

# Changing the Landscape of *Work First* A Skill-Building Learning Institute



Sheraton Greensboro Hotel at Four Seasons  
Joseph S. Koury Convention Center  
June 5 - 7, 2007

The North Carolina Division of Social Services invites you to attend this exciting three-day learning opportunity. This Institute, *Changing the Landscape of Work First*, will provide training on innovative approaches for *Work First* staff to increase work participation rates and successful transitions to self-sufficiency. Participants can select from over 40 different workshop topics and have the opportunity to learn from other counties. Space will be limited to three people per county. The staff selected to attend should be prepared to bring the innovative approaches learned back to their agency for implementation. Hotel costs will be paid by the Division. Registration Deadline is April 26, 2007.

## INSTITUTE SCHEDULE



### TUESDAY - JUNE 5, 2007

11:30 a.m. – 1:00 p.m.	Opening Session – Luncheon
1:15 p.m. – 2:45 p.m.	Concurrent Workshops - Session A
3:00 p.m. – 4:30 p.m.	Concurrent Workshops - Session B
5:00 p.m. – 7:00 p.m.	Networking Session (Hors D'oeuvres)



### WEDNESDAY - JUNE 6, 2007

8:00 a.m. – 9:00 a.m.	Continental Breakfast
9:00 a.m. – 11:00 a.m.	Concurrent Workshops - Session C
11:30 a.m. – 1:00 p.m.	General Session – Luncheon
1:15 p.m. – 2:45 p.m.	Concurrent Workshops - Session D
3:00 p.m. – 4:30 p.m.	Concurrent Workshops - Session E
4:30 p.m. – 8:00 p.m.	Dinner on your own
8:00 p.m. – 9:30 p.m.	Sweets & Laughter



### THURSDAY - JUNE 7, 2007

7:30 a.m. – 8:30 a.m.	Light Continental Breakfast
8:30 a.m. – 10:00 a.m.	Concurrent Workshops - Session F
10:30 a.m. – 12:30 p.m.	Closing Session – Brunch

## Key Information

- ☀ Registration is FREE! Space is limited to three participants per county (excluding presenters and volunteers).
- ☀ Each county will submit one registration form listing all three participants' names and their workshop selections (see page 17).
- ☀ Deadline for registration is April 26, 2007.
- ☀ The NC Division of Social Services will pay for one hotel room per participant (room sharing encouraged, but not required) for both Tuesday and Wednesday night. However, each participant must make their own hotel reservations.
- ☀ If travel distance requires you to arrive on Monday night, please contact your *Work First* State Representative for pre-approval.
- ☀ Contact the Sheraton at 336.292.9161 to make your hotel reservation by 5/5/07. They will ask for your credit card for incidentals, but the Division will pay for three rooms per county. Mention you are attending the "*Work First* Institute".
- ☀ Attendees will receive training credit based on the number of hours they attend at the Institute.
- ☀ Meals not provided and travel costs will be the responsibility of the participant's agency.

## Opening Luncheon

Join us at 11:30 a.m. on June 5, 2007 as we discuss how the landscape has changed over the last several years with a panel of experts from the NC Division of Social Services, Vocational Rehabilitation and the Employment Security Commission. You won't want to be late for this Opening Session. We will start with a great meal and inspiring entertainment.

## Wednesday Luncheon



On Day Two of our Institute, we are excited to welcome Elaine M. Ryan, the Deputy Executive Director for Policy and Government Affairs for the American Public Human Services Association (APHSA). Ms. Ryan has directed policy for APHSA since 1993. Prior to joining APHSA, from 1989-1993, Ms. Ryan served as a Chief of Staff and Budget Committee Staff Associate in the U.S. House of Representatives. She served on the executive staff of the New York State Governor Mario Cuomo for nine years. Ms. Ryan earned her B.A. in Economics from Fordham University and a Master of Public Administration from the John F. Kennedy School of Government at Harvard University.

Participants will also hear several heart warming stories from North Carolina families assisted by the *Work First* program.

## Closing Brunch

Participants are in for a real treat! Joining us for our closing session is Humorist Jeanne Robertson. Jeanne was Miss North Carolina in 1963, and competed in the Miss America Pageant where she was named Miss Congeniality. In 1985, Jeanne served as President of the National Speakers Association and in 1989, she received "The Cavett" - the most prestigious honor in professional speaking.



The North Carolina Press Association named Jeanne the North Carolinian of the Year in 2001. Jeanne will help us remember why it is important to use humor in the workplace!



**A1: TRUE COLORS**

*(by Joanne Scaturro from NC DSS)*

True Colors is a research-based strategy for understanding different communication styles. Participants will identify their own style, identify the strengths of their style and have an opportunity to understand others. Effective ways to deal with conflict will also be discussed.

**A2: HOW TO UNDERSTAND COMMUNICATION AND BE AN EFFECTIVE INTERVIEWER**

*(by Librado Gonzalez)*

This training course will help you to express yourself more effectively, have more influence with your colleagues and appear more confident in front of others. Participants will enjoy this workshop with "Dr. Lee" as he helps build your communication and interviewing skills.

