



**NACHSA Conference At-a-Glance
St. Petersburg, Florida
December 2-5, 2006**

In partnership with the National Workforce Association (NWA), and with the generous support of the National Association of Counties, the National Association of County Human Services Administrators will be conducting a Human Services and Workforce Development conference at the Vinoy Hotel & Resort, December 2-5, 2006. In addition to the national speakers that NWA attracts, NACHSA will provide a wealth of top-notch sessions as well. Conference program highlights include:

Saturday Afternoon, December 2

The National Association of County Human Services Administrators and the National Association of Counties' Human Services and Education Steering Committee will hold meetings on Saturday afternoon to discuss late-breaking federal developments and to share human services challenges and successes. All conference delegates are welcome and encouraged to participate!

Sunday, December 3

In-Depth Focus: Bridges Out of Poverty

Join your human services colleagues and county elected officials for an in-depth seminar which will provide you with key lessons in dealing with individuals from poverty. Well-received by NACHSA members and their staffs who have undergone previous training, seminar topics include increasing awareness of the differences in economic cultures, how those differences affect opportunities for success, developing an action plan to improve services to clients and improving retention rates for new hires from poverty. This seminar is based on the book *Bridges out of Poverty: Strategies for Professionals and Communities*, a collaboration between Ruby K. Payne, Philip DeVol, and Terie Dreussi Smith. Phil DeVol will guide you through a number of exercises and specific solutions to assist county officials in:

- Redesigning programs to better serve people you work with
- Build skill sets for management to help guide employees
- Upgrade training for front-line staff like receptionists, case workers, and managers;
- Increase the likelihood of moving county human services clients from welfare to work.

If your business, agency, or organization works with people from poverty, only a deeper understanding of their challenges - and strengths - will help you partner with them to create opportunities for success.

Monday, December 4

Special Session on Human Services Technology

On Monday morning, NACHSA will hold a general session featuring two companies who are leaders in providing technology innovations and solutions for human services agencies and their customers.

Trilogy Integrated Resources LLC of San Rafael, California, created a concept called the Network of Care (www.networkofcare.org) that uses the Internet as a "virtual community" to better coordinate the various components of health and social services at the local level. The Network of Care provides critical information to everyone in the community in a simple, fast and accurate fashion. Trilogy has launched 310 Network of Care Web sites for counties and other providers in 12 states, with more in development. Sites include Mental/Behavioral Health, Children & Families, Seniors & People with Disabilities, Kids, Developmental Disabilities and Domestic Violence which are used by county caseworkers, consumers, caregivers and others in the community.

Northwoods Consulting Partners of Dublin, Ohio is a software development company which specializes in providing electronic document management, document imaging, front-desk scanning, automated electronic forms, and scheduling solutions. Leveraging the Compass Software suite of products, Northwoods teams with county human services agencies to meet their document management and client scheduling needs. Northwoods streamlines county operations by designing custom software solutions, including providing a more efficient means to capture, store, manage, retrieve and distribute information.

Monday and Tuesday, December 4-5

NACHSA Workshops

NACHSA has designed a number of informative workshops on a variety of human services and workforce development issues. They include:

Human Services Integration & Coalition Building

Collaborating for Kids: County Strategies Engaging Communities and Families

This session will provide attendees with two approaches for improving and coordinating the management of family services. In eastern San Diego County, CA, social worker 'clusters' align with school boundaries to work closely with schools, law enforcement, community providers and residents. Olmsted County, MN engages Minnesota Family Investment Program (MFIP) families and community members with its workforce center and child and family services in a "One Family, One Plan" case planning process.

Putting it All Together: Health, Human and Workforce Services

Two counties will share their experiences in integrating services to address their communities' needs. Broomfield County, CO combines human services, public health, workforce, senior services, and cooperative extension under one administrative entity to create opportunities for shared funding, cross-trained staff, combined programs, and a more responsive approach to serve its residents. Hillsborough County, FL uses a similar integrated approach which coordinates existing services, funding and leverages other public and private dollars.

It Takes a County: Strategies and Coalitions to Build Family Assets

Every county has families coping with debt, bad credit, housing problems and reliance on government programs. Hillsborough/Pinellas Counties, FL and Tulsa County's (OK) Community Action Project will describe their efforts to help low to moderate income families build financial assets. The Prosperity Campaign of Hillsborough and Pinellas Counties has coalesced 150 organizations into a public-private coalition assisting families in obtaining tax refunds and achieving financial self-sufficiency. Tulsa County will describe its strategies for increasing family wealth using the Earned Income Tax Credit as a starting place for financial education, saving money, home ownership and economic security.

At-Risk Populations

From Fathers to Seniors: Connecting with Kids

Government can't do it alone. Young children need nurturing relationships with adults of all ages. This session will describe two different approaches. Hillsborough County, FL has built a fatherhood program with community organizations and Head Start fathers to increase their involvement with their children. They are successfully recruiting and retaining dads by linking services and programs meeting their needs and wants. San Diego County, CA is matching stipended seniors with TANF families to provide supportive services and focused interventions for young children in day care and pre-school settings which has enriched the lives of all participants.

