user stories to be developed in CARES. Was lead for the Probation Interface project to develop both the Business and Technical specification documents identifying the business processes, with improvements, and the interface requirements, including the one-to-one data exchange. Also, wrote the business and technical specification documents for the Foster Care Eligibility Determination (FCED) engine that would connect the three desperate eligibility determination systems utilized in the State of California for a unified eligibility suite meeting Federal CCWIS requirements for a single system.

Business Information Systems; Subject Matter Expert - Children's Social Worker III (2013-2014) - child welfare subject matter expert and product development strategist. Managed a technology needs assessment and developed project plans to upgrade hardware. Initialized and implemented several software projects including new placement search and placement request software (Golden Eagle Award winner) and dashboard mobile applications utilizing child welfare best practices and emergent technologies. Objective Team Lead for the Modernizing Technology/Data Strategic Planning Objective Team. Developed and maintained the DCFS University Training Website utilizing front-end software development expertise. Developed and conducted system tests (unit, integration, functional and experimental) with developers, SMEs and users to identify system issues. Trained over 3000 staff in over 20 regional offices on the Lenovo Tablet (hardware) and the Foster Care Search System (web app and mobile app). Used a system issue tracking software to identify impediments in the workflow of the Foster Care Search System and provided customer support – triaging and developing solutions during testing, pilot, implementation and post-implementation.

Caseload Accountability Panel (CAP); Team Member; Children's Social Worker III - (2014-2018) The DCFS Joint Labor Management Caseload Accountability Panel (CAP) works to improve services and programs for the children and families of DCFS. Accomplishments include: Creation of the DCFS University which has greatly improved training for new social workers, hiring of more than 2050 new social workers, reducing average caseloads to 22 per worker for family maintenance and family reunification workers, supported certification of over 1200 staff as facilitators, coaches or coach developers (decreasing attrition from 24% to 3%) , reducing the backlog of ER referrals over 30 days to a very manageable number using a special project team, streamlining the child protection hotline process to speed up appropriate referrals, helping to implement the new Approved Care Giver (ARC) program which has paid over $15 million to families who had never received payments in the past.

Business Information Systems; Subject Matter Expert - Case Planning; Case Management - Services; Case Management - Placement & Court Processing; Children's Social Worker III - California Department of Social Services – Child Welfare System – California Automated Response and Engagement System (CARES) Project (CDSS) (2013-2014) - Defined and analyzed requirements and business functions, and functional systems specifications. This included an analysis of compliance with Federal, State, and local laws and policies, and data reporting requirements. Work conducted as part of Joint Application Development (JAD) sessions with the State of California.

Strategic Planning Objective Team: Technology Needs Team; Co-Chair (2013-2015) – consultant to the Department Manager of Business Information Systems for LA County DCFS providing input regarding upgrading technology at DCFS while maintaining compliance with SACWIS, AFCARS, NCANDS and NYTD, State and local laws, rules, regulations, and policies pertaining to child welfare.

DCFS Training Re-Design Team Member (2010-2014) –consultant to the Department Manager of Training for LA County DCFS providing regarding providing training to child welfare staff in the most efficient and effective manner, adhering to Federal, State, and local laws, rules, regulations and policies pertaining to child welfare.

Children's Social Worker Trainee, I, II & III (2008-2013) **–** Performed a variety of social casework or related services in connection with child protective, program and adoption services. Responsibilities included investigations, the supervision and placement of minors in need of protective services due to abuse, neglect, or exploitation, reunification services and permanency. I performed Emergency Response investigations and dispositions, assessed safety and risk, assessed families for services, provided both Family Maintenance services (while child remains in the home) Family Reunification services (intensive services designed to stabilize and reunify children with their family). Performed permanency social work services involved in adoption, planning with a child, the natural parents, and adoptive parents. Included in this work is the management of educational, medical, dental, and mental health needs of the children and families. This work included creating detailed social studies, case plans and court reports on children and their families which included recommendations to the court, and I was often assigned the more difficult cases. I possess extensive knowledge of California Welfare and Institutions Code regarding dependency cases, knowledge of appropriate resources and casework techniques needed to resolve child welfare problems, as well as knowledge of Los Angeles County Department of Children and Family Services departmental policies and procedures.

Research Experience

LOS ANGELES COUNTY DEPARTMENT OF CHILDREN AND FAMILY SERVICES (2013-Present)

Business Information Systems; County Consultant CDSS; External Systems Survey (2014-2018) – Research includes the 58 Counties of the State of California and ancillary software, databases, and spreadsheets they have developed to subsume the functionality that Counties require to conduct child welfare business best practices but that are not available in CWS/CMS (legacy case management system). The data collected is being utilized to conduct a gap analysis, create User Stories, and develop Acceptance Criteria. I work with Product Owners to assign each system to a module, identify functionality and prioritize functionality for development in CWS-CARES.

Business Information Systems; County Consultant CDSS; CWS-NS Data Availability White Paper (2015) – County Welfare Directors Association (CWDA) raised concerns related to how CWS-CARES data availability while the platform is in the phased implementation stages. This white paper effort obtained feedback from 58 county partners, reviewed implementation options and impacts, areas of focus, estimate the concerns, analyze strengths and weaknesses of each implementation strategy.

Business Information Systems: Technology Needs Survey (2013-2014) – Research included the development, dissemination, data collection, data analysis, and implementation regarding the technology needs of all staff (social workers, supervisors, administrators, and support staff) at the Los Angeles County Department of Children and Family Services.

CALIFORNIA STATE UNIVERSITY, NORTHRIDGE; CAPSTONE RESEARCH PROJECT (2012-2013)

MASTER OF SOCIAL WORK –
Department of Children and Family Services (DCFS) Survey – A literature review of work satisfaction and supervisor support amongst child welfare social workers. Research included a sample of 123 Child Welfare Social Workers from five regional offices in the Los Angeles County Department of Children and Family Services. The results indicated that there was a correlation between the perceived supervisor autonomy support and compassion satisfaction, and work satisfaction experienced by Child Welfare Social Workers.

UNIVERSITY OF CALIFORNIA, DAVIS; MENTORSHIP FOR UNDERGRADUATE RESEARCH IN ARGICULTURE, LETTERS, AND SCIENCE (MURALS) STUDENT SCHOLARS PROGRAM (2006-2007)

UNDERGRADUATE –
Immigration Comparative Study – A comparative analysis of immigration policy in the United States and the European Union (EU) with a focus on the exclusionist and inclusionist policies of each union and the underlying causes (Winter 2007).

National Institute of Health (NIH) Literature Review - A literature review for a National Institute of Health grant to develop AIDS prevention pedagogy in the greatest at-risk populations of Nigeria focusing on a population of Muslims that maintained an African Traditional Religion (Fall 2006)