“Among all of our divisions, there is no better reflection than UC Davis Extension of our commitment to engaging and serving the community. I don’t believe we can publicly acknowledge the quality and social contributions of UC Davis Extension too much. We expect that the role of Extension in teaching the skills necessary for individual and organizational success will continue to grow.”

~ Ralph Hexter, Provost and Executive Vice Chancellor, UC Davis

OUR MISSION

As the lifelong learning arm of UC Davis, we provide learning opportunities that transform the lives of people, organizations and communities.


Since its inception more than 50 years ago, UC Davis Extension has been instrumental in achieving the UC Davis mission of educational outreach: to effectively engage the University in the lives of the broader communities it serves. UC Davis Extension contributes to each facet of the UC Davis mission—teaching, research and service—by connecting the university to working professionals, international students, businesses and institutions around the world. In 2012-2013, UC Davis Extension served students from all 50 states and more than 100 countries.

Teaching — UC Davis Extension offers a broad range of courses, conferences, certificate programs and self-supporting master’s degrees to help students advance their careers, gain new perspective on the world and enrich their lives. Courses are offered on an open enrollment basis as well as through contracts with long-standing public and private organizational partners.

Research — UC Davis Extension supports primary and applied research that improves both policy and practice in areas that include social services, resource management and sustainable development.

Service — UC Davis Extension’s classes, mediation services and professional consulting work address key societal issues, from water quality and child welfare to human rights and developing leadership capacity in public agencies, private industry and nonprofits.
Innovative Education for Working Professionals

UC Davis Extension successfully identifies and serves the unique educational needs of working professionals. Classes are designed around proven best practices of adult learning and taught by UC Davis faculty and industry experts. By combining the academic expertise of UC Davis with real world application, UC Davis Extension ensures that students receive an educational experience that is effective, meaningful and practical.

UC Davis Extension Open Enrollment Student Profile

- Age—from college students to retiring Baby Boomers, with half of students aged 35-54
- Educated—81 percent have a B.A. or higher
- Affluent—65 percent earn $75,000+ per year
- Working professionals—more than 40 percent have been in their industry 10+ years

UC Davis Extension Key Metrics

In fiscal year 2012-2013, UC Davis Extension:

- Earned more than $38 million in self-supporting revenue with a positive margin that is being reinvested in new ventures, employee and instructor development and organizational improvements
- Recorded more than 55,000 enrollments
- Presented 2,537 classes
- Offered 1,262 unique courses
- Engaged in dozens of program partnerships with UC Davis departments, schools, colleges, divisions and graduate groups
A CULTURE OF SUCCESS

UC Davis Extension continues to demonstrate an entrepreneurial spirit and the ability to identify business needs and opportunities in a constantly evolving local, national and international economy. By nurturing key partnerships, modifying programming and carefully managing expenses, UC Davis Extension has had a positive financial balance in nine of the last ten years.

UC Davis Extension’s ongoing success is based upon:

- **Entrepreneurial Culture** – UC Davis Extension is a self-supporting unit funded solely by enrollment fees, contracts, grants and gifts. The division is innovative, service-oriented and highly responsive to the educational needs of the students, businesses and institutions it serves.

- **Program Diversity** – UC Davis Extension has actively developed a broad product portfolio with offerings that appeal to a wide variety of audiences, geographies, industries and learning styles. This intentional diversity gives UC Davis Extension flexibility and vitality and helps mitigate risk in a changing economy.

- **Campus Partnerships** – Integrating with and advancing the academic mission of campus is one of UC Davis Extension’s highest priorities. Collaborations such as the online Health Informatics certificate (with the Graduate Group in Health Informatics), international LL.M programs (with the School of Law) and Master of Science in Forensic Science (with the UC Davis Graduate Group in Forensic Science) are just a few of the more than 50 academic partnerships that expand the university’s expertise to students around the world.