Preventing Family Violence and Child Maltreatment: How to Walk the High Wire to Break the Cycle

Families receiving county human services all too often face family violence and child abuse and neglect. This session presents two different responses to the problem. Dakota County, MN will describe the balancing act among home visiting practice, performance, and outcome measurement. Strategies to enhance and integrate both practice and accountability will be presented, along with ways to coordinate efforts between health and

human services systems and communicate child maltreatment prevention results to decision-makers. Carroll County, MD will discuss their award-winning training plan to address family violence, including involving individuals representing health, education, welfare and law enforcement to jointly understand trauma and employ techniques to assist survivors of interpersonal violence.

From Foster Care to Independence

Youth transitioning out of foster care face immense challenges. Setting up additional supports outside human services prior to emancipating from the system is essential. This workshop addresses the efforts of two counties to prepare young adults in making a successful transition. Broomfield County, CO is providing these youth with targeted health, human services and workforce programs through WIA and the Chafee Independent Living Program. Hillsborough County, FL has developed the GATES program (Girls Advancing Toward Empowerment and Self-Sufficiency) to meet the needs of young women striving for independence. This session will address coordinating community support and different funding streams to help foster youth succeed.

Wrapping a Community's Arms Around Methamphetamine

The methamphetamine epidemic has moved from the West Coast to the East. This session will pair a community that has confronted meth for a number of years with one recently encountering the problem. San Diego County, CA will describe the formation and key elements of its multi-sector approach to solving meth problems: prevention, treatment, intervention, and law enforcement. It will also give an overview of the County's Drug Endangered Children (DEC) Program: a collaborative effort between child welfare, law enforcement, the district attorney and public health. A speaker from Bucks County Council on Alcoholism and Drug Dependence, Inc. of Bucks County, Pennsylvania will describe the emerging methamphetamine problem in that county and steps already taken and planned to ensure that the epidemic is addressed before it consumes human service resources and families.

Supporting Kids in Relative Care

Recent U.S. census data indicate there are now more than 6.7 million children nationwide growing up in households headed by a grandparent or other relative. This workshop will demonstrate how a shift in mission of Nashville/Davidson County (TN) Metropolitan Social Services was transformed into a "window of opportunity" for the agency to expand services to a new set of customers—informal relative caregiver families. In Ohio, Public Children Services Agencies have recently implemented the Kinship Permanency Incentive program, providing financial support for qualified permanent kinship families. This session will present data and research highlighting characteristics of the caregivers and lessons learned from these initiatives.

Acting on Child Welfare Disparities

Certain racial and ethnic groups are overrepresented in the human services system. This session highlights two local efforts to address this problem. Data in Minnesota show disparities in the ability of African-American participants to achieve economic stability. African-American children are also disproportionately reported to the child welfare system because of community concerns about child safety, stability and well-being. Olmsted County, MN has developed effective partnerships and strategies to ensure economic stability and family well-being among participants.

In 2001, Contra Costa County, CA began developing training to create culturally competent staff. Evaluation of the training led to further work with social workers to identify and respond to bias in the child welfare decision-making process. Strategies were created to deal with systemic issues, including team decision-making, differential response in areas where there were high home removal rates, and review of the language prepared for court documents which may bias those decisions.

Data from both counties indicate improved program outcomes on disproportionality.

Papers, Please: How Are You Meeting the New Medicaid Documentation Requirements?

The recent Medicaid citizenship regulations place new administrative requirements on county agencies and Medicaid applicants and recipients alike. Join your colleagues in a facilitated discussion to share your challenges and learn how your peers from other states and counties are responding to the mandates.

Workforce and Human Services

Managing the Movement of Giants: Responding to Multiple Dislocation Events

When industry giants MeadWestvaco, Delphi, General Motors, United Parcel Service, and Defense Finance and Accounting Services announced major lay-offs in 2006, the impact in Montgomery County, Ohio could be devastating to suppliers, local businesses, neighborhoods, and families. Coordinating a response to the loss of over 9000 jobs and approximately half a billion dollars in payroll requires a multi-faceted approach. Montgomery County has organized and deployed a multi-jurisdictional/community-wide/multi-agency response to massive workforce lay-offs.

Making the Right Connections: Reaching the Hardest to Employ

This session features two approaches for serving the hardest to employ. Sonoma County, CA has untapped resources for providing employment opportunities for TANF clients and youth aging out of foster care. The County identifies and tracks economic development, business and labor market trends and has removed employment barriers for special populations by coordinating with local service providers and establishing strong business partnerships. Pinellas County, FL operates the Success Training and Retention Services (STARS) program – a licensed affiliate of the internationally replicated, New York City-based STRIVE Employment Training Program. The County's STARS program is the only government-operated affiliate in the network, successfully transitioning participants by coordinating workforce and human services delivery.

Riding Ahead of the Wave: Creating Workforce Demand Through Strategic Partnerships

This session will describe how two entities address the ever-changing seascape of what employers seek in job applicants. By integrating with existing organizations that recruit and retain industries, the DeKalb County (GA) Office of Workforce Development's career counselors are proactively creating a qualified workforce, specifically tailored and marketed as an inducement to target business sectors, focusing currently on bio-science partnerships. Speakers from Workforce Central Florida will share the secrets of developing a multi-faceted model crafted for their medical and manufacturing industries. A unique mix of brainstorming with HR professionals, customized use of current tools and some national best practices have combined to create solutions you can replicate.