



**COFCCA in partnership with NYS OCFS Bureau of Training is pleased to announce a one day conference for Residential Care Workers**

***KEEPERS OF HOPE: Taking Care of Me, So I Can Take Care of Others***

**Wednesday, March 29, 2017**

**8:30am—4:00pm**

**COFCCA**

Leadership, voice and vision for child welfare in New York State

**ANNUAL  
DOWNSTATE  
CONFERENCE FOR  
RESIDENTIAL CARE  
WORKERS**

**Special keynote by  
TONIER CAIN**

**JOIN US FOR A  
SPECIAL DAY  
DEDICATED TO  
WORKSHOPS FOR  
RES CARE  
WORKERS**

**SPACE IS LIMITED**

**REGISTRATION NOW  
OPEN**

**Taking place at:  
The ACS Nicholas  
Scoppetta Children's  
Center**

**492 1st Avenue (at 29th  
Street)  
New York City**

## **NYC Provider Agency Training Consortium**

The Training Consortium was created with a grant from the NYS Office of Children and Family Services/Bureau of Training to provider agencies a united voice in training matters, and to receive training and technical assistance that was relevant, and support the various learning needs of their staff. The Training Consortium is comprised of child welfare agencies within and around the New York City area. The Consortium evolved out of the child welfare agencies need to have training that addressed the specific competency levels of new and experienced caseworkers, and their supervisors.

### **COFCCA— [www.cofcca.org](http://www.cofcca.org)**

The Council of Family and Child Caring Agencies (COFCCA) is the principal representative for nearly all the not-for-profit organizations providing foster care, adoption, family preservation, juvenile justice and special education services in New York State. COFCCA is comprised of over 100 member organizations, ranging in size from small community based programs to the nation's largest multi-service agencies -- all of which share the mission of serving children and families. COFCCA works with its members and government to ensure quality services for our most vulnerable children -- children who have suffered abuse and abandonment and children at-risk.

### ***CONFERENCE ACKNOWLEDGMENTS—SPECIAL THANKS TO:***

*New York State Office of Children & Family Services (OCFS)  
Council of Family & Child Caring Agencies (COFCCA)*

### ***The 2017 Planning Committee Members:***

*Victor Bolanos, MercyFirst  
Jacques Cadet, COFCCA  
Stanley Capela, HeartShare Human Services  
Dianne Heggie, COFCCA  
Denise Hinds, Good Shepherd Services  
Miles Jackson, Good Shepherd Services  
Brenda Jones, OCFS Bureau of Training  
Diane Leske, COFCCA  
Yolanda L. McLeod, COFCCA  
Leonie Nicholls, ROPA, SUNY Albany*

*This free conference was made possible through a grant from NYS Office of Children and Family Services*

## SCHEDULE OF THE DAY

**8:30 a.m. ~ 9:30 a.m.**   **Registration & Continental Breakfast**

**9:30 a.m.~ 10:45 a.m.**   **General Session**

**Master of Ceremonies:**

Jacques G. Cadet, Director of Training, COFCCA

**Welcome:**

Dianne Heggie, Associate Executive Director, COFCCA

**Keynote Address:**

Ms. Tonier Cain, CEO and Founder, Healing Neen Inc.

**Presenters:**

Stanley Capela, HeartShare Human Services

Warren Hance, President of the Hance Family Foundation

Juliet Forde, Foster Care Advocate

**11:00 a.m. ~ 12:30 p.m.** **Morning Workshops: (#1 - 7)**

**12:30 p.m. ~ 1:30 p.m.** **Lunch**

**1:45 p.m. ~ 3:30 p.m.** **Afternoon Workshops: (#1 - 7)**

**3:30 p.m.**                   **Adjourn**

*Sponsored by NYS Office of Children & Family Services (OCFS)*

*In partnership with the Council of Family and Child Caring Agencies (COFCCA)*



***Keynote Speaker:***  
***Ms. TONIER CAIN***

Eighty three arrests, sixty six convictions, and thousands of requests to serve as the keynote speaker in front of audiences that include the United Nations, government agencies, teachers, community and civic organizations, mental health agencies, substance abuse programs, corrections facilities and trauma survivors. Featured in the documentary "Behind Closed Doors: Trauma Survivors and the Psychiatric System," and the subject of the award winning film "Healing Neen."