**A3: EMPLOYMENT ASSESSMENTS (PART ONE)**

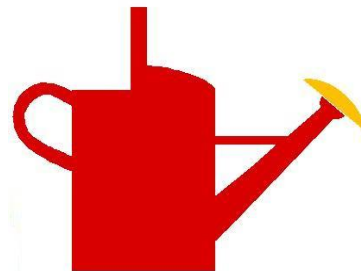
*(by Anne Adams)*

Assessment is the foundation of the case management process. This three hour workshop will discuss how the quality of the assessment affects the quality of service delivery and therefore the prospects for successful intervention and problem-solving. A specific and individualized plan of action is the first tangible outcome of the assessment process. Learn more about guiding the program participant through the self-discovery phase of assessment into the self-planning phase.

**A4: FERTILIZE YOUR PARTICIPATION RATE**

*(by Wendy Dorsey from NC DSS)*

Have you ever asked yourself, "Just what is a denominator and a numerator?" If so, then this workshop is for you. Join us for an interactive look at what a denominator and a numerator are and how they are used to calculate the county's participation rate. This workshop will demonstrate the components of the participation rate from an unique perspective with workshop participants becoming a part of the participation rate calculation. It will take a look at how to fertilize, water and weed your garden until it produces beautiful flowers.



**A5: A BEAUTIFUL GARDEN TAKES WORK FROM EVERYONE**

*(by Jerry Cartwright from Guilford County DSS)*

Join in this workshop to learn how you can bring people together to make your "garden" beautiful. Learn several team building activities you can take back to your agency that can improve how well your team works together. Participants will have fun while receiving practical skills to help facilitate collaboration within their team.



**A6: UNDERSTAND DOMESTIC VIOLENCE TO BETTER SERVE SURVIVORS WITH TANF/DV FUNDS**

*(by Susan King from NC DSS)*

Domestic violence victims/survivors can be better served when DSS staff understand the issues surrounding domestic violence and how the victim is affected. How to collaborate with the local DV agency will be discussed so that better services through TANF/DV funding can be offered to survivors of Domestic Violence.

**A7: BLOOM WHERE YOU ARE PLANTED**

*(panel presentation by Angi Karcher from Gaston County, Susan Mason from Cumberland County, Lisa McPhatter from Scotland County, Stacey Holden from Robeson County, and Paula Marn from New Hanover County)*

Learn how other counties are trying new and innovative ways of working with their "F" code populations. Gaston, Scotland, Cumberland, Robeson, and New Hanover counties will explain how they have assisted incapacitated individuals to bloom and thrive. Find out how they are experiencing new growth in the participation of these individuals.

**A8: GROWING A KNOWLEDGEABLE CASH UNIT**

*(by Jo Katherine Desaw and Mary Farmer, Policy Trainers for Cumberland County DSS)*

Cumberland County trainers have been cultivating knowledge about Work First Cash Assistance for new staff for many years. In this session participants will learn how this cash knowledge is sown and what goes into the process of developing a well trained cash assistance worker to reap the most benefits.

**A9: HOW TO INCREASE DISABILITY APPROVALS FOR THE DISABLED**

*(by Martha Are from NC Interagency Council for Coordinating Homeless Programs)*

35% of all people who apply for SSI/SSDI are successful the first time. Homeless people, though frequently substantially disabled, are only successful 15%. Communities that are implementing SOAR have a 90% success rate, first time application, with less than 3 months approval time. This workshop will give an overview of the training that teaches caseworkers how to replicate these results.

**A10: UNDERSTANDING THE SOCIAL SECURITY DISABILITY PROGRAM: THE DISABILITY DETERMINATION SERVICES EVALUATION OF MEDICAL ELIGIBILITY**

*(by Ann Griffin Hall from NC Disability Determination Services)*

SSA administers two programs that provide benefits based on disability: the Social Security disability insurance program (Title II of the Social Security Act) and the Supplemental Security Income (SSI) program (Title XVI of the Act). Disability Determination Services is the State agency responsible for developing medical and other evidence for the purpose of determining whether the claimant is or is not disabled or blind under the law. Attend this workshop to learn more from a SSA expert.



*PLEASE NOTE: some workshops are a repeat of an earlier session, some workshops are new, and some may be a continuation (part two) of the previous session. Please choose your selection accordingly.*

**B1: TRUE COLORS (REPEAT)**

*(by Joanne Scaturro, NC DSS Trainer)*

True Colors is a research-based strategy for understanding different communication styles. Participants will identify their own style, identify the strengths of their style and have an opportunity to understand others. Effective ways to deal with conflict will also be discussed.

**B2: HOW TO UNDERSTAND COMMUNICATION AND BE AN EFFECTIVE INTERVIEWER (REPEAT)**

*(by Librado Gonzalez)*

This training course will help you to express yourself more effectively, have more influence with your colleagues and appear more confident in front of others. Participants will enjoy this workshop with "Dr. Lee" as he helps build your communication and interviewing skills.

