

# Wisconsin Rocks with its Roll of Human & Social Service Workers



**80th Annual WSSA Conference  
& Training Institute**

**June 21 & 22, 2017**

**Great Wolf Lodge  
Wisconsin Dells, Wisconsin**





# General Information

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## Mission Statement

*The Wisconsin Social Services Association is dedicated to working to improve the well-being of all people throughout the State of Wisconsin by fostering a commitment to human dignity based on respect, honesty, and integrity.*

## Reservations

Great Wolf Lodge has set aside a block of rooms for conference attendees. The room rate is \$82 for a single and \$109 for a double. Please use block code 1706WSSA when making your reservation. To make reservations call 1-800-559-9653. Rooms must be guaranteed and accompanied by a first night room deposit. Please make reservations as soon as possible as there are other events taking place in the area during the week of the conference. Rooms from our block will be released as of May 24, 2017.

## Vendors

Vendor displays will be available Wednesday from 9:00 a.m. through Thursday until 2:30 p.m. If interested in contracting as a vendor, contact Sherri Arnold (262) 697-4549.

## Theme Night

Wednesday is traditional theme night. This year's theme is "Rock & Roll". Wear your favorite band concert t-shirt or even a poodle skirt.

## Association Meeting

WSSA will conduct its Annual Business Meeting on Thursday, June 22, 2017 at 7:45 a.m. Your attendance and input are needed. You must be a current WSSA member to vote. Current membership is 7/1/16 to 6/30/17.

*\*Those attending conference are eligible voting members.*

## Dress

We want you to be comfortable, so dress casually. To ensure your comfort, you may want to bring a sweater or light jacket.

## Training Requirements

This conference also meets training hour requirements. Keep your booklet to verify social work and W-2 professional development training hours. Enhanced Case Management equivalency hours will also be available for some sessions. This information will be available on our website soon.

## Website

Visit the WSSA website at [www.wssa.ws](http://www.wssa.ws)



# Conference Highlights

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## Wednesday, June 21, 2017

8:00 a.m. - 4:00 p.m.	Registration
10:00 a.m. - 10:15 a.m.	Welcome
	<i>Missy Hubacher, WSSA President 2016-2017</i>
10:15 a.m. - 11:45 a.m.	<b>Keynote Address: Ann Kerian - I Love My Job</b>
11:45 a.m. - 12:45 p.m.	<b>Past President's Luncheon</b>
	<i>Hosted by Sherri Arnold, Past President</i>
1:00 p.m. - 2:30 p.m.	Workshops
2:30 p.m. - 2:45 p.m.	Break
2:45 p.m. - 4:15 p.m.	Workshops ( <i>Ethics &amp; Boundaries will end at 5:00 p.m.</i> )
5:30 p.m. - 6:00 p.m.	Networking - Social Hour
6:15 p.m. - 7:30 p.m.	Theme Night Dinner - <i>"Wisconsin Rocks with its Roll of Human &amp; Social Services Workers"</i> (Rock & Roll Theme)
7:45 p.m. - 10:00 p.m.	2nd Annual Painting Party (Additional Fee)

## Thursday, June 22, 2017

7:30 a.m. - 12:00 p.m.	Registration
7:45 a.m. - 8:45 a.m.	<b>Annual Business Meeting/Breakfast</b>
9:00 a.m. - 10:30 a.m.	Workshops
10:30 a.m. - 10:45 a.m.	Break
10:45 a.m. - 12:15 p.m.	Workshops
12:15 p.m. - 1:30 p.m.	<b>Awards Luncheon</b> - All are invited & encouraged to join us for this luncheon honoring some of WSSA's top performers!
	<i>Hosted by Missy Hubacher, WSSA President 2016-2017</i>
1:30 p.m. - 3:00 p.m.	Workshops



# Schedule of Events

## Wednesday, June 21, 2017

8:00 a.m. - 4:00 p.m. **Registration**

10:00 a.m. - 10:15 a.m. **Welcome & Opening**

*Missy Hubacher, WSSA President 2016-2017*

10:15 a.m. - 11:45 a.m. **Keynote Address - I Love My Job**

*Presented by: Ann Kerian, Executive Coach & Media Consultant with Ann Kerian: Consulting & Coaching, LLC*

Learn to love your job all over again! Do you have the tools to do your job right? Are you surrounded by supportive people? What can YOU do to make it better? Your job could be the happiest place on earth! Find out what you need to succeed.

