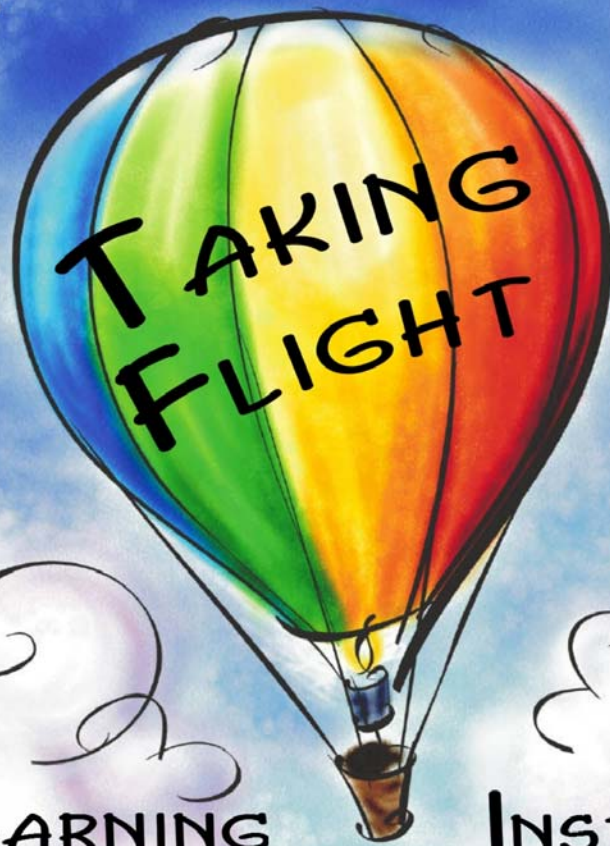


# PARTNERSHIPS



2007

## LEARNING INSTITUTE MULTIPLE RESPONSE SYSTEM

Sponsored by the North Carolina Division of Social Services  
Family Support and Child Welfare Section

REGISTRATION DEADLINE: JULY 27, 2007

AUGUST 27 - 29, 2007  
ASHEVILLE, NORTH CAROLINA

# YOU ARE INVITED!



The North Carolina Division of Social Services invites social workers from all disciplines, community partners, and foster and adoptive parents to join them at the 3rd Annual Multiple Response System (MRS) Learning Institute, **Partnerships Taking Flight**. This three day event will be held at the Renaissance Asheville Hotel August 27-29, 2007. The Institute will sharpen your skills and enhance your agency's capacity to work in partnership with your community, children and families.

Registration is free and most meals are covered by the Institute. Travel costs, hotel expenses and extra meals will be the responsibility of the participant or the participant's agency. The hotel is offering a special rate of \$117.00 per night plus tax. Participants should call the hotel only after they receive confirmation of their acceptance into the Institute. Please register by July 27, 2007. We will make every effort to grant each county DSS fair access to the Institute. Notifications will be sent via e-mail the week of August 6, 2007.

## BOOK YOUR FLIGHT TODAY! NO TRAVEL AGENT REQUIRED.

Follow these easy steps and  
you could have a first class ticket  
to join us in Asheville.

1. Review the enclosed workshop descriptions.
2. Select your first and second choice for each concurrent session.
3. Complete the registration form at the end of the brochure.
4. Fax the completed registration form to 1-919-715-6714 no later than 7/27/07.



nc department  
of health and  
human services

State of North Carolina  
Department of Health and Human Services

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

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

This document is being distributed electronically with no printing costs.

# FLIGHT SCHEDULE

## Monday, August 27th

11:30 a.m. – 1:15 p.m.	Upon Take Off: Opening Luncheon
1:30 p.m. – 3:00 p.m.	Concurrent Workshops - Session A
3:00 p.m. – 3:30 p.m.	Break
3:30 p.m. – 5:00 p.m.	Concurrent Workshops - Session B
5:30 p.m. – 7:30 p.m.	Evening Networking Session on the Top of the Plaza (includes heavy hors d'oeuvres)

