



WORKING IN HARMONY

families, communities and social services

# 2008 MRS SKILL-BUILDING LEARNING INSTITUTE

Koury Convention Center  
Sheraton Four Seasons  
August 18-20, 2008  
Greensboro, North Carolina

## REGISTRATION BROCHURE

# It's Time To Register!

You are invited to attend the 2008 MRS Skill-Building Learning Institute at the Koury Convention Center/Sheraton Four Seasons in Greensboro, North Carolina, Monday – Wednesday, August 18-20th.

“Working in Harmony: Families, Communities and Social Services” will be our fourth MRS Institute, and it will be our best training event yet! We have secured a special rate from the hotel of \$120.00 per night (based on single or double occupancy). Participants will be responsible for the costs related to travel (mileage and overnight accommodations), however the Institute is free to attend and the Division of Social Services is able to cover most meals for the entire three days.

## THE THREE-GUARANTEE

We are excited to assure each of the 100 county Departments of Social Services the opportunity to send at least three people to the 2008 Spectacular MRS Skill-Building Learning Institute. Each county should select three employees for the three guaranteed slots. These individuals will submit their Institute registration information on the Three-Guarantee Form at the end of this brochure. The Three Guarantee Form must be received by July 25, 2008 or these three slots shall be forfeited. These three individuals may immediately make their hotel reservation.

## EVERYONE ELSE

We anticipate being able to accommodate many more participants than the Three-Guaranteed slots, so do not be discouraged. All other county staff and/or community members wishing to attend the 2008 MRS Institute should submit the Individual Registration Form at the end of this brochure by July 25, 2008. These individuals will be notified if their registration has been accepted by July 28th and should wait to make hotel reservations until their registration has been officially accepted. Acceptance shall be granted based on availability and fair access to all counties.

# What To Expect

Wow! Do we have a great event planned for you! Below is the overall schedule at a glance. More detailed information regarding our events can be found on the subsequent pages of this registration brochure.

## MONDAY - AUGUST 18, 2008

9:30 a.m. - 11:00 a.m.	MRS 101 (PRE-INSTITUTE QUESTION AND ANSWER SESSION)
11:30 a.m. - 1:20 p.m.	Opening Luncheon
1:30 p.m. - 3:00 p.m.	Session A: 11 concurrent workshop sessions
3:00 p.m. - 3:30 p.m.	Networking Break (beverage only)
3:30 p.m. - 5:00 p.m.	Session B: 11 concurrent workshop sessions
5:00 p.m. - 7:00 p.m.	Dinner on your own
7:00 p.m. - 9:00 p.m.	Jimmy Wayne Presentation

## TUESDAY - AUGUST 19, 2008

7:30 a.m. - 8:30 a.m.	Breakfast
8:30 a.m. - 10:00 a.m.	Session C: 10 concurrent workshop sessions
10:00 a.m. - 10:30 a.m.	Networking Break (beverage only)
10:30 a.m. - 12:00 p.m.	Session C: continuation previous workshop sessions
12:10 p.m. - 1:20 p.m.	Lunch with Networking Opportunities
1:30 p.m. - 3:00 p.m.	Session D: 10 concurrent workshops or continuation of previous sessions
3:00 p.m. - 3:30 p.m.	Networking Break
3:30 p.m. - 5:00 p.m.	Session D: continuation previous workshop sessions
5:00 p.m. - 10:00 p.m.	Networking Dinner (hors d'oeuvres, karaoke and games)

## WEDNESDAY - AUGUST 20, 2008

8:30 a.m. - 10:00 a.m.	Jeanne Robertson Closing Keynote/Breakfast Buffet
10:00 a.m. - 10:30 a.m.	Break to check out of hotel (no food)
10:30 a.m. - 12:00 p.m.	Session E: 10 concurrent workshop sessions
12:00 p.m. - 12:15 p.m.	Short Break (beverage only)
12:15 p.m. - 1:30 p.m.	Session E: continuation of previous workshop sessions
1:30 p.m.	Participants Travel Home

# August 18, 2008

## PRE-INSTITUTE MRS 101 QUESTION/ANSWER SESSION

9:30 a.m. — 11:00 a.m.

For anyone who wants to know more about the implementation of MRS or has a question they would like to ask our experts, please join us for an informal conversation about what MRS means for you and for the families across North Carolina. This is a great opportunity to learn from others across the state. Pre-registration required.

## OPENING SESSION

11:30 a.m. — 1:20 p.m.

You will not want to miss this opportunity to hear from North Carolina's child welfare leaders. Jackie Sheppard, Department of Health and Human Services, Assistant Secretary, and Sherry Bradsher, North Carolina Division of Social Services, Director, have been invited to join us as keynote speakers for the opening of the 2008 Multiple Response System Skill-Building Institute.

