



AMERICAN HUMANE

Protecting Children & Animals Since 1877

2009 Conference on Differential Response in Child Welfare

Nov. 11-13, 2009
Omni William Penn Hotel
Pittsburgh, Pa.

REGISTRATION BROCHURE

Background on Differential Response in Child Welfare

Since the mid-1990s, an increasing number of states has been implementing differential response in their child protective services systems. Differential response, also referred to as “dual track,” “multiple track” or “alternative response,” is an approach that allows child protective services to respond differently to accepted reports of child abuse and neglect. While there is great variation among the states’ implementation of differential response, the assessment pathway is generally applied to low- and moderate-risk cases with no immediate safety concerns. The families in these cases receive a family assessment and are offered timely, strengths-based services without a formal determination or substantiation of child abuse and neglect. The investigative response is typically reserved for accepted high-risk reports that may involve egregious harm to children. While the ability to offer choices in how agencies respond to reports of child maltreatment intuitively makes sense, implementing such a child protective services system is a complex and intricate proposition.

American Humane’s 2009 Differential Response Conference will be dedicated to administrative, managerial and supervisory considerations related to differential response implementation and sustainability.

Certificates of Attendance and Continuing Education Units

Certificates of attendance will be distributed on the final day of the conference at the registration area. This conference’s workshops have been approved for CEUs by the Washington Chapter, National Association of Social Workers (NASW) for Licensed Social Workers, Marriage and Family Therapists, and Licensed Mental Health Counselors. The Provider number is #1975-228. The number of CEUs obtained is based on the number of seminars attended. Only one certificate will be awarded, reflecting the total number of continuing education credits acquired. Continuing education certificates will be provided free of charge to any participant requesting them.

2009 Conference on Differential Response in Child Welfare

Wednesday, Nov. 11, 2009

1- 5 p.m.

Pre-Conference Institute:

**How Differential Response Systems Are Addressing Poverty-Related Neglect
Co-Sponsored by the Annie E. Casey Foundation/Casey Family Services**



All conference participants are invited to join us for this exciting, cutting-edge pre-conference institute. To begin the institute, a panel of presenters will offer provoking thoughts on the intersection between differential response systems and poverty-related neglect. This will be followed by a structured group discussion with the audience to elicit feedback on how various differential response systems across the country are addressing financial problems in families. This four-hour session will result in a policy paper.

Some of the preliminary questions that might be addressed include:

- What kinds of resources or flexible dollars does your differential response system have to address poverty-related neglect?
- What kinds of poverty-related neglect issues are most common in the families that your differential response system serves?
- How have housing problems, further exacerbated by the current economic crisis, affected families at risk of or connected to your child welfare system?
- What kinds of linkages to resources that address poverty-related needs (housing, workforce, TANF, job training, etc.) are a formal part of your differential response system?

For this interactive institute, participants are encouraged to come prepared to share their perspectives on and experiences with identifying and addressing poverty-related neglect. If you are interested in participating, please check the box on the registration form so that we can plan to set up the room to accommodate all participants.

6 - 8 p.m.

Differential Response Primer: Take Three

Caren Kaplan, director of child protection reform, American Humane, Washington, D.C.

This foundational session builds on the basics of the differential response approach in which the child protection response is commensurate with the needs of the child and his or her family. A national overview of relevant research and legislative, policy and practice considerations will facilitate an enhanced understanding of and discussion about the managerial, supervisory and practice requisites that lend themselves to successful implementation.

Thursday, Nov. 12, 2009

7 a.m. - 9 p.m.

Registration

8 - 8:15 a.m.

Welcome and Opening Breakfast

8:15 - 9:15 a.m.

Opening Keynote Address: You Can't Push a Pig Into a Truck

Glenn Ray, Ph.D.

Glenn is a storyteller who has gathered illustrative, creative stories for his presentations from raft trips through the Grand Canyon and down the Sarapique and Gauley Rivers, and hikes on volcanoes in Costa Rica and Hawaii. He has worked at all levels of organizations, from machine operator and production supervisor in the underground coal industry to plant training manager and corporate training director. He has written two books, including *The Facilitative Leader* and contributed chapters to four others. He has written almost 200 newspaper columns on leadership since 2000.