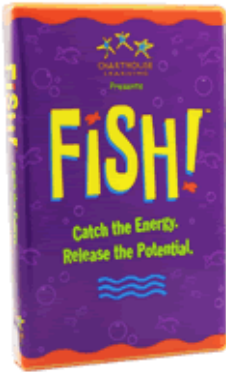
## Tuesday, August 28th

8:00 a.m. – 9:15 a.m.	Continental Networking Breakfast
9:30 a.m. – 12:00 p.m.	Concurrent Workshops - Session C (2.5 hours <u>or</u> Part 1 of Full Day Selection)
12:00 p.m. – 1:45 p.m.	General Session Luncheon
2:00 p.m. – 4:30 p.m.	Concurrent Workshops - Session D (2.5 hours <u>or</u> Part 2 of Full Day Selection)
7:30 p.m. – 10:00 p.m.	In-Flight Event in Grand Ballroom

## Wednesday, August 29th

8:00 a.m. – 9:30 a.m.	Closing Breakfast Session
9:30 a.m. – 10:00 a.m.	Break (to check out of hotel)
10:00 a.m. – 1:00 p.m.	Concurrent Workshops—Session E
1:00 p.m.	Scheduled Landing

## OPENING SESSION — AUGUST 27, 2007



Seattle's world-famous Pike Place Fish Market is an otherwise ordinary fish market that's extraordinarily successful. The work is hard and the hours are long—yet these employees make a personal choice to bring amazing passion, playfulness, commitment and a positive attitude to work every day. Thousands of organizations worldwide, including Saturn, Sprint and Southwest Airlines, have tapped into the secrets of creating a super-satisfying work environment and even more delighted customers.



FISH! has created a new vocabulary that won't just change how you view work, it just may change your entire view on life. Join us for our opening session on August 27, 2007 to learn more about the FISH! Philosophy.

Mick Lunzer has a unique ability to connect with individuals across a broad professional spectrum and his one-of-a-kind life insights combine to create an amazing presentation style which has provided audiences with a new understanding of the positive impact that good-ole-fun and genuine wholeheartedness can have on your organizations overall productivity, retention and culture.

## GENERAL SESSION — AUGUST 28, 2007



Lisa Merkel-Holquin, MSW, is the Director of the National Center on Family Group Decision Making (FGDM) for American Humane. She has led American Humane's FGDM initiative since 1997, providing training, technical assistance and consultation to over 100 U.S. communities and abroad. She has presented on FGDM to over 50 national and international audiences and has authored/edited nearly 20 publications on this topic. Ms. Merkel-Holquin has direct practice and research experience in child day care, independent living services, and family foster care. She received both her undergraduate degree and Master's degree in social work. She and her husband Arturo, have two beautiful children Carlos (10) and Emilio (7).

Ms. Merkel-Holquin will share how CFT's and other kinds of family meetings can be used for the worker's personal benefit as a self-care tool. You won't want to miss this presentation!

## EVENING PROGRAMS



### **Monday, August 27, 2007 (5:30 p.m.—7:30 p.m.) TOP OF THE PLAZA NETWORKING OPPORTUNITY**

Get to know your colleagues from across the state at this special event. Hors D'oeuvres will be served at the Top of Plaza, the 12th Floor of the Renaissance Hotel which has a spectacular view of Asheville. You will be glad you joined us.



### **Tuesday, August 28, 2007 (7:00 p.m. — 9:30 p.m.) GAME NIGHT TAKES FLIGHT**

Are you ready to have some fun? We thought so! Join us for the 2nd Annual Game Night — with a twist! Not only will you have an opportunity to play your favorite board/card game, you might just be able to dance your favorite dance or learn a new one!

## CLOSING SESSION — AUGUST 29, 2007



George Duvall is a motivational speaker, consultant and comedian who shares his positive message of success with colleges and organizations across America. Currently, George is the Program Coordinator for the University of Kentucky's Youth Connects and Kentucky Organization for Foster Youth programs. These programs focus on leadership, mentoring and self-empowerment. George spent 15 years of his life in foster care and in youth facilities. Now he speaks to audiences about the importance of fun, family, unity and higher education. He has contributed to North Carolina's child welfare system at foster and adoptive parent conferences, social worker trainings, and through Fostering Perspectives.

Mr. Duvall has presented at over 150 events in the last ten years. He has combined his upbringing in foster care, college, and personal experiences into a forum that all people can understand — laughter! Don't miss this wonderful opportunity!