11:45 a.m. - 12:45 p.m. **Past Presidents Luncheon**

*Hosted by Sherri Arnold, Past President*

1:00 p.m. - 2:30 p.m. **Workshops**



### **Improve Customer Service by LEAPS and Bounds**

*Presented by: Ann Kerian, Executive Coach & Media Consultant with Ann Kerian: Consulting & Coaching, LLC*

You will no longer question how to conquer customer service complaints. Listen. Empathize. Apologize. Problem. Solved. We all need to practice leaping. This session will be a springboard to better relationships - both professionally and personally.



### **Rocking Through Assets**

*Presented by: Nikki Biddick, IM Senior Trainer with the Wisconsin Department of Health Services*

This training will cover why we look at assets, what assets are used to determine eligibility, and an overview of the different types of assets.



### **Homelessness in Wisconsin**

*Presented by: Joseph Volk, Executive Director Wisconsin Coalition Against Homelessness*

Participants will receive current information on the state of homelessness in Wisconsin and a discussion of best practices and current issues facing providers and advocates. In addition participants will receive an overview of the coalitions legislative advocacy efforts and how they have impacted the state budget.



# Schedule of Events

## Wednesday, June 21, 2017

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1:00 p.m. - 2:30 p.m. **Workshops (Continued)**



### **Diagnosing Difference - Misdiagnosing Reality; Working with People who are Gender Variant Across the Lifespan with Dignity and Respect (Part 1)**

*Presented by: Jan Singer, Life Adventure Therapies*

Regardless of your best intentions, providing therapy or services to people who are gender variant, transgender, gender fluid, or gender queer may take you down a path you never expected. Having a client who is gender variant, especially if the person is a child or adolescent often means working with the whole family, the school staff, and legal system.

Learn how you can deepen your work with people who are gender variant by avoiding misdiagnosing, correcting misdiagnoses, finding community resources, endocrinologists, surgeons specializing in the various aspects of gender reassignment surgery, language: name, pronoun, etc., family dynamics with parents and/ or children, schools, dorms, insurance, DMV...you're getting the picture.

Let's explore the multitude of concerns both your clients and you may face on your joint journey.



### **Ethics & Boundries - Moral Courage in the Workplace**

*Presented by: Joan Groessl, University of Wisconsin-Green Bay*

This ethics and boundaries training has been developed to examine the ethical responsibilities of employees to their workplace settings. In order to fully understand the implications of employee behavior, attendees will structure discussions around the concept of moral courage. Employee responsibility for promoting ethical workplace cultures is defined as one carried by all employees of the organization and participants will apply the NASW Code of Ethics, MPSW 20 and an ethical-decision making model to common situations in organizational settings.

2:30 p.m. - 2:45 p.m. **Break**

2:45 p.m. - 4:15 p.m. **Workshops**



### **Fundamentals of Project Management**

*Presented by: Kamaljit Jackson, Quality Systems Manager for Gateway Technical College*

This is an interactive workshop where attendees will learn about the basics of Project Management. Members will learn about Work Breakdown Structure, RACI, and working as a collective team to achieve project success. Members will participate in a team and have an opportunity to apply methodology to a project.



### **CCS, Substance Use and Opiate Treatment Programs**

*Presented by: Elizabeth Collier, State Opioid Treatment Authority*

The Division of Care and Treatment Services State Opioid Treatment Authority (SOTA) and the Screening, Brief Intervention, and Referral to Treatment (SBIRT) Coordinator will provide an overview of Wisconsin's drug trends, current data and evidence based strategies. Attendee will leave with a knowledge of the state's current and emerging drug trends, how the Department of Health Services is addressing the problem, evidence based strategies, and what state resources are available in Wisconsin.



# Schedule of Events

## Wednesday, June 21, 2017

2:45 p.m. - 4:15 p.m. **Workshops (Continued)**



### **Importance of Self Care - Compassionate Resilience**

*Presented by: Barb Bilgalke, Executive Director for The Center for Suicide Prevention*

The work we do is so important, yet it can take its toll on us mentally and physically. How do we stay "fresh" and passionate when the work we do can be very demanding and dark. Let's talk about ways we can debrief and let go of some of the daily heaviness of the work we do. We have heard of Compassionate Fatigue, so now let's learn how to be resilient to it. We will do some interactive learning so come with questions and situations.



### **Diagnosing Difference - Misdiagnosing Reality; Working with People who are Gender Variant Across the Lifespan with Dignity and Respect (Part 2)**

*Presented by: Jan Singer, Life Adventure Therapies*

Regardless of your best intentions, providing therapy or services to people who are gender variant, transgender, gender fluid, or gender queer may take you down a path you never expected. Having a client who is gender variant, especially if the person is a child or adolescent often means working with the whole family, the school staff, and legal system.

