

Kansas Workforce Kickoff And Excellence In Supervision Conference

**September 23rd and 24th
2009**

EXCELLENCE

*Allow your excellence in supervision to ripple throughout
your agency.*



"Excellence is an art won by training and habituation. We do not act rightly because we have virtue or excellence, but we rather have those because we have acted rightly. We are what we repeatedly do. Excellence, then, is not an act but a habit."

Aristotle



Excellence in Supervision

Pre-Conference Wednesday, September 23, 2009

| Workforce Kickoff | | |
|-------------------|----------------------------|--|
| 8:00-9:00 | Registration and Breakfast | |
| 9:00-9:15 | Welcome | Bruce Linhos (Children's Alliance) Alice Lieberman (KUSSW) |
| 9:15-10:15 | Keynote | Title: Achieving Quality, Commitment and Competence in the Child Welfare Workforce: A Multi-Dimensional Perspective Speaker: Joan Levy Zlotnik (IASWR) |
| 10:15-10:30 | Break | |
| 10:30-11:30 | Panel | Title: Workforce Development Panel Facilitator: Joan Levy Zlotnik Speakers: Nancy Dickinson (NCWWI) Karl Ensign (Planning & Learning Technologies) Mary Berg (Jeff Co, CO) |
| 11:30-1:00 | Working Lunch | Title: Introduction to the Kansas Workforce Initiative Speaker: KU Team / KFAN |
| 1:00-2:30 | Plenary Presentation | Title: Building your Workforce, Using one tool at a time Speaker: Mary Berg |
| 2:30-2:45 | Break | |
| 2:45-4:00 | Plenary Presentation | Title: Partners for Workforce Development: The Roles of Supervisors and Managers in Recruiting, Selecting and Retaining Child Welfare Staff Speaker: Nancy Dickinson |
| Evening Reception | | |

Conference Thursday, September 24, 2009

| Supervisors Conference | | | |
|------------------------|---|---|---|
| 8:00-9:00 | Registration and Breakfast | | |
| 9:00-9:10 | Welcome | Director of the Salina SRS Bruce Linhos (Children's Alliance) | |
| 9:10-9:15 | Introduction of Keynote | Kathy Mackintosh (SRS) | |
| 9:15-10:15 | Keynote Address Track 1 | Title: Using a Clinical Approach to Frontline... Speaker: Dr. Crystal Collins Camargo | |
| 10:15-10:30 | Break | | |
| Workshops | Track 1 | Track 2 | Track 3 |
| 10:30-11:45 | Title: Frontline Supervisors as Facilitators of Evidence... Speaker: Dr. Crystal Collins Camargo | Title: Enhancing Supervision of Staff Working With... Speakers: Melinda Kline, Kathy Ray, and Serena Wecker | Title: The Supervisors Role in Understanding Attachment Needs of Children in Foster Care Speakers: Dr. Mindy Kessler |
| 11:45-12:30 | Lunch Buffet at the Hotel | | |
| 12:30-2:00 | Title: Moving the Margins: Working with LGBTQ Youth Speaker: Amy Maninger | Title: Trauma-Informed Services: Domestic Violence and the Effects of Trauma Speakers: Stacey Mann and Kathy Ray | Title: Preparing New Workers and Supervising Staff Who Work in Traumatizing Environments: Coaching to prevent compassion fatigue! Speaker: Mark Siegmund |
| 2:00-2:30 | Break | | |
| 2:30-4:00 | Title: Motivational Interviewing Speaker: Diane Asher | Title: The CPS Worker "Making A Case For Safety - The Supervisors Role" Speaker: Jim Holler | |
| 4:00-4:15 | Wrap-Up | Title: Wrap-up and Evaluations Speaker: Bruce Linhos | |

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Pre-Conference

Workforce Kickoff

September 23, 2009

Keynote Address: Achieving Quality, Commitment and Competence in the Child Welfare: A Multi-Dimensional Perspective

This presentation will provide a national overview of the growing body of research that strengthens our understanding of the organizational and personal factors that need to be addressed in conjunction with targeted education and training strategies in order to build and sustain a competent, qualified, committed child welfare workforce.

