

MINNESOTA FALL SUPERVISORS CONFERENCE
CONFERENCE THEME:
"Taking Supervision Out of This World"
BREEZY POINT RESORT, BREEZY POINT, MINNESOTA
SEPTEMBER 11-14, 2016

A G E N D A

SUNDAY, SEPTEMBER 11, 2016

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 Stroinski, Breezy Point

7:15 p.m. – 8:30 p.m.

Why Good People and Organizations do Bad Things – David Schultz

Why do good people and organizations act unethically? We assume unethical behavior is something we would never do, but can we really be sure? The session begins with a viewing and discussion of the classic Stanley Milgram electric shock experiments, seeking to understand how they help explain unethical behavior in the workplace. The class then uses specific case studies to provide a foundation for an analysis regarding how the fostering of ethical diversity and development of other strategies within organizations can promote **ethically** healthy organizations and behavior. David Schultz is a Hamline University Professor of Political Science who teaches across a wide-range of American politics classes including public policy and administration, campaigns and elections, and government ethics. David is also professor in the Hamline and University of Minnesota Schools of Law where he teaches election law, state constitutional law, and professional responsibility.

MONDAY, SEPTEMBER 12, 2016

8:30 a.m. – 10:00a.m. – Keynote:

Still Standing. Still Smiling - John Kriesel

In 2006 Kriesel was nearly blown to shreds by a 200 pound roadside bomb in the parched sands of Iraq, but battlefield angels in army uniforms kept him breathing long enough to reach a field hospital. No one expected him to survive. He died three times and was shocked back to life. Miracles, a lot of miracles, starting with a few Army grunts that refused to let him die in Iraq, ripped the young warrior from the grip of death and sent him on to four hospitals, thirty-five surgeries, and months of recovery and rehabilitation. He lost both legs and suffered numerous other major injuries, but it was the loss of two close friends that hurt the most. The guy who wasn't supposed to survive and was told he probably would be in a wheelchair the rest of his life walked out of Walter Reed Army Medical Center after nine months. "STILL STANDING" will assist supervisors in identifying and strengthening resilient traits in staff and clients.

10:15 a.m. – 11:30a.m. – Session

Taking Supervision Out of this World – Scott Nelson

To develop our leadership abilities, we must first look within. Authentic leaders are dedicated to developing themselves as an inspired, efficient and effective professional while inspiring others to do the same. As we develop greater strength of character, we're able to face the unknown and create possibilities for ourselves and others. Great leaders embrace the unknown, assess a situation, bring people together, and discover solutions that draw upon the talents of everyone involved. Your

relational leadership skills must be built upon a solid foundation of persuasion, passion, and credibility if you're going to maximize your effectiveness.

OUTCOMES

- Understand what truly drives you
- Identify barriers to effectiveness
- Declare outcomes that align with your intentions
- Define your purpose, experience and outcomes
- Balance leading, managing and coaching
- Create daily practices that support your best self
- Dare to take risks that support your authentic self

All of these outcomes will improve your effectiveness as a supervisor and teach skills to pass on to staff and clients. Scott Nelson, Senior Partner at Clarity Central, is a certified effectiveness coach. His emotional intelligence, authentic feedback and ability to teach personal awareness have been at the core of his success as a leadership coach and corporate trainer. Prior to Clarity Central, Scott worked at Mayo Clinic as a conflict resolution mediator for patients and physicians. Scott earned his B.B.A. at the University of Wisconsin–Eau Claire and has done post graduate work in ontology. He has worked with people of incredibly varied backgrounds, from African Maasai tribes in Tanzania, to executive leaders in corporate America, to teenagers in local high schools.

11:30 a.m. – 12:00 noon: Association Business Meetings.

- Child Support (MCSES); Clerical (MACS); Financial (MAFAS); Social Services (AMSSS)

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

The EAP as a valuable Management Tool & Employee Orientation: Learn More about your EAP – DJ Enga, Sand Creek

This presentation will explore the supervisory dimension of the Employee Assistance Program and how it can be a resource for you in your role as a supervisor. This presentation will look at addressing employee job performance and the use of EAP in such situations. A five step formula for supervisors will be provided which will outline how to use the EAP to potentially improve employee performance. The goal of this training is to create a greater comfort and confidence level for supervisors in carrying out performance management. In addition, participants will learn more about EAP by getting an overview of the Employee Assistance Program and the services available to assist employees in addressing problems that affect their work or quality of life. D.J. Enga is a Certified Personal Finance Counselor. He provides financial services to clients, including financial counseling, specific financial trainings, mortgage counseling and financial coaching. D.J. has significant experience working with families and individuals to craft realistic action plans that help them restore financial balance and reach their goals. He has worked in the non-profit sector for over ten years and brings considerable community building and partnership development experience to The Sand Creek Group.

