



Successfully Engaging and Partnering with Families: Challenges and Strategies for Success

A Training Program for Michigan Residential Treatment Leaders & Stakeholders

Wednesday, August 8, 2018 at the **Crowne Plaza Lansing West**

925 S. Creyts Road, Lansing, MI 48917

PLUS a series of three webinars focused on successfully engaging families—
from the basics to advanced on July 10, August 14, and September 12

Earn as many as
3.5 Social Work
CECHs at the
August 8 training



Funded in part by:
Building Bridges Initiative
Michigan Department of Health and Human Services

Group discounts
available for
Federation
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Find brochure and online registration link at <http://michfed.org/bbitraining>

Successfully Engaging and Partnering with Families: Challenges and Strategies for Success

A Training Program for Michigan Residential Treatment Leaders & Stakeholders

Wednesday, August 8, 2018 • Plus 3 webinars

The Michigan Federation for Children and Families, in partnership with the Michigan Department of Health and Human Services, is pleased to host this event and a series of three webinars focused on successfully engaging families—from the basics to advanced, developed by the Building Bridges Initiative. These resources are offered to Michigan residential treatment service providers and stakeholders as a follow up to the Michigan Federation's 6th Annual Residential Treatment Conference, *Transforming Lives Through Innovative Residential Treatment*, held in February 2018. That event provided an overview of Building Bridges Initiative and best practices for involving families with youth in residential treatment.

The August 8 event will provide “take home strategies” specific to business, clinical and program practices so leaders can go back to their programs and improve their focus on successfully engaging and partnering with families.

Through the one-day in-person training on August 8, participants will:

1. Increase their understanding of practice elements used in a residential program that has engaged in **transformation toward improving long-term positive outcomes post-discharge**;
2. Increase their knowledge base about the importance of family-driven care and learn new ideas about how to **implement family-driven care practices**;
3. Learn of interventions that **support successful engagement and partnerships with families**;
4. Increase their understanding and knowledge about how to **successfully engage and work with families with complex challenges** in their homes and communities;
5. Have the opportunity to safely and honestly discuss potentially **challenging business situations in transformation efforts** toward more family-driven approaches as well as other questions about putting a primary emphasis on working with families;
6. Have the opportunity to safely and honestly discuss potentially **challenging situations** they have faced with families and individual judgments/prejudices they have had that make embracing and working with certain families difficult for them; and
7. **Leave the training program with renewed enthusiasm** for going back to their programs and improving overall focus on successfully engaging and working with families, as well as addressing challenges and barriers to successful engagement and partnerships.

Earn social work CECHs

Check the box on the online registration site if you would like to qualify for as many as 3.5 Social Work CECHs for LMSWs and LBSWs available for the August 8 training. Cost for CECHs is \$30 per person. Attendance forms must be signed onsite in order to receive the CECHs.



Who should attend the AUGUST 8 TRAINING?

Public and private agency **executive leadership teams**, including:

- CEOs/executive directors
- COOs/VPs
- Regional directors
- Program directors
- Clinical directors/supervisors
- Client family advocate/family members

Who should participate in the FREE WEBINARS?

Public and private agency **executive leadership teams**, residential stakeholders, clinical and lead direct care staff, advocates, families and youth.

REGISTRATION

August 8 training group discounts are offered for Michigan Federation members registering from the same agency.

Webinars are free, but online preregistration is required.

Registrants	August 8 training
Federation Members:	
1 to 5 registrants	\$45 each
6+ registrants	\$35 each
Non-Federation Members:	
Per person	\$50 each

Check box on the online registration if you wish to qualify for 3.5 Social Work CECHs at the August 8 training. Cost for CECHs is \$30 per person payable in advance or onsite.

QUESTIONS? Call the Michigan Federation for Children and Families at 517-485-8552 or email jenny@michfed.org.

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Successfully Engaging and Partnering with Families: Challenges and Strategies for Success

Wednesday, August 8, 2018, Faculty Bios

Patrice Flagle, LCSW-C

Program Director, Home-Based RTC, Catholic Charities, MD



Patrice Flagle is Program Director for Catholic Charities Home-Based RTC in Maryland. Patrice began her social work career in 1983 at Spring Grove Psychiatric Hospital, then transitioned to the University of Maryland, Kennedy Krieger Institute, and the private sector to create and implement innovative trauma-informed treatment programs for children and families. Patrice and her clinical

team focus on building therapeutic relationships with all family members, building on existing strengths within each family system, and integrating treatment into the home and community. Patrice is also a certified Hatha Yoga teacher.