9:30 - 11 a.m.

Workshops

Strategies that Enable Change

Glenn Ray, Ph.D.

In this session, we will explore strategies that enable organizational change. The presenter will provide energizing and motivating ideas for leaders involved in creating dialogue about organizational change, and in developing change champions.

Leadership at any Level

Katharine Cahn, Portland State University, Oregon

Presenter will provide a closer examination of concrete practices that constitute leadership for sustainable implementation of any new practice. The workshop will pay particular attention to what a supervisor, manager, executive, and researcher/change agent can do to improve the odds a new practice will be taken up to scale and sustained over time.

Developing Parallel Process Through Supervision

Jeanne Ferguson and Leslie Wilmot, American Humane, Englewood, Colo.

In this workshop, participants will explore the dynamics of power and leadership. Through an activity that allows participants to safely find the edges of their comfort zones, participants will examine the sources of power and the impact of power distribution on workers and families. Participants also will have the opportunity to reflect on how their personal and professional experiences have influenced their own approaches to decision making and daily supervision.

How Does Differential Response Change Relationships Between CPS and Community Agencies? Challenges and Opportunities

Pat Schene, American Humane, Englewood, Colo.

When jurisdictions implement differential response, the role of community agencies serving the “less severe” cases looms larger. Challenges have arisen related to the need to track outcomes for these cases in that they were “screened in” for protective issues. Given the plethora of challenges and opportunities, this presentation will address the following questions: With a variety of needs and potential involvement of more than one community resource, how are interventions coordinated? When family situations produce new protective issues for the children, do community agencies simply re-report or is there an existing partnership with CPS? How do the traditional practices of community agencies change when they address differential response cases where there are ongoing protection concerns? What does “voluntary participation” actually mean? What does the partnership opportunity present in terms of ongoing support and monitoring of these cases? How can practice evolve — where are the cutting edges of change?

11:15 a.m. - 12:15 p.m.

Hallway Conversations: Facilitated Discussions

So much of what we take away from any conference experience is the information that we share with one another while taking breaks or passing one another in the hallway. We learn new things and get “great ideas” from these conversations. The “Hallway Conversations” sessions will provide a venue to talk about issues and topics related to implementation of differential response, and to raise questions and share your thoughts about all things related to differential response.

Here's how it works: Look for the boards near the registration area labeled “Hallway Conversation Topics.” Choose the board that most closely reflects your role in your agency, and write your ideas, questions, issues and desired topics for the session. Then, join us during the session for an informal, facilitated discussion with your colleagues and partners in the field.

12:30 - 1:30 p.m.

Lunch

1:45 - 3:15 p.m. Workshops

Leading and Managing Change in Your Community: One County's Approach

Brian McKee, Onondaga County DSS, Syracuse, New York

Leading change efforts in child welfare organizations is often exciting and always difficult. Leading a community-wide transformational approach to child protection is both invigorating and overwhelming. This session highlights the steps taken to establish readiness, develop organizational support, create community support, develop an operating plan and implement family assessment response in Onondaga County.

One Social Worker or One Social Work Team Throughout the Life of the Case

Holly McNeill, North Carolina Department of Social Services, Raleigh, N.C.

One social worker or team throughout the life of a case — what a great idea. Families love it. Even community partners like it. But it is quite a challenge to actually put into practice. The presenter has supervised both a blended team and blended caseloads. Join her to discuss the benefits to your staff (and there are many!) as well as to the families you serve and how you can best prepare for the challenges this philosophy presents.

Organizational Innovations: Mentorship Program Between Olmsted County, Minnesota, and London, Ontario

Larry Marshall and Maureen Reid, Children's Aid Society of London & Middlesex, Ontario, Canada

This workshop will detail the steps the London, Ontario, child protection agency took to establish an innovative mentorship program with Olmsted County, Minnesota. The Ontario agency was looking for a method to speed up the implementation of differential response. The presenters will discuss the initial goals and objectives of the partnership and how a joint mentorship program was established. They will also discuss the elements of the program, including visits and shadowing by staff of both organizations; the mutual learning that has taken place; and the progress of the program.