Learn how you can deepen your work with people who are gender variant by avoiding misdiagnosing, correcting misdiagnoses, finding community resources, endocrinologists, surgeons specializing in the various aspects of gender reassignment surgery, language: name, pronoun, etc., family dynamics with parents and/ or children, schools, dorms, insurance, DMV...you're getting the picture.

Let's explore the multitude of concerns both your clients and you may face on your joint journey.



### **Trauma - Informed Care with the Homeless and Mental Health Populations**

*Presented by: Kristina Bechtel, La Crosse County Health and Human Services Department, Comprehensive Community Services*

This workshop will provide the participants with an overview of trauma and its effects on the homeless and mental health populations and will offer suggestions on how to effectively work with individuals experiencing trauma.



5:30 p.m. - 6:00 p.m. **Networking - Social Hour**

6:15 p.m. - 7:30 p.m. **Theme Night Dinner - "Wisconsin Rocks with its Roll of Human & Social Service Workers"**

*Rock & Roll Theme (see page 2 for more details)*

7:45 p.m. - 10:00 p.m. **2nd Annual Painting Party**

*(Additional Fee Applies)*





# Schedule of Events

## Thursday, June 22, 2017

7:30 a.m. - 12:00 p.m. **Registration**

7:45 a.m. - 8:45 a.m. **Breakfast/Annual Business Meeting**

9:00 a.m. - 10:30 a.m. **Workshops**



### **Rocking Through Assets**

*Presented by: Nikki Biddick, IM Senior Trainer with the Wisconsin Department of Health Services*  
This training will cover why we look at assets, what assets are used to determine eligibility, and an overview of the different types of assets.



### **BRITS Case Study; From Referral to Facts (Part 1)**

*Presented by: Wendy Metcalf & Tony Gehring, Office of Inspector General*  
Case Study - We plan to do a walk through of a public assistance case from referral to prosecution. This exercise will demonstrate the tools you have to work with at your desk as well as show the added steps taken to solidify the case. After determining the facts of the case, we'll discuss the steps we took in conjunction with the local law enforcement agency and the district attorney to bring this case to a successful closure.



### **Trauma Informed Care: Implementation Strategies for Employment & Training Programs**

*Presenters: Thomas Prete, President, CW Solutions; Bethany Reque, Independent Living Coordinator, Wood County Human Services Department*  
Trauma Informed Care (TIC) is an organizational and case management approach that focuses on how trauma may affect an individual's life and his or her responses to services by an agency. TIC initiatives have become common in social service and education fields but TIC is still a new concept for employment and training programs. We will discuss the TIC model and explore ways your program can become more trauma informed.



### **Special Considerations When Working With People With Dementia and Their Families**

*Presented by: Kristen Felten, Wisconsin Department of Health Services, Office on Aging*  
Alzheimer's disease and related dementias affect one in eight people over age 65. However, many people do not have a diagnosis, and may reach out for assistance with daily living tasks due to the challenges posed by dementia while never mentioning memory concerns or confusion. Session attendees will learn how to recognize when someone may have dementia, and understand how to respond to the special considerations needed when working with individuals and families who are experiencing the symptoms of possible dementia.



### **Civility & Assertive Communication in the Workplace**

*Presented by: Stephanie Bellin, ThedaCare At Work*  
We all experience them; whether they are customers, co-workers or our own friends. They can be frustrating, troublesome, nasty, offensive and annoying. Who needs the stress? Discover techniques on how to handle situations and people that are difficult. Avoid power struggles by learning to defuse anger, build cooperation and reframe negative responses.



# Schedule of Events

## Thursday, June 22, 2017

10:30 a.m. - 10:45 a.m. **Break**

10:45 a.m. - 12:15 p.m. **Workshops**



### **Challenges and Strategies: Advocating for Clients with Involvement in the Criminal Justice System**

*Presented by: Lisa Andreas, Andreas Associates, LLC*

Social workers are being called on with increasing frequency to work with adults and juveniles in the criminal justice system. Clients who have current or past involvement in the criminal justice system have some of the most pressing and yet unmet needs for a variety of reasons. This presentation will focus on the connection between social work and the legal justice system. Social work reports regarding the client can be a critical deciding factor that the judge considers at the time of a client's final hearing. Testimony in court is also often required. This presentation will describe how social workers can assist their clients and the court for the best possible outcome. The presenter will discuss how best social work best practices affect this population and topics such as alternatives to incarceration, community activism, motivational interviewing techniques, testimony, boundaries, ethics and restorative justice, research, treatment, case management, and cultural competence.



### **BRITS Case Study; From Facts to Prosecution Part 2**

*Presented by: Wendy Metcalf & Tony Gehring, Office of Inspector General*

Part 2 of session from 9:00 a.m. - 10:30 a.m.