Handling Difficult Behavior – Scott Nelson

How can we remain clear-minded and calm in the heat-of-the-moment when the pressure is on with internal and external customers? Handling difficult behavior is one of the biggest drains on our energy and productivity. Often it is the same people with the same never-ending issues. What if it were possible to embrace that difficult employee, client, boss, uncooperative coworker, personal issue, etc. without losing our cool and peace of mind? Most conflict is about needs that have not been satisfied. Behind every complaint is a hidden request. As long as it is resolved effectively, it can lead to personal and professional growth.

OUTCOMES

- Increase self-awareness and your understanding of others
- Understand the difference between performance and behavior
- Resolve problems quickly and efficiently
- Give and receive feedback effectively
- Inspire an environment of accountability
- Shift blame to responsibility

Scott Nelson, Senior Partner at Clarity Central, is a certified effectiveness coach. His emotional intelligence, authentic feedback and ability to teach personal awareness have been at the core of his success as a leadership coach and corporate trainer. Prior to Clarity Central, Scott worked at Mayo Clinic as a conflict resolution mediator for patients and physicians. Scott earned his B.B.A. at the University of Wisconsin–Eau Claire and has done post graduate work in ontology. He has worked with people of incredibly varied backgrounds, from African Maasai tribes in Tanzania, to executive leaders in corporate America, to teenagers in local high schools.

Group Residential Housing (GRH) – Jeremy Galley, DHS

Overview of the Group Residential Housing (GRH) income supplement including information on recent changes related to assets, earned income, and reporting changes for GRH recipients with earned income. Special attention will be given to how to use GRH in community settings. Jeremy Galley is a Group Residential Housing policy specialist at the Minnesota Department of Human Services. He has a total of 18 years of mental health case management and housing direct service experience in one form or another. Prior to working at DHS, he led a Guild Incorporated supported housing team serving homeless adults.

2:45 p.m. – 4:30 p.m. - Breakout Workshops:

Secondary Stress Reaction/Compassion Fatigue: Organizational and Supervisory Response

– Allan O’Malley—Laursen

Work in the child welfare system entails constant exposure to children and families who are experiencing and expressing great pain. Secondary stress reaction is the emotional, physical, and personal response to the cumulative experience of empathic engagement with these folks and their situations – it is the “emotional cost of caring”...an occupational hazard of the work that we do. It is impingent on human service organizations and the supervision process to provide the necessary supports and organization structure to mitigate the impact of this all too common phenomenon. Topics covered include definition of the problem; signs, symptoms and manifestations of secondary stress; risk and protective factors; self care; compassion satisfaction; role of supervision and organizational structure; specific supervisory and organizational strategies; and sustainability of efforts. Alan O’Malley-Laursen, MSW, LICSW brings over 35 years of experience in human services as a social worker, clinician, supervisor, clinical consultant, program developer and administrator. He is Program Manager/Supervisor of the Youth Behavioral Health program with Olmsted County Community Services in Rochester, MN. In addition to his work as a certified Compassion Fatigue Educator/Therapist, much of his current professional focus includes sexually exploited youth and child welfare-juvenile justice crossover work.

All I’m Asking for is a Little Respect – Susan Dannen, LICSW, DHS

This workshop will focus on what it means to respect one another in the workplace. We will review how the code of **ethics** defines colleague respect and explore what this means to all of us on a practical level. We will look at how being mindful can assist us in achieving a more respectful atmosphere, and

we will create steps we want to take to increase our respect for others. Susan has been in the mental health field over 20 years. She has worked as an in-home therapist, children's day treatment therapist, outpatient therapist, program supervisor, and director, specializing in children's mental health, trauma, and play therapy. She and her husband were foster parents for PATH and adopted one of their foster children. Susan co-founded the MN Assoc. of Play Therapy and served as Vice President from 2004-2008. She writes and trains for the MN DHS Child Welfare Training System. She is currently employed as the Director of Play and Integrated Therapies at POR Emotional Wellness in Golden Valley, MN.