Kevin M. Keegan, MS

Child & Family Services Division Director, Catholic Charities, MD



Kevin Keegan has more than 30 years of experience with both private and public social service organizations in Maryland. For the past 16 years, he has provided executive-level management in the areas of child welfare, behavioral health (in-home, school-based, outpatient and inpatient) services, independent living, juvenile services, residential treatment centers, group homes, systems

reform, advocacy, public policy, legislation, and resource development. Currently, he serves as the Child and Family Services Division Director for Catholic Charities of Baltimore and is responsible for the oversight of the division, including residential programs, treatment foster care, adoptions, special education, and behavioral health services for the Baltimore Diocese. As a member of the Catholic Charities leadership team, he administers a \$50 million budget, including numerous state and local contracts as well as significant Medicaid funding. Previously, Keegan served as President and CEO for the Family League of Baltimore City, Inc., a nonprofit 501(c)3 quasi-governmental entity, where he administered a \$25 million budget, partnered with local, state, federal, corporate and foundation funders and served as a cabinet member for the mayor of Baltimore. Keegan is committed to developing partnerships and collaborations with state agencies, universities, foundations and community organizations for the transformation, development and implementation of innovative financing strategies and community-based support systems to support families in the community setting.

Madge "Pat" Mogsby

Retired System of Care Family Coach and Trainer



Pat Mogsby is a retired system of care family coach and trainer for The Institute of Innovation and Implementation at the University of Maryland Division of Social Work, which provides statewide technical assistance and training. Pat is a single mother of three children and a grandmother of four beautiful

grandchildren. Pat's involvement in children's mental health began at home: she has three children, two with mental health challenges; one was on the Emotionally Disturbed Unit (which the title has now been changed) and the other, who was in Gifted and Talented Program in the Montgomery County School System. Pat has worked in the children's mental health field for over 15 years, beginning as a consumer of services in the wraparound process for her children. After receiving the support she needed for her children and gaining the ability to navigate the child serving agencies, she decided to help other families and became a Family Support Partner. She has assisted families in their effort to find the support they need and helped them to become empowered and knowledgeable about the system and the care for their children. When the opportunity presented itself, she became a Family Support Partner and then Care Coordinator, facilitating and coordinating the wraparound process while she working in a SAMHSA "Wraparound Grant Initiative" in Montgomery County, MD, called "Community Kids." She once stated she really liked the name because it included the youth with mental health challenges as part of the community and not as a problem in the community. Pat is an expert in the wraparound field and the engagement and partnership of families and youth. She has testified on the state and local level on behalf of children's mental health and wraparound. Pat has trained and presented at national and state conferences, she has helped initiate youth involvement in Montgomery County, MD, and peer support in several states around the country. She has several certifications: National Certified Peer Support Partner; Certified Life Coach, CCAR Peer Recovery Coach and Trainer; Family Wraparound Coach and Trainer; Wellness Recovery Action Plan Facilitator Mental Health Core and Youth First Aid, Motivational Interviewing Trainer and Active Parenting Coach and Trainer. Pat continues to advocate and empower youth and families around the country.



The mission of the Building Bridges Initiative is to identify and promote practice and policy initiatives that will create strong and closely coordinated partnerships and collaborations between families, youth, community- and residentially-based treatment and service providers, advocates and policymakers to ensure that comprehensive services and supports are family-driven, youth-guided, strength-based, culturally and linguistically competent, individualized, evidence and practice-informed, and consistent with the research on sustained positive outcomes. www.buildingbridges4youth.org

