MINNESOTA FALL SUPERVISORS CONFERENCE
CONFERENCE THEME:
“STEPS TO GREAT SUPERVISION”
BREEZY POINT RESORT, BREEZY POINT, MINNESOTA
SEPTEMBER 9– 12, 2012

AGENDA

SUNDAY, SEPTEMBER 9, 2012
2:00 p.m. – 4:30 p.m. - Annual Supervisors Golf Tournament
4:00 p.m. – 6:00 p.m. – Registration
6:00 p.m. – 7:00 p.m. – Dinner
7:00 p.m. – 7:10 p.m. – Local Welcome: Bonnie Tweed, Breezy Point
7:15 p.m. – 8:30 p.m. – Bringing it Home: Professionalism with Heart – Karen Wussow.
This workshop will challenge your thoughts and ideas of individuals/families living in poverty, child abuse, domestic violence, chemical dependency, mental health, and working within the Social Service System. Assisting supervisors in developing open and honest communication with families at risk; to communicate and implement expectations with respect and compassion for families at RISK. Karen has worked for Crow Wing County Social Services for the past 10 years as the LIGGSS Team Coordinator and MFIP Out-Reach Specialist. She also has experience in Child Protection, and MFIP Case Management.

MONDAY, SEPTEMBER 10, 2012
8:30 a.m. – 9:15 a.m. – Department of Human Services – Commissioner Lucinda Jesson.
- We are proud to welcome Commissioner Lucinda Jesson to open our conference. Ms. Jesson will be addressing the current state of the Department of Human Services, what is changing, and where the department hopes to go in the coming years. This session will assist supervisors making service delivery plans for the the upcoming years. Jesson was a professor at Hamline University School of Law and is the founder of the nationally recognized Health Law Institute at Hamline University in St. Paul. She also served the state of Minnesota as a deputy attorney general.

9:30 a.m. – 11:00 a.m. – Keynote:
- Saving the World with Brownies – Katy Smith, Recipient of the 2011 Teacher of the Year Award. In a climate where everyone seems to be doing more with less, may be a great time to go back to our neighborly roots. We are working and living in times of opportunity to redefine “community.” The force of technology gives the illusion of connectedness and yet, people are feeling more alone than ever before. In a time when we are all being asked to be more creative in supporting families and communities, our best ideas may be inspired by our grandparents. This session will inspire supervisors to be more creative in their supervision ideas and suggestions. For nearly thirty years, Katy’s vocation has been working side by side with families, educators, and business professionals helping to connect people and build stronger, more vital communities. People inspire and help drive her educational and career choices. She has a BSW and teaching license in Parent Education from Winona State University in Winona, MN. She has a Masters of Education from the University of Wisconsin, LaCrosse. Her diverse work takes her to schools, churches, community centers, businesses, conventions and conferences. She believes a great day at work includes speaking to small or large groups of people who like to learn and love a good laugh. Katy also believes that people learn best when they are engaged in a powerful story that challenges their thinking and touches their emotions. She makes the most of life in Winona, Minnesota with her husband and an old cat. Together, they raised three beautiful daughters who at any given moment can take her breath away.
11:15 a.m. – 12:00 noon: **Association Business Meetings.**
- Child Support (MCSES); Clerical (MACS); Financial (MAFAS); Social Services (AMSSS); Accountants (AMSSA)

1:00 p.m. – 2:30 p.m. – Breakout Workshops:

- **Setting Healthy Workplace Boundaries** – Melissa George-Humphrey, LICSW. The objectives of this workshop are to help supervisors understand the importance of boundary setting, learn how to set and maintain boundaries, learn about the various types of boundaries that exist in as well as affect the workplace, learn how to problem solve and approach management when boundary issues arise, and learn how healthy boundaries promote your wellbeing. Melissa is a Licensed Independent Clinical Social Worker (LICSW) with the Minnesota Board of Social Work since 1999. Melissa is a descendant of the Leech Lake Band of Ojibwe. She graduated high school in Cass Lake, MN. It was at Hamline University that she completed her Bachelor’s Degree in Sociology and Women’s Studies and her Masters of Social Work degree was completed at the University of Washington’s school of Social Work. Melissa’s concentration in graduate school was health/mental health with a strong focus on grief and loss work and cognitive-behavioral therapy. Melissa is also a creative spirit by nature and is always looking to her creativity to help her stay in balance, embrace texture in life and hopefully be a better helper. She sings, dances, drums, sews and designs. If Melissa is able to use all that she is in a way that promotes good self-care and meaningful messages for change then she is more in balance as a human being.