A Way of Working: Domestic Violence and a Differential Response System

Suzanne Lohrbach, Olmsted County Child and Family Services, Rochester, Minn.

This workshop will focus on the overlap of domestic violence and child abuse and neglect. Olmsted County Child and Family Services has 10 years of implementation experience with integrating a specific way of working with reports received where children have been exposed to adult intimate partner violence. The presentation will include information regarding the specific considerations necessary when conducting a family assessment where domestic violence is known or disclosed.

3:15 - 3:30 p.m. Break

3:30 - 5 p.m. Workshops

AHA & LCDHS: BSC on S&R = SOS & DR: Making Sense of Alphabet Soup

Anne Comstock, American Humane, Englewood, Colo.; and Jim Drendel, Larimer County Department of Human Services, Fort Collins, Colo.

Learn how practice is changing and outcomes are improving in Larimer County, Colorado, as a result of the alphabet equation above. American Humane's work using the Breakthrough Series Collaborative methodology provided a vehicle for Larimer County to focus on safety and risk assessments. This focus and connection to others in the collaborative has led Larimer County toward signs of safety and differential response. Attend this session to discover more about the approach and the county's challenges, successes and plan for the future.

Developing Your Workers' Critical and Creative Thinking Skills

Jeanne Ferguson, Brenda Lockwood and Lauren Morley, American Humane, Englewood, Colo.

Supervision in the child welfare system is a critical component to successful outcomes for children and families. In this session, we will examine the characteristics of a good critical and creative thinker, and address the role of supervision in developing these skills in front-line workers. Participants will learn new strategies to develop their staff's decision-making skills, enhance their casework practice and positively impact casework outcomes.

Differential Response in Nevada: Partnering With Family Resource Centers/Community-Based Providers

Betty Weiser, Nevada Department of Health and Human Services, Carson City, Nev.

Nevada has implemented a model of differential response using staff from family resource centers as first responders to Priority 3 screened-in reports of child maltreatment. This presentation will outline the steps taken to develop the partnership between the family resource centers and Nevada's child welfare agencies, the logistics involved in giving the centers' differential response workers access to the Nevada Statewide Automated Child Welfare Information System, and the training requirements for those workers.

Differential Response, Child Abuse and Neglect, and Poverty

Tony Loman, Ph.D., Institute of Applied Research, St. Louis, Mo.

In this session three general questions will be addressed. First, in what way is poverty, defined as deprivation of the means of meeting certain essential needs of families and children, implicated in child abuse and neglect? Second, is it possible and is it feasible for the traditional child welfare/protection system to assist parents in obtaining those means and does this enhance the future safety and welfare of children? Third, has the adoption of differential response by states and localities made it more or less possible to work with families in this way? Research findings will be examined with a special emphasis on recent studies of the differential response approach.

Friday, Nov. 13, 2009

7:30 - 8:30 a.m. Breakfast

8:30 - 10 a.m. Workshops

Practice Improvement Efforts in the Context of Differential Response: Hawaii's Continuing Efforts to Improve Outcomes for Children and Families

Diana English, Casey Family Programs, Seattle, Wash.; Theresa Costello, ACTION for Child Protection, Albuquerque, N.M.; and Theresa Doyle Minami, Department of Human Services, Honolulu, Hawaii

Hawaii has successfully implemented differential response for several years, with significant improvements in key data indicators such as recurrence of maltreatment, rates of placement and even disproportionality of placement of native Hawaiian children. In an effort to sustain the differential response progress and to press the child welfare system further toward improving outcomes for children and families, several initiatives are underway, including placement prevention, early intervention and working toward consistent application of the category of threatened-harm cases. This workshop will overview these efforts in the context of the differential response practice framework and discuss practice enhancements being implemented as part of the second round Program Improvement Plan.