Presented by:

Joan Levy Zlotnik, Ph.D. ACSW is the Executive Director of the Institute for the Advancement of Social Work Research (IASWR), working to build social work research resources and to translate research to practice, policy and education. She is a nationally recognized expert on child welfare staffing issues, working for more than 20 years on national and state efforts related to recruitment and retention of professional social workers in child welfare agencies. Dr. Zlotnik has been active in promoting partnerships between universities and the practice community, related to education, training and research. She is the author of more than 20 monographs, technical assistance documents and scholarly publications, including co-editing the September 2009 special issue of Child Welfare on recruitment and retention in child welfare, as well as the earlier publications Charting the



Impacts of University-Child Welfare Collaboration and Evaluation Research in Child Welfare: Improving Outcomes through University-Public Agency Partnerships.

Dr. Zlotnik has a BA from the University of Rochester (1971), and MSSW from the University of Wisconsin-Madison (1974) and a PhD in Social Work from the University of Maryland (1998).

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Pre-Conference

Workforce Kickoff

September 23, 2009

Workforce Development Panel

Joan Levy Zlotnik, Nancy Dickson, Karl Ensign, and Mary Berg

Workforce development is a comprehensive, coordinated approach to recruiting, selecting and retaining a committed and qualified child welfare workforce in order to promote positive outcomes for children, youth and families. This workshop will present strategies that managers and supervisors can use as part of an effective workforce development approach.

Working Lunch: Introduction to Kansas Workforce Initiative

KU Team / KFAN

The Kansas Workforce initiative is a five year cooperative agreement between the U.S. Children's Bureau and the KU School of Social Welfare to create a stable, prepared and supported workforce to improve the safety, permanency and well-being of children and families in Kansas. This working lunch will officially "kickoff" the Agency-driven and Systems-level Workforce Initiatives by providing an overview of the Workforce Profile process. While especially geared toward Agency Workforce Teams. ALL are welcome attend and learn more about the Kansas Workforce Initiative .

Building Your Workforce, Using one tool at a time.

Mary Berg

Come and learn about one agency's journey navigating the peaks and valleys of organizational change and workforce development. Learn how to create a new blue print and develop a plan to improve workforce challenges that also creates opportunities for children and families to achieve success.

Partners for Workforce Development: The Roles of Supervisors and Managers in Recruiting, Selecting and Retaining Child Welfare Staff

Nancy Dickinson

Workforce development is a comprehensive, coordinated approach to recruiting, selecting and retaining a committed and qualified child welfare workforce in order to promote positive outcomes for children, youth and families. This workshop will present strategies that managers and supervisors can use as part of an effective workforce development approach.

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Keynote Address: Using a Clinical Approach to Frontline Supervision to Promote Positive Outcomes in Child Welfare: What Have We Learned?

Presented by:

Crystal Collins-Camargo

The nature of child welfare often leads frontline supervisors to focus their time on crisis management, and administrative tasks. However, focusing on the educational, supportive and clinical roles of supervision has been demonstrated to contribute to achievement of positive organizational, practice and client outcomes. This address will provide a rationale for a clinical supervision focus in our child welfare agencies, a discussion of those techniques that evidence suggests are most effective, and strategies for making this work in the real world of child welfare.

Crystal Collins-Camargo teaches in the masters program at the University of Louisville Kent School of Social Work, specializing in child welfare, supervision and policy. Dr. Collins-Camargo is director of the National Quality Improvement Center on the Privatization of Child Welfare Services, a knowledge development initiative that involves multi-site research and demonstration projects assessing the effectiveness and efficiency of provision of child welfare services by private organizations, and the nature of the public/private partnership required in such an approach. She also directed the Southern Regional Quality Improvement Center for Child Protection, which worked in a ten state region to promote knowledge development through research and demonstration projects focusing on the impact of clinical supervision on agency and client outcomes in child welfare as well as forge public agency/university partnerships. She conducts research in child welfare and juvenile court systems. She was formerly program director for Prevent Child Abuse Kentucky, and worked in the public child protection system as a worker, supervisor and statewide specialist.



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Track 1

Frontline Supervisors as Facilitators of Evidence-Informed Practice in Child Welfare: Practice Strategies and Tools.