## JIMMY WAYNE: WHAT MADE A DIFFERENCE FOR ME

7:00 p.m. — 9:00 p.m. - Evening Program

An alumnus of the North Carolina foster care system, Jimmy has used his experiences to help educate millions of people through his life story and his music.



Join us for a private keynote address with Jimmy Wayne who will share his life story. Learn through the eyes of a former foster youth what helped him through the most difficult days of his life.

# August 19, 2008

## NETWORKING DAY

Success is born through collaboration. Tuesday will be packed full of networking opportunities. Meet your colleagues from across county lines, exchange new ideas and share lessons learned.

### CONTINENTIAL BREAKFAST

7:30 a.m. — 8:30 a.m.

They say breakfast is one of the most important meals of the day. Join us for a light breakfast and start Networking Day off on a good beat.

### BEATING THE DRUM FOR RESULTS

8:30 a.m. — 5:00 p.m.

The Center for Child and Family Policy (CCFP) at Duke University invites counties to join us during the MRS Institute to go over the county fact sheets. The fact sheets were developed for all 100 counties and are designed to highlight county specific performance on measures related to MRS implementation utilizing administrative data sources. The development of the county level fact sheet template was a collaborative process that included CCFP staff, county staff, and Division staff. Those involved worked to ensure that the information provided within the fact sheets included measures that are useful to counties in fostering continuous improvement. Time during the Institute was specifically set aside for counties that want to meet with research staff to talk about the results, ask questions and provide feedback from a county perspective. We encourage you to sign up for a specific time slot scheduled in 20 minute increments at the registration table. Time slots will be available on the following days on Tuesday from 8:30 am to 12:00 pm and 1:30 pm to 5:00 pm and again on Wednesday from 10:30 am to 1:30 pm.

### NETWORKING LUNCH

12:10 p.m. — 1:20 p.m.

We have heard from many of you that a lunch without a keynote address would be a great time to network and catch up with your friends and colleagues from across the state. Here is your chance. Join us for a great networking lunch where the only thing you might hear from the podium is your name called for a fabulous door prize!

### NETWORKING DINNER, KARAOKE AND GAMES

5:00 p.m. — 8:00 p.m.

We are combining all the best networking activities into one event! Join us for heavy hors d'oeuvres, games and some music. This will be a fun evening for every personality style - introvert and extroverts alike.

# August 20, 2008

JEANNE ROBERTSON: HUMOR IS MORE THAN A LAUGHING MATTER  
8:30 a.m. — 10:00 a.m. - Closing Session

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 understand why Humor is More Than a Laughing Matter.

## FINAL WORKSHOP AND CERTIFICATES

Your final workshop will begin at 10:30 a.m. after a short break to check out of the hotel. Your attendance certificates will be given to one person from your county to bring back to your agency for distribution.



North Carolina  
Department of Health and  
Human Services

State of North Carolina  
Department of Health and Human Services  
[www.ncdhhs.gov](http://www.ncdhhs.gov)

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# Important Highlights

## WEAR COMFORTABLE SHOES

The Sheraton Four Seasons is a large hotel so please be prepared to walk some distance to your workshops and/or to the general session events. You may also want to walk to the mall directly behind the hotel and get some early holiday shopping done when you are not otherwise engaged in workshop sessions. Please wear comfortable shoes.

## BRING A SWEATER

It is often difficult for us to control the temperature of the workshop rooms. You may consider packing layered clothing and/or bringing a sweater to ensure your comfort. It's hard to concentrate on learning if you are too hot or too cold. We'll do our best, but please plan ahead as well.

## CHANGE IN TRAVEL DIRECTIONS

If you have not been to the Sheraton Four Seasons in a while, North Carolina has opened the new Interstate 40 which takes you around Greensboro. If you stay on Interstate 40, you will miss the High Point Road exit! You must take Business 40 instead to exit 217. Please check out the hotel's new directions on <http://sheratongreensboro.com/directions.shtml>.

## HOTEL RESERVATIONS

All confirmed participants must make their own hotel reservations. We have been given a special rate of \$120.00 per night at the Sheraton Four Seasons. To make your reservation, please call the hotel at 336.292.9161 and mention the MRS Institute. The three guaranteed participants may make their reservations immediately. Others are encouraged to wait until they receive official confirmation that their registration has been accepted. The special rate cut off date is August 1, 2008. Please be advised that the hotel is now 96% smoke free.

# TOPICS AT A GLANCE

We encourage you to discuss your workshop selections with others attending from your county and select different workshops. This way your team can bring back as much information as possible to your agency for implementation and/or discussion.

