



a monthly newsletter from
the Pennsylvania Child Welfare Resource Center

CWRC Welcomes Nicole Lance and Emily Patterson to the Organizational Effectiveness Department

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Nicole joined the Pennsylvania Child Welfare Resource Center in September and Emily in December as Practice Improvement Specialists in the Northeast Region. They will be responsible for supporting Organizational Effectiveness across Pennsylvania to help child welfare agencies in their efforts to make changes to improve their services for children, youth and families.

Nicole has over nine years of experience in child welfare and residential treatment of youth. Prior to joining The Child Welfare Resource Center, Nicole worked at Lackawanna County Office of Children, Youth and Family Services. She began as an ongoing caseworker and left as a supervisor of a generic unit. While in Lackawanna County as a CWEL intern, Nicole worked in collaboration to establish the Father's Group and Nurturing Mother's Group. Later as a supervisor, Nicole partnered with Marywood University to supervise social work CWEL interns. Nicole left Lackawanna County and worked as a Program Director at a private residential treatment facility.

Nicole holds a Master of Social Work degree from Marywood University and is a Licensed Social Worker. While at home, Nicole is very active in her community. She is a member of the Junior League of Scranton, Cinderella's Closet of NEPA and North Scranton Neighborhood Association.

Emily has over ten years of child welfare experience in Pennsylvania. Prior to joining The Child Welfare Resource Center, Emily started her career in child welfare at Chester County Children and Youth as a CWEL intern. As an intern, she worked in intake and continued her employment there post-graduation. When Emily and her family relocated, she was hired as a

“The flower that blooms in adversity is the rarest and most beautiful of all.”

— [Walt Disney Company, *Mulan*](#)



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Permanency Caseworker at Lancaster County Children and Youth. She was then promoted to a Permanency Supervisor and took advantage of the CWEL program. After receiving her master's degree, Emily moved into the role of Intake Supervisor. While in this role, Emily also accepted the additional duty of supervising CWEL interns from Millersville University.

Emily holds a Master of Social Work degree from Temple University and is a Licensed Social Worker. Emily has served on her local Head Start Policy Council and remains active in her community by volunteering at a children's summer camp at a local hospice center. Emily is also a member of LCBC Church in Manheim, Pennsylvania.

Thanks for being patient with the Northeast team as we said a sad goodbye to our retirees and excitedly announce the new addition of our practice improvement specialists. Nicole and Emily have been in touch with each of their newly assigned counties in the northeast to set up meet and greets and move forward in the team's support of the important work that you are doing. Information regarding northeast team county assignments and email addresses can be found at our website <http://www.pacwrc.pitt.edu/OE-RT.htm> . We look forward to our continued relationship with each of you.



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