Setting Up for Success: Coaching Workers Through Differential Response Change

Courtney Smith and Ashley Williams, Appalachian Family Innovations/ASU, Morganton, N.C.

Differential response requires a new practice model for a child welfare system, and it requires a new level of engagement between supervisors and front-line staff if those reaching the families most in need are to embrace this model of best practice. Change of any kind is challenging and front-line workers are the face of that change and the evidence (or not) of the new practice of differential response. Supervisors not only must convince workers to adopt the changes differential response brings, but also are responsible for the quality of services delivered under this new way of practice. This workshop will offer supervisors and program managers tools to help your team become the face of change in your agency.

Differential Response: A Catalyst to Child Welfare Reform — One Agency's Journey Toward Excellence

Lara LaRoche, Joe Humenay and Lisa Cash, Franklin County Children Services, Columbus, Ohio

This workshop will detail the steps taken by an agency to transform the organization to one more closely aligned with best practice. Differential response can be one catalyst to reform as well as an outcome for system change. Franklin County Children Services embarked on a journey toward excellence beginning with the vision of an innovative new leader. This workshop will detail how an agency aligns its vision, mission and principles to achieve better outcomes for children and families and how differential response serves as one vehicle to achieve transformation.

National Quality Improvement Center on Differential Response in Child Protective Services: Responding to the Learnings from the Comprehensive Needs Assessment

Caren Kaplan and Amy Rohm, American Humane, Englewood, Colo.

In the fall of 2008, American Humane was awarded a 5-year cooperative agreement from the Children's Bureau to generate knowledge on effective practice models of differential response in child protective services and support the infrastructure at state and local levels to improve outcomes for children and families referred for suspected maltreatment. This session will provide participants with information gleaned from Phase I, Year 1 of the quality improvement center — the results of a comprehensive needs assessment. Presenters will offer a glimpse of implementation activities scheduled for Years 2-5 that are based on the assessment findings.

10:15 - 11:45 a.m. Workshops

Engaging a System in Implementation of Differential Response

Sarah Ward, University of Vermont, Child Welfare Training Partnership, and Karen Shea, Vermont Department for Children and Families, Burlington, Vt.

Getting buy-in across the system is essential to rolling out differential response. Vermont spent two years engaging staff at all levels and community partners in the planning process. Presenters will share their experience, what worked and what they would do differently, and where they are as they move into implementation of differential response, which went into effect on July 1, 2009.

Promising Practices: Using Safety-Focused Framework in Supervision

Paula Davis and Amy Wood, Franklin County Children Services, Columbus, Ohio

This workshop will detail the alternative response case management process at Franklin County Children Services. We will explain how a report progresses from screening through case closure. Franklin County is one of the only counties in Ohio to transfer alternative response cases from intake service teams to ongoing service teams. We value a smooth transition, and the intake and ongoing service teams have developed a close relationship with one another in order to provide quality services to families. We will provide a detailed description of this process and how it affects our engagement with families. This workshop will explain how high-risk cases are staffed at the agency. Two case scenarios will be presented and the participants will assist in decision making on these cases using a strengths-based framework.

Harnessing the Power of Collaboration: A Critical Part of a Differential Response Initiative

Daniel Comer, Appalachian Family Innovations/ASU, Asheville, N.C.

Differential response requires a new practice model for a child welfare system, and it requires a new level of collaboration with community partners to achieve its ultimate potential. True collaboration at any level — between individuals, within a work team, across programs or across systems — is a difficult journey. The roadblocks, landmines and potholes are many (creating trust, communicating well, acknowledging different agendas, sharing a vision, etc.) Participants in this session will develop their own “map” to successfully navigate the path toward the oasis of real collaboration among the different systems that impact children and families in our communities.

Partnership-Based Collaborative Practice in Child Protective Services

Suzanne Lohrbach, Olmsted County Child and Family Services, Rochester, Minn.