- A1 Working with Schools
- A2 Foster Family Home Contacts
- A3 Secondary Traumatic Stress
- A4 Shared Parenting
- A5 Strengthening Families Program
- A6 Law Enforcement Culture
- A7 Financial Social Work
- A8 Using Data for Effective System Change
- A9 Domestic Violence and Child Welfare
- A10 Childhood Trauma
- A11 Title VI and ADA
  
- B1 Parents in a County Collaborative
- B2 Conflict of Interest
- B3 Stress Management
- B4 Permanency, Shared Parenting and Retention of Foster Families
- B5 Work First Collaboration
- B6 Sex, Drugs and Domestic Violence
- B7 Financial Social Work
- B8 Partnership with Law Enforcement
- B9 Incorporation of MRS into practices and policies
- B10 System of Care and MRS Implementation and Outcomes
- B11 Parent Motivation for Substance Abuse Treatment
  
- C1 Working with Hispanic/Latino Families
- C2 Preparing and Engaging Support Systems
- C3 Social Interaction Style Inventory
- C4 Coaching Your Team
- C5 Embracing Change
  
- C6 Collaboration
- C7 System of Care from Family's Perspective
- C8 Stress Management
- C9 Mental Illness and Substance Abuse
- C10 Youth Perspective and Panel
  
- D6 Stress Management
- D7 Foster Parent Perspectives
- D8 Using Tools for Success
- D9 RESPECT for you
- D10 Relative Caregivers
  
- E1 Shared Parenting
- E2 Jurisdictional Issues
- E3 True Colors – Personality Styles
- E4 Visitation Issues
- E5 Working with African-Americans
- E6 Facilitators in CFTs
- E7 Domestic Violence—Healing
- E8 Working with Difficult People
- E9 Domestic Violence—Holding Batterers Accountable
- E10 Therapeutic Foster Care



# 8/18/08: 1:30 p - 3:00 p

## **A1: Sweet Harmony: How Schools and DSS Can Make Beautiful Music Together**

**By Tony Troop, NC DHHS Office of the Secretary School-Based CFST Initiative, and Lynne Berry, Winston-Salem/ Forsyth County Schools**

This workshop will utilize interactive discussion, real life examples and handouts to provide participants with proven strategies that will strengthen their relationship with the school system. The strategies provided will address systemic and global issues as well as guidance for line workers. Participants will gain useful insights as well as specific strategies that will enhance that vital relationship between DSS and the school system.

## **A2: Making the Most of Foster Family Home Contacts**

**By John McMahon and Mellicent Blythe, The Jordan Institute for Families**

North Carolina will work with public child welfare agencies to implement a new tool that will be used to enhance the quality of the monthly visits with children in foster care. This workshop will introduce participants to the Monthly Foster Care Contact Record, explain how and why it was developed, and discuss plans for implementation. Social workers will learn how to use the new tool to strengthen their relationships with foster parents and ensure the well-being of the children in their care.

## **A3: Keeping in Tune With Yourself - Secondary Traumatic Stress**

**By Veronica McPhatter and Sue Dickinson, NC DSS**

In order for a musical instrument to work efficiently and produce beautiful music, it has to be tuned and cared for on a regular basis. As helping professionals, we need to be aware of the impact our jobs have on us. Self-care is not optional but mandatory for us to be at our best. This workshop is designed to introduce the participant to the concept of Secondary Traumatic Stress, our susceptibility to it as helping professionals, how it can affect us, its warning signs, and strategies to take care of ourselves. The workshop will use discussions and self surveys to help each participant through self-analysis and developing a plan to care for ourselves as we care for others.

## **A4: Shared Parenting: It Works Every Time**

**By Donna Foster, NC DSS**

When fostering a child, Shared Parenting should be a natural process. Children bring their birth family with them when they enter their foster home. There is a continuum of shared parenting beginning with talking positively about a birth parent to sitting with the birth parents at the child's school events. Foster and adoptive parents benefit from practical techniques in using shared parenting. Hearing personal shared parenting experiences help foster and adoptive parents build their confidence in this area. With many years of experience as a foster parent, Donna Foster will provide workers with strategies as they work with foster and/or adoptive parents when making these important birth family connections. Donna uses an interactive style with a dash of humor to make her workshop experience fun as well as meaningful.

## **A5: Strengthening Families Program: An Evidence-Based Program for At-Risk Families**

**By Sarah Currier, Prevent Child Abuse**

This workshop will provide an overview of the Strengthening Families Program, a model that has been rigorously researched and show to reduce risk factors for child maltreatment. Participants will learn about critical strategies to increase the effectiveness of implementation, as well as hear about the program selection process from a local practitioner.

# 8/18/08: 1:30 p - 3:00 p

## **A6: There is no "I" in TEAM! Understanding the Culture of Law Enforcement**

**By Kathy Johnson and Kerry Graves, The Jordan Institute for Families**

Coordination between law enforcement and CPS in investigative assessment is proving to be "easier said than done." Learn how law enforcement's philosophy, decision-making, and desired outcomes differ from that of child welfare. This workshop will provide practical tips on how we can improve collaboration by building relationships. Both instructors have extensive experience in working with law enforcement and social work and building successful programs. Participants will develop strategies that they can implement in their own agencies to build this important partnership.