- **R.O.W.E – Results Orientated Work Environment** – Kara Terry and Carolyn Vreeman. Hennepin County recognizes doing things differently, saving money and creating efficiencies, are today’s themes in public sector. This session will offer information about the “Results Orientated Work Environment” (ROWE) and its implementation in Human Services and Public Health. ROWE is a new management philosophy based on the idea that the way to increase productivity is to give employees complete control over their time. Carolyn Vreeman is a Results Only Work Environment Internal Change Agent for the Human Services and Public Health Department at Hennepin County. Carolyn provides ROWE training, support and facilitation of results discussions to staff and leaders in Human Services and Public Health. Carolyn has a Bachelor’s Degree in Psychology and Communications from Luther College and holds a Master’s in Community Counseling from Minnesota State University, Mankato. She has over 13 years of experience working as a social worker for community and government organizations. Kara Terry is the Project Manager for the implementation of a Results Only Work Environment in Hennepin County’s Human Services and Public Health Department (HSPHD). Kara has been with HSPHD for 9 years, where she began as a Human Services Representative in the Eligibility Supports Area. Currently, Kara now manages both the ROWE project and the Volunteer and Community Partnerships Program. Kara has extensive experience in Project Management, Change Management and Results Development. Kara graduated with her Master’s in Business Management in 2009 and takes a business minded approach to project implementation in a Human Services work world.

- **Case Banking – Cure or Curse?** – Tracy O’Brien, Department of Human Services. This will be an interactive round table discussion of the growing trend to move to process of “Case Banking”. This is for all Financial Assistance Supervisors, whether you are using the case banking process or considering this change. We will discuss what is working well and what are the challenges facing the 47 counties that have moved to this process. Please attend with ideas, concerns, and questions. We ask that you write the question and topics you want to have discussed and e-mail them to tracy.k.obrien@state.mn.us or barb_k@co.kandiyohi.mn.us.
2:45 p.m. – 4:30 p.m. - Breakout Workshops:

- **Breaking the Silence on Bullying** – Cathy Perry, Programs Development Director Respect Awareness Project of Servant Hearts. This workshop will be an interactive conversation using video clips and sharing of personal stories to discuss the epidemic of teen bullying, the current status of anti-bullying advocacy, what local communities, schools and Minnesota Gov. Mark Dayton are doing to address this epidemic among youth. We’ll explore the reality of our young people’s experiences at school, in the community, in cyberspace, and with their peers. We’ll look at how together we as parents, supervisors, and service providers need to work towards building more respectful and inclusive environments, providing safer school climates, improving our image and behavior as adult role models, and the importance of being an ‘up-stander’ rather than a bystander when we witness or are victimized by bullying. Learning objectives:
  - Understanding the reality and consequences of bullying, and the importance of holding community engagement sessions, educating ourselves and evaluating our own behavior, Grasp the fundamental fact that we each have a responsibility in creating more respectful environments within our families, schools, faith communities and workplaces, What it means to be an ‘up-stander’ rather than a bystander, by recognizing the concepts of empathy, fairness, justice, values, and cultural norms and how we can make systemic change. Cathy Perry has lead the development of the Hospitality Initiative after moving to Greater MN and recognizing the lack of LGBT services, support, resources and outreach. She has been active in social justice and human rights initiatives for over 30 years in private and academic non-profits. As a native of California, she founded the Human Connection Foundation, advocating for ESL students and their families. Since settling in Bemidji, she has done extensive community volunteer work, and event coordination for Evergreen House, Inc. and Leech Lake Band of Ojibwe. Cathy's immense experience with cultural diversity training, working with volunteers, community organizations, leadership and being a world traveler compliments her passion in dispelling the disparities within the lesbian, gay, bisexual, transgendered and queer communities. In addition to Servant Hearts, Cathy serves on the Board of Directors for Rural AIDS Action Network (RAAN).

