

# HEATHER TORONJO ROBERTS, M.P.P.

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## EDUCATION

**George Mason University**, Master of Arts in Criminology Law & Society, expected 2019

**George Mason University**, Master of Public Policy, Emphasis in Social Policy, 2013

**Texas A&M University**, Bachelor of Arts in Anthropology, 2003

## PROFESSIONAL INTERESTS

Early Childhood Development

Translational Research

Leadership Development

Organizational Learning

Coaching

Social Policy

Experiential Learning Theory

Strengths-based Approach

Qualitative Methods

## RECENT EXPERIENCE

**Center for Advancing Correctional Excellence, George Mason University**, Fairfax, VA

Research Faculty, 2013 - Present

*Staff Undertaking Skills to Advance Innovation (SUSTAIN): PI: Amy Murphy*

- Master trainer and mentor for coaches within community corrections agencies implementing evidence-informed human service skills into justice settings.
- Mentor coaches in several jurisdictions across the U.S. including Arizona, California, Texas, and Virginia.
- Updated 6 module eLearning course on evidence-based supervision to include updated research findings as well as incorporate core correctional practices.
- Developed new eLearning modules on special topics including substance use disorders, mental health disorders, emerging adults, and core correctional practices.
- Developed new coaching model for implementing evidence-based human service skills in correctional settings modeled on National Child Welfare Workforce Institute (NCWWI) resources.
- Developed coaches' training curriculum which includes 2 kick-off webinars, an interactive 2-day in-person training, and 5 follow up coaching sessions. Training materials include training binder, 15 monthly resources, and coaching handbook.
- Work with sites to individualize implementation plan.
- Developed, distribute, and analyze quantitative survey results using Qualtrics Survey Software.
- Manage SUSTAIN user sites (currently 16 sites).

*RNR Simulation Tool: PI: Dr. Faye Taxman*

- Trainer for numerous jurisdictions/agencies/providers nation-wide using the RNR suite of tools <https://www.gmuace.org/tools/>.
- Technical Assistance provider for CSAT Offender Reentry Program (ORP) eight grantees across the United States in two cohorts – duties include site visits and reports to SAMHSA on sites' implementation of the RNR suite of tools as well as regular data summaries and TA calls with individual sites.

*Skills for Offender Assessment and Responsivity in New Goals (SOARING2): PI: Dr. Faye Taxman*

- Technical Assistance provider for numerous jurisdictions/agencies/providers nation-wide.
- Development of implementation plan and manual.
- Managed SOARING2 implementation as part of *Philadelphia Smart Probation Grant*.
- Quantitative data analysis of two wave organizational survey.

## CURRICULUM DEVELOPMENT

**Toronjo, H.** (2018). *SUSTAIN for Native American Clients*. Curriculum, George Mason University. Center for Advancing Correctional Excellence! Fairfax, VA.

Maass, S., **Toronjo, H.**, Chowdhury, S. (2018). *SUSTAIN: Substance Use Disorders*. Curriculum, George

Mason University. Center for Advancing Correctional Excellence! Fairfax, VA.

**Toronjo, H.**, (2017). *SUSTAIN for Juvenile Clients*. Curriculum, George Mason University. Center for Advancing Correctional Excellence! Fairfax, VA.

**Toronjo, H.**, Chowdhury, S., Byrne, J. (2017). *SUSTAIN: Mental Health Disorders*. Curriculum, George Mason University. Center for Advancing Correctional Excellence! Fairfax, VA.

**Toronjo, H.** (2017). *SUSTAIN: Emerging Adults*. Curriculum, George Mason University. Center for Advancing Correctional Excellence! Fairfax, VA.

**Toronjo, H.**, Lowenkamp, M. (2017). *SUSTAIN: Staff Undertaking Skills to Advance Innovation*. Curriculum, George Mason University. Center for Advancing Correctional Excellence! Fairfax, VA.

## **SELECTED PUBLICATIONS & PRESENTATIONS**

Willis, J., & **Toronjo, H.** (2019). Translating Police Research into Policy: Some Implications of the National Academies Report on Proactive Policing for Policymakers and Researchers.

**Toronjo, H.**, Murphy, A., Lerch, J. (2018). Different Strokes for Different Folks: Lessons Learning and Applied from Working With Community-based Treatment Providers. Presented at the American Society of Criminology Conference, Atlanta, GA, November.

**Toronjo, H.** & Taxman, F. (2018). Supervision face-to-face contacts: the emergence of an intervention in Ugwudike, P. Raynor, P. and Annison, J. (eds) *Evidence-Based Skills in Criminal Justice: International Research on Supporting Rehabilitation and Desistance*. Bristol & Chicago: Policy Press.

**Toronjo, H.** (2017). Understanding the Coaching Gap: Lessons from Psychology and Social Work Presented at the American Society of Criminology Conference, Philadelphia, PA, November.

**Toronjo, H.** (2016). Learning Lab: Risk-Needs-Responsivity (RNR) Simulation Tool. Presented at Bureau of Justice Assistance SmartSuite Summit, Alexandria, VA. September.

*Manuscripts in process*

**Toronjo, H.** (2019). Gut Check: Turning Experience into Knowledge.

Willis, J. & **Toronjo, H.** (2019). Developing Knowledge to Advance the Quality of Street-Level Police Work: A Case Study.

## **PROFESSIONAL WORK EXPERIENCE**

May 2013 – Sept. 2013	<b>Intern</b> , American Correction Association, Alexandria, VA
May 2010 – Sept. 2013	<b>Title Processor</b> , Champion Title & Settlements, Inc., Potomac Falls, VA
April 2009 – May 2010	<b>Title Clearance Specialist</b> , Justice Title & Escrow, LLC, Fairfax, VA
Aug. 2008 – Feb. 2009	<b>Parish Administrator</b> , St. Mark's Episcopal Church, San Marcos, TX
Sept. 2004 – May. 2008	<b>Loan Processor/Underwriter</b> , Funding Partners, L.P., Dallas, TX
Sept. 2003 – Sept. 2004	<b>Legal Clerk</b> , Walker County Title, Huntsville, TX

## **AFFILIATIONS**

Pi Alpha Alpha (National Honor Society for Public Affairs and Administration)

American Society of Criminology, Member

ZERO to THREE, Member

## **VOLUNTEER & COMMUNITY OUTREACH**

Charter Member, NICU Parents Advisory Council at Virginia Hospital Center, 2016 – present

- Goals include helping improve parental confidence through the NICU stay, ensuring parents are connected to Early Intervention services, and helping parents get the most out of EI services.

Tutor/Mentor, Heart House of Dallas, Dallas, TX, 2007 - 2008

- Tutored low income Kindergarten, 1st, 2nd, and 3rd graders with reading and math skill building activities

Tutor, The Boys and Girls Club of Huntsville, Huntsville, TX, 2003 - 2004

- Tutored high risk 7th and 8th graders in the alternative junior high school in all subjects

## **REFERENCES PROVIDED UPON REQUEST**