## **A7: Assisting At-Risk Families to Cope During the Economic Downturn/ Recession**

**By Reeta Wolfsohn, The Center for Financial Social Work**

With the cost of gas and groceries reaching new highs daily; the value of the dollar is at an all time low and the US economy is spiraling out of control. All Americans are experiencing financial problems and stress; especially families with limited resources. Learn how the Financial Social Work psychosocial, multidisciplinary model is helping agencies and Departments of Social Service around the country to provide the education, motivation, and support clients need to cope and to create long-term financial behavioral change. This interactive and introspective session, includes a mini-workbook to help attendees begin to bring Financial Social Work to their agencies and to their work.

## **A8: The Use of Data in Charting the Course of Effective Systemic Change within Child Welfare**

**By Guilford County Panel**

This workshop will look at how data driven decisions guided changes throughout the Guilford County Child Welfare Program, from Intake to Permanence. It will start with a brief historical account going back ten years, how data was used to identify needs and plan changes to address those needs. It will cover how the self-evaluation component was built and how data was collected and reported. It will highlight how data was used to engage community support and strengthen the provider network. There will be foundational guidance on how to read and interpret data. Participants will receive an update of current analysis and future plans. The panel will answer questions and make recommendations based upon lessons learned.

## **A9: Child Protective Services and Domestic Violence**

**Beth Clore and Sarah Kotzan, Catawba County DSS**

Participants will engage in a discussion of best practice implementation of state DV policy in child welfare. Topics will include separate interviews, wording of safety plans to reflect accountability of batterer, safety plans with specific action plans, use of DV assessment tools to include assessment of danger and lethality, family service plans specific to non-offending and to offending parents, areas to include in a thorough assessment, and community intervention and involvement. This workshop will also include an opportunity for skills practice with facilitator coaching.

## **A10: Effects of Trauma on the Developing Child and Effective Treatment**

**By Donna Potter and Dr. Dana Hagele, NC Child Treatment Program**

This course will provide a general overview of childhood trauma; an overview of the effects of childhood trauma on the developing brain, a brief introduction to effective mental health treatment; and an introduction to the NC Child Treatment Program.

## **A11: What does Title VI and ADA Mean to You?**

**By Carlotta Dixon, NC DSS**

The Americans with Disabilities Act (ADA) requires consideration and accommodations for persons with disabilities. How does Title VI and ADA affect your agency? How does it affect what you do to provide benefits and services? This workshop provides information and useful examples to enhance your awareness of the ADA.

# 8/18/08: 3:30 p - 5:00 p

## **B1: Parents in a County Collaborative**

**By Co-Wefa Lyda, NCFAPA**

How do we get parents into a county collaborative? What do they do after they are there? This workshop will explore how having parents in a collaborative can and will give you a new way to partner with families, communities, and social services.

## **B2: Navigating the Conflict of Interest Process**

**By Joni Schriber, Mecklenburg County DSS and Cindy Davenport, Gaston County DSS**

Conflict of Interest cases are filled with twists and turns that are often difficult to follow. Who is required to do what? What happens if there is disagreement on roles? How do we work together with other counties to complete timely assessments? These and other questions will be examined and answered by two counties that have worked through it themselves.

## **B3: Strike a Chord and Balance Your Reactions to Stress**

**By Wendy Rachels and Carol McConnell, NC DSS**

In this workshop, participants will learn what stress is and its effects. There are many sources of stress and just as many possibilities for its management. All require work towards change and harmonizing your reactions. Participants will learn stress management tips to bring balance and harmony to their lives through discussion and interactive exercises.

## **B4: The Connection between Permanency, Shared Parenting, and the Retention of Resource Families**

**By John McMahon, and Mellicent Blythe, The Jordan Institute for Families**

Resource families can be a bridge to permanency for children in foster care, but only if child welfare professionals of all stripes—not just those involved in licensing—make the right choices when educating, supporting, and interacting with them. Come to this interactive workshop to explore the link between concurrent planning, shared parenting, retention of foster parents, and permanency for children in foster care. Open to staff in all areas of child welfare.

## **B5: Collaboration with Work First**

**By Gretchen Williams, NC DSS**

Have you ever had a case where the family was participating in Work First as well as child welfare services? Have you ever needed something from the Work First team? Join this workshop to learn more about collaboration with Work First and some of the typical challenges we face with families involved in both the child welfare unit and Work First. Participants will leave with an understanding of the basic needs of the Work First unit, solutions regarding collaboration challenges and how to strengthen families through our collaborative efforts.

## **B6: Sex, Drugs, Domestic Violence: Bringing Them All To The Table**

**By Katie Turk and Jennifer Miller, Catawba County DSS**

This session will explore Catawba County's approach to differential response in Child Protective Services with particular emphasis on the redesign of Child and Family Team (CFT) meetings as an essential component. Topics will include agency and community involvement in the discussion and implementation of CFT meetings, practical preparation issues when addressing different presenting problems and the use of a neutral facilitator.