- **Means Restriction Education** – Donna Fox, BA Psychology. Learn how to talk to staff and families about restricting access to lethal means (guns, weapons, prescription and over the counter meds) when their client or loved one is having a mental health crisis, been diagnosed with a mental illness, or is at risk of suicide. Donna Fox is Program Director of NAMI Minnesota. She was formerly with the Crisis Intervention Team (CIT), the Officer’s Association and the Crisis Connection.

2:45 p.m. – 4:45 p.m. - Breakout Workshops:

- **Board of Social Work** – Louis Hoffman. Do you know that the standards of practice in the Social Work Practice Act are laws that all licensed social workers HAVE to follow? Do you know how the Board of Social Work investigates complaints? This workshop will inform you what the laws are, how the Board investigates complaints, answer your questions about the law and the process, and will quiz participants on whether it is “ethical or not”. Louis Hoffman is the Compliance Director at the Minnesota Board of Social Work.
TUESDAY, SEPTEMBER 11, 2012

8:30 a.m. – 10:00 a.m. – Breakout Workshops:

- **The Ethics of Everyday Life (Part 1)** – David Schultz. Life and work and filed with ethical problems, both large and small. As supervisors we are not only responsible for our own ethical issues, but we may also be called to be responsible for the behavior and decisions of our supervisees. This session explores how to recognize and resolve these daily challenges. It examines how and why ethical issues occur, techniques for clarifying the conflicts, the duties we have as professionals, and the mechanisms for resolving the moral dilemmas we confront.

- **Vicarious Trauma** – Denise Dallas and Michelle Kimman. Through this workshop you will learn about vicarious trauma and how it affects the individual, the team and the treatment milieu. As a supervisor it is important to understand the different ways males and females deal with and are affected by vicarious trauma, and be able to recognize the signs and effects of such traumas. We will discuss the importance of self-care while working on the unit as well as outside of work and the value of team building and developing positive attitudes among the staff. Discover the importance of debriefing situations of vicarious trauma with a focus on how a negative work environment directly affects the milieu and how the residents respond to treatment. Learn to recognize how the milieu mirrors the health or the dysfunction of the team and new and fresh ideas on how to build a healthy team.

- **FMLA Basics** – Greg Wiley of the Wiley Law Office and Professor at Concordia University. Recent changes to FMLA will make your job easier. This workshop will explain FMLA and how it relates to our job as supervisors in Human Services.

10:15 a.m. – 11:45 a.m. – Breakout Workshops:

- **The Ethics of Everyday Life (Part 2)** – David Schultz. David Schultz is a Hamline University professor in the Graduate School of Management where since 1999 he has taught classes in government and professor ethics. He is also a professor of law at the University of Minnesota Law School where he teaches legal ethics. David has both a Ph. D. in political science and a law degree from the University of Minnesota, an LLM from the University of London, M.A.s in political science and philosophy from Rutgers University and SUNY Binghamton respectively, a Masters of Astronomy from James Cook University and a B.A. in political science and philosophy from SUNY Binghamton. David is the author of more than 24 books and 50 plus articles on various aspects of law, ethics, and public policy. Prior to teaching, Professor Schultz has worked as a local government administrator.

- **Fiscal – DHS Fiscal Update** – DHS staff. This session will provide current information on significant legislative changes.