Dr. Crystal Collins-Camargo

Although child welfare workers, supervisors and administrators all want to achieve positive outcomes for children and families, figuring out how to make this happen on the frontline can be difficult. This session will include a discussion of the role of the frontline supervisor in teaching, encouraging and enabling evidence-informed practice in child welfare so that workers can assess the extent to which their practice with families is promoting the outcomes they seek. The group will discuss the promotion of evidence-informed practice within the context of a clinical approach to supervision in child welfare today, and techniques and tools supervisors can use with their teams will be offered.

Moving the Margins: Working with Lesbian, Gay, Bi-Sexual, Transgender and Questioning (LGBTQ) Youth in Out-Of-Home Care.

Amy Maninger

This curriculum was created as a collaboration between the National Association of Social Workers and Lambda Legal Defense and Education Fund in an effort to improve services for LGBTQ youth in out-of-home care. Participants will 1) explore their personal views and values regarding this population, 2) differentiate between a value or belief and a myth or a stereotype, 3) develop strategies to balance personal views and professional responsibilities when the two are in conflict, and 4) develop tools as a supervisor to help staff manage their values and any conflicts they may have in working with LGBTQ youth.

Motivational Interviewing Overview: Preparing People to Change and Keeping Sane at the Same Time

Diane Asher

This workshop is will introduce participants to Motivational Interviewing techniques designed to help clients/staff develop internal motivation to change. These techniques are particularly useful with people who are ambivalent about change whether that change is about work, parenting, or substance use or any number life concerns.

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Track 2

Enhancing Supervision of Staff Working with Families Experiencing Domestic Violence

Melinda Kline, Kathy Ray and Serena Wecker

Child welfare professionals across the state are currently being offered training on issues related to domestic violence and child welfare. This workshop will provide supervisors with an overview of information covered in that training, and each workshop participant will receive a copy of the newly published "Domestic Violence Manual for Child Welfare Professionals". Supervisors will be provided ideas on how the Manual may be utilized during supervision, and for the provision of services to families experiencing domestic violence.

"Trauma-Informed Services: Domestic Violence and the Effects of Trauma"

Stacey Mann and Kathy Ray

Survivors of domestic violence often experience ongoing traumatic effects. Trauma affects nearly every aspect of many survivors' lives. How trauma is or is not attended to has a direct impact on the survivor's recovery from the violence. Therefore, it is essential that helping systems and organizations have a thorough understanding of the specific traumatic effects of domestic violence, and have tools to be of assistance to survivors experiencing these effects. Workshop participants will gain knowledge of trauma-informed practice and tools to work successfully with survivors. Additionally, participants will learn about the impacts of secondary-trauma, its effects on those working with survivors of domestic violence, and tools to lessen the impact.

The CPS Worker "Making A Case For Safety - The Supervisors Role"

Jim Holler

Each day in the United States, thousands of Child Protective Services workers (CPS) make home visits. During these visits they investigate allegations of abuse and sexual assault, update safety plans for children, and monitor on-going foster care. While conducting visitations, CPS workers are at risk for hostile behavior from the public when visiting clients at hotels, apartments, or homes in unfamiliar or dangerous locations, especially at night. CPS workers have often been assaulted with knives and fists while attempting to visit homes where parents are facing various court actions, or where children are being placed into foster care. Most of these home visits are made by a single CPS worker, without a radio or other means of adequate communications. Throughout the United States, there have been many instances where CPS workers have been assaulted and/or killed while making such home visits. This workshop will address safety concerns from the law enforcement perspective, providing supervisors with important safety related information that they can share with their workers each time they make a home visit on their own. This workshop will challenge supervisors and administrators on best practices when it comes to providing the necessary tools and training to their CPS workers.

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Track 3

Supervisors Role in Understanding Attachment Needs of Children in Foster Care

Dr. Mindy Kessler

This workshop will heighten supervisors' ability to identify attachment problems of children in foster care. Supervisors will gain skills in leading staff through decisions about what is likely to reduce traumatization for children while in care. Moreover, experiential activities will be used to help supervisors tend to staff's emotional needs while dealing with tough cases.

Preparing New Workers and Supervising Staff Who Work in Traumatizing Environments: Coaching to prevent compassion fatigue!