## AUGUST 27, 2007 ~ SESSION A: 1:30 P.M.—3:00 P.M.

### **A1: How to Make Shared Parenting Soar Toward Success** **By Donna Foster, NCDSS**

As a former foster parent, Donna Foster knows first hand the benefits of Shared Parenting for birth parents, foster parents, and most especially the children. This interactive workshop will explore ways the social worker can encourage partnership with all stakeholders. Specific skills and approaches as well as real life experience will be shared. Donna will prove that Shared Parenting can be successful and FUN!

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### **A2: Four Keys to Effective Documentation of Family-Centered Practice in Child Protective Services Investigations** **By Rebecca Shepard Smith, Mecklenburg County Youth and Family Services**

Join this workshop to learn four keys to effective documentation in CPS investigations. Participants will learn how to effectively document family-style interviews vs. one-on-one forensic interviews; how to document information sharing with families properly including referral concerns, risk assessment/strengths and needs assessment and collateral information; how to document strengths-based critical conversations in order to ensure child safety remains the priority; and learn several time saving techniques that have been successful in the "Real World" of Child Welfare.

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### **A3: Work First 101 for Child Welfare Workers** **By Gretchen Williams and Markette Hester, NCDSS**

This interactive workshop will promote a better understanding of the Work First process, the roles and responsibilities of Work First workers, and the importance of collaboration between Work First and child welfare for successfully serving children and families.

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### **A4: Providing Meaningful Learning Opportunities for Staff and Students** **By Ruth Harrison, NCDSS**

Being a supervisor often requires several different roles – coach, mentor, role model and teacher. Participants will learn the stages of caseworker development, strategies for helping staff and students transfer their learning to on-the-job application, and methods for building staff capacity.

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### **A5: The Importance of Knowing Who You Are** **By Tamika Williams and Rick Zechman, NC DSS**

This workshop centers around the video "Knowing Who You Are" from Casey Family Programs. The video focuses on the importance of helping youth in out of home care maintain a healthy sense of racial and ethnic identity and the worker's role in this process. Participants will assess their own level of cultural awareness and openness through self disclosure activities. Participants will learn how the way we view families dictates how services are provided, will gain knowledge on racial disproportionality in the child welfare system and receive activities they can use to help promote racial and ethnic awareness in children.

## AUGUST 27, 2007 ~ SESSION A: 1:30 P.M.—3:00 P.M.

### **A6: Substance Abuse 101: Understanding the Dynamics and Effects on Children and Families** **By Brenden Hargett, Guilford County DSS**

The impact of substance abuse is becoming more visible in various settings in our society. Social workers and other health care professionals are being confronted with the issue often without the necessary tools or skills to appropriately assess such a complex problem and its impact on children and families. Social workers must understand the physical, emotional and psychological effects on the substance user and its direct impact on children and the family system. Participants will learn how to identify, assess and refer appropriately to treatment providers in the community.

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### **A7: Domestic Violence and Child Welfare** **By Beth Clore and Carrie Ross, Catawba County DSS**

Join this session to discuss how to implement best practice of state Domestic Violence (DV) policy in child welfare: 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.

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### **A8: Tools of the Trade: Use of Assessments and Plans to Benefit Families and Social Workers** **By Jeff Olson and Susan Sanderson, NC DSS**

This training will enable social workers to see the various assessment and case planning tools as part of the process rather than forms to complete. These tools, with other interviewing tools, lay the ground work for developing the case plan, a map that takes the guessing out of expectations and goals, makes our system more participatory with families and more transparent. The result of good interviewing and effective use of these tools will help families keep their children safe, decrease the animosity by families toward workers, and ultimately reduce worker frustration and burn out.

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### **A9: Don't Break The Elastic: Engaging Community Partners** **By Wendy Baskins and Micah Melton, Rowan County DSS**

Participants will learn how to engage community partners in collaborating so that the partnerships will be beneficial to the children and families that we serve. Attendees will hear how to link with community partners, schools and law enforcement and improve and nurture those relationships.