- **Effective Collaboration for Supervisors** – Dianne Pettet. This session will be very interactive. It involves an assessment on defensive behavior and how to deal with Red Zone (negative) behavior and Green Zone (positive) behavior. Dianne has a Bachelor’s degree from Metropolitan State University. She has been a trainer for over twenty three years, teaching leadership skills, team building, customer service skills and change workshops. Dianne loves interactive training and sharing knowledge with her participants.
1:00 p.m. – 2:30 p.m. – Breakout Workshops:

- **Military Trauma I** – Hector Matasciello, MSW, LGSW. A highly-decorated Army veteran, with multiple deployments, whose psychological injuries led to a 2004 armed standoff with police. Now a licensed therapist, Hector possesses unique insights into his PTSD and his past interactions with law enforcement. Hector currently practices full time with the State of Minnesota responding to situations within the serious and persistent mental illness population while working part time as a psychotherapist in private practice and as a men’s couples therapist at the Domestic Abuse Project. He has worked in different environments ranging from community based mental health services to government funded workforce development programs. He holds a Masters of Social Work from Augsburg College and has obtained Licensure as a Graduate Social Worker serving in capacities as a psychotherapist and advocate. Brock Hunter is an attorney and Army veteran who let the passage of Minnesota’s veteran sentencing statute and helped establish Hennepin County’s new Veteran’s Court. Brock has trained thousands of criminal justice professionals across the country on the special issues surrounding combat veterans in contact with the criminal justice system. This supervisory training will include a historical overview of combat trauma and its ties to criminal behavior, cultural insight on the Warrior culture, and information on how Minnesota is currently leading the nation on how we deal with the combat veterans who come into contact with the criminal justice system. The workshop will disclose the powerful story of an armed standoff between a combat veteran and law enforcement that was properly handled and ended peacefully – told by the veteran involved.

- **BCA Checks** – Emily Baxter, Director of Public Policy and Advocacy, Council on Crime and Justice. In a time where the conservative estimate finds 1 in 5 Minnesotans with a criminal record and more than 90% of employers conducting criminal background checks, it is exceptionally important that service providers be aware of the relevant trends, barriers, and remedies to finding gainful employment when saddled with past mistakes. Join me for a discussion on Criminal Justice Trends and Basic Legalase; How to Obtain, Understand, and Correct a Criminal Record; Collateral Sanctions, including DHS Disqualifications; Applicable Laws Pertaining to Employment including Fair Hiring Practices; and Expungements and other Potential Remedies. This workshop will provide information needed to help our clients gain employment and also help the Human Service Supervisor in understanding how criminal background checks affect new hires and current supervisees. Emily Baxter- Director of Public Policy and Advocacy, Council on Crime and Justice Emily is responsible for development and implementation of the Council’s public policy agenda, services for individuals with criminal records, and education of employers to promote the hiring of individuals with criminal records. Prior to her current position, Emily worked at the Council as the criminal records attorney, where she increased the capacity of communities throughout the state to assist impoverished individuals with criminal records who seek expungements, licensing, and employment. Before joining the Council, Emily worked as an assistant public defender, representing indigent members of the Leech Lake and White Earth Bands of Ojibwe charged in Minnesota State court. Emily has recently been named a 2011-2014 Bush Fellow.

- **Somali Families in Minnesota** – presented by Mohamed Sayid and Mohamed Badel. Who are “Soo Maal” aka Somali? An in-depth presentation of what it means to be a Somali refugee, and why they have settled in Minnesota. Why do they act the way they do? What are their expectations coming to the U.S.? We will discuss the Somali family structure which is based on clan and tribalism. We will talk about the difficulties growing up in the refugee camps. What is welfare in Somalia as compared to Minnesota’s assistance programs, and what does that means to a Somali person? These are some of the topics we will discuss throughout our session. We will try to answer these questions and more in our presentation.
2:45 p.m. – 4:30 p.m. – Breakout Workshops:

- **Military Trauma II** - Hector Matascastillo and Brock Hunter. Hector currently practices full time with the State of Minnesota responding to situations within the serious and persistent mental illness population while working part time as a psychotherapist in private practice and as a men’s couples therapist at the Domestic Abuse Project. He has worked in different environments ranging from community based mental health services to government funded workforce development programs. He holds a Masters of Social Work from Augsburg College and has obtained Licensure as a Graduate Social Worker serving in capacities as a psychotherapist and advocate. Brock Hunter is an attorney and Army veteran who led the passage of Minnesota’s veteran sentencing statute and helped establish Hennepin County’s new Veteran’s Court. Brock has trained thousands of criminal justice professionals across the country on the special issues surrounding combat veterans in contact with the criminal justice system. This training will include a historical overview of combat trauma and its ties to criminal behavior, cultural insight on the Warrior culture, and information on how Minnesota is currently leading the nation on how we deal with the combat veterans who come into contact with the criminal justice system. The workshop will disclose the powerful story of an armed standoff between a combat veteran and law enforcement that was properly handled and ended peacefully – told by the veteran involved.