Partnering for Revenue

In 2012-2013, UC Davis Extension made significant financial contributions to campus, including:

- Nearly $2.3 million – Revenue shared with departments, schools and colleges through value-added campus partnerships
- Nearly $6.5 million – Financial contribution to campus through assessments and recharges
- Nearly $40,000 – Total discounts extended to 194 UC Davis staff and faculty to pursue professional development opportunities through UC Davis Extension
REVENUE AND ENROLLMENT TRENDS

UC Davis Extension's business model is designed to serve the educational needs of its diverse audiences while maintaining the fiscal sustainability of the organization. UC Davis Extension is a self-supporting division, and enrollment fees, contracts and grants cover all costs. Any margin generated is reinvested in new ventures, employee and instructor development, facilities improvements, and upgrades to organizational infrastructure.

2012-2013 Revenue Types

- **39%** Contracts
- **61%** Open Enrollment

2011-2012

- **47%** Contracts
- **53%** Open Enrollment

2012-2013 Open Enrollment Revenue by Type

- Classroom 70%
- Online 14%
- Degree Programs 10%
- Open Campus 5%
- Senior Programs 1%
1. FOSTERING A VIBRANT COMMUNITY OF LEARNING AND SCHOLARSHIP

Whether a student lives across the causeway or across the globe, UC Davis Extension’s diverse course offerings fulfill the organization’s mission: To provide learning opportunities that transform the lives of people, organizations and communities. UC Davis Extension is constantly developing new courses (and updating existing ones) to address skill deficits within industries, take advantage of perceived opportunities and incorporate the latest instructional technology.

Selected Highlights for 2012-2013

Leadership Program Attracts Global Executive

The 2013 UC Davis Executive Leadership Program drew a wide range of executives last spring, including Andres Trillo, human resources manager for the multinational HM-Clause, an innovative, science-driven seed company that recently expanded its offices to Davis. HM-Clause employs 1,500 people around the globe and is in full growth mode.

As head of human resources for the Americas, Australia and New Zealand, Trillo felt he needed some guidance in helping to lead the company and position it to compete more effectively in the markets it serves. He researched and evaluated a variety of leadership programs, and settled on the UC Davis Executive Leadership Program for its ability to fulfill his needs while also providing him with the flexibility to simultaneously keep up with his demanding work schedule. He notes, “The path of leadership does not have to be a lonely path. I enjoyed and learned enormously from the program during the structured sessions and from my peers. It forced me to exercise self-reflection and introspection with regard to what type of leader I want to become.” With growth being the organization’s primary goal, Trillo believes he is now ready for what lies ahead.
Project Management Courses Enhanced and Updated

All 10 of the Project Management Certificate Program courses were updated this year to align with A Guide to Project Management Body of Knowledge (PMBOK®) Guide—5th edition. As part of this revision, the nine online courses within the program were modified to provide students with a more engaging and interactive learning experience. Major updates include:

- Details of the unique elements of the program management phase
- Highlights of program management with clarification of the supporting processes that complete the delivery of programs in organizational settings
- Insights into the differences between project and program management

Forensic Science Students Win Prestigious Grant Award

Since the Forensic Science Master’s Degree Program began 10 years ago, it has grown to become the nation’s leading university program in forensic science research.

In fall 2012, three students in the master’s program were awarded federal research grants from the National Institute of Justice and the Forensic Sciences Foundation. The three UC Davis students were among only nine students in the entire nation who received the prestigious grant awards this year.

- Ashley Brooks was awarded $5,672 for her research on next-generation DNA sequencing
- Daniela Cuenca was awarded $6,975 for her research on developing a DNA identification panel for cats
- Yuen Cho was awarded $4,486 for her research on bloodstain patterns on fabrics

The UC Davis Master of Science in Forensic Science is a partnership between the UC Davis Forensic Science Graduate Group and UC Davis Extension, which administers the graduate program.

Construction Management Certificate Program

In spite of a general slowdown in new construction, the demand for construction managers, contractors and other construction professionals is projected to grow 17 percent by 2020. As prices continue to rise, sound costing and estimating strategies become increasingly important. The Estimating and Bidding course in the Construction Management Certificate Program has responded directly to this need by incorporating new estimating technologies, along with traditional approaches, into its curriculum.

