

NEW 29th CONFERENCE KEYNOTE SPEAKERS & PRESENTERS 2004 Savannah GA Conference:

Opening Keynoter: **Elaine Ryan**

Deputy Executive Director, Policy and Government Affairs
American Public Human Services Association (APHSA)

Human Services at a Crossroads

Ms. Ryan provided an overview of the key human service issues in Congress and the implications for the children, families and adults served by these programs.

APHSA

810 First Street, NE

Washington, DC 20002

e-mail: ERyan@aphsa.org

Closing Keynoter: **Dwayne Ross**

Author, Speaker & Trainer

Eagles Alliance

The Pursuit of Treasured Excellence

Mr. Ross will help you take a journey into excellence as you strive to uncover the heart of excellence and it's impact on service. You will uncover the positive aspects of random acts of kindness relating to service excellence.

D-Ross Seminars

P.O. Box 492

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2004 CONFERENCE WORKSHOPS & PRESENTERS

Help- I have to Do Training and I'm Not a Trainer

You have a presentation at the next staff meeting and public speaking is not in your bag of tricks. You wonder, "what do I do..what is important..how do I handle.."All those thoughts swirling around in your head and you don't know where to begin. This workshop will help you prepare and get started, regardless if you are speaking to just a few or to a large group !

Debbie Simpkins

Staff Training Instructor

909-388-4263 or dsimpkins@hss.sbcounty.gov

Attitude Adjustment.....Accent your Strengths to Help you More

Gratitude: An attitude of Gratitude gives much latitude. Gratitude is a form of social support that helps keep your mind, body and spirit fit ! It puts a spring in your step, makes you sleep better and creates a stronger sense of connection to those around you. Defeat those lousy attitudes by making new plans that will let you take positive action.

Thriving in the Jungle of Change:

This is a highly interactive workshop. Humor is used to keep the energy light and engaging. Experiential exercises provide opportunities for participants to practice adapting to a new change culture in order to facilitate the required outcomes with a willingness and in a professional manner. The process of change is a challenge for most people, unless the change is THEIR choice.

Betsy A Haas

President

Esteemed Human Development International
818-904-0903 or betsyhaas@aol.com

Food Stamp Outreach: Educating Potential Recipients Without Overwhelming Yourself.

This session will provide an overview of food stamp outreach. It will highlight outreach activities currently underway at the USDA Food and Nutrition Service (FNS), including the national media campaign and national pre-screening tool as well as provide information about materials and resources for outreach available free from FNS. This session will be interactive with opportunity for questions and answers as well as discussion of outreach ideas and challenges.

Laura Griffin

Outreach Coordinator, Food Stamp Program
USDA, Food and Nutrition Service
703-605-4399 or Laura.Griffin@fns.usda.gov

Building Teams With Diversity:

In our every day environment at work and at home we face many challenges. Attend this session to gain a greater understanding how you rate as a team player. Learn the stages of team growth and how a diverse group of individuals from the Wizard of Oz face their challenges and reach their goals as a team.

Ellen Sevall

TANF Program Consultant
307-777-7290 or eseval@state.wy.us

Karmin Stopka

Benefit Specialist & QC Investigator
307-672-2404 or kstopk@state.wy.us

Supervision With A Heart:

Supervisors can only be effective in doing their job with competence, confidence and caring. It's not that Supervisors need to care more, but that they need to learn to make their care more evident and express it more effectively.

Larry Bernhardt

County Director

701-456-7675 or 45berl@state.nd.us

Service Excellence:

How long have you continued to do your job the same old way, day in and day out? This workshop will challenge you to "re-think" how you do your job on a daily basis, and hopefully, re-ignite the spark and energy that brought you into the world of human services in the first place ! Service Excellence is not a program, but a new way of "thinking" about your job! You will benefit from getting a "face-lift" in your outlook, which will enable you to continue to work in a profession that is as rewarding as it is beneficial to those we serve!.