- **“Effective Interviewing: Hiring the Best People and Keeping Them”** – Kit Welchlin. An interview is designed to achieve a predetermined goal; both the interviewer and interviewee must plan for it. This presentation assists in hiring the right person and not the wrong person. Participants will learn how to develop and utilize a specific profile of the ideal employee, how to identify and neutralize common mistakes in hiring, the nine step selection process that guarantees success, how to identify the questions to ask and not to ask, how to identify criteria of successful candidates. You don’t pay the price for hiring the best employees; you pay the price for hiring the bad ones! A born public speaker and trainer, Kit Welchlin began public speaking at the age of 9 in 4-H. By 16, he was organizing and facilitating presentations on leadership, citizenship, community service and motivation for the 4-H and Future Farmers of America. Kit Welchlin purchased his first manufacturing company at age 21, and by 26 was CEO and Chairman of the Board of three manufacturing companies in three states. He’s been an instructor with the Minnesota State Colleges and Universities, where he has been repeatedly nominated Outstanding Faculty. He is a Professional Member of the National Speakers Association. Kit has a B.S. Degree in Speech Communication, Business Administration and Political Science. He earned an M.A. Degree in Speech Communication and Business Administration.
**WEDNESDAY, SEPTEMBER 12, 2012**

8:15 a.m. – 9:45 a.m.

- **“Communicating with the Media”** – Gail Plewacki. An organization’s reputation can be its most valuable asset. But all it takes is one incident or crisis in which the organization’s leadership doesn’t do or say the right things to inflict irreparable damage to that reputation. This workshop is designed to provide some fundamental strategies for talking to the public and managing the media during a crisis, big or small. Gail Plewacki, a communications professional with more than fifteen years of experience in broadcast journalism as a reporter with KARE TV and KSTP. She also has nearly a decade of experience as a communications director. Gail is currently the Communications Director and a Senior Manager for Dakota County, the third largest county in Minnesota. Prior to joining Dakota County in 2007 she was the Communications Director and an Assistant City Coordinator with the City of Minneapolis for almost 5 years. In both organizations Gail created centralized communications functions – developing process, protocols, and performance standards as she built the departments. She is a graduate of the University of Minnesota and has attended Harvard’s Kennedy School of Government Executive Leadership Program.

10:00 a.m. – 11:30 a.m. – Closing Keynote

- **Leadership: It’s Not Just Positional; It’s Personal Leadership Through High Impact Communication.** Kit Welchin. Position power is the extent to which leaders have rewards, punishments, and sanctions. Position power comes from the organization. Personal power is the extent to which you can gain the confidence and trust of those people that you’re attempting to influence. It’s the cohesiveness or commitment between leaders and followers. Participants will learn the six criteria of personal credibility, the top ten characteristics of effective leaders, the three skills to long-term effectiveness, how to select appropriate situational leadership styles, how to take charge and grow winners. The new leaders are communicators and build and sustain both positional and personal power! A born public speaker and trainer, Kit Welchlin began public speaking at the age of 9 in 4-H. By 16, he was organizing and facilitating presentations on leadership, citizenship, community service and motivation for the 4-H and Future Farmers of America. Kit Welchlin purchased his first manufacturing company at age 21, and by 26 was CEO and Chairman of the Board of three manufacturing companies in three states. He’s been an instructor with the Minnesota State Colleges and Universities, where he has been repeatedly nominated Outstanding Faculty. He is a Professional Member of the National Speakers Association. Kit has a B.S. Degree in Speech Communication, Business Administration and Political Science. He earned an M.A. Degree in Speech Communication and Business Administration.
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