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### **A10: Working Together for Families and Children: Child Welfare, Work First, and Prevention** **By Dawn Warren, Carey Shira, and Tammy Shook, Buncombe County DSS**

Participants will learn more effective strategies for working with families open in various areas of service provision. This workshop will help staff work in collaboration with other service areas, consolidate service agreements and develop MRA's that can meet joint needs. Strategies for using CPS intake as a referral source for prevention services and Work First will also be addressed.

**AUGUST 27, 2007 ~ SESSION B: 3:30 P.M.—5:00 P.M.**

**B1: How to Make Shared Parenting Soar Toward Success (REPEAT)**

**By Donna Foster, NCDSS**

As a former foster parent, Donna Foster knows first hand the benefits of Shared Parenting for birth parents, foster parents, and most especially the children. This interactive workshop will explore ways the social worker can encourage partnership with all stakeholders. Specific skills and approaches as well as real life experience will be shared. Donna will prove that Shared Parenting can be successful and FUN!

---

**B2: Four Keys to Effective Documentation of Family-Centered Practice in CPS Investigations (REPEAT)**

**By Rebecca Shepard Smith, Mecklenburg County Youth and Family Services**

Join this workshop to learn four keys to effective documentation in CPS investigations. Participants will learn how to effectively document family-style interviews vs. one-on-one forensic interviews; how to document information sharing with families properly including referral concerns, risk assessment/ strengths and needs assessment and collateral information; how to document strengths-based critical conversations in order to ensure child safety remains the priority; and learn several time saving techniques that have been successful in the "Real World" of Child Welfare.

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**B3: Be Well, Serve Well**

**By Dee Hunt, NCDSS and Jack Clevesy, Dover Foundation YMCA**

This workshop will look at how we take care of ourselves and how that impacts our work with families. Strategies for healthy living will be addressed. Come and learn about the balance between energy intake and energy output and how the body adjusts to dieting cycles.

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**B4: The Recipe for Rural Success**

**Chris Howell and John McMahon, Jordan Institute for Families and Gary Nelson, UNC School of Social Work**

Come to see and hear about the journey to learn about child welfare and social work practice in rural NC communities. The presenters will share a mini documentary about rural social work developed as a product for a five year project designed to address the successes and challenges of Rural Child Welfare Social Work in North Carolina.

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**B5: Playing a Role in Helping Families to Achieve Emotional and Financial Stability**

**By Reeta Wolfsohn, Financial Social Work**

Money is the number one stressor in people's lives, the number one cause of divorce and a major source of depression, anxiety, domestic violence, child abuse, crime and alcohol/drug abuse. The origin for all of these problems and issues is not lack of money; it is much more psychosocially rooted. This Financial Social Work session will provide a multidisciplinary model which incorporates education, motivation and support as the process for engaging clients in taking greater responsibility for their financial futures. *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.*



**AUGUST 27, 2007 ~ SESSION B: 3:30 P.M.—5:00 P.M.**

**B6: Blended Case Loads at High Altitude  
Panel Discussion**

This panel discussion will focus on the implementation of blended caseloads. It will include information about how caseloads are managed, lessons learned along the way, and issues that are still being resolved. Panel members will share insights that help them get off the ground and reach new heights.

**B7: Redirecting Our Focus Through Family-Centered Practice: Partnering with Relative Caregivers!  
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. The 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.

**B8: Tools of the Trade: Use of Assessments and Plans to Benefit Families and Social Workers (REPEAT)  
By Jeff Olson and Susan Sanderson, NC DSS**

This training will enable social workers to see the various assessment and case planning tools as part of the process rather than forms to complete. These tools with other interviewing tools lay the ground work for developing the case plan, a map that takes the guessing out of expectations and goals, makes our system more participatory with families and more transparent. The result of good interviewing and effective use of these tools will help families keep their children safe, decrease the animosity by families toward workers, and ultimately reduce worker frustration and burn out.

**B9: The Perilous Journey Toward Collaboration  
Dan Comer and Lindley Myers, 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 well, acknowledging different agendas, sharing a vision, etc.) Participants in this session will develop their own "map" to successfully navigate the path toward the oasis of real teamwork and collaboration.