**B3: EMPLOYMENT ASSESSMENTS (PART TWO)**

*(by Anne Adams)*

Assessment is the foundation of the case management process. This three hour workshop will discuss how the quality of the assessment affects the quality of service delivery and therefore the prospects for successful intervention and problem-solving. A specific and individualized plan of action is the first tangible outcome of the assessment process. Learn more about guiding the program participant through the self-discovery phase of assessment into the self-planning phase.

**B4: FERTILIZE YOUR PARTICIPATION RATE (REPEAT)**

*(by Wendy Dorsey from NC DSS)*

Have you ever asked yourself, "Just what is a denominator and a numerator?" If so, then this workshop is for you. Join us for an interactive look at what a denominator and a numerator are and how they are used to calculate the county's participation rate. This workshop will demonstrate the components of the participation rate from a unique perspective with workshop participants becoming a part of the participation rate calculation. It will take a look at how to fertilize, water and weed your garden until it produces beautiful flowers.

**B5: A BEAUTIFUL GARDEN TAKES WORK FROM EVERYONE (REPEAT)**

*(by Jerry Cartwright from Guilford County DSS)*

Join in this workshop to learn how you can bring people together to make your "garden" beautiful. Learn several team building activities you can take back to your agency that can improve how well your team works together. Participants will have fun while receiving practical skills to help facilitate collaboration within their team.





*PLEASE NOTE: some workshops are a repeat of an earlier session, some workshops are new, and some may be a continuation (part two) of the previous session. Please choose your selection accordingly.*

**B6: UNDERSTAND DOMESTIC VIOLENCE TO BETTER SERVE SURVIVORS WITH TANF/DV FUNDS (REPEAT)**

*(by Susan King from NC DSS)*

Domestic violence victims/survivors can be better served when DSS staff understand the issues surrounding domestic violence and how the victim is affected. How to collaborate with the local DV agency will be discussed so that better services through TANF/DV funding can be offered to survivors of Domestic Violence.

**B7: BLOOM WHERE YOU ARE PLANTED (REPEAT)**

*(panel presentation by Angi Karcher from Gaston County, Susan Mason from Cumberland County, Lisa McPhatter from Scotland County, Stacey Holden from Robeson County, and Paula Marn from New Hanover County)*

Learn how other counties are trying new and innovative ways of working with their "F" code populations. Gaston, Scotland, Cumberland, Robeson, and New Hanover counties will explain how they have assisted incapacitated individuals to bloom and thrive. Find out how they are experiencing new growth in the participation of these individuals.

**B8: GROWING A KNOWLEDGEABLE CASH UNIT (REPEAT)**

*(by Jo Katherine Desaw and Mary Farmer, Policy Trainers for Cumberland County DSS)*

Cumberland County trainers have been plating knowledge about Work First Cash Assistance for new staff for many years. In this session participants will learn how this cash knowledge is sown and what goes into the process of developing a well trained cash assistance worker.

**B9: ONE SIZE DOES NOT FIT ALL: MUTUAL RESPONSIBILITY AGREEMENTS (MRA)**

*(by Tonya Joyner-Scott and Renee Smith from Wake County Human Services)*

Let's admit, some of our MRA Plans of Action are looking more cookie cutter than individualized. Learn how to avoid the trap of developing your MRA Plans of Action to meet your participant rate rather than meet the client's real needs. You can do both! This workshop will increase your self-awareness and provide strategies to make your MRA Plans of Action effective with client "buy-in" while remaining programmatically sound.

**B10: VOCATIONAL REHABILITATION SERVICES**

*(by Brenda Williamson from NC DHHS Vocational Rehabilitation Services Division)*

This workshop will provide a basic overview of the North Carolina Division of Vocational Rehabilitation Services. Participants will learn about the mission and goals, and the Rehabilitation Process and FACTS about our services and the people we serve. This workshop will also show a video titled the "Ten Commandments of Communicating with Persons with Disabilities" which is sure to strengthen your interaction skills.



**C1: A LONG ROW TO HOE IN LARGER COUNTIES**

*(panel presentation by Andrea Carlton from Forsyth County, Patricia Pegues from Durham County; and Sandra Cox from Robeson County)*

Meeting participation rates requires diligence and commitment. Join us to learn strategies that have worked well over time in larger county departments. Each county will present a practice that has proven beneficial to the success of their Work First program and contributes to increasing the participation rate. Hear how the landscape of Work First has changed in these counties. It may help you "grow" the participation rate in your county.

**C2: TRACK OUTCOMES EFFICIENTLY – A GREAT FERTILIZER FOR PROGRAM DEVELOPMENT**

*(by Dean Duncan from UNC – Chapel Hill)*

This workshop will provide you information on how to use the Management Assistance for the Work First Program web site to track the outcomes for families and individuals who receive assistance in your county. The site (<http://ssw.unc.edu/workfirst/>) provides in depth statistics on families who receive Work First assistance in each county and tracks them after they leave the program. In this workshop, you will learn the secrets and tips that will help you to use the site efficiently.