### **Fulfilling your Program's Process with Purpose**

*Presenters: Thomas Prete, President CW Solutions; Andy Kranz, Program Coordinator CW Solutions*

In this session, participants will be provided strategies on how to reconnect with their program's mission and focus on "why" we do what we do while doing "what" we need to do for our program administration. This is an experiential-based workshop.



### **Guardianships & Protective Placements**

*Presented by: Grace Knutson, Managing Attorney of the Wisconsin Guardianship Support Center at GWAAR (Greater Wisconsin Agency on Aging Resources)*

An introduction to options for decision-making support using examples to explain common misconceptions. The focus will be on powers of attorney and guardianship with some discussion of alternatives including supported decision-making



### **Relax? I'm too Stressed to Relax!**

*Presented by: Stephanie Bellin, ThedaCare At Work*

Learn to identify your personal stressors. Understand the role of perception and control in stress and recognize your physical and emotional reactions to stressful events. Realize the short and long-term consequences of ongoing stress. Also learn and practice several stress management techniques during this session and gain useful resources to take home.



# Schedule of Events

## Thursday, June 22, 2017

10:45 a.m. - 12:15 p.m. **Awards Luncheon**

*Hosted by Missy Hubacher, WSSA President 2016-2017*

12:15 p.m. - 1:30 p.m. **Workshops**



### **Wisconsin Overview of Sex Trafficking**

*Presented by: Nancy Irizarry, Anti-Human Trafficking Consortium*

The focus of the presentation will be to provide an introductory overview of the issue of human trafficking and what it looks like in WI. Participants will learn strategies used by traffickers, and ways they can be prevented. A particular focus will be on domestic sex trafficking, as that is the largest form of trafficking in WI. This will cover what the community can do to be aware, be educated and to help. She also will discuss current statistics and efforts in the state to combat the issue.



### **WIC and Program Integrity - The Faces of Fraud and Abuse**

*Presented by: Carrie Coenen & Jean Diedrich, Office of Inspector General*

Provide background information on the Wisconsin WIC Program's integrity efforts to reduce fraud and abuse including vendor selection, investigations, and audits, social media investigations, and the benefits/challenges of WIC EBT to provide nutritious food benefits.



### **Peeling the Onion to Understand Veterans in a Social Service World**

*Presented by: Mike Crum, Marine Corps Veteran and MSW*

Have you ever worked with a Veteran and thought...Great now what? What resources are there? How do I even confirm he or she is a Veteran? What the heck is a DD214 and how do I read it? Have you ever tried to find housing, rent assistance, worked with a Veteran who has a mental health trauma, who is suicidal, or has PTSD? Ever work with a Veteran who had been unemployed and found it difficult to work with them? Ever contact the VA for assistance and got nowhere? If you have answered yes, to any one of these questions, then this workshop is for you!!! Working with Veterans can be difficult and frustrating. This presentation will cover the basics of understanding Veterans in a civilian world. We will cover topics like suicide, grief and loss, survivors guilt and other topics that Veterans are facing today. This workshop will provide what resources are available in the State and what agencies, Social Workers, Case Managers and others can do to better understand their Veteran clients and provide the best care and services.



# Schedule of Events

## Thursday, June 22, 2017

1:30 p.m. 3:00 p.m. **Workshops (Continued)**



### **Using SOAR to Increase your Clients Income**

*Presented by: Chris Lashock, Homeless Connections*

SSI/SSDI Outreach, Access and Recovery is a program designed to increase access to SSI/SSDI for eligible adults who are experiencing homelessness. SOAR has been used for several years across Wisconsin and continues to have a life changing impact for the clients who receive SOAR advocacy. The initial success rate for a SOAR application is close to 67% compared to 10-15% of individuals experiencing homelessness attempting to complete the application on their own. In this workshop, you will learn more about the basics of the SOAR program, how to integrate it into your service delivery and learn some tips on using the SOAR model to not only have successes with SSI/SSDI applications, but how it can enhance case management services in different settings.



### **Active Shooter/Safety in the Workplace**

*Presented by: Chief David Erwin, State of Wisconsin Capital Police Department*

Run, Hide, Fight. Do you have a plan?

WI Capitol Police Chief David Erwin will provide you with tools to improve your safety in your day-to-day activities as well as in the work place if you should ever be involved in an active shooter situation.

Topics include:

- How to create a "What If" mindset
- How to develop a course of action
- Your natural instincts to fight, flight or freeze
- "Fail to plan, plan to fail"
- Run, Hide, Fight



### **Reminder...**

Workshops and Speakers are subject to change.