**B10: Widening the Circle: Enhancing Coordination Between NC's Public Schools and Child Serving Agencies to Support Student Success in the Classroom and Stability in their Families.  
Tony Troop, NC DHHS Child & Family Support Team Initiative**

This workshop will utilize interactive lecture, a Power Point presentation and handouts to help participants understand the background of Governor Easley's School-Based Child & Family Support Team Initiative and how it can help assure the safety, permanence, and well-being of children in their communities.

**AUGUST 28, 2007 ~ SESSION C: 9:30 A.M.—12:00 P.M.**

**C1: Latino Simulation – El Jardin (Part One - Select C1 and D1)  
By Kathleen Holt, University of Kansas School of Social Welfare  
and Collette Solano, Denver University Butler Institute for Families**

El Jardin is a two part simulation featuring Latinos' families experiences with community based services and a workshop designed to support culturally responsive practice with Latino families by building on the powerful, experiential learning activities in the simulation. There will be opportunities for group discussion and self reflection that will provide direction for on-going self assessment, effective dialogue around culture and identifying strengths and assets within Latino culture.

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**C2: Using Learning Questions to Coach for Success (Part One - Select C2 and D2)  
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. Participants will 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, supervisees, or family members using effective strategies that embrace the other person's learning and social styles, values, and personal culture to work in effective partnership with them.

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**C3: Effective Collaboration Practices Between Work First and Child Welfare (Part One - Select C3 and D3)  
By Emily Wilkins, NC DSS and Cindy Holman, Gaston County DSS**

Participants will explore the meaning of collaboration and the positive outcomes that result from the collaborative work of Work First and child welfare. Be a part of the group that explores the "Hallmarks" of collaboration in the Multiple Response System counties. Learn how to replicate the Hallmarks in your agency. This will enable you to serve families so they can more successfully participant in positive outcomes.

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**C4: Dealing with Diversity: Recognizing, Accepting and Adapting to Differences (Part One - Select C4 and D4)  
By Rebecca Huffman and Angela Holloway, NCDSS**

Through interactive learning activities, participants will explore how culture can affect a person's values, feelings, judgments of and responses to other people. Participants will recognize how differences in communication styles and misinterpretation of cultural cues can create interpersonal conflict and learn strategies to approach and engage persons in constructive dialogue and demonstrate skills for communicating respect.

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**C5: Child and Family Teams 101 (Part One - Select C5 and D5)  
By Jenny King and other trainers from NC State University**

Join this workshop and gain a basic understanding on how to utilize child and family teams to bring systems together. Participants will learn how to effectively plan for and facilitate a CFT. Strategies for overcoming challenges will help participants feel more confident as they begin to connect multiple systems to support families through this process.

## **AUGUST 28, 2007 ~ SESSION C: 9:30 A.M.—12:00 P.M.**

### **C6: Ongoing CPS Services with Methamphetamine Using Families: Implementing Promising Practices By Laura Elmore, NC DSS**

Participants will learn the responsibilities of the CPS social worker during CPS assessments and In-Home Services when families are affected by methamphetamine use, abuse or addiction by primary caregivers. Participants will gain additional skills in managing the safety of children that have remained in the home with parents and caregivers who have a history of methamphetamine use.

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### **C7: When Given Problems, Find Solutions: Applying Solutions-Focused Techniques to Your Work By Dee Hunt, NC DSS and Faye Smith, New Hanover County DSS**

Participants will learn key solution-focused skills. Learn how to shift from problem talk to solution talk, how to motivate families or workers, and how to use solution-focused questions to create change. Participants will learn additional interviewing skills that will assist families in identifying and developing their own solutions.

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### **C8: 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 style of others. This is consistent with partnership goals of MRS. 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 people on their teams. Through this training, individuals will learn additional skills in conflict management, problem solving and strengthening interpersonal relationships.

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### **C9: Holding Batterers Accountable in the Child Welfare System By Crystalle Williams and Angela Holloway, NC DSS and Marie White, Mecklenburg Community Support Services**

Participants will learn how to engage perpetrators of domestic violence in an accountability process, including hands-on activities that can be completed with batterers as part of the service agreement, and how to collaborate with your local abuse treatment program to maximize safety and accountability. Join this workshop to learn additional interview techniques to use with perpetrators and the importance of partnering with the perpetrator throughout the life of the case.