**C3: A FERTILE GROUND FOR DECISION MAKING – CHILD & FAMILY TEAM MEETINGS**

*(by Holly McNeill from NC DSS)*

This fun, interactive workshop will provide participants an overview of the importance of the Work First worker being at the table with Child Welfare for Child & Family Team meetings. Both Work First and Child Welfare staff will benefit and the ultimate winner is the family. CFT meetings are part of the foundation of NC's MRS reform efforts. Learn how you can help families thrive and grow.

**C4: WORK FIRST FAMILY ASSISTANCE POLICY "FEUD": MAKING POLICY FUN**

*(by the Wake County Human Services Training Team: Renee Smith, Tonya Joyner-Scott, Shannon Fasulo, Tonia Singleton, Dee Richardson, Donnie Alston, and Emi Wyble)*

Come on down! You could be the next contestant for Work First Family Assistance Policy Feud! Whether you are a contestant or a part of the studio audience, you are sure to have an exciting time in this challenging game of policy knowledge. We'll see you in the studio!

**C5: PLANT THYME IN YOUR GARDEN – TIME MANAGEMENT**

*(by Carol McConnell from NC DSS)*

This workshop will help participants increase awareness of time as a resource and to learn tips on how to manage and better utilize their time. Participants will experience hands on activities following an overview of time management concepts. The content will include looking at how time is wasted and how to plan and set goals. Anyone who could benefit from an assessment on how to work and live more productively should attend.





- C6: CONFIDENTIALITY AND WORK FIRST: WHAT CAN YOU SAY? WHO CAN YOU TELL?**  
*(by John L. Saxon from the Institute of Government, The University of North Carolina at Chapel Hill)*  
This workshop will examine the federal and state confidentiality rules that apply to the Work First program and other social services programs administered by county social services departments and how these rules affect the ability of social services employees to obtain, use, share, and disclose information about families who have applied for or are receiving Work First assistance or services.
- C7: GROWING JOB RETENTION SKILLS**  
*(by Mary Mallory from Connect, Inc.)*  
Work Central provides case management services for former TANF recipients by phone at convenient day, evening, and weekend hours, by using a state of the art telecommunications system located in rural North Carolina. We serve our customers setting specific goals of job retention, career advancement, asset accumulation, and re-employment. Join this workshop to learn more about strengthening your job retention skills from these seasoned experts.
- C8: INNOVATIVE STRATEGIES TO JOB DEVELOPMENT**  
*(panel presentation by Gwen Price from Orange County, Bonnie McPhaul from Duplin County, Pauline Cross from Mecklenburg DSS, Jennifer Mayle from Halifax Roanoke Valley Community College, and Connie Bunn from Nash Community College)*  
Grow your Work First Program by learning new strategies for developing job opportunities for Work First participants. Learn innovative methods for partnering with employers and businesses to meet employment goals and participants needs. Develop techniques for assessing dependency issues and gain insight on addressing challenges in breaking the cycle of dependency. Come hear what has worked in five different counties. One or more strategies may work in your county as well!
- C9: LETTUCE PLANT AND TILL THE SOIL: AUTOMATION SUPPORT**  
*(by Laura Bryant and Belinda Autry from NC DSS)*  
Wouldn't it be nice to know that you are on the right track? In this garden, you will learn which seeds to buy- Who to Contact; which tracks to plant-Work First Budgets with Sanctions & Job Bonus; how many rows are needed- Applications & Date Screens; when to water- Making Changes & Program Transfers and when to fertilize-Keying Deadlines. This work shop will teach you all of the keying strategies needed to have a weed free garden-Benefit Issuance including Check History, Straggler Register and Pull Re-issue.
- C10: METHAMPHETAMINE 101**  
*(by Laura Elmore from NC DSS)*  
This workshop will give participants information on Methamphetamine, what it looks like, what its short term and long term effects are for the user, abuse and neglect of children, how it is made, how to stay safe during home visits and case management difficulties.



**D1: CASE MANAGERS, CLIENTS AND INTERPRETERS:  
GUIDANCE FOR EFFECTIVE COMMUNICATION**

*(by Arelys Chevalier from The Center for New North Carolinians)*

This workshop is designed to help providers who work through interpreters. The interpreter's role and code of ethics will be described in conjunction with simple techniques for case managers to use to facilitate effective interviews. These tools will help bridge the communication gap, improve client and case manager satisfaction, and reduce costs and the risk of errors.

**D2: COMMUNICATION AND THE FIVE LOVE LANGUAGES**

*(by Joanne Scaturro from NC DSS)*

Do you ever feel like you just don't understand where your colleagues are coming from? Ever feel like your supervisor may be speaking in a different language? Then this workshop may be for you. Based on the book "The Five Love Languages" this workshop will explore ways to communicate with those around you in a way they can understand.