This workshop will describe one public child welfare system's implementation of a practice shift that includes the organization of a differential response system. Recognizing that there may be differing procedures and protocols specific to an investigation or a family assessment, this presentation discusses the underlying practice model, inclusion of research findings, solution-focused query and framework for organizing information that transcends the “what has to be done” and integrates the common ground of “how something can be done.”

noon - 12:45 p.m. Lunch

12:45 - 1:45 p.m. Keynote: Innovations That Stick: Notes on Implementing for Sustainable Practice

Katharine Cahn, executive director, Center for Improvement of Child and Family Services, Portland State University School of Social Work, Ore.

Katharine Cahn, MSW, PhD, has been the executive director of the Child Welfare Partnership at Portland State University's School of Social Work since October 2004. Before that, Dr. Cahn directed the Northwest Institute for Children and Families at the University of Washington School of Social Work. She has more than 25 years' experience in child welfare training, education and leadership. She is particularly interested in the dynamics of systems change, leadership and promoting racial and ethnically responsive services in child welfare.

2 - 3:30 p.m. Tabletop Discussions

This session will provide an informal opportunity for you to seek out additional information and resources related to the various topics and issues shared and discussed throughout the conference. Choose a table labeled with a topic that is of interest to you, or spend some time at each table. It's up to you. This is your time. The tables will be facilitated by American Humane staff, and will consist of the following topics:

Problems? What Problems? Solution-Focused Supervision

Facilitator: Jeanne Ferguson

Wonk and Role: Differential Response Policy

Facilitator: Caren Kaplan

Finding the Act in Practice: Differential Response Practice

Facilitator: Brenda Lockwood

Staying on Track: Differential Response Training

Facilitator: Leslie Wilmot

Keeping Wind in the Sails: Leadership

Facilitator: Sonia Velazquez

Too High You Can't Get Over It? Overcoming Resistance

Facilitator: Amy Rohm

General Information

Conference Site and Accommodations

The Omni William Penn Hotel is located at 530 William Penn Place in Pittsburgh, Pa. Since 1916, the Omni William Penn Hotel has captivated guests such as John F. Kennedy and Lawrence Welk with its striking beauty and charming elegance. Celebrated for its ultra-comfortable guest room accommodations, award-winning cuisine and exquisite banquet space, this Pittsburgh luxury hotel has been lavishly restored to its original grandeur. The hotel is just 19 miles from Pittsburgh International Airport.

American Humane has arranged a conference rate of \$154 for single/double rooms. You may make reservations by calling the Omni at (800) THE-OMNI (843-6664). Be sure to say that you are registering for the American Humane Conference on Differential Response to get the discounted conference rate. To receive the discounted conference rate you must make your reservations by Oct. 15, 2009. If our room block sells out before then, the hotel is not obligated to sell extra rooms at the conference rate.

Travel to Pittsburgh

Pittsburgh is within 500 miles of more than half of the U.S. population and less than a 90-minute flight from half of North America's population. Pittsburgh International Airport supports over 300 nonstop flights per day to 118 destinations and is serviced by Air Canada, Air Tran, American Airlines, Continental, Delta, Jet Blue, Midwest Airlines, Northwest, Southwest, United, US Airways and USA 3000.

Parking Rates

Self-parking is offered in the Mellon Square parking garage located across from the hotel (approximately \$14 per day, Monday through Friday, and \$5 per day, Saturday and Sunday, with no in and out privileges). Valet parking is available to overnight guests (approximately \$27 per 24 hours, with in and out privileges).

Weather and Attire

Located in the mountains of Western Pennsylvania, Pittsburgh can be beautiful in the fall, with high temperatures averaging in the low 50s and evening temperatures above freezing. However, fall weather can be volatile, so you should come prepared for some wet weather. American Humane recommends business casual attire for this event. Please dress comfortably and in layers.

About Pittsburgh

Home to 723 bridges, 29 universities and the nation's largest inland port, Pittsburgh is filled with magnificent architecture and the excitement of a major metropolis. Not far away are spectacular mountains full of woodsy trails and fresh air. The Andy Warhol Museum is located one mile from the hotel and Mellon Arena, where the Pittsburgh Penguins play, is just two blocks away.