Construction Management instructor
Paul Martin discusses new estimating technologies important for accurate construction estimates.
(see video at youtube.com/ucdavisextension)
Rebirth of Common Ground as the Collaboration Center

UC Davis Extension Common Ground has provided facilitation and mediation services since 1990, but received a significant makeover in 2013, being renamed “Collaboration Center” in an effort to better communicate the heart of the work. The Center is a team of world class instructors and consultants helping universities, nonprofits, businesses and government agencies to collaborate. This is accomplished through professional education and training, facilitation, mediation and community engagement services.

Recent examples of the Collaboration Center’s work include:

- Facilitation of “Climate Change and Governance: Law, Risk Management and Decision-Making,” a three-day workshop held at the Tahoe Environmental Research Center. Thirty international scholars gathered to create multidisciplinary research projects to address pressing issues at the intersection of climate change and governance.

- The Collaboration Center was awarded a $150,000, two-year contract in 2013, from the Cal/EPA Office of Environmental Health Hazard Assessment (OEHHA) for training and facilitation. To date under this contract, the Center has facilitated a Public Workshop on Proposition 65 Warnings with concerned citizens and business participants from around the country. The Center also provided training for OEHHA staff in Public Communications, Community Engagement and Working with the Media.

- Yolo County hired the Collaboration Center to assess and develop a community process to resolve various land use, noise, safety and infrastructure issues that have been raised around the County’s airport in the rural residential community of West Plainfield. After completing the assessment, the Center ran a series of community workshops to better understand issues, plans and operations at the airport, as well as restructure how several citizen advisory committees operate and address policy concerns.

Customized Training for Professionals

The Collaboration Center builds professionals’ capacity to resolve conflicts and facilitates long-lasting public policy solutions that serve the people and needs of California, and beyond.
2. DRIVING INNOVATION AT THE FRONTIERS OF KNOWLEDGE

UC Davis Extension is an entrepreneurial, market-driven institution. As a result, programs are constantly evolving, incorporating new technology and developing innovative educational experiences that meet the needs of students and employers.

Selected Highlights for 2012-2013

Leveraging IT to Improve Population Health in Africa

“The impact of the program has been profound,” explains Julie Murugi, M.D., M.P.H., a 2013 graduate of UC Davis Extension’s Health Informatics Certificate Program and a regional maternal and child-health adviser from Nairobi, Kenya. Murugi combined her growing interest in public health informatics with knowledge she gained in the program to found Altus Health Associates, a public health enterprise that leverages innovation in information technology for optimal health outcomes. “I see Altus Health Associates becoming a global resource for health IT—for the developing world and beyond,” says Murugi.

The Health Informatics Certificate Program awarded certificates to 43 graduates for 2012-2013.

Creating Global Connections in a Sensory World

As the industry recognized leader in the education of sensory professionals, the online Applied Sensory and Consumer Science Certificate Program at UC Davis Extension has begun its 12th successful year. The program focuses on teaching sensory professionals the art and science of collecting and analyzing sensory data to better understand consumers and build successful products. The program connects individuals from diverse professional backgrounds and, because of its unique online format, has attracted students in more than 25 countries. Graduates commend the excellent instructors, interaction with peers, real-world examples and the increased level of confidence the program has given them.

Over the past 11 years, the program has offered current students and graduates an exciting opportunity to attend UC Davis Extension-hosted luncheons at various sensory science conferences, such as the 10th annual Pangborn Sensory Science Symposium in Rio de Janeiro, Brazil, where they are able to connect face-to-face with the people behind the online program.

“I immensely appreciate the knowledge I have acquired. Every bit of it has been pertinent.”

~ Julie Murugi, Health Informatics Certificate Program graduate
Sierra Institute Arrives at UC Davis Extension

Sierra Institute, a unique program offering off-campus academic field studies, featured its inaugural course at UC Davis Extension during summer 2013. Sierra Institute offers unique academic experiences at remote locations around the world. The program takes college out of the classroom and into the wilderness to study natural history, ecology, conservation biology and nature philosophy. Students earn up to 15 units of academic credit while spending 10 days, six weeks or nine weeks outdoors.