**D3: FINANCIAL SOCIAL WORK: A CUTTING EDGE DISCIPLINE FOR PERSONAL, PROFESSIONAL  
AND SOCIAL CHANGE – PART ONE**

*(by Reeta Wolfsohn from the Center for Financial Social Work)*

This two part workshop (3 hours in length) will use a variety of original materials, activities and a Power Point Presentation to understand how "Financial Profiling" and "debtidemic" impacts the lives of millions of Americans and perpetuates the cycle of debt and/or no/low assets. This interactive and introspective session, includes a mini-workbook to help attendees begin to bring Financial Social Work to their agencies and practices.

**D4: SPROUTING NEW IDEAS IN SMALLER COUNTIES**

*(panel presentation by Christy Nash from Wilson County, Anne Barkley from New Hanover County, Terry Keene from Johnston County, Debbie Messer and Eric Wilkie from Rutherford County.*

Selected counties were awarded Work First Demonstration Grants based on their proposals to increase the participation rate. In this session you will discover what is being "tested" in Wilson, New Hanover, Johnston, and Rutherford Counties. The Work First staff in these counties are sprouting new ideas that may provide fertile fields for future implementation across the landscape of North Carolina.

**D5: THE ART OF BRAINSTORMING CREATIVE SOLUTIONS**

*(by Dan Comer from Appalachian Family Innovations)*

This workshop will show participants how to engage in creative and flexible thinking, reduce the tendency to judge, and assist with productive solution-building. Experience brainstorming *in action* and explore how brainstorming can be applied to your work.





**D6: INFLUENCING OTHERS THROUGH THE USE OF EMPATHY**

*(by Rosalie Blowe)*

Empathy is the art of knowing what others feel without their telling you; reading people accurately; and creating rapport. To influence others you must have SOUL (Selfless, Observant, Unbiased, and Listening). This workshop will help participants pay attention with your ears, eyes, and heart; overcome barriers to listening; and read non-verbal cues with skill.

**D7: WHAT YOU NEED TO KNOW WHEN WORKING WITH LATINO FAMILIES**

*(by Marie Miranda-Robles from the NC Office of Minority Health & Health Disparities)*

This workshop will provide a comprehensive view of the Hispanic/Latino community in order to assist agencies in providing effective and efficient services to the Hispanic/Latino population. The Hispanic/Latino population in North Carolina is a diverse one, including people from South and Central America, Mexico and the Caribbean Islands.

**D8: WHAT DO THEY WANT FROM ME? BUILDING BRIDGES BETWEEN CASH & SERVICES**

*(by Renee Smith, Tonya Joyner-Scott, and Shannon Fasulo from Wake County Human Services)*

Are you still hurdling the stumps of old AFDC? Have you struggled with the landscape from old to new? Have you ever wondered where you fit in or what your role is in cultivating this land of Work First? Then this three-hour workshop is for you! Come join us in PART ONE of this interactive journey from the desolate old days of AFDC to the fertile days of Work First Family Assistance. Let's see if the grass is greener on the other side.

**D9: UP FROM HERE: MOVING FROM POVERTY TO PROSPERITY**

*(by Kwain Bryant from Empowerment Exchange)*

This workshop explores the relationship between generational and situational poverty and its effects on decision-making and choices. Through data, research and activities, participants will explore the attitudes, beliefs and skills necessary in helping individuals become gainfully employed. Participants will be introduced to strategies they can use to assist clients in overcoming obstacles that poverty may create.

**D10: EPIS PROCESSES AND PROCEDURES**

*(by Carl Breazeale from NC DSS)*

This workshop will explain the functions of the Employment Programs Information System (EPIS). Topics addressed will include how EPIS communicates with EIS and how EPIS data affects the participation rate. Attendees will learn how to activate participants, report hours, use the inquiry functions in EPIS, and how to interpret EPIS data. Also, there will be discussion of how data in EPIS does, and does not, affect the participation rate.





*PLEASE NOTE: some workshops are a repeat of an earlier session, some workshops are new, and some may be a continuation (part two) of the previous session. Please choose your selection accordingly.*

