

ELIZABETH REITER HICKTON, LSW

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Licensed social worker with a strong commitment to serving the needs of children and families who are experiencing abuse and/or neglect, while recognizing the flaws and systemic shortcomings in the child welfare and related systems and advocating for change from within. Works to preserve and strengthen families and achieve permanency for children while helping to build a purpose-driven and compassionate workforce. Passionate about leadership, teaching, trauma informed care, data, and professional development.

PROFESSIONAL EXPERIENCE

06/2007 – 10/2016

CASEWORKER II, ALLEGHENY COUNTY OFFICE OF CHILDREN, YOUTH, AND FAMILIES

Prior experience as a Family Group Decision Making intern from 08/2006 - 05/2007 as part of the CWEB program. Worked as an Intake Caseworker for the first eight months of employment, transitioned to Family Services. Later worked under the One Caseworker Model, working cases from Intake level through Family Services. Responsible for an average of 15-25 cases involving allegations of child abuse and/or neglect. Maintain an accurate record for each case, assess for risk and safety, preserve families whenever possible, establish family and community supports, participate in judicial proceedings, work with other systems (mental health, drug and alcohol, foster care, housing, etc), achieve permanency for children, and volunteer to participate in groups affecting policy, technology, and service delivery.

10/2016 – 01/2020

CASEWORK SUPERVISOR, ALLEGHENY COUNTY OFFICE OF CHILDREN, YOUTH, AND FAMILIES

Supervise 4-6 One Caseworker Model caseworkers, plus an intern every year. Provide weekly formal supervision on Intake level cases and monthly formal supervision on Family Services level cases. Provide guidance on professional development to the Caseworkers in my unit. Participate in office level compliance and quality improvement measures.

01/2020 – PRESENT

CLINICAL MANAGER, ALLEGHENY COUNTY OFFICE OF CHILDREN, YOUTH, AND FAMILIES

Supervise 5-10 Casework Supervisors at the Central Regional Office. Provide bi-weekly formal supervision and professional development guidance. Make clinical decisions on complex cases during case staffings to determine whether the agency will file petitions for dependency, request Emergency Custody Authorizations if removal from home is warranted, change placements for youth in the agency's care, and any additional complex case needs. Participate in agency level compliance and quality improvement measures. Monitor compliance for the Central Regional Office and teach quality improvement measures to all 5-10 Casework Supervisors and 20-40 Caseworkers. Responsible for 300-600 cases and 400-1,000+ youth at a time.

EDUCATION

MAY 2007

BACHELOR OF SOCIAL WORK, UNIVERSITY OF PITTSBURGH SCHOOL OF SOCIAL WORK

JUNE 2010

MASTER OF SOCIAL WORK, UNIVERSITY OF PITTSBURGH SCHOOL OF SOCIAL WORK

GPA 3.925

SKILLS

- Strong leadership skills
- Data-informed decision making
- Team oriented
- Problem solving
- Passion for coaching/teaching
- Public speaking
- Dedication to continuing education
- Planning and implementation