Programs currently explore a variety of California ecosystems as well as one-of-a-kind educational opportunities in the Masai Mara National Reserve in Kenya and the Patagonian Cordillera in Argentina and Chile. The unit plans to expand Sierra Institute's program offerings and locations in the coming year.

Training in Hawaii and the Mariana Islands to Improve HazMat Communication Standards

Building on the success of its previous work in Guam and the Hawaiian Islands, the UC Davis Extension Environmental Health and Safety unit offered a number of courses on the revised Hazard Communications Standard, focusing on the Global Harmonization System on the islands of Oahu and Kauai in Hawaii. They also worked with the government on the island of Saipan, in the Commonwealth of the Mariana Islands, to present seven days of hazardous materials and disaster preparation classes there. Plans are to expand their efforts next year into American Samoa. The Environmental Health and Safety group is also working with the local American Society of Safety Engineers, the Local Emergency Planning Committee for Region IV, and the Continuing Challenge Hazmat Emergency Response Workshop, which drew participants from around the world to the Sacramento area in September.
Genomic Pathology Program Turns Online Learning into On-site Fellowship

When Bern, Switzerland-based veterinary scientist Alessandra Piersigilli enrolled in UC Davis Extension’s online Genomic Pathology program in July 2012, she never thought she’d actually find herself in Davis. But after engaging in the online lectures and Web-based meetings with program instructors, Piersigilli decided she wanted to work with the faculty in person and asked about participating in a fellowship.

“We do not have anything so well organized in Europe,” Piersigilli said. “My hope was to connect with some of the best comparative pathologists worldwide, to learn from them about such an exciting field as mutant mice pathology and also to address my scientific questions.”

The internationally-renowned Center for Genomic Pathology, UC Davis Extension’s partner in the program, was happy to oblige and worked with Piersigilli to arrange a three-week summer fellowship. During her stay in Davis, Piersigilli attended lectures and meetings at the Center for Comparative Medicine (CCM), participated in slide reviews and spent time searching and analyzing cases from the CCM database for her study on mammary tumors. She also took advantage of her first trip to California (and the United States) by visiting Lake Tahoe and San Francisco—watching the America’s Cup race from Pier 39.

Piersigilli’s fellowship is already having a positive impact on her work at the Institute of Animal Pathology at the University of Bern and joint position at the Swiss Federal Institute of Technology. “The experience opened my eyes to a new world and gave me a different prospective,” she said. “It will improve the help and input I can provide researchers here.”
“Our highest goal is to create opportunities for learning that enhance the capacity for success of every individual and organization we serve.”

~ Dennis Pendleton, Dean, UC Davis Extension
3. EMBRACING GLOBAL ISSUES

UC Davis Extension creates educational, research and outreach programs that link UC Davis to the global community. Through its Center for International Education, UC Davis Extension contributed substantially to the globalization of UC Davis last year by developing unique programs and partnerships and helping lead key campus initiatives to grow international enrollments.

**Selected Highlights for 2012-2013**

**International Summer Sessions**

Launched in 2013, International Summer Sessions is a partnership between UC Davis Summer Sessions and UC Davis Extension, which allows international students to study at UC Davis in the summer. This year’s students came from China, Japan, Canada, Germany, Ireland, Nepal and United Arab Emirates.

Through partnerships with benchmark universities overseas, International Summer Sessions is growing strategically and focusing on maintaining excellent academic achievement. International Summer Sessions enrolled 40 students in its inaugural year and has set an enrollment target of 300 for 2014.

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**Chinese Law Students Expand Their Global Perspectives at UC Davis School of Law**

Undergraduate and graduate students from one of the top law schools in China recently completed three weeks studying the American Legal System at the UC Davis School of Law. The program, held July 15 through August 9, is the result of a deepening relationship between UC Davis Extension, the UC Davis School of Law and the China University of Political Science and Law in Beijing.