# 8/18/08: 3:30 p - 5:00 p

## **B7: Assisting At-Risk Families to Cope During the Economic Downturn/Recession**

**By Reeta Wolfsohn, The Center for Financial Social Work**

With the cost of gas and groceries reaching new highs daily; the value of the dollar is at an all time low and the US economy is spiraling out of control. All Americans are experiencing financial problems and stress; especially families with limited resources. Learn how the Financial Social Work psychosocial, multidisciplinary model is helping agencies and Departments of Social Service around the country to provide the education, motivation, and support clients need to cope and to create long-term financial behavioral change. This interactive and introspective session, includes a mini-workbook to help attendees begin to bring Financial Social Work to their agencies and to their work.

## **B8: The "Process" of Partnering with Law Enforcement**

**By Lisa Tucker-Cauley, The Jordan Institute for Families; and Kathy Sutehall, Wake County Human Services; Grady Privette, Wake County Sheriff's Department; Marty Stewart, Henderson Police Department; and René Betancourt, Vance County DSS**

Developing partnerships with Law Enforcement is essential to best practice in Child Welfare. This panel discussion will explore a process for building effective relationships between Law Enforcement and Child Welfare as well as the benefits to both. The panel will draw on experience from an existing and effective partnership between Wake County Sheriff's Department and Wake County Child Welfare as well as forming partnerships between Vance County DSS and the Henderson Police Department. Specific strategies for both line staff and supervisors will be discussed.

## **B9: MRS Meets County Configuration - Home County Harmony**

**By Cindy Holman, Gaston County DSS**

This workshop will share the techniques used by one county DSS to incorporate changes in practice, procedure, and configuration in order to embrace the strategies of MRS. Harmony in the home is vital for the social services agency as well as the families they serve. Change inevitably creates stress and frustration. A former Children's Program Representative, now county DSS Administrator, will enlist support from two supervisors and two line workers to share about the journey they are on . . . a journey all of us share. Brainstorming and discussion should serve as a catalyst for conversations that need to be held. Does your agency need a Child & Family Team Meeting? Where does the movement start?

## **B10: System of Care and MRS: County Perspectives on Implementation and Outcomes**

**By Nicole Lawrence, Center for Child and Family Policy, Duke University; Gary Ander, Alamance County DSS; Angela Mendell, Bladen County DSS; and Rickey Hall, Mecklenburg County Youth and Family Services**

Alamance, Bladen, and Mecklenburg Counties have served as pilot sites for a Children's Bureau grant that sought to implement System of Care (SOC) in child welfare. This grant has provided a unique opportunity to see how SOC can support MRS in small, mid-size, and large counties. This presentation will focus on two key areas where SOC and MRS intersect: CFTs and Interagency Collaboration. Data from both the SOC and MRS evaluations will also be presented. Attendees will have the opportunity to participate in a Q&A session with a panel consisting of SOC site coordinators, DSS Directors, and Family Partners from the three SOC counties.

## **B11: Enhancing Parent's Motivation for Substance Abuse Treatment**

**By Jodi Flick, The Jordan Institute for Families**

For substance abuse treatment to work, first we have to get people to go! How does a child welfare worker enhance a parent's motivation to seek and fully engage in treatment? There are proven methods that will help participants be more effective at getting parents into treatment and at having better outcomes for families and children.

# 8/19/08: 8:30 a - 5:00 p

**THESE ARE FULL-DAY TRAININGS  
IF SELECTING C1, C2, C3, C4 or C5,  
YOU WILL NOT SELECT A "D" WORKSHOP**

**C1: Working with Hispanic/Latino Families in Child and Family Teams**

**Kara Allan-Eckard, NC State University, Center for Family and Community Engagement and Marianna Latz, NC State University, Center for Family and Community Engagement and Maria Soto, NC State University, Center for Family and Community Engagement**

This workshop will provide an overview of how to work with Hispanic/Latino families in Child and Family Teams. This will include topics/issues such as assisting families in overcoming barriers, identifying needs and strengthen these families when preparing for CFTs, and understanding cultural difference within these communities. Participants will complete the training with a better understanding of the link between preparation and successful implementation of CFT's for Hispanic/Latino families.

**C2: Preparation and Engaging Support Systems as part of Child and Family Teams**

**By Jenny King and Billy Poindexter, NC State Child and Family Team Project**

This workshop will provide overview information on the key elements of preparation which are necessary in engaging support systems as part of Child and Family Teams. There will be information shared about engaging both formal and informal support systems through the various points of a Child and Family Team process. Learn how good preparation helps to inform and drive successful outcomes for families.