- E1: CASE MANAGERS, CLIENTS AND INTERPRETERS:  
GUIDANCE FOR EFFECTIVE COMMUNICATION (REPEAT)**  
*(by Arellys Chevalier from The Center for New North Carolinians)*  
This workshop is designed to help providers who work through interpreters. The interpreter's role and code of ethics will be described in conjunction with simple techniques for case managers to use to facilitate effective interviews. These tools will help bridge the communication gap, improve client and case manager satisfaction, and reduce costs and the risk of errors.
- E2: SYSTEM OF CARE**  
*(by Ms. Huffman & Ms. Britt, NC DSS Trainers and a Family Partner)*  
A key strategy of North Carolina's Multiple Response System (MRS) is the collaboration between Work First and child welfare. A System of Care approach incorporates collaboration and partnership between families community partners, and service providers as the thread that successfully links programs, policies and practices. This presentation will lead to an understanding of the system of care approach, its positive impact, and how participants are partners in this process.
- E3: FINANCIAL SOCIAL WORK: A CUTTING EDGE DISCIPLINE FOR PERSONAL, PROFESSIONAL AND SOCIAL CHANGE (PART TWO)**  
*(by Reeta Wolfsohn from the Center for Financial Social Work)*  
This two part workshop (3 hours in length) will use a variety of original materials, activities and a Power Point Presentation to understand how "Financial Profiling" and "debtidemic" impacts the lives of millions of Americans and perpetuates the cycle of debt and/or no/low assets. This interactive and introspective session, includes a mini-workbook to help attendees begin to bring Financial Social Work to their agencies and practices.
- E4: A HARD ROW TO HOE IN SMALLER COUNTIES**  
*(panel presentation by Lawrence Gatewood from Anson County, Rhonda Howell from Caldwell County, Brenda Stephenson from Dare County, and Rosie Wooten and Niagara Parker from Pitt County)*  
Meeting participation rates requires diligence and commitment. Join us to learn strategies that have worked well over time in small and medium county departments. Each county will present a practice that has proven beneficial to the success of their Work First program and contributes to increasing the participation rate. Hear how the landscape of Work First has changed in these counties. It may help you "grow" the participation rate in your county.
- E5: THE ART OF BRAINSTORMING CREATIVE SOLUTIONS (REPEAT)**  
*(by Dan Comer from Appalachian Family Innovations)*  
This workshop will show participants how to engage in creative and flexible thinking, reduce the tendency to judge, and assist with productive solution-building. Experience brainstorming *in action* and explore how brainstorming can be applied to your work.



*PLEASE NOTE: some workshops are a repeat of an earlier session, some workshops are new, and some may be a continuation (part two) of the previous session. Please choose your selection accordingly.*

**E6: PRINCIPLES OF PERSUASION**

*(by Rosalie Blowe)*

Persuasion is getting others to do what you want because they want to. This workshop will help participants cultivate behaviors that help people trust you and want to follow you; notice influence situations at work; develop a knack for making others feel special with attentiveness; and master the rare art of paying compliments and giving feedback.

**E7: WHAT YOU NEED TO KNOW WHEN WORKING WITH LATINO FAMILIES (REPEAT)**

*(by Marie Miranda-Robles from the NC Office of Minority Health & Health Disparities)*

This workshop will provide a comprehensive view of the Hispanic/Latino community in order to assist agencies in providing effective and efficient services to the Hispanic/Latino population. The Hispanic/Latino population in North Carolina is a diverse one, including people from South and Central America, Mexico and the Caribbean Islands.

**E8: WHAT DO THEY WANT FROM ME? BUILDING BRIDGES BETWEEN CASH & SERVICES**

*(by Renee Smith, Tonya Joyner-Scott, and Shannon Fasulo from Wake County Human Services)*

Are you still hurdling the stumps of old AFDC? Have you struggled with the landscape from old to new? Have you ever wondered where you fit in or what your role is in cultivating this land of Work First? Then this three-hour workshop is for you! Come join us in PART TWO of this interactive journey from the desolate old days of AFDC to the fertile days of Work First Family Assistance. Let's see if the grass is greener on the other side.

**E9: UP FROM HERE: MOVING FROM POVERTY TO PROSPERITY (REPEAT)**

*(by Kwain Bryant from Empowerment Exchange)*

This workshop explores the relationship between generational and situational poverty and its effects on decision-making and choices. Through data, research and activities, participants will explore the attitudes, beliefs and skills necessary in helping individuals become gainfully employed. Participants will be introduced to strategies they can use to assist clients in overcoming obstacles that poverty may create.

**E10: EPIS PROCESSES AND PROCEDURES (REPEAT)**

*(by Carl Breazeale from NC DSS)*

This workshop will explain the functions of the Employment Programs Information System (EPIS). Topics addressed will include how EPIS communicates with EIS and how EPIS data affects the participation rate. Attendees will learn how to activate participants, report hours, use the inquiry functions in EPIS, and how to interpret EPIS data. Also, there will be discussion of how data in EPIS does, and does not, affect the participation rate.



**F1: IDA'S AND ASSET BUILDING AS AN ANTI-POVERTY STRATEGY**

*(panel presentation by Tina Morris-Anderson from NC Dept. of Labor, Bud Hill from Ashe Partnership for Children, Brenda Thurston from Ashe County DSS, and Shayna Simpson-Hall from IDA and Asset Building Collaborative of NC)*

Individual Development Accounts (IDAs) are emerging as one of the most promising tools that enable low-wealth American families to save, build assets, and enter the financial mainstream. Join this panel discussion to learn how this program can make it easier for your Work First Participants to build the financial assets they need to achieve the American dream.

**F2: SUCCESS MEETINGS – HOW CFT'S CAN HELP?**

*(by Jenny King, from North Carolina State University)*

This training will focus on the use of child and family teams principles to execute efficient SUCCESS meetings. With a fun, easy to understand format, participants will learn the philosophies and benefits of convening meetings that include family, extended family, friends, service providers, and community members in order to make plans and decisions that promote child and family safety and well-being.