Returning CUPL students: Visiting scholar Dongyan Wu and LL.M. student Danfeng Chen
**Fulbright Pre-Academic Program Promotes Cultural Understanding**

In partnership with the U.S. Department of State’s Fulbright Program, the Center for International Education’s International English and Professional Program provided incoming Fulbright students with English language study and an orientation this past summer prior to beginning their master’s and doctoral programs at colleges and universities across the United States.

Twenty-nine students from 22 countries—as diverse as Azerbaijan, Benin, Panama and Colombia—attended the intensive three-week Pre-Academic program in mid-July to focus not only on their English and academic skills, but also to learn about U.S. academic culture, develop intercultural awareness and adapt to U.S. culture. The program emphasizes practical application in real-life situations, so scholars gain the cultural ability to associate what they know in their various fields with what they are experiencing in their new environment. A number of cultural events and activities, including volunteer experiences in Sacramento, were organized to give participants a full view of life in the United States and on U.S. campuses, making adaptation to their new cultural environment easier and fostering receptivity to academic life in the United States.

The U.S. Department of State sponsors the Fulbright program, the government’s flagship international exchange program, which is administered by the Institute of International Education in partnership with UC Davis Extension. The Pre-Academic program serves to achieve the overall goal of the Fulbright Program: to increase mutual understanding among the people of the United States and other countries. UC Davis Extension has hosted Fulbright students in a variety of programs since 1984.

**Saudi Students Earn Master’s Degrees in Engineering**

Abdulaziz (Aziz) Alsaif and Abdulrhman (Riman) Alali began their studies at UC Davis with intensive English classes taken through UC Davis Extension’s International English and Professional Programs. After overcoming the language barrier, they were accepted into the graduate program at the College of Engineering—Aziz studying structural engineering while Riman focused on environmental engineering. Both graduated in June 2013 and will now go on to doctoral programs in the United States before returning to their home country to share their knowledge as professors.

See Saudi students Abdulrhman (Riman) Alali and Abdulaziz (Aziz) Alsaif tell their story at youtube.com/ucdavisextension.
Summer Start Program Advances International Student Success

An innovative new program began this past summer to provide international undergraduate freshmen with a strong academic, social and personal foundation prior to beginning their four years of study at UC Davis. Developed by the Office of Undergraduate Education in partnership with UC Davis Extension’s Center for International Education, Summer Start provides incoming international freshmen with the opportunity to jumpstart their college careers in an intensive six-week academic, language and orientation program.

The Summer Start program was approved in May 2013 and launched in early August. In its inaugural summer, 34 students enrolled in the program and adjusted their summer plans so they could get an early start on their studies at UC Davis. This self-selected group came from China and Taiwan and brought enthusiasm and excitement with them.

Ranging in ages from 17 to 20, these students will study in three colleges and 18 majors, ranging from economics to biology to English. Twenty-eight are in the College of Letters and Science, four in the College of Engineering and two in the College of Biological Sciences.

Mexican Consulate Fellows Improve Understanding of U.S. Law

Two representatives of the Mexican Consulate’s Legal Division received fellowships to attend the summer 2013 Orientation in U.S.A. Law program. Patricia Pérez Galeana, Consul for Legal Affairs in Los Angeles, and Sandra Mendoza Durán, Consul for Protection in Fresno, who work with undocumented Mexican nationals in their respective California counties, were very excited about the opportunity to learn more about how to educate their clients living in the United States. The UC Davis School of Law and the Center for International Education’s International Law Programs jointly funded the fellowships.

Brazil’s Petrobras Attorneys Earn LL.M. Degrees from UC Davis School of Law

Twelve lawyers from Petróleo Brasileiro S.A. (Petrobras), Brazil, have earned LL.M. degrees in International Commercial Law as part of a unique partnership between the largest energy company in Latin America, UC Davis Extension and the UC Davis School of Law. The Brazilian attorneys were selected from more than 195 Petrobras lawyers who have participated in Energy and Commercial Law training programs at King Hall over the past seven years.