LEADERSHIP/TEACHING OPPORTUNITIES

- **ACT Against Violence Facilitator** – Implemented an ACT Against Violence group while completing graduate level internship at Womanspace East Inc domestic violence shelter. Facilitated a weekly group with survivors of intimate partner violence regarding how violence impacts children.
- **Internship Supervisor** – Supervised CWEB interns from the University of Pittsburgh or Chatham University from 2010-2019, as well as a masters level intern from Duquesne University in 2016. Provided masters level supervision for two interns for the 2024/2025 school year.
- **Certified Conferencing and Teaming Facilitator and Coach** – Certified in the County's Conferencing and Teaming model as a facilitator in 2014 and a coach in 2017.
- **Child Welfare Leadership Fellow** – Selected for the inaugural class of the Leadership Fellows program. The Leadership Fellows program is a 10-month program designed to increase leadership skills, public speaking abilities, and become a better consumer of data. Assessed issues facing the agency using both quantitative and qualitative data. Presented at interim and final presentations. Learned to find creative solutions to agency challenges and researched similar jurisdictions throughout the country. Participated in implementation of proposed programs.
- **Child Welfare Leadership Fellows Resource Fellow** – Selected to return to the Leadership Fellows program as a Resource Fellow. Coached a group of five Fellows in Class 2 and Class 3.
- **Child Welfare Leadership Fellows Co-Facilitator** – Selected as one of two facilitators to lead the Leadership Fellows program for Classes 4 and 5. Helped plan the curriculum and taught the class of 25 Fellows at each monthly session. Planned interim and final presentations. Reviewed each of the five group's data analysis and proposals, assisted with preparation for presentations, and provided individual coaching as needed to both Resource Fellows and Fellows.
- **4DX Implementation** – Implemented the Four Disciplines of Execution model within my unit as a Casework Supervisor, which lead to significant increase in family plan compliance. Implemented the model with several other units within the Mon Valley Regional Office and was invited to share with other offices. As a Clinical Manager, implemented the model at the Central Regional Office and was invited to share it with the remaining offices, which appears to have had a positive impact on agency level family plan and contact compliance.

- **National Child Welfare Workforce Institute Leadership Academy Student, Coach, Sponsor** – The Leadership Academy provides supervisors and managers with opportunities to become skilled in leading change, fostering collaborations, implementing results-oriented decisions, and leading people. It provides supervisors and managers the opportunities to become the expert child welfare leaders that they strive to be. Implemented change project related to trauma informed care. Six-month program, completed July 2022. Returned as a Coach in 2023 and 2024. Sponsor of Retention Action Team 2023-2024.
- **Cornell University Public Sector Leadership Certificate** – Completed Public Sector Leadership online certificate program through Cornell University (Jan 2022). This three-month intensive program focuses specifically on leadership skills and traits in public organizations, assessing your public sector organization, motivating public sector employees, public sector leadership strategies, goal setting in public sector organizations, and leading public sector teams to success.

ADDITIONAL OPPORTUNITIES/CREDENTIALS

- **Licensed Social Worker** – Have maintained an active social work license since October 2010.
- **Clearances/Certifications** – ChildLine, Pennsylvania State Police, and FBI Clearances (July 2025). Completed Act 126 Professional Ethics and the Educator Discipline Act (June 2021); Act 31 Recognizing and Reporting Child Abuse (Dec 2024).
- **KIDS Champion** – Appointed as an office leader/mentor in CYF’s Key Information and Demographics (KIDS) computer system. Assisted others in the office with learning and use of the program.
- **SOGIE Steering Committee/Champion/ERG** – Member of CYF’s previous steering committee regarding the agency’s policies and practices around sexual orientation, gender identity, and expression (SOGIE). Currently a member of the agency’s SOGIE Champion group, which provides education and support to agency staff working with children with diverse SOGIE. Member of SOGIE ERG group.
- **Family Finding Report** – Developed a family finding report that was adopted by the Supreme Court of Pennsylvania as a best practice standard for the Commonwealth of Pennsylvania.
- **One Good Apple** – First recipient of the One Good Apple award at CYF (2014).
- **Quality Improvement Center Intimate Partner Violence Coaching** – Monthly coaching by Futures Without Violence as part of a pilot program at CRO from Jan 2020-June 2021. Focused on changing attitudes and provision of services to survivors of intimate partner violence and those who use violence.
- **Yoga Roots on Location** – Completed a 9-month program (Sept 2021) aimed at dismantling the effects and causes of racism, patriarchy, and capitalism through a lens of self and collective care. Workshops explored a systems-based framework, encouraged self-reflection, and allowed participants to dive into what healing justice can look like in their personal and professional lives.
- **Critical Incident Stress Management Certified** – Certified in Critical Incident Stress Management (CISM), an integrated multi-component continuum of psychological interventions to be provided in the context of acute adversity, trauma, and disaster on an as needed basis to appropriate recipient populations. Certification received for work with both individuals and groups (Sept 2021).
- **Universal Assessment Workgroup** – Participated in the core group tasked with developing the Universal Assessment at CYF, replacing traditional safety and risk assessments (2020-2022).

REFERENCES

- Available upon request