Mark Siegmund

New employees in the social service field are often unprepared for the daily encounter with those persons who have experienced the pervasive devastation of poverty, abuse, neglect and other traumas and life-altering events. Preparing your new employees by teaching them about the effects of trauma, adverse life events and the power of inter-generational trauma will give them a compassionate context and effective tools to navigate this population without becoming traumatized themselves. Learn to monitor, assist and coach current and new employees through the "tsunami" impact of hearing and experiencing the pain of those we serve. Preventing "compassion fatigue" and the effects of "vicarious trauma" will create a healthier, satisfied and sustained workforce.

Presenters' bios:

Dianne Asher is the lead trainer and consultant for Integrated Dual Diagnosis Treatment with the University of Kansas, School of Social Welfare where she has been employed for the past 10 years. She has well over 20 years experience in the mental health and substance abuse treatment fields. Dianne has worked as a case manager and case management/supported housing team leader in a community support program for over 9 years, helping adults who have severe and persistent mental illness. She has more than 2 years experience working with adolescents in a drug and alcohol outpatient program. Dianne was trained by Bill Miller in 2002 as a Motivational Interviewing Trainer. She provides training in the areas of Integrated Dual Diagnosis Treatment (IDDT), mental health supervision and a variety of topics throughout Kansas as well as nationally.

Mary Berg has over 20 years of child welfare experience at the direct practice, supervisory and administrative levels. She has co-authored publications on Teamwork and has given several presentations on workforce development at State and National conferences. She is a member of the National Child Welfare Workforce Institute Advisory Board, the State of Colorado Child Welfare Policy Advisory Committee and the State of Colorado Governor's Child Welfare Action Training Committee.

Nancy S. Dickinson, M.S.S.W., Ph.D., is Clinical Professor and the former Executive Director of the Jordan Institute for Families at the School of Social Work, University of North Carolina, Chapel Hill. The Institute focuses on strengthening families through research, education, and technical assistance projects. Prior to assuming this role in August 1998, Dickinson was executive director of the California Social Work Education Center, part of the University of California at Berkeley School of Social Welfare and the largest university-agency partnership in the nation, focusing on reprofessionalizing public child welfare. Since coming to UNC, Dickinson has created a university-agency child welfare partnership among ten NC universities. Dickinson received her MSSW at the University of Tennessee and her PhD in social work at the University of Washington. From 2001-2008, Dickinson served as Principal Investigator of a project on child welfare staff recruitment and retention, funded by the U.S. Children's Bureau. She is now Project Director of the National Child Welfare Workforce Institute, a five-year project funded by the Children's Bureau and is Clinical Professor at the University of Maryland School of Social Work.

Presenters' bios: (continued)

Director Karl Martin Ensign PhD, LMSW, Masters of Policy Planning & Evaluation Prior to entering private consulting, Mr. Ensign was employed in the Office of the Assistant Secretary for Planning and Evaluation, U.S. Department of Health and Human Services (ASPE-HHS) from 1988 – 1994 where he served as a Federal Project Officer on several studies. Since leaving HHS, Mr. Ensign directed numerous multi-year studies in the area of children and families services. Currently, he directs the Evaluation for Children, Youth, and Families (ECYF) practice area at Planning and Learning Technologies, Inc. (Pal-Tech, Inc.). ECYF is focused on empowering policymakers, funders, and administrators with the knowledge and understanding necessary to discern effective human services and policies. Mr. Ensign directed The External Evaluation of the Kansas Child Welfare System, an ongoing assessment which helped guide and refine the state's privatization of services. Currently, Mr. Ensign directs the National Evaluation of the Court Improvement Program (CIP), describing the many paths followed by state courts to improve their oversight of foster care and adoption cases.

Mindi Higgins Kessler LCMFT, Ph.D. graduated from Kansas State University in 08/02 with a Ph.D. in Marriage and Family Therapy, from Colorado University with a M.S. in Human Development and Family Studies with Specialization in Marriage and Family Therapy, and Emporia State University with a B.S. in Psychology. She has been in private practice since May of 2006 and worked in several areas of therapy and family service. She has been involved in areas of research and program development and has taught at several institutions. Mindi has been involved in various papers and posters presentations along with multiple publications and book chapters. She has received four awards since 1993 from Undergraduate Non-research awards to Graduate Thesis Scholarship at the Colorado State University. Academic awards have been granted from Presidential Award of Excellence at Emporia State University to Kansas State Human Ecology Alumni Scholarship.