“UC Davis School of Law is proud of its long-term partnership with Petrobras, the largest company in Latin America,” said Dean Kevin R. Johnson. “This is an important program for the Law School and an important contribution to the Chancellor Katehi’s 2020 Initiative.”
UC Davis Extension has championed environmental education since the early 1970s. The organization's Land Use and Natural Resources program (LUNR) administers three certificate programs and four professional concentrations, drawing from dozens of professions and disciplines including land use planning, environmental planning, public policy, engineering, renewable energy systems and design, natural resources management, water resources, government administration, law and dispute resolution.

In addition to its longstanding commitment to educating students to create a sustainable future, UC Davis Extension programs also play a vital role in stimulating economic growth in a variety of industries.

**Selected Highlights for 2012-2013**

**Wine Certificate Graduate Wins International Honors**

UC Davis Extension’s online Winemaking Certificate Program enabled Eric Harris to polish his winemaking skills and gain the credibility necessary for a young winemaker entering an established industry. TWO-EE’s Winery opened its doors on May 25, 2013 in Huntington, Ind. Specializing in obscure varietal wines, the winery’s 2011 Norton received a Best of Class Award along with a Double Gold medal, while its 2011 Tannat won a Best of Class Award and a Gold medal in the 2013 International Wine Channel TV Awards. Harris also received the Rising Star Winemaker Award given to an international winemaker under 35 years old who shows exceptional talent and great promise for the future of wine.

The Winemaking Certificate Program awarded certificates to 88 graduates around the world in 2012-2013.

**Training Academy Helps Syngenta Understand the Needs of Farmers**

UC Davis Extension, in partnership with multinational agricultural corporation Syngenta, produced a training academy for 100 of the company’s employees that explored all aspects of a grower’s concerns on fresh produce, including return on investments, infrastructure, water, food safety, postharvest processing, retail and consumers’ attitudes. This UC Davis-wide collaboration brought together experts from the Postharvest Technology Center, Agricultural and Resource Economics, and the Vegetable Research and Information Center.
In June 2012, a year after graduating from UC Davis Extension’s Master Brewers Program, Ben Mills opened Fossil Cove Brewing Co. A year later, Mills—the sole employee—is merely trying to keep up with the demand for his beers. He recently reached out to fellow Master Brewers Program graduates, “with the same training I have received,” who might be looking for a paid internship.

Mills is testament to the level of preparation and training participants in the Master Brewers Program receive. With an extremely rigorous curriculum, the Master Brewers Program prepares students to thrive in a rapidly expanding and increasingly competitive industry. Closely linked to the internationally renowned brewing science program on campus, the program allows students access to faculty who are truly legends in the brewing industry.

Much like Fossil Cove Brewing Co., the Master Brewers Program is struggling to keep up with demands. Classes are currently sold out through 2016.

**Pesticide Regulatory Education Program (PREP) Launches First Online Course**

Since its inception in 1990, UC Davis Extension’s PREP program has offered 129 courses to 3,831 participants. And this year, PREP offered its first online course. PREP partners with all federal, state and tribal lead pesticide regulatory agencies across the United States, and provides practical, up-to-date information on technical, policy and management related issues relevant to the regulation of pesticides.

“The open exchange of ideas and information among state representatives and EPA personnel in this forum provides a rare opportunity for a more thorough understanding of how we should be working together to ensure the safe and efficacious use of pesticides across the United States,” said Tim Drake, a student with the South Carolina Department of Pesticide Regulation.

Jake Mackenzie, western director, Field and External Affairs Division, U.S. Environmental Protection Agency and Dennis Pendleton, dean, UC Davis Extension, founded the program, which over the past 24 years has generated nearly $10 million in revenue.
LUNR Partnerships Expand Reach and Customer Base

In 2012-2013, Land Use and Natural Resources developed several new partnerships to more effectively reach its existing students and target new audiences, including young professionals, retired professionals and community members interested in land use, the environment and sustainability.