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SCHEDULE

- 9:00 – 9:30 a.m. **Check in**
- 9:30 – 9:45 a.m. **Welcome/Overview of Goals for Training**
- 9:45 – 10:45 a.m. **What Family Engagement and Family-driven Care Means for Executive Residential Leaders**
—Kevin M. Keegan, MS, Child and Family Services Division Director, Catholic Charities, MD
- 10:45 – 11:00 a.m. **Break/Networking**
- 11:00 – 12:00 p.m. **Family Engagement Practice Strategies**
—Patrice Flagle, LCSW-C, Program Director of Home-Based RTC, Catholic Charities, MD
- 12:00 – 1:00 p.m. **Lunch/Networking**
- 1:00 – 1:30 p.m. **Engaging Families from a Family Member’s Perspective**
—Madge “Pat” Mogsby, Family Coach and Trainer
- 1:30 – 2:00 p.m. **Small Group Work by Discipline on Improving Focus on Family-driven Care and Family Engagement/Report Out**
—Kevin Keegan, Patrice Flagle and Pat Mogsby
- 2:00 – 2:15 p.m. **Break/Networking**
- 2:15 – 2:50 p.m. **Based on Report Outs, Feedback and Suggestions for Next Steps/Discussion**
—Kevin Keegan, Patrice Flagle and Pat Mogsby
- 2:50 – 3:00 p.m. **Evaluations/Next Steps**

Three webinars focused on implementing family engagement strategies with residential interventions...

These three technical assistance webinars are opportunities for expert faculty to share information about the topic area and time for Michigan stakeholder participants to ask questions and identify challenges specific to Michigan.

Ideally, all participants would participate in all three webinars, but this is not required.

Webinar participation is free, but pre-registration is required.

Each webinar will be opened by BBI Provider Exchange Coordinator **Lloyd Bullard, MEd**, who has over 30 years of experience working within the human services field. He is currently CEO and sole proprietor of LBIC Consulting Services, Inc. He also serves as CEO for the Global Center of Creative Learning (GCCL), which develops instructor-led and e-learning training curricula and conducts training sessions. Bullard serves as a contractor for Danya International, Inc., conducting Immigration Custom Enforcement (ICE) Inspections of juvenile and family facilities and developing juvenile standards for the Department of Homeland Security (DHS). Prior to starting his own consultation company in 2010, Bullard spent ten years working for the Child Welfare League of America (CWLA) where he held the positions of director of residential care, director of cultural competence and racial disproportionality, director of best practices to reduce the use of restraint and seclusion, and senior consultant.

Find brochure and online registration link at <http://michfed.org/bbitraining>

Tuesday, July 10, 2018

10:00 am – 11:30 am (ET)

BUILDING BRIDGES INITIATIVE. PART 1–FOUNDATION:

Engaging & Partnering with Families: One Program's Transformation, Including Business, Clinical, and Family Advocate Perspectives

Intended audience: Michigan residential stakeholders, especially residential executive, clinical and program leaders, and community and state oversight agency leaders and staff. **It is highly recommended that each program participating in this webinar include family advocates and/or family members.**

Overview of webinar: This webinar is the first in a series of three BBI webinars focused on successfully engaging and partnering with families. BBI Provider Exchange Coordinator Lloyd Bullard will provide a very brief overview of BBI's framework for aligning residential practices with the research on improving sustained positive outcomes post residential discharge for youth and families. The webinar will feature the clinical director and a clinical staff and family advocate from **St. Mary's Home for Children**, a residential program in **Rhode Island** that has made significant steps in partnering with families and implementing a range of family-driven practices. The presenters were chosen because of the transformational steps they used, often with existing resources, to implement partnerships with families to advance sustained positive outcomes for youth and families.

Presenters:

Parent Advocate Brenda Alejo is currently program director of the Child and Family Program at Parent Support Network of Rhode Island, a statewide family organization, which advocates for the needs of families who have children, youth, and young adults at risk for or experiencing mental health and related challenges. As a family leader, Alejo has been an active partner in changing state policy as it relates to children's mental health. She provides ongoing family driven practices and continues to develop and empower a strong cadre of family leaders to be actively engaged in reducing the stigma associated with mental health while promoting social justice reform.

Alejo is the parent of four children ages 23-30 years. Two of her oldest children have struggled with bi-polar disorder and substance abuse issues for the last 15 years. Alejo's experiences with navigating service systems for her family have provided her with the insight and knowledge to become a strong family leader working within systems of care. She has had to learn firsthand the challenges of working within the juvenile justice, child welfare, mental health, special education, and social service systems. Through her many years of experience as both a parent and family leader, she has learned that the needs of children and families often cut across multiple systems. Alejo continues to advocate for an integrated systems approach that is family driven, youth guided, and culturally and linguistically competent.