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### **C10: Do you see what I see? Views from Foster Parents' Perspectives By Stacey Darbee, North Carolina Foster and Adoptive Parent Association**

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. We can hear different meanings to the exact same words. Join this interactive workshop to learn how your visions compare. There are some fundamental issues that all workers must appreciate and understand when it comes to working with foster parents. Be prepared to ask questions, hear difficult answers and work toward resolutions together.

## **AUGUST 28, 2007 ~ SESSION D: 2:00 P.M.—4:30 P.M.**

*PLEASE NOTE: Some workshops are new, some workshops are repeats and some workshops are a continuation (part two) of the previous session. Please choose your selection accordingly.*

### **D1: Latino Simulation – El Jardin (Part Two)**

**By Kathleen Holt, University of Kansas School of Social Welfare  
and Collette Solano, Denver University Butler Institute for Families**

El Jardin is a two part simulation featuring Latinos' families experiences with community based services and a workshop designed to support culturally responsive practice with Latino families by building on the powerful, experiential learning activities in the simulation. There will be opportunities for group discussion and self reflection that will provide direction for on-going self assessment, effective dialogue around culture and identifying strengths and assets within Latino culture.

---

### **D2: Using Learning Questions to Coach for Success (Part Two)**

**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. Participants will 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 help others discover for themselves what works and what doesn't. Participants will leave with new tools for coaching clients, co-workers, supervisees, or family members using effective strategies that embrace the other person's learning and social styles, values, and personal culture to work in effective partnership with them.

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### **D3: Effective Collaboration Practices Between Work First and Child Welfare (Part Two)**

**By Emily Wilkins and Cindy Holman, NC DSS**

Participants will be exposed to a variety of ideas, activities, methods, perspectives, and practical approaches to achieving collaborative relationships that effectively support "good business." They will be challenged to brainstorm and create an extensive list of opportunities for collaboration in their individual agencies and environments, to include a personal commitment to go forth and DO. While the focus will surround good collaboration between Child Welfare and Work First, this workshop will demonstrate the absolute necessity for collaboration to cross all departments and boundaries within an agency, and spill out into their relationships with community partners and sister agencies.

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### **D4: Dealing with Diversity: Recognizing, Accepting and Adapting to Differences (Part Two)**

**By Rebecca Huffman and Angela Holloway, NCDSS**

Through interactive learning activities, participants will explore how culture can affect a person's values, feelings, judgments of and responses to other people. Participants will recognize how differences in communication styles and misinterpretation of cultural cues can create interpersonal conflict and learn strategies to approach and engage persons in constructive dialogue and demonstrate skills for communicating respect.

---

### **C5: Child and Family Teams 101 (Part Two)**

**By Jenny King and other trainers from NC State University**

Join this workshop and gain a basic understanding on how to utilize child and family teams to bring systems together. Participants will learn how to effectively plan for and facilitate a CFF. Strategies for overcoming challenges will help participants feel more confident as they begin to connect multiple systems to support families through this process.

## **AUGUST 28, 2007 ~ SESSION D: 2:00 P.M.—4:30 P.M.**

*PLEASE NOTE: Some workshops are new, some workshops are repeats and some workshops are a continuation (part two) of the previous session. Please choose your selection accordingly.*

### **D6: Poverty Simulation**

**By Laura Weber, Change By Design/Weber and Associates**

The poverty simulation experience is designed to help participants begin to understand what it might be like to live in a typical low-income family trying to survive from month to month. It also provides insights on working within the human service system. The goals of this simulation are to sensitize participants to the realities faced by people living with limited incomes; examine the strengths and challenges of providing services; develop a deeper understand of beliefs regarding people who access systems; understand the roles of human service workers working with systems; and discover the interrelatedness of policies and the effects on living situations and poverty.

### **D7: When Given Problems, Find Solutions: Applying Solutions-Focused Techniques to Your Work (REPEAT)**

**By Dee Hunt, NC DSS and Faye Smith, New Hanover County DSS**

Participants will learn key solution-focused skills. Learn how to shift from problem talk to solution talk, how to motivate families or workers, and how to use solution-focused questions to create change. Participants will learn additional interviewing skills that will assist families in identifying and developing their own solutions.