After surviving a childhood of unspeakable sexual abuse, unrelenting violence, and betrayal by systems that were charged with helping, Ms. Tonier Cain stands before her audiences today, a testimony to the resiliency of the human spirit exemplifying the innate human instinct to survive.

Tonier "Neen" Cain lived on the streets for twenty nightmarish years. Years filled with hunger, brutality and a lifestyle when described seems unconscionable. Incarcerated and pregnant in 2004, someone finally took the time to ask: "what happened to you" instead of "what's wrong with you." It is at that moment she began her journey to become a survivor and for the first time in her life began to live with more hope than fear.

The impact of trauma is realized by every age group, race, ethnicity, socio-economic group, gender, community, and workforce. As Ms. Cain shares her story, audience members find themselves challenging their professional and personal beliefs. Her experience illustrates the consequences that untreated trauma has on individuals and society at-large, including mental health problems, addiction, homelessness and incarceration. Her story evokes anger, frustration, sadness, and despair. It often triggers past traumas. It motivates, it empowers and it restores faith in humanity. It reminds us of the tremendous impact one individual can have on the life of another.

- The former team leader for the National Center for Trauma-Informed Care, with the National Association of State Mental Health Program Directors.
- A consumer advocate who speaks all over the world on trauma, incarceration, and recovery.
- The CEO and founder of Healing Neen Inc.
- Featured in the documentary "Behind Closed Doors: Trauma Survivors and the Psychiatric System."
- Subject and Co-producer of Award Winning Film, "Healing Neen"
- Executive Producer of "Walking Thru Bullets"
- Board Advisor of film "Like Any Other Kid"
- Producer of stage production "The Tonier Cain Story"
- Featured in many articles and guest on over 17 talks shows including featured in December 2014 Ebony Magazine.

## **WORKSHOPS & DESCRIPTIONS**

### **Morning and Afternoon**

#### **1. Boundaries in the Age of Social Media (Afternoon only)**

Workshop Presenter: Mary Jane Dessables, LMSW, Director of Information, Research & Accountability, COFCCA

Boundaries are important to maintaining ourselves in this work, but sometimes social media and other technologies make it easy to “blur” the work/self and worker/client boundaries. In this workshop we will discuss this new world where we go nowhere without our cell phones and even our grandmothers are posting on social media. We will talk about what’s appropriate, what’s healthy, and what’s risky when it comes to how we use tech.

#### **2. Beautiful Me (Morning & Afternoon)**

Workshop Presenters: Kate Tuffy, MS Ed, BCBA & Warren J. Hance, Jr.

The Hance Family Foundation honors the memories of Emma, Alyson and Katie Hance, who died in a car accident on July 26, 2009 at ages eight, seven and five. Subsequently, Jackie and Warren Hance, the girls’ parents, have devoted their lives to turning this tragedy into something positive and hopeful, committing to help others improve their outcomes.

As a way to honor Emma, Alyson and Katie Hance, we present our original self-esteem program for females of all ages entitled ***Beautiful Me***. The program, fully funded by our Foundation, has reached girls and women in Long Island, New York City, New Jersey, Philadelphia, Boston, Chicago, Florida, Wyoming, Paris, Uganda, and many other areas. Over 27,000 participants, representing all socio-economic groups and ethnicities, have learned ways to embrace their unique qualities in settings such as public and private elementary, middle and high schools, institutes of higher education, and schools for those with complex physical, cognitive and behavioral challenges, and speakers of other languages; the hospital, foster care, court, and women’s prison systems; and other agencies that serve females in need. We are experts in the field of self-esteem.

#### **3. Supervision with “Millennials:” Bridging the Generation Gaps (Morning & Afternoon)**

Workshop Presenter: Stanley Capela, VP for Quality Management HeartShare Human Services

There is much current discussion, and many times frustration, around how to supervise the new generation or “Millennials”. Above all else, quality supervision is rooted in the relationship between the two people.