**C3: Working with Style**

**By Catherine Williamson-Hardy, Appalachian Family Innovations**

Have you ever wondered why someone just rubbed you the wrong way? Or have you ever been misunderstood and couldn't understand why? If so, join me for "Working with Style". This fun-filled, engaging workshop will explore the behavior you exhibit when interacting with others. These behaviors are called Social Style. Social Styles are four themes of behaviors: Analytical, Driving, Amiable, and Expressive. This workshop is a combination of presentation, self-assessment, and interactive group discussion.

**C4: Using Learning Questions to Coach for Success**

**By Courtney Smith and Ashton Williams, Appalachian Family Innovations**

Participants will explore a partnership-based model for coaching that uses guided self-discovery, person-centered language, and supportive coaching techniques. Come learn about the power of Appreciative Inquiry for creating positive change. Using Appreciative Inquiry as a model, participants will leave with an understanding of how coaching can be an effective tool for helping others discover for themselves what works and what doesn't. Participants will leave with new tools for coaching clients, co-workers, supervisors, or family members by using effective strategies that embrace the other person's learning and social styles, values, and personal culture to create effective partnerships.

**C5: E8: Change is Inevitable; Growth is Optional**

**By Kwain Bryant, Empowerment Exchange**

Change is nothing new to leaders, organizations or their constituents. It is difficult. We understand that organizations cannot be endlessly "managed," replicating yesterday's practices to achieve today's success. This skill-building workshop will highlight the importance of innovation, transition and transformation by helping participants realize that change is inevitable but growth is optional.

# 8/19/08: 8:30 a - 12:00 p

## **THESE ARE HALF-DAY TRAININGS IF SELECTING C6, C7, C8, C9 or C10, YOU SHOULD SELECT A "D" WORKSHOP**

### **C6: Perilous Journey Toward Collaboration**

**By Dan Comer, Appalachian Family Innovations**

True teamwork and collaboration at any level - between individuals, within a work team, across programs or across systems - is a difficult journey. The roadblocks, landmines, and potholes are many. Creating trust, communicating effectively, acknowledging different agendas, and sharing a vision can seem out of reach. Participants in this session will develop their own "map" to successfully navigate the path toward successful teamwork and collaboration.

### **C7: System of Care - From a Family's View**

**By Co-Wefa Lyda, NCFAPA, and Rose Stouder, Western Highlands Network**

To practice the System of Care Principles we must make the system of care training more family friendly. In this workshop you will learn ways to put the principles into practice and engage in authentic partnerships with families. Improving outcomes for children begins with relationship development. Participants will learn strategies for beginning or enhancing those relationships with our families.

### **C8: Practical Stress Management Strategies for the Workplace**

**By Micah Melton, and Wendy Baskins, Rowan County DSS**

We all know what we should do. Eat better, exercise, take breaks, get enough sleep... but how do we build these into our daily routine and make them habits? This workshop will be a fun and HARMONIOUS learning opportunity designed to help participants make self-care a part of their daily work. It can be done!

### **C9: Assess THE problem. Confronting Mental Illness and Substance Abuse in Families**

**By Brenden Hargett, Guilford County DSS**

The impact of mental illness and substance abuse is becoming more visible in various settings in our society. Social workers and other healthcare professionals are being confronted with the issue often without the necessary tools or skills to combat such a complex problems. In this workshop, social workers will learn about the dynamics of mental illness and substance abuse on children and the family system. Participants will develop skills in identifying the signs and symptoms of mental illness and/or substance abuse and recognizing the implications. The workshop will review strategies and treatment options for working with families struggling to cope with these, often overwhelming challenges.

### **C10: Learning from the Youth's Perspective**

**Rhiannon Galen, SAYSO, Inc. and SAYSO Youth Panel**

Participants will experience a time when they were wearing braces, physically changing, and sporting bad haircuts. They will remember their teenage days through interactive team activities that promote practicing independent living skills with youths. Presenters will facilitate a discussion on how Say-So's activities can help both foster parents and youths.

# 8/19/08: 1:30 p - 5:00 p

**THESE ARE HALF-DAY TRAININGS  
IF SELECTING D6, D7, D8, D9 or D10,  
YOU SHOULD SELECT A "C" WORKSHOP**

**D6: Workshop Title: How Stel Ecnad Managed Stress**

**By Dee Hunt, NC DSS**

This workshop will reveal the story of Stel Ecnad and the technique that was used to manage stress. You will learn the various benefits of managing stress using an interesting method. Once revealed, you will have a chance to demonstrate it using your own creativity. You will also have an opportunity to discover stress management techniques used by others. Wear comfortable clothes and shoes for this interactive workshop! Note: This workshop contains hidden message. Figure it out before the workshop ends and you may be the winner of a prize.