**F3: SPROUTING NEW IDEAS IN LARGER COUNTIES**

*(panel presentation by Cindy Wilson from Cumberland County, Sandra Cox from Robeson County, Terrae Stafford from Forsyth County, and Angie Pittman and Dawn Warren from Buncombe County)*

Selected counties were awarded Work First Demonstration Grants based on their proposals to increase the participation rate. In this session you will discover what is being "tested" in Cumberland, Robeson, Buncombe, and Forsyth Counties. The Work First staff in these counties are sprouting new ideas that may provide fertile fields for future implementation across the landscape of North Carolina.

**F4: SUBSTANCE ABUSE 101 FOR WORK FIRST WORKERS**

*(by Worth Bolton from the University of North Carolina at Chapel Hill)*

Use of alcohol and other drugs can be detrimental to health and ability to maintain employment. Learn what things you might observe that raise a "red flag" and should prompt you to discuss possible substance abuse. How do you broach the subject when the information is not disclosed? What are the stages of addiction? Learn more about substance abuse and effective best practices when working with families struggling with addiction.

**F5: SUPPORTING AND ENCOURAGING FAMILY CENTERED WORK**

*(by Dan Comer from Appalachian Family Innovations)*

This workshop, designed for supervisors, will explore how skillful family-centered practice leads to better outcomes for cases, better morale within agencies, and better collaboration with other community partners. Join this workshop to learn how supervisors at any level and across all program areas, really can support and encourage their workers in deepening their skills in applying the Principles of Partnership with their client families and others.





**F6: SHARE YOURSELF, COACHING TO WIN!**

*(by Claudette Smith from North Carolina Agricultural & Technical State University)*

Share Yourself is a community volunteer program that matches volunteer coaches with Work First participants. These volunteers share life skills, work experiences, offer advice and encouragement and many other positive qualities. What they provide helps Work First participants deal with everyday problems that often prevent them from being successful on the job and in life. Join this workshop to learn more about this valuable resource!

**F7: NORTH CAROLINA CAREER READINESS CERTIFICATION IS ON THE MOVE!!**

*(by Stephanie Deese and Pam Gobel)*

Through partnerships, the North Carolina Career Readiness Certificate (CRC) provides a means to successfully bridge the skills gap in North Carolina. The CRC is quickly becoming an integral part of upgrading our workforce. Our employers recognize the value of WorkKeys and the NC Career Readiness Certificate as a selection, training, and promotion tool. Come hear how Career Readiness Certification can be an incredible economic and workforce development tool in your area.

**F8: SMART START OPPORTUNITIES FOR FAMILIES AND CHILDREN**

*(by Lois Slade from NC Partnership for Children and Nancy Guy from the Division of Child Development)*

Quality child care keeps moms at work and promotes healthy development of children. Financial assistance for child care may make the difference in being able to work. Options exist for local partnership in spending Smart Start funds to support families and how the funds can be mixed and matched with DCD funds to expand services, sometimes in non-traditional ways. Join this workshop to learn how to make that a reality.

**F9: HOW TO WRITE EFFECTIVE NARRATIVE DOCUMENTATION**

*(by Priscilla Bryant from Duplin County DSS and Sandra Cox from Robeson County DSS)*

Concise, complete and accurate documentation of family circumstances are essential to quality and service provision. In addition, the documentation is essential to understanding the actions taken by the case worker when reviewed by supervisors, program monitors and others. Attendees will learn how both small and large counties document cases effectively and will learn additional skills that can work in your county.

**F10: SOCIAL WORKER SAFETY IN RAIN AND SUNSHINE**

*(by Police Community Partners)*

Join in this workshop to learn from the experts on how you can keep yourself safe while providing services to participants in the community, in the home or in your office. There are many tips and ideas that will be shared as well as a review of basic safety issues.



## Quick Topic Summary

### Tuesday - June 5, 2007

- A1 True Colors
- A2 Communication & Interviewing
- A3 Employment Assessments (PART 1)
- A4 Participation Rates
- A5 Collaboration & Team Building
- A6 Domestic Violence
- A7 Panel: "F" Codes
- A8 Cash Assistance
- A9 Increase Disability (SSI) Approvals
- A10 Disability Determination

- B1 True Colors
- B2 Communication & Interviewing
- B3 Employment Assessments (PART 2)
- B4 Participation Rates
- B5 Collaboration & Team Building
- B6 Domestic Violence
- B7 Panel: "F" Codes
- B8 Cash Assistance
- B9 Mutual Responsibility Agreements
- B10 Vocational Rehabilitation

### Wednesday - June 6, 2007

- D1 Interpreters
- D2 Communication & the Five Love Languages
- D3 Financial Social Work (PART 1)
- D4 Panel: Smaller County Participation Rates
- D5 Brainstorming Creative Solutions
- D6 Influencing Others
- D7 Latino Families
- D8 Cash and Services (PART 1)
- D9 Poverty to Prosperity
- D10 EPIS

- E1 Interpreters
- E2 System of Care
- E3 Financial Social Work (PART 2)
- E4 Panel: Small County Participation Rates
- E5 Brainstorming Creative Solutions
- E6 Persuasion
- E7 Latino Families
- E8 Cash and Services (PART 2)
- E9 Poverty to Prosperity
- E10 EPIS