The Black Hole of County of Financial Responsibility – Jane Lawrenz, Kristyn Stephens, Rhonda Hines
County Burial, GRH, homeless person...who does what? Attend this session as we orbit around the difficulties in determining county of financial responsibility not only for payment source but also for work load and case maintenance. This topic has circled and weathered many intellectual minds. Hear what we've discovered, provide feedback on current practices and see where we land! Jane Lawrenz works for the MN Department of Human Services as a manager in the Housing and Support Services Division overseeing the policy for Group Residential Housing program, General Assistance, Minnesota Supplemental Aid, Social Security benefits advocacy and homelessness. Jane has been at DHS since 2005 and previously worked at Hennepin, Ramsey and Dakota Counties in a variety of departments. She has her master's degree in psychology and is a licensed psychologist.

TUESDAY, SEPTEMBER 13, 2016

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

Ten Tips from the Mediator's Tool Kit – Madge S. Thorsen

Every workplace, public or private, experiences its fair share of both internal and external interpersonal conflict. Interpersonal conflict cannot be eliminated but it can be reduced, managed and prevented from escalating to the point that it hurts productivity, damages public relations or results in legal entanglements. Since mediators are professional conflict managers, it makes sense to borrow some practical tips from the mediator's tool kit; everyone is capable of learning and using these skills. This workshop is interactive and experiential and will equip you to better deal with workplace tiffs, disputes and interpersonal strife. A must for every supervisor! Madge S. Thorsen is a mediator, presenter, and adjunct professor who has taught Mediation and Group Facilitation for numerous conferences, workshops, continuing education seminars, and local law schools. She practiced law as a commercial and business litigator for many years but now focuses exclusively on helping people and groups resolve disputes amicably and on teaching conflict skills to an array of audiences, including last year's MCHRMA/MACA conference and the Kennedy Center for the Arts LEAD conference. She serves on neutral panels for the Minnesota Department of Education, the Department of Administration, the Better Business Bureau, and the American Arbitration.

Resilient Leadership – Lindsay Walz

Supervisors are often charged with holding the tension of competing views and expectations. During this workshop, attendees will reflect on challenges they face, find connection with those facing similar challenges and explore the ripple effect of those stressors on their personal well-being and the broader health of their workplace. Leaders will learn to respond to these challenges using the Ripples of Resilience model which calls on individuals to cultivate self-awareness, understand their truth, and practice personal rather than oppressive power. Attendees will learn important skills to teach your staff and clients about resiliency. Lindsay Walz is a courage catalyst who is committed to transforming our understanding of the everyday impact of stress and trauma. Lindsay integrates her lived experience with her professional expertise to guide individuals and communities toward deeper well-being through her person-centered approach to resilience. In 2013, Lindsay founded courageous heARTS, a

youth-serving nonprofit in Minneapolis and has been nationally recognized for this work by the Arts and Healing Network. Lindsay holds her M.Ed. in Youth Development Leadership from the University of Minnesota, where she was named a Rising Alumni in 2014. Learn more at LindsayWalz.com

Strategies for Working with Clients with Fetal Alcohol Spectrum Disorders (FASD) – Ruth Richardson, MOFAS

FASD is a spectrum of physical, mental, behavioral, and learning deficits that can result from prenatal alcohol exposure. Individuals on the FASD spectrum often experience secondary disabilities including: unstable housing, lack of employment, difficulties with social relationships, alcohol and drug problems, victimization, and trouble with the law. This session will provide strategies for identification of this population and discuss practical strategies for improving case management outcomes with the population. Ruth Richardson is the Director of Programs for the Minnesota Organization on Fetal Alcohol Syndrome. She has a JD from William Mitchell College of Law, is a community faculty member at Metropolitan State University, and is a current board member and past Chairperson of the Minnesota Board of Social Work.