### **D8: Collaborating with your True Colors (REPEAT)**

**By Joanne Scaturro, NC DSS**

The True Colors curriculum provides a framework for understanding your communication style and the communication style of others. This is consistent with partnership goals of MRS. 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 people on their teams. Through this training, individuals will learn additional skills in conflict management, problem solving and strengthening interpersonal relationships.

### **D9: Collaboration in Practice...the Caldwell Experience**

**Caldwell County Panel**

This panel presentation will share how to build a successful system of collaboration. The panel includes representatives from the school system, mental health and the county department of social services. Each panelist will discuss their specific roles and answer questions about process. The Caldwell experience is one you should experience too!

### **D10: Child and Family Teams: Share, Dare, Beware and Care**

**By Lisa Merkel-Holguin, American Humane Association Children's Division**

This presentation will take participants on a journey of how child welfare systems, through the implementation of child and family teams, share decision making with families. Taking the leap to refer, daring to challenge the standard ways of working with families, leads us to a cautionary note. Participants in child and family team meetings need to beware of how this approach can impact themselves, other service providers and family members. The presentation will end on a self-care note; while this may be a way to demonstrate to families that systems trust them as partners in decision making and can be labeled as a "caring" approach, the secondary self-care benefits for service providers will be deeply explored.

## AUGUST 29, 2007 ~ SESSION E: 10:00 A.M.—1:00 P.M.

### **E1: What About Dad?**

**By George Duvall, Motivational Speaker, Trainer and Comedian and NC DSS Staff**

Too often in this field the focus is on birth mothers and foster mothers – what about Dad? We frequently underestimate the influence of the male role model or father figure. The workshop will explore this important issue. Join in to learn ways to strengthen how your agencies approach fathers and fatherhood issues. The second half of this presentation will focus on the NC specific resources available to counties and discussion around your current fatherhood challenges.

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### **E2: Humor in the Workplace: Strategies, Successes and Slapstick!**

**By Joanne Scaturro and Donna Foster, NC DSS**

Often our work with children and families is serious and typically would not fall into the category of fun. Join this workshop to learn methods for incorporating humor into the work setting in a way that encourages trust, creativity, support and productivity. Participants will learn the six different humor styles and strategies to reduce stress.

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### **E3: Recruitment and Retention**

**By Evelyn Williams and Debbie Ryals, Jordan Institute and Dan Beerman, UNCG**

It can feel like an endless cycle: hire, train, rehire, train. Learn about the current research that will help you promote recruitment and enhance your ability to retain qualified staff. This session will explore supervisory strategies that will help you get and keep your most valuable resource.

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### **E4: Making the Most Out of Foster Family Home Contacts**

**By John McMahon, Jordan Institute for Families and Stacey Darbee, NC Foster and Adoptive Parent Association**

Join this workshop to hear about an exciting new tool being piloted in agencies across North Carolina to enhance foster home visits. To help NC with its Permanency, Safety and Well Being goals, this new tool – the Monthly *Foster Care Contact Record* – will help workers build relationships and ensure children, foster parents and agencies get their needs met.

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### **E5: Partnering for MRS Success!**

**By Rebecca Huffman, NC DSS**

During this interactive workshop participants will learn why building partnerships and collaborations with others utilizing a system of care approach are critical for MRS success. Learn practical steps and guidelines for building collaborations that will benefit workers, families and communities and how participants can be change agents within their agencies and communities.

## **AUGUST 29, 2007 ~ SESSION E: 10:00 A.M.—1:00 P.M.**

### **E6: Maintaining Connections**

**By Co-Wefa Lyda, North Carolina Foster and Adoptive Parent Association**

Children lose so much when they come into care. Research has shown that helping kids maintain their connections should be a primary concern for social workers and foster parents. As a child who experienced the system, and now as a foster and adoptive parent, Co-Wefa shares hands-on skills for maintaining children's connections. She will help participants identify foster parent, birth parent, and social worker responsibilities in this often challenging, always important, role.