Her areas of expertise include statewide family organization development, wraparound approaches/best practices, development of policy for children's mental health, and family and professional partnership building.

Nikki Lawrence, LMHC, is the family engagement specialist at St. Mary's Home for Children in Rhode Island and has been with the agency since 2014. She graduated from Lesley University with an MA in Expressive Arts Therapy and Mental Health Counseling. Lawrence has worked with people of all ages from infancy to end of life and works easily with individuals, couples, and families.

Patricia A. Olney-Murphy, LICSW, MPA, is clinical director at St. Mary's Home for Children in Rhode Island and also has a private practice. She has been with St. Mary's since 1991 in various roles, including residential, outpatient, and home-based services. Olney-Murphy is a licensed independent clinical social worker. She works with children, young adults, individuals, and families who have experienced trauma, and she facilitates a Youth Voice and Choice group at St. Mary's. Olney-Murphy has a 3-year-old Golden Retriever therapy dog named Rango who has come to campus every Friday since he was 12 weeks old. St. Mary's is Rango's (and Olney-Murphy's) second family.

Tuesday, August 14, 2018

1:30 pm – 3:00 pm (ET)

BUILDING BRIDGES INITIATIVE. PART 2–ADVANCED:

Successful Strategies for Engaging & Partnering with Families

Intended audience: Michigan residential executive, program and clinical leadership, community and state agency leaders and staff. **It is highly recommended that each program participating in this webinar include family advocates and/or family members.**

Overview of webinar: The second in a series focused on successfully engaging and partnering with families, this webinar will provide a very brief overview of BBI, providing information regarding why state agency and residential leaders across the country are transforming practices, inclusive of implementing permanency practices, to align with the research on improving sustained positive outcomes for youth and families post residential discharge. This webinar will feature the executive director, clinical director, and family advocate from **Seneca Family of Agencies (Seneca)**, an agency that includes residential programs in **California** and is noted as a national forerunner in residential transformation. The agency's leaders will share important learnings from their years-long journey toward implementing a range of family-driven care practices, including permanency practices. Seneca's transformation and permanency efforts started with focusing on their "loneliest child," and with that, their transformation journey was launched. Successful strategies used, barriers encountered, and how they were addressed will be shared with Michigan leaders.

Presenters:

Dawn Henson, MFT, is program director for Crisis Continuum Programs at Seneca Family of Agencies in California. With 27 years of experience, she is a leader and pioneer in the field of residential treatment and community-based mental health. Henson specializes in initiating trauma-informed, clinically diverse programming, which has included day treatment programs, wraparound services, and continuous quality improvement. Focusing her passion for and commitment to youth and families, she has implemented systemic change in the utilization of data to improve client-centered, family-driven care for children who have been involved in the foster care system, juvenile justice system, and the community. She has led training for clinicians on trauma-informed care, CANS assessments, and cultural diversity.

Mark Nickell, MDiv, has been with Seneca Family of Agencies for more than 13 years and is currently serving as the executive director for the San Francisco Region. He has worked in community-based services that include wraparound, therapeutic behavioral services, and multi-systemic therapy. In addition, Nickell is a trainer for intensive treatment foster care parents in crisis communication and a certified wraparound trainer for the California Department of Social Services. He oversees service provision in partnerships with family and children services, juvenile justice, behavioral health, and unified school districts in order to develop service system continuums that support some of California's most vulnerable families as they persevere through the most difficult time in their lives.

Laura Tate is a youth intern and co-founder of the Seneca Youth Advisory Board. She entered the foster care system when she was an infant. Her training approach incorporates experiences from her own life to illuminate trauma-informed practices and interventions for working with youth. She is a natural orator—engaging, enthusiastic, and inspiring.