Chief Jim Holler has served as Chief of Police for the past sixteen years of the Liberty Township Police Department in Adams County, Pennsylvania and on December 1, 2007, he retired as the Chief of Police to continue consulting in the areas of child abuse. Chief Holler became an Internet Crimes Against Children Investigator starting the first task force in Adams County in 2005. He has conducted pro-active internet investigations making multiple arrests for possession of child pornography and undercover chat related arrests for soliciting sex from a minor. Chief Holler is a nationally known speaker specializing in child abuse investigations and is also a consultant for the Fox Valley Technical College in Appleton, WI, the Pennsylvania Child Welfare Training Program, University of Pittsburgh, School of Social Work, and the National Children's Advocacy Center in Huntsville, Alabama.

Melinda Kline has 23 years of experience in the Human Services field with 17 of those years in public service for the State of Kansas. Melinda currently serves as the Domestic Violence Child Welfare Specialist for the Kansas Department of Social and Rehabilitation Services (SRS) in a collaborative partnership with the Kansas Coalition Against Sexual and Domestic Violence (KCSDV). She has a B.A. in Human Services and a B.S.W. and M.S.W. from Washburn University.

Presenters' bios: (continued)

Stacey Mann is the Director of the Advocacy Services Division at the Kansas Coalition Against Sexual and Domestic Violence (KCSDV) and has 15 years of experience working in the field of domestic and sexual violence. In her role at KCSDV, she works with other state and national entities to enhance survivor safety and perpetrator accountability, and develops and assists with the implementation of policies and practices meant to enhance advocates' and professionals' understanding of the dynamics of domestic and sexual violence. She worked previously with survivors of domestic and sexual violence in shelter and outreach settings, and has worked with survivors that are dealing with severe and persistent mental illnesses. Stacey has developed and facilitated numerous trainings regarding the overlap of domestic and sexual violence with her mental health, same sex relationships, women's use of violence, safety planning, employer's response, basic advocacy skills and social workers' role. She has a M.S.W. and a B.S.W. from the University of Kansas.

Amy Maninger has recently joined the Children's Alliance of Kansas as Project Coordinator. She has over 11 years of service in the child welfare field, primarily in residential and Shelter services. Amy has managed the Shelter Program at the Wichita Children's Home for the past 4 years and has helped implement a Trauma Informed Culture within the agency. She was also selected to participate in Moving the Margins project for LGBTQ youth in out-of-home care in February 2009. She has been developing and delivering training for the last 9 years.

Kathy Ray is the Child Welfare Projects Team leader at the Kansas Coalition Against Sexual and Domestic Violence (KCSDV). She previously worked as the Criminal Justice Curricula and Protocol Coordinator at KCSDV and as a parent-child advocate and other advocacy positions at a local domestic violence and sexual assault program. She worked as a co-facilitator for a batterers' intervention group while completing her social work degree. She has a M.S.W. from Washburn University and a B.S. in Sociology with emphasis in women's studies from Kansas State University.

Mark Siegmund, LPC, LCPC, is currently the Senior Vice President of Clinical and Residential Services at TLC for Children in Olathe, Kansas. He was recently the Director of Clinical Services at Marillac Center in Overland Park, KS. He has been a counselor for 27 years in Missouri, New Hampshire, and Kansas. He is also certified as a Juvenile Sex Offender Counselor and developed the **COURAGE** program, a well known treatment model designed for adolescent males with sexual behavior problems. With the help of all Marillac staff, he developed **SAFE=t First**, a trauma-focused system of care for the Center. Mark has presented locally and nationally on this model and other topics such as Peaceful Parenting and Adolescent Development and Sexuality. He has worked with foster families and in residential care for over 20 years.

Serena Wecker is the Child Welfare Collaboration Coordinator at the Kansas Coalition Against Sexual and Domestic Violence (KCSDV). She has six years as a licensed social worker in the child welfare field. She has her B.S.W. from the University of Kansas.

**Children's Alliance of Kansas
627 SW Topeka Blvd.
Topeka, KS 66603
785-235-5437**

*The Alliance and its membership champions
connectedness and cooperation across all public and private entities
that help produce healthy and sustained families in Kansas.*