Peggy McCoy

ESD Assistant Director

704-353-1584 or mccoymk@co.mecklenburg.nc.us

Collaborative and Cooperative Communication:

One Voice, One Sound, One Song

The role of the eligibility case manager continues to expand beyond just determining the technical eligibility for benefits. As such , the repertoire of skills needed by an eligibility worker to provide effective case management has also expanded. This highly interactive workshop will focus on the characteristics of four different communication styles (Soprano, Alto, Tenor and Bass). These styles are set to an easily identifiable voice theme that is both entertaining and memorable.

Demetrice Bryant

Educational Program Specialist

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Jacqueline Harris

Educational Program Specialist

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Amy W. Culbertson

Program Specialist

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Kay Harris

Employment Services Trainer

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The Administrative Fair Hearing Process: Preparation and Presentation.

The administrative fair hearing process is mandated by federal and state regulations. It is the duty and responsibility of the worker (agency) to ensure that any individual dissatisfied or aggrieved by the agency's action is permitted the opportunity to contest that action in a FAIR and IMPARTIAL manner. This workshop will focus on the authority and purpose for the process and examine the duties and responsibilities of the parties participating in the hearing process.

John L. Moody

Senior Program Officer

804-726-7072 or john.moody@dss.virginia.gov

Superwoman's Guide to a Toxic Nutrition World:

It takes a Superperson to eat healthy and exercise regularly in our modern day world. This workshop talks about the difficulty that our clients (and indeed all of us) face—in dealing with the "Toxic Nutrition World" on a day to day basis. This workshop will also explain the work that Food Stamp Nutrition Education, a component of the Food Stamp Program, plays to improve the nutrition and physical activity choices that our clients make and how you can support these efforts with a very small amount of time and effort.

Carma Okerberg

CA Nutrition Network

916-449-5425 or cokerber@dhs.ca.gov

Overtaking the Terror: Facing Family Violence

Terrorist attacks and the threat of attacks have become common components of the conscious minds of most Americans. Human services workers are the front-line defense for the most prevalent form of terrorism: family violence. This workshop will explore the dynamics of domestic violence and child abuse and neglect and the key indicators of this intimate form of terrorism. Recognition, safety-planning, and skill-building for the frontline worker will be emphasized through lecture and discussion.

Kathie Miller

Executive Director

573-276-5500 or antkatmsw@msn.com

Exploring Workplace Etiquette:

What are the acceptable and unacceptable behaviors in the workplace: How do you get everyone on the same page: Do you have pet peeves about meetings and need to know how to change them: Check out a workshop that puts these situations out front for you to review and helps you develop appropriate standards of etiquette for your workplace.

Diana P. Tini

Interim Director

704-547-7484 or tinidw@co.mecklenburg.nc.us

The Other Face of Conflict:

Conflict is inevitable. We face conflict in our work situations, as well as in our personal life. It is what we do with that conflict..how we address it..that makes all the difference. This interactive workshop dealing with conflict management will focus on another face of conflict, the creative and transforming face.

Carol Hazlewood

Income Maintenance Trainer

920-346-5715 or carolhaz@dotnet.com

Cultural Competence: Is That What You Really Think:

Perceptions, assumptions and lifelong experiences define the person that you are today..or do they? Customs and traditions motivate our values and beliefs but do they drive our behavior: Participants will take a journey deep into the mind, heart and soul through a variety of interactive activities designed to enhance awareness into what makes you, your co-workers and your customers tick.

Marion Perdue

Quality & Training Specialist

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Aghh! I Can't Work Today:

Let's face it; case management can be stressful, particularly when attempting to accommodate the needs of clients and co-workers and maintain an effective work relationship. Meeting everyone's expectations can trigger a desire to SCREAM; but we do not have that option at the office. This workshop will instruct you on how to SCREAM with professionalism!

Demetrice Bryant

Educational Program Specialist

706-542-5438 or sbryant3@uga.edu**Jacqueline Harris**

Educational Program Specialist

706-542-5438 or jaharris@uga.edu

Identifying False Identification:

What is an I.D.? How can you tell if an I.D. is false? This workshop will show how to determine if a Social Security card is real or not, how to spot false "green cards", give a definition of "what is a valid I.D."

Andy Rosenfield

Eligibility Counselor

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