**D7: Are You on the Same Page as Your Foster Parents?**

**By Stacey Darbee, NCFAPA**

Working with foster parents is often like viewing the Rorschach Ink Blot tests. We can look at the same picture and see something totally different. Interpretations can be worlds apart even when we are using the exact same words. Join this interactive workshop to compare perspectives and learn if you are on the same page or even in the same book as the parents you serve! Be prepared to ask questions, hear difficult answers and work toward solutions together.

**D8: Tools of the Trade: Helping Families Tell Their Story**

**By Jeff Olson and Susan Sanderson, NC DSS**

This training is aimed at enhancing social workers' skills in utilizing a variety of tools to include required assessment tools, social work interviewing skills, and other available resources to assist families in identifying their strengths and needs. Understanding a family's history and the event that led to current issues, is critical in developing a plan to address identified needs. Families are better equipped to provide a safe, nurturing and permanent home for their children when they have actively participated in the assessment process. Effectively using available tools to assist families in telling their unique stories, will allow families to remain the true experts on their family.

**D9: R.E.S.P.E.C.T: How About Some Respect for Me?**

**By Dan Comer, Appalachian Family Innovations**

To apply the Principles of Partnership that are the Multiple Response System's foundation to families or colleagues, we must FIRST be able to apply them to ourselves. Come and spend some time learning to care for yourself as you care for others!

**D10: Empowering Relative Caregivers: Natural Support Resources for Our Children**

**By Krista Kindley and Tanya McDougal, Forsyth County DSS**

Through a holistic workshop experience, participants will discover that relative caregivers are a unique family system, rich in history and overflowing with resources for the children. This workshop will offer an experiential learning environment for participants to actively engage in discussion and activities that will enhance their overall knowledge of relative caregivers. Participants will become engaged and energized by experiencing a broad range of learning activities that are responsive to diverse learning styles. Regardless of the participant's discipline, the information shared in the workshop will prove to be beneficial to professionals who provide services to families and children.

# 8/20/08: 10:30 a - 1:30 p

## **E1: Shared Parenting - Working Together**

**By Co-Wefa Lyda, NCFAPA**

Shared parenting has become a way of life in the DSS world. Come and find out ways that lasting partnerships can be developed for children, families, agency staff and others by coming to the table. Shared Parenting is a wonderful example of the "village raising the child".

## **E2: Navigating JURISDICTION CASES Involving Licensed Child Care Agencies**

**By Rita B. Bland and Terri T. Reichert, NC DSS; Rita Horton, NC DHR**

This workshop will review the NC Families Services Manual, Chapter V, Jurisdiction in child welfare with a special emphasis on cases involving licensed child care agencies. The participants will explore ways to enhance working relationships with regulatory and licensing services to increase child safety.

## **E3: Collaborating with Your True Colors**

**By Joanne Scaturro, NC DSS**

The True Colors curriculum provides a framework for understanding your communication style and the communication styles of others. MRS is all about communication! Closer teaming requires individuals to work together more effectively and efficiently with a focus on the child and the family. This training provides participants with hands on strategies for bringing out the strengths of the people on their teams. Through this training, individuals will learn additional skills in conflict management, problem solving and strengthening interpersonal relationships.

## **E4: Making Visits Make Sense**

**By Rodney Little, The Jordan Institute for Families and Donna Foster, NC DSS**

Making visits work for everyone is a challenge for child welfare workers across our state. This training is dedicated to the front line workers and supervisors who seek to find innovative ways to create a connection for families during visitation. Participants will explore current research and trends in the area of visitation. Lecture, demonstration, and class activities will provide a foundation for learning new skills in helping families through the uncharted waters of visitation. Participants will leave with new information and ideas for expanding the possibilities in both supervised and unsupervised visitation. So come learn how together we can make visitation make sense.

## **E5: Do You See What I See? Working in Harmony with African-Americans**

**By Brendon Hargett, Guilford County DSS and Dr. Edward Morris, Agape Psychological Consortium**

African-Americans have a unique, rich heritage and culture that transcends across the world. The aftermath of slavery, experiences with racism and discrimination have had an impact on presenting issues for those involved with child welfare systems. Treatment professionals must learn the cultural implications with creative interventions to address the complexities of presenting problems. Join this workshop to learn how you can improve outcomes with African-American families.



# 8/20/08: 10:30 a - 1:30 p

## **E6: Thinking Outside the Box and the Agency - Use of a Neutral Facilitator in Child and Family Team Meetings**

**By John Murphy, ADR Center, Inc. and Laura Steuer, New Hanover County DSS**

An outside perspective creates an opportunity for recognition and empowerment. Hear how someone removed from the agency is able to create a forum that allows families to acknowledge areas of concern and to craft a plan to address them, within the context of their family culture and situation. The neutral facilitator can also take some of the heat off the case worker by asking the pointed questions, allowing the worker and family to establish a rapport and to work in a more collaborative manner. An outside voice can help everyone learn to sing the same tune!