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

The Birds, the Bees, and Attachment – Deena McMahon

The Birds, the Bees and Attachment: Why do our kids who are afraid to trust and love us, NEED/WANT sexual relationships? How about all the new terms: pansexual, gender fluidity, LGBTQ.N.O.P, zhe/xem (gender neutral pronouns). Has worry and confusion set in? This discussion will explore ways we can help our children manage the minefields of adolescent and teen relationships. It is tricky business when we caregivers try to support our children without impacting the parent-child relationship. This presentation will include information about adolescent attachment, gender differences, conflicting developmental tasks and the impacts of attachment and developmental trauma. Giving them a book on the Birds and the Bees is simply not sufficient for teens who resist parental involvement and still need to develop self-awareness that goes far beyond 'safe sex'. Deena McMahon is a family and attachment therapist in private practice. After working as clinical supervisor and director for in-home services for 20 years, she established her private practice working with children and families. She does forensic parenting assessments, attachment and sibling assessments, and attachment therapy. Ms. McMahon is often consulted as an expert witness on contentious child welfare cases. She also serves as consultant to numerous state and county child protection agencies, adoption agencies, and parent support groups.

Throw Out the Cookie Cutters - Developing Harmony and Productivity in the Workplace – Jennifer May

If the popularity of social media quizzes are any indication, many people enjoy taking brief quizzes to learn more about themselves. Whether it is to determine what state they should live in, what animal best represents their personality, or which famous actor they most resemble, people like learning and being validated that their preferences are great. Successful supervisors need to understand the variety of different preferences and styles that are possessed by their team members in order to bring people together, assign tasks and ensure success. This session will use "Colorful Personalities" to help us determine our dominant style preferences, while helping us better understand how to work, collaborate and supervise people who approach work differently than we do. Through engaging exercises and activities, we'll learn how we can be better peers, co-workers and supervisors through improved understanding the strengths and attributes each person brings to our team.

PERA A to Z – Phil Coleman, PERA

The session is designed to provide a better understanding of how PERA works, from required contributions, investing of those dollars, member vesting and the various benefits offered by PERA. Phil Coleman is a Retirement Services Coordinator with PERA. Phil is responsible for one and one member training and education of the PERA retirement counselors. He coordinates through employers for outstate individual and group sessions. Phil has been with PERA since 1983, serving as the disability specialist early in his career, transferring over to regular retirement in 1997 and another move to PERA Education in 2011.

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

If Being a Supervisor were Easy, Then Anybody Could Do it – Deena McMahon

With new challenges facing us and our clients on a daily basis, it is tempting to get overly focused on the negatives of life. As a result we often lose sight of the good things going on around us. This light hearted workshop will encourage supervisors to reframe the challenges we experience and inspire our staff to do the same. In spite of growing financial burdens, staff shortages, and a lack of good resources, it is possible and even essential to still enjoy your job and teach your staff to do the same. These resiliency skills can also be taught to the clients we work with. Deena McMahon is a family and attachment therapist in private practice. After working as clinical supervisor and director for in-home services for 20 years, she established her private practice working with children and families. She does forensic parenting assessments, attachment and sibling assessments, and attachment therapy. Ms. McMahon is often consulted as an expert witness on contentious child welfare cases. She also serves as consultant to numerous state and county child protection agencies, adoption agencies, and parent support groups.

DHS Fiscal Update– Faye Bernstein, DHS

This presentation will include brief updates on current work within the Adult Mental Health Division including HSASMI, RFP, the Governor’s Mental Health Task Force, Person-Centered Approaches and Olmstead, Behavioral Health Homes and Certified Community Behavioral Health Clinics. There will be an update on the AMHI reform work and a more extensive review of the AMHI and CSP CY17 contract.

Trauma-Informed Supervision – Lindsay Walz

In this workshop, supervisors will gain insights into the everyday experience of stress and trauma that connects us all as human beings. We will explore SAMHSA’s 4 key assumptions (4 R’s) of a trauma-informed approach through the lens of the supervisory relationship. Attendees will walk away with a *realization* of the everyday impact of trauma, learn to *recognize* the signs and symptoms of trauma and develop strategies for how to *respond and resist re-traumatization* so they can support the well-being of their workplace. Lindsay Walz is a courage catalyst who is committed to transforming our understanding of the everyday impact of stress and trauma. Lindsay integrates her lived experience with her professional expertise to guide individuals and communities toward deeper well-being through her person-centered approach to resilience. In 2013, Lindsay founded courageous heARTS, a youth-serving nonprofit in Minneapolis and has been nationally recognized for this work by the Arts and Healing Network. Lindsay holds her M.Ed. in Youth Development Leadership from the University of Minnesota, where she was named a Rising Alumni in 2014. Learn more at LindsayWalz.com