These partnerships include:

California Debt and Investment Advisory Commission (CDIAC)

LUNR collaborated with CDIAC and UCLA Extension to develop Funding and Financing of Maintenance and Public Infrastructure Using Special Assessments: New Approaches for Achieving Successful Outcomes, a spring 2013 event that helped LUNR reach a new audience and distinguish its programs in this area. Based on its success, another event is scheduled for fall 2014.

California Naturalist Program

The California Naturalist Program provides hands on instruction and exposure to real world environmental projects designed to inspire adults to become active citizen scientists and enhance their personal connection with the natural world. This course is run by the UC Regents, and UC Davis Extension offers continuing education credits for it. LUNR is developing more courses in this area, which will benefit from the cross-marketing opportunities available through this partnership.

California Bioresources Alliance (CBA)

LUNR partnered with the CBA for the second time to produce its annual conference. CBA members represent an important audience for LUNR, including U.S. EPA Region 9, USDA Natural Resources Conservation District, CalRecycle, State Water Resources Control Board, California Energy Commission, Western United Dairymen and other key organizations. CBA helps promote the event, which provides UC Davis Extension with statewide exposure.
5. CHAMPIONING ACCESS, HEALTH CARE, EDUCATION AND OPPORTUNITY

UC Davis Extension offers a diverse array of open enrollment, contract and campus-based programs that extend the knowledge and resources of UC Davis to students across the cultural and socioeconomic spectrums.

Human Services

Through training, consultation, research and other professional services, UC Davis Extension’s Center for Human Services (CHS) has helped county agencies and other organizations serve the needs of at-risk children and families throughout California and across the nation. Each year CHS builds the capacity of human services agencies through custom on-site instruction, traditional classroom courses, institutes, online courses and webinars.

CHS delivers training in a diverse array of areas, including:

- Child welfare
- Eligibility/employment services
- Leadership and organizational development
- Research
- Juvenile probation
- Tribal social services
- Early child development
- Behavioral/mental health
- Developmental disabilities
- Adult protective services

Ensuring Excellence in Child Care

The Center for Human Services’ Family Child Care at Its Best program offers training and technical assistance to in-home and some center-based early childcare providers across the state. In 2012-2013, the program recorded nearly 5,000 enrollments in 42 counties. Classes were conducted in English, Spanish, Russian and Cantonese.
Selected Highlights for 2012-2013

Helping California Transition through Healthcare Reform

The rollout of the Affordable Care Act has been an unprecedented undertaking for human services agencies who are now responsible for helping millions of Americans obtain health coverage. In California, county agencies needed to develop new infrastructure, technology and business processes, and the 20,000 eligibility workers employed statewide needed to be brought up to speed quickly about health care reform and their role in it.

Over the past year, CHS has played a key role in helping California’s human service agencies become informed and prepared for a new level of service delivery. Throughout 2013 the Center developed curriculum and delivered on-site training statewide on healthcare reform overviews and agencies’ new responsibilities, technical aspects of Medi-Cal, as well as training on customer service, phone skills and managing change. The Center also worked closely with counties and regional groups on business process redesign and organizational development.

In addition, the Center partnered with the Child Welfare Directors Association of California to develop an online learning community website to assist all county social services agency staff and supervisors during this transition period.

Training California’s Probation Officers and Social Workers

Through its partnership with the California Department of Social Services, UC Davis Extension’s Center for Human Services provides research, custom and standardized training, technical assistance, institutes and webinars to support juvenile probation officers and supervisors, child welfare social workers, parent partners, community partners and provider agencies throughout the state. In 2012-2013, these programs recorded 2,678 enrollments from 57 counties.