Two Easy Ways to Register

If paying by credit card, fax your registration to American Humane (Attn: Candy Larue) at (303) 862-3674. If paying by check or purchase order, fax your registration form to American Humane (Attn: Candy Larue) at (303) 862-3674 and mail the original form, along with payment, to:

American Humane

Attn: Differential Response Conference
Dept. Number 1108
Denver, CO 80256-1108

Questions

Questions about registration should be directed to Candy Larue at (303) 925-9440. If you have conference questions unrelated to registration, please contact Brenda Lockwood at brenda.lockwood@americanhumane.org.

Cancellations

Requests for refunds must be received in writing no later than Nov. 3, 2009. A service fee of \$100 will be charged for all cancellations received by Nov. 3. Cancellations received after this date will be charged one-half the conference registration fee.

About the American Humane Association

The American Humane Association is a 131-year-old national nonprofit 501(c)(3) organization with the unique mission of creating a more humane and compassionate world by ending abuse and neglect of children and animals.

Headquartered in Denver, with regional offices in Washington, D.C., and Los Angeles, the American Humane Association has decades of recognized leadership in child welfare that has advanced and strengthened practice and policy nationally. American Humane's Children's Division is guided by four key objectives: increasing the abilities, knowledge and effectiveness of child- and family-serving professionals and agencies; enhancing the community's capacity to respond effectively to the needs of vulnerable children and families; improving the information and programmatic capacities of public and private child- and family-serving agencies to enable them to respond effectively to child abuse and neglect; and facilitating a concerted national response to the problem of child maltreatment.

Over the last 20 years, American Humane has provided technical assistance in all 50 states, and has lent assistance in numerous other countries in areas related to child welfare policy and practice, strengths-based and culturally competent practice, training and staff development, research and evaluation, child welfare system advancements, and organizational improvement.

Conference Registration Form

2009 Conference on Differential Response

PLEASE PRINT (one attendee per form)

___ Dr. ___ Mr. ___ Mrs. ___ Miss ___ Ms.

Name (for name tag): _____

Title: _____

Agency/Organization: _____

Mailing Address: _____

City: _____ State/Province/Country: _____ Zip/Postal Code: _____

Business Phone: _____ Cell Phone: _____

Email: _____

If you need special accommodations or meals, please indicate here how we might accommodate you: _____

Registration Fees - Your registration fee covers conference materials, all sessions, and breakfast and lunch on Thursday and Friday.

American Humane Member Discount — American Humane Association members receive approximately 15% discount on registration for American Humane's conferences. The discount has already been applied in the member rate shown below (Discount applies to a maximum of FOUR staff members per event for agencies.) Visit www.americanhumane.org to join.

Please circle your registration type and any additional fees, and put your total dollar amount on the total line.

Yes **No** **I will be attending the Pre-Conference Institute on Wednesday, Nov. 11**

Registration Type	American Humane Member Fee	Non-Member Fee
Conference Registration		
Early Registration (received by Oct. 15, 2009)	\$290	\$340
Conference Registration (received after Oct. 15, 2009)	\$320	\$355
Continuing Education Units	FREE	FREE
American Humane Membership (Join today and save on your conference registration.)	Individual \$59 Agency \$119	
TOTAL	\$	\$

Payment Method

Pay by credit card or check or be invoiced when submitting this form. Credit card receipts will be returned in your registration packet. If paying by check, please make checks payable to American Humane.

Do you need an invoice? Yes No PURCHASE ORDER #: _____

CREDIT CARD: Visa MasterCard Discover American Express

Card #: _____ Expiration Date: _____

Billing address for invoice or credit card: _____

Billing name for invoice or as it appears on the card: _____

Signature: _____

**Fax or mail your completed registration form, along with your conference registration payment, to:
(303) 862-3674 or American Humane Association, Attn: Conference on Differential Response,
Dept. 1108, Denver, CO 80256-1108.**