Find brochure and online registration link at <http://michfed.org/bbitraining>

Wednesday, September 12, 2018

10:00 am – 11:30 am (ET)

BUILDING BRIDGES INITIATIVE. PART 3–ADVANCED:

Successful Strategies for Residential and Child Welfare Partnerships to Support Permanency & Family Engagement

Intended audience: Michigan residential executive, program and clinical leadership, residential and community clinical staff, and community and state agency leaders and staff. **It is highly recommended that each program participating in this webinar include family advocates and/or family members.**

Overview of webinar: This is the third and final webinar in the series focused on successfully engaging and partnering with families. A very brief Overview of BBI will provide information regarding why state agency and residential leaders across the country are transforming practices, inclusive of the use of permanency practices, to align with the research on improving sustained positive outcomes for youth and families post-residential discharge. **Plummer Youth Promise in Massachusetts** has had a major focus on permanency practices for several years and has been recognized nationally for this work. Its executive director and director of permanency practices will share the journey, challenges encountered, and strategies that have been helpful in making permanency one of the agency's primary residential practices. They will also provide information about fiscal strategies used to support their focus on permanency. These leaders and a child welfare partner from Massachusetts will share strategies used to collaborate together on both the state agency and local child welfare staff levels to support successful permanency practices.

Presenters:

Lauren Frey, MSW, LICSW, is director of permanency practice leadership for Plummer Youth Promise in Massachusetts and the managing member of 3P Consulting LLC, assisting public and private child welfare agencies to achieve timely and permanent exit to family for all youth in foster care. As a senior permanency consultant in child welfare, Frey excels in developing innovative practice models, implementing collaborative teaming approaches, engaging youth, parents, and family members together with professionals in decision-making, preventing "aging out" by creating family for older youth, promoting family placement options that reduce reliance on residential care, and supporting organizational change. Previously as the project director for permanency services at Casey Family Services in New Haven, CT, Frey was a key leader in the design and implementation of Lifelong Families, a foster care practice model achieving permanency for treatment-level youth. Her 35 years of professional experience in child welfare also include direct practice, supervision, management, and strategic program design. She is a visionary leader, trainer, and speaker as well as the adoptive mother of three adult daughters and a son who all joined her family after "aging out" of foster care.

James Lister, MBA, has served since 2006 as executive director of Plummer Youth Promise in Massachusetts. Under his leadership, Plummer Home has opened several programs, including independent living, intensive family support, and community-based juvenile justice initiatives. Most recently, Plummer Home opened a foster care program, stepping into the shoes of Casey Family Services when that program closed. During Lister's tenure, Plummer Home has revised its outdated and politically controlled board appointment structure, adopted its first strategic plan, more than tripled its fundraising results, and stabilized its finances. In 2010, Lister led the organization in the design and piloting of a practice model to help teens in group care connect or reconnect with permanent families. Among the first in the country to be doing this work with group-care teens, Lister was selected to present Plummer Home's model at the national conference of the American Association of Children's Residential Centers for three consecutive years. He earned his BA in Criminal Justice from the University of MA at Lowell, and later his MBA from the same institution. He currently serves on the boards of the Salem Community Charter School, Children's League of Massachusetts, and the American Association of Children's Residential Centers.

Derek Estella, MSW, is an ongoing supervisor with the Massachusetts Department of Children & Families in the Cape Ann Area Office in Salem, MA. He has led the adolescent team since 2016, having begun his DCF career 20 years ago as an adolescent assessment worker. Although Estella has maintained a professional interest in working with adolescents, his early tenure with MA DCF included assessment and ongoing protective social work and coordinating the Family Group Conference Initiative. This led to other key state roles in procurement management, facilitation and evaluation of placement services. Estella's academic and professional experience has included unique firsthand opportunities for him to recognize the importance of permanency work for youth in child welfare and advance permanency interventions. His current role at MA DCF and the value he places on permanency make him a natural partner for Plummer Youth Promise.

Find brochure and online registration link at <http://michfed.org/bbitraining>

August 8 training location Crowne Plaza Lansing West

925 S. Creyts Road
Lansing, MI 48917

Onsite parking is free.

Hotel accommodations

Overnight accommodations are available at the Crowne Plaza Lansing West. Hotel reservations and payment are the responsibility of the individual or organization.

Crowne Plaza Lansing West rate is \$139 per night plus taxes.
Phone: (517) 323-7100

For additional hotel options, use your favorite Internet browser to search:
Lansing area hotels.

Many thanks to the individuals who helped plan these events

Lloyd Bullard, Beth Caldwell and JuRon McMillan
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