### Wednesday - June 6, 2007

- C1 Panel: Large County Participation Rates
- C2 Track Outcomes Effectively
- C3 Child & Family Teams
- C4 Policy Feud
- C5 Time Management
- C6 Confidentiality
- C7 Job Retention
- C8 Job Development
- C9 Automation Support
- C10 Methamphetamine Impact

### Thursday - June 7, 2007

- F1 IDA's & Asset Building
- F2 SUCCESS Meetings
- F3 Panel: Large County Participation Rates
- F4 Substance Abuse
- F5 Encouraging Family Centered Work
- F6 Share Yourself, Coaching to Win!
- F7 Career Readiness Certification
- F8 Smart Start
- F9 Effective Documentation
- F10 Safety Issues



# One Registration Form Per County

REGISTRATION FOR COUNTY NAME: \_\_\_\_\_

## Participant One

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  Mr.  Ms.  Dr.

Goes By: \_\_\_\_\_ E-mail (please print): \_\_\_\_\_

Comments/Special Needs: \_\_\_\_\_

Attending:  6/5 Tuesday  6/6 Wednesday  6/7 Thursday

Need Hotel (please note - you must make your own hotel reservations)  6/5 Tuesday  6/6 Wednesday  N/A

Check All That Apply:  Work First  Child Welfare  Supervisor  Director  Other \_\_\_\_\_

Please complete your first and second choice for each workshop session with the workshop number (example Workshop A: 10 Workshop B: 5, etc.)

1st Choice: Workshop A: \_\_\_\_\_ Workshop B: \_\_\_\_\_ Workshop C: \_\_\_\_\_ Workshop D: \_\_\_\_\_ Workshop E: \_\_\_\_\_ Workshop F: \_\_\_\_\_

2nd Choice: Workshop A: \_\_\_\_\_ Workshop B: \_\_\_\_\_ Workshop C: \_\_\_\_\_ Workshop D: \_\_\_\_\_ Workshop E: \_\_\_\_\_ Workshop F: \_\_\_\_\_

## Participant Two

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  Mr.  Ms.  Dr.

Goes By: \_\_\_\_\_ E-mail (please print): \_\_\_\_\_

Comments/Special Needs: \_\_\_\_\_

Attending:  6/5 Tuesday  6/6 Wednesday  6/7 Thursday

Need Hotel (please note - you must make your own hotel reservations)  6/5 Tuesday  6/6 Wednesday  N/A

Check All That Apply:  Work First  Child Welfare  Supervisor  Director  Other \_\_\_\_\_

Please complete your first and second choice for each workshop session with the workshop number (example Workshop A: 10 Workshop B: 5, etc.)

1st Choice: Workshop A: \_\_\_\_\_ Workshop B: \_\_\_\_\_ Workshop C: \_\_\_\_\_ Workshop D: \_\_\_\_\_ Workshop E: \_\_\_\_\_ Workshop F: \_\_\_\_\_

2nd Choice: Workshop A: \_\_\_\_\_ Workshop B: \_\_\_\_\_ Workshop C: \_\_\_\_\_ Workshop D: \_\_\_\_\_ Workshop E: \_\_\_\_\_ Workshop F: \_\_\_\_\_

## Participant Three

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_  Mr.  Ms.  Dr.

Goes By: \_\_\_\_\_ E-mail (please print): \_\_\_\_\_

Comments/Special Needs: \_\_\_\_\_

Attending:  6/5 Tuesday  6/6 Wednesday  6/7 Thursday

Need Hotel (please note - you must make your own hotel reservations)  6/5 Tuesday  6/6 Wednesday  N/A

Check All That Apply:  Work First  Child Welfare  Supervisor  Director  Other \_\_\_\_\_

Please complete your first and second choice for each workshop session with the workshop number (example Workshop A: 10 Workshop B: 5, etc.)

1st Choice: Workshop A: \_\_\_\_\_ Workshop B: \_\_\_\_\_ Workshop C: \_\_\_\_\_ Workshop D: \_\_\_\_\_ Workshop E: \_\_\_\_\_ Workshop F: \_\_\_\_\_

2nd Choice: Workshop A: \_\_\_\_\_ Workshop B: \_\_\_\_\_ Workshop C: \_\_\_\_\_ Workshop D: \_\_\_\_\_ Workshop E: \_\_\_\_\_ Workshop F: \_\_\_\_\_

# Special Reminders



Registration deadline is April 26, 2007 which is fast approaching. Please send in your county registration as quickly as possible.



Although the Division of Social Services is able to pay for your hotel room, each participant must make their own hotel reservation. Call 336.292.9161 to reserve your room under the "Work First" block.



Any questions or special requests regarding this Institute should be addressed to your Work First Representative.

We look forward to seeing you in June!  
**We look forward to seeing you in June!**



State of North Carolina • Michael F. Easley, Governor  
Department of Health and Human Services  
Carmen Hooker Odom, Secretary

[www.ncdhhs.gov](http://www.ncdhhs.gov)

N.C. DHHS is an equal opportunity employer and provider.