2:45 p.m. – 4:30 p.m. – Breakout Workshops:

DHS Audits Partnering with Counties to Reduce Errors – Don Skoy

Program Compliance and Audits (PC&A) is charged with performing audits in six different program areas: Health Care, TANF, Child Care, GA, GRH, and MSA. As of 2014, we have decided to reach out to counties and share our review methods and results more frequently than one time per year. In this workshop, we will share our review tools that we use and also current results found in each of the areas we audit. Our hope is by notifying supervisors of the most frequent errors, they will be able to help their staff gain knowledge and reduce the errors in determining eligibility for these programs.

Ignite your Happiness: Improve your Work! – Jennifer May

In a world of constant change, we have a choice about how we approach and spend each and every day. Adults spend 1/3 of our lives at work, and it can take a toll on us. In this session, you will learn about the science of positive psychology and how we can create more positive, successful and energetic workplaces. Learn how you can balance your responsibilities in a way that allows you to thrive during difficulties and opportunities, while creating a workplace culture that promotes gratitude and happiness. Be moved by stories and examples of people who have made a difference, even in the most difficult situations. Through positive storytelling, engaging content and inspirational videos, this session will refocus you on the purpose of your work and reaffirm your ability to create positive change, while giving you strategies to succeed in challenging times. This workshop will challenge you to pass these strategies on to your staff and clients.

Jennifer May, Vice President of Operations at STAR Services, graduated from the University of Minnesota Duluth with Bachelors' Degrees in Political Science and International Relations, and a Master's in Liberal Arts with concentrations in Political Science and History. With a passion for staff training and development, she enjoys bringing out the best in employees by focusing on person centered concepts, professional development, and positive psychology. She is energized by creating positive workplace cultures and finding efficiencies in workplace operations. She enjoys facilitating strategic planning and team building with groups to help them embrace changing landscapes and look for positive opportunities.

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WEDNESDAY, SEPTEMBER 14, 2016

9:00 a.m. – 9:45 a.m.

Minnesota Department of Human Services Commissioner – Emily Johnson Piper, Whitebirch I

We are proud to welcome Commissioner Emily Johnson Piper to the closing day of our conference. Ms Piper 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. Piper began her career as an attorney with McGrann Shea Carnival Straughn & Lamb Chartered in Minneapolis, working on civil litigation including health care and insurance law. Piper earned a bachelor's degree in biology from the University of St. Thomas in St. Paul, and her juris doctor degree from University of St. Thomas School of Law. Prior to joining DHS, Piper served as general counsel and deputy chief of staff in the Office of Governor Mark

Dayton and Lt. Gov. Tina Smith. Prior to joining the Office of the Governor and Lt. Governor, Piper served as deputy commissioner and chief of staff for the Minnesota Department of Commerce. Prior to serving as deputy commissioner and chief of staff, Piper served as general counsel for the department.

10:00 am—11:30 am – Closing Keynote

Your Attitude Has a Steering Wheel – JL Glass, Whitebirch I

Life has enough trouble of its own without having to deal with grumpy-pants co-workers, angry customers, or family members you wish would fall out of the family tree. The truth is, problems show up almost daily. If you think you're alone, abandoned to rescue yourself, your company, or your employees, JL has stories you need to hear. First of all you're not alone. That's great news. Now, how would you like to discover how quickly your life can change for the better with just one formula? There aren't too many things JL hasn't had to face in the everyday challenges of running a business, helping his clients run theirs and keeping his personal life in balance. This is not your typical story but it is one that every audience member can identify with and will learn from. There truly is a secret to keeping a good attitude. Good attitudes can be learned. Your job as a supervisor is to learn it and then pass it on to your staff, clients, and your family. Over the last 25 years, JL Glass has owned several businesses. Before creating "The JL Zone," he was owner of Leland & Associates, a marketing and advertising firm in Minneapolis. Prior to that he owned two restaurants. During the twelve years with Leland & Associates, he developed a client list that included: SAM'S Club, Texaco Lubricants - Houston, Billy Graham Association, National Association of Parents & Educators - MN, Mercy & Unity Hospitals, ACE Hardware - MN, to name a few. From creating customer service programs to placing media, JL draws on a wide range of experiences that are extremely helpful in solving problems for both business and personal life.