Improving California’s Child Welfare Outcomes

UC Davis Extension’s Center for Human Services is committed to providing California counties with the tools and training to improve outcomes within their child welfare systems. In 2012-2013, the Center’s Northern California Training Academy accomplished the following:

- Secured more than 4,000 enrollments in 272 classroom-based programs for child welfare and social work professionals, not including webinars and online courses
- Provided five offerings throughout Northern California of the 15-day Core Training Program for Child Welfare Social Workers—a state-mandated training program social workers must complete during their first year on the job
- Conducted more than 1,000 hours of one-on-one field training and coaching
- Developed the Coaching Institutes for Child Welfare Practitioners and Supervisors, specialized programs that examine the skills of coaching as a model to improve practice
Human Services Education for Native American Tribes

The Tribal TANF Professional Development program at UC Davis Extension’s Center for Human Services works with tribal social services programs throughout the U.S. to build staff and leadership skills, deliver culturally sensitive services and strengthen native families and communities. UC Davis Extension has worked with 275 of the 299 federally recognized Native American tribes that have a Tribal TANF program.

In July 2012, Native American tribal social services professionals from 54 tribes and organizations in 16 states convened in Pala, Calif., for the National Tribal TANF Institute. Hosted each year by the Center for Human Services, the institute focuses on the organizational and professional development of tribal social services staff and management in an effort to better serve the needs of tribal communities.

The 2012 institute offered more than 30 workshops with topics including hiring practices in native communities, how to conduct internal program evaluations, using culturally specific practices and data to make case management decisions and diplomatic leadership. The institute also featured two inspirational keynote speakers, traditional Native American blessings and a cultural exchange night where participants shared their experiences and represented their tribe and cultural practices.

Integrating Health IT through California’s Pharmacy Schools

While more than 90% of pharmacies in California are enabled for e-prescribing, the state ranks 49th in the nation in e-prescribing use (Surescripts, 2012). To accelerate the use of e-prescribing in California, UC Davis Extension’s Health Sciences unit partnered with UCSF faculty—as part of the Partners in E program—to develop an online curriculum for integration into existing pharmacy education programs. The Partners in E program – led by UCSF – was established to identify and resolve barriers to e-prescribing, provide training and technical assistance to pharmacies, and to cultivate an informatics-ready pharmacy student workforce. The online learning modules were produced by UC Davis Extension’s award-winning educational design team.

Developing a complete and comprehensive online curriculum allowed for rapid deployment by all eight California schools of pharmacy. The online curriculum has already served nearly 1,000 pharmacy students throughout the state. As described by one participating faculty, “With [Partners in E’s] excellent assistance and turn-key approach, using the pre-developed modules and learning assessment tools, we encountered no barriers.” Before exposure to the Partners in E curriculum, only 8% of students reported receiving any instruction in pharmacy informatics, and more than half stated they had no prior exposure either through coursework or on-the-job training. The online content was critical in filling a significant gap in the existing curriculum, and Partners in E is already in discussion about a potential national rollout.
6. CULTIVATING A CULTURE OF ORGANIZATIONAL EXCELLENCE, EFFECTIVENESS AND STEWARDSHIP

UC Davis Extension is committed to sustaining a culture which values fiscal responsibility, organizational efficiency and sustainability. The division also plays a significant role in contributing to professional growth and educational opportunities on campus.

**Selected Highlights for 2012-2013**

**New Business System Supports Long-Term Growth**

In 2013, UC Davis Extension contracted with Destiny Solutions to provide a comprehensive new business system to manage enrollments, course content and other critical organizational functions. The new business system will be configured to support many of the unique needs of UC Davis Extension, including the management of the organization’s international and contract business portfolios. In addition, UC Davis Extension will develop three robust, database-driven websites to present programs to the diverse communities served. The implementation of the system will occur through winter, 2015.

**myTraining Moves Employee Training Online**

UC Davis Extension’s new myTraining intranet site hosts employee training videos on subjects ranging from cyber security to safe vehicle operation. The portal is designed to increase the consistency and efficiency of internal training, providing convenient access for both new hires and long-time employees looking for a refresher course in specific processes and policies.

**Using Social Media to Connect with Students**

UC Davis Extension continued to expand its social media presence in 2012/2013, creating additional opportunities to promote course offerings and connect with students and supporters. The division currently manages 14 Facebook pages (with more than 10,000 fans) and 17 LinkedIn profiles, as well as an institutional Twitter feed, YouTube channel and Instagram account.