## **E7: Allies in Healing: Building a Partnership with Battered Women and Children**

**By Marie Brodie, Walk in My Shoes Director, and Claudia Kearney, NC Coalition Against Domestic Violence**

This workshop will cover the dynamics of a battering relationship and how it impacts the lives of both adult and child victims. This workshop will cover NC law as it relates to domestic violence and remedies. Participants will learn the importance of acknowledging the strengths and skills of battered women. The participants will learn how adult and child victims recover from violent relationships and how to be a catalyst for healing.

## **E8: Creating Better Relationships at Work and How to Deal with Difficult People**

**By John Formica, John Formica Enterprises**

Have you or a member of your team ever thought "Why is this person so hard to get along with?" or "Why can't we keep employees or get anything done?" Join this workshop to improve productivity, customer relations and reduce conflicts with the people with whom you interact every day. Participants will not only enjoy this dynamic workshop but will leave with practical solutions to enhance working relationships and build a positive work environment.

## **E9: Holding Batterers Accountable in the Child Welfare System**

**By Crystalle Williams, NC DSS and Bea Coté, The Be There Group**

Working with batterers in domestic violence cases is one of the most challenging partnerships that child welfare workers can encounter while working with a family. Back by popular demand this year, we will explore how to engage perpetrators of domestic violence in an accountability process that is focused on behavioral change and safety for all family members. Participants will leave with new ideas for developing safety assessments and service agreements, and will learn how to collaborate with local abuser treatment programs to maximize safety and accountability.

## **E10: An Overview of Therapeutic (Treatment) Foster Care**

**By David Shuping, Catawba County DSS**

Therapeutic (Treatment) Foster Care is a family-based, treatment focused approach to serving the overall needs of behaviorally challenged children and adolescents, typically in the foster care system. TFC assists these children in regaining a sense of value and self-esteem, as well as improve behavioral self-control so they may more readily move forward into a permanent plan, be it reunification, guardianship or adoption.

# Three-Guarantee Form

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

Main Contact's Name: \_\_\_\_\_

Main Contact's E-mail: \_\_\_\_\_

## Guaranteed Registration One

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Goes By: \_\_\_\_\_ E-mail: \_\_\_\_\_

Vegetarian? Yes No      Attending MRS 101 (8/18 @ 9:30a)? Yes No

Circle All That Apply:

Work First    Child Welfare    Director    Supervisor    Community Partner    Specify: \_\_\_\_\_

It is critical that you list your first and second choice for each workshop session with the workshop session (example Workshop A: 10 Workshop B: 5).  
If you select the day-long workshops C1– C5 for your first or second choice, you will NOT enter a preference for the D slot in that corresponding choice.)

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

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

## Guaranteed Registration Two

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Goes By: \_\_\_\_\_ E-mail: \_\_\_\_\_

Vegetarian? Yes No      Attending MRS 101 (8/18 @ 9:30a)? Yes No

Employment Area/Type (Circle All That Apply):

Work First    Child Welfare    Director    Supervisor    Community Partner    Specify: \_\_\_\_\_

It is critical that you list your first and second choice for each workshop session with the workshop session (example Workshop A: 10 Workshop B: 5).  
If you select the day-long workshops C1– C5 for your first or second choice, you will NOT enter a preference for the D slot in that corresponding choice.)

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

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

## Guaranteed Registration Three

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Goes By: \_\_\_\_\_ E-mail: \_\_\_\_\_

Vegetarian? Yes No      Attending MRS 101 (8/18 @ 9:30a)? Yes No

Employment Area/Type (Circle All That Apply):

Work First    Child Welfare    Director    Supervisor    Community Partner    Specify: \_\_\_\_\_

It is critical that you list your first and second choice for each workshop session with the workshop session (example Workshop A: 10 Workshop B: 5).  
If you select the day-long workshops C1– C5 for your first or second choice, you will NOT enter a preference for the D slot in that corresponding choice.)

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

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

# INDIVIDUAL REGISTRATION

Please complete the information below and fax to the number listed by July 25, 2008. You will be notified if your registration has been accepted by July 28, 2008. Thank you for your interest in the 2008 MRS Institute.

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Goes By: \_\_\_\_\_ E-mail: \_\_\_\_\_

County/Agency Name: \_\_\_\_\_

County/Agency Address: \_\_\_\_\_

County/Agency City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Vegetarian? Yes No

Attending MRS 101 (8/18 @ 9:30a)? Yes No

Circle All That Apply:

Work First Child Welfare Director Supervisor Community Partner Specify: \_\_\_\_\_

**It is critical that you list your first and second choice for each workshop session with the workshop session (example Workshop A: 10 Workshop B: 5). If you select the day-long workshops C1– C5 for your first or second choice, you will NOT enter a preference for the D slot in that corresponding choice.)**

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

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

FAX TO 336-454-8522 BY JULY 25, 2008