This highly interactive workshop will define “Millennial”, discuss many of the issues/frustrations people have, discuss what Millennials bring to the table that is new, look at and discuss the Millennials’ point of view of all this, look at qualities that each generational category brings to the workplace, and develop strategies to best build a collaborate relationship that will help lead to more creative and higher quality practice. Millennials who are non-supervisors are also welcomed to attend to share their points of view as to what is important to them from a supervisor.

#### **4. Transforming Vicarious Traumatic Stress to Vicarious Resiliency (Morning & Afternoon)**

Workshop Presenter: Mayra Lopez, Sr. Director of Trauma Informed Program. Good Shepherd Services

This workshop is designed for human services professionals working with individuals who have experienced traumatic stress. The identification of the specific constructs of Vicarious Traumatization, Secondary Traumatic Stress, and Compassion Fatigue is discussed along with understanding these constructs as a component of the parallel process. Examples of how Vicarious Traumatization may affect a worker in the human services field is explored and strategies to prevent and transform Vicarious Traumatization is practiced as a means to further enhance Vicarious Resiliency. Participants will learn:

1. The concepts of Vicarious Trauma and Vicarious Resiliency;
2. strategies to prevent and transform them to enhance vicarious resiliency;
3. to take a self-assessment and be introduced to some skill that will help them build vicarious resiliency.

#### **5. Holistic Self-Care for Care Workers (Morning only)**

Workshop Presenter: Taz Tagore, Executive Director of The Reciprocity Foundation

The Reciprocity Foundation will lead a workshop for the conference that will:

1. Introduce participants to a holistic model for program delivery within the Social Services sector.
2. Offer a multi-media look at the impact of using holistic methods such as yoga, meditation, healing, bodywork, retreat and contemplative practice as a core thread through the programming offered to clients.
3. Share Holistic SELF CARE tools/methods for self and to more deeply and successfully engage with clients.
4. Share Holistic Trauma-Reduction tools for staff to use to heal from Secondary Trauma, stress, burnout and chronic health problems.

In addition, all participants will be led through a simple meditation/breathing exercise to offer a practical application to take away from the conference.

*The Reciprocity Foundation is an award-winning, holistic nonprofit organization founded in 2005 that offers advanced career and educational support to youth aging out of foster care and homeless shelters. Our programming is holistic—that is, we seamlessly integrate yoga, meditation, self-care, healing, reflective retreats, spiritual wellbeing and nutrition into our programming. We also offer programming for staff across the Social Services sector—teaching staff how to care for themselves while caring for others and how to heal from secondary trauma, stress and burnout. ([www.reciprocityfoundation.org](http://www.reciprocityfoundation.org))*

## **6. The Justice Center (Morning & Afternoon)**

Workshop Presenters: Davin Robinson, Deputy Director, Outreach, Prevention and Support; Salvatore Salerno, Assistant Chief of Investigations—NYS Justice Center for the Protection of People With Special Needs

Participants will receive an overview of the NYS Protection of People with Special Needs Act, the incident reporting process, what happens to a report made to the Justice Center, what to expect during an investigation, the appeals process and about resources to prevent abuse and neglect.

Participants will learn about the importance of reporting allegations of abuse and neglect to the Justice Center, what happens to allegations of abuse and neglect, and tools to prevent abuse and neglect. Participants will be able to share their questions, concerns and recommendations about Justice Center investigations and procedures with Justice Center leadership.

## **7. Building Coaching Competency: Building Proficiency in using the Coaching Skills (Morning & Afternoon)**

Workshop Presenters: Carolyn Rohe, Director of Supervision & Coaching, ACS Workforce Institute; Mattie Ramlakan, Deputy Director of Supervision & Coaching, ACS Workforce Institute

Across the country, child welfare agencies are turning to coaching as an integral component of supervision with frontline staff. New York City's Administration of Children's Services (ACS) Workforce Institute has developed a coaching program that is designed to strengthen the coaching skills of supervisors and managers within the child welfare and juvenile justice system. Building proficiency in coaching requires practice, time, and repetition. This interactive workshop will review NYC's Administration of Children's Services Workforce Institute multi-level coaching program with focus on the program's Skill Refreshers designed to help build learner expertise, confidence, and capacity in using the coach approach with staff.



*Council of Family and Child Caring Agencies*

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