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### **E7: Take Control of Your Workday With Less Stress, More Productivity, in Less Time**

**By John Formica, John Formica Enterprises**

Do you ever run out of time trying to complete tasks or projects? Are you stressed out while multi-tasking and dealing with deadlines? Would you like to take control of those time-wasters and be more productive? This workshop will help you identify time-wasters; learn steps to develop good time management habits; learn how to prioritize tasks; learn how to delegate and share the workload without dumping on people; and learn the secrets of avoiding interruptions.

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

**By Kwain Bryant, Empowerment Exchange**

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

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### **E9: 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 its impact on the lives of adult victims and children. We will cover NC law as it relates to domestic violence and remedies. Participants will learn about the importance acknowledging the strengths and skills of battered women. The participants will learn about how adults and child victims recover from violent relationships and how to be a catalyst for healing.

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### **E10: Child Welfare 101 for Work First Workers**

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

This interactive workshop will promote a better understanding of the child welfare process, the roles and responsibilities of the child welfare workers, and the importance of collaboration between child welfare and Work First for successfully serving children.

# FLIGHT PLAN AT A GLANCE

Read full workshop descriptions on previous pages to learn more about a specific topic.

Use this section as a reference when you are completing your registration form.

If your selection is a two part session, you must register for both sessions (i.e., C2 and D2).

Please be sure to list your first and second choice for each session. We will do everything we can to accommodate your first preference, but occasionally due to capacity, we must place you in your second choice.

## Monday - August 27, 2007

- A1 Shared Parenting
- A2 Documentation
- A3 Work First IDI
- A4 Coaching
- A5 Cultural Issues
- A6 Substance Abuse IDI
- A7 Domestic Violence & Child Welfare
- A8 Service Agreements
- A9 Community Engagements
- A10 Work First & CPS Service Agreements

- B1 Shared Parenting
- B2 Documentation
- B3 Health & Well-being
- B4 Rural Success Project
- B5 Financial Social Work
- B6 Blended Case Load Panel
- B7 Partnering with Relative Caregivers
- B8 Service Agreements
- B9 Team Building
- B10 School Based Child & Family Teams

## Tuesday - August 28, 2007

- C1 Latino Simulation (Part One)
- C2 Coaching (Part One)
- C3 Work First/Child Welfare Collaboration (Part One)
- C4 Cultural Diversity (Part One)
- C5 Child and Family Teams (Part One)
- C6 Poverty Simulation
- C7 Methamphetamines
- C8 True Colors
- C9 Holding Offenders Accountable
- C10 Foster Parent Perspectives

- D1 Latino Simulation (Part Two)
- D2 Coaching (Part Two)
- D3 Work First/Child Welfare Collaboration (Part Two)
- D4 Cultural Diversity (Part Two)
- D5 Child and Family Teams (Part Two)
- D6 Poverty Simulation
- D7 Solution Focused Techniques
- D8 True Colors
- D9 School Based CFTs
- D10 CFT's as Self Care Tool

## Wednesday - August 29, 2007

- E1 Fatherhood
- E2 Humor in the Work Place
- E3 Recruitment and Retention
- E4 Foster Home Contact Record
- E5 System of Care
- E6 Maintaining Connections
- E7 Time Management
- E8 Change and Growth
- E9 Domestic Violence
- E10 Child Welfare for Work First Workers



## FAX REGISTRATION FORM TO 919-715-6714 BY JULY 27, 2007

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

Name Tag Should Read: \_\_\_\_\_ (if different than name above)

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

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

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

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

E-mail (REQUIRED – Please Print): \_\_\_\_\_

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

**I Will Be Attending:**  8/27 Monday  8/28 Tuesday  8/29 Wednesday

**Check All That Apply:**  Child Welfare  Work First  Community Partner  
 DSS Director  Supervisor/Program Manager

**I Am:**  Willing To Monitor A Workshop (introduce speaker, distribute and collect evaluations)  
 Also Presenting at this Institute

**Please complete your first and second choice for each workshop session with the workshop number (example Workshop A: 10 Workshop B: 5, etc.). Forms received without second choice will not be accepted.**

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

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

**PLEASE NOTE: The submission of this registration form does not guarantee acceptance. Participants will be accepted in a manner that gives fair access to all counties. Confirmation notices will be e-mailed to participants the week of August 6, 2007.**