

## *Employment Focused Workforce & Career Services: Evidence-Based Approaches*

- **Core Skills for Sustainable Employment & Career Outcomes**
- **Advance Skills for Sustainability & Performance Accountability**
- **Motivational Interviewing Skills: Core Skills**

**March 24-27, 2015**  
**New Orleans, Louisiana, USA**

**Approved for 26 CE Training Hours**



# Evidence Based & Strength Centered Human Services Approaches

## PRESIDENTS MESSAGE

Peter Orszag, the former director of the Office of Management and Budget (OMB) once remarked, “less than 1 percent of federal spending goes to programs and activities that we have any evidence they work.” The number is less clear for other funding entities and elsewhere. So there is much catching up to do and evidence based approaches are becoming the requirement for anything that is getting funded.

For our 11<sup>th</sup> year Joyfields Institute, working with the **EBP Society** and some of the best experts and practitioners committed to the evidence based movement, continues effort to address this deficiency through training, education and performance evaluation initiatives. Join us in historic New Orleans, LA for four (4) days of comprehensive evidence based conference and workshops designed for the human services practitioner. We are really excited about this year's program designed specifically for the Justice, Human and Social Services professional. This year as you asked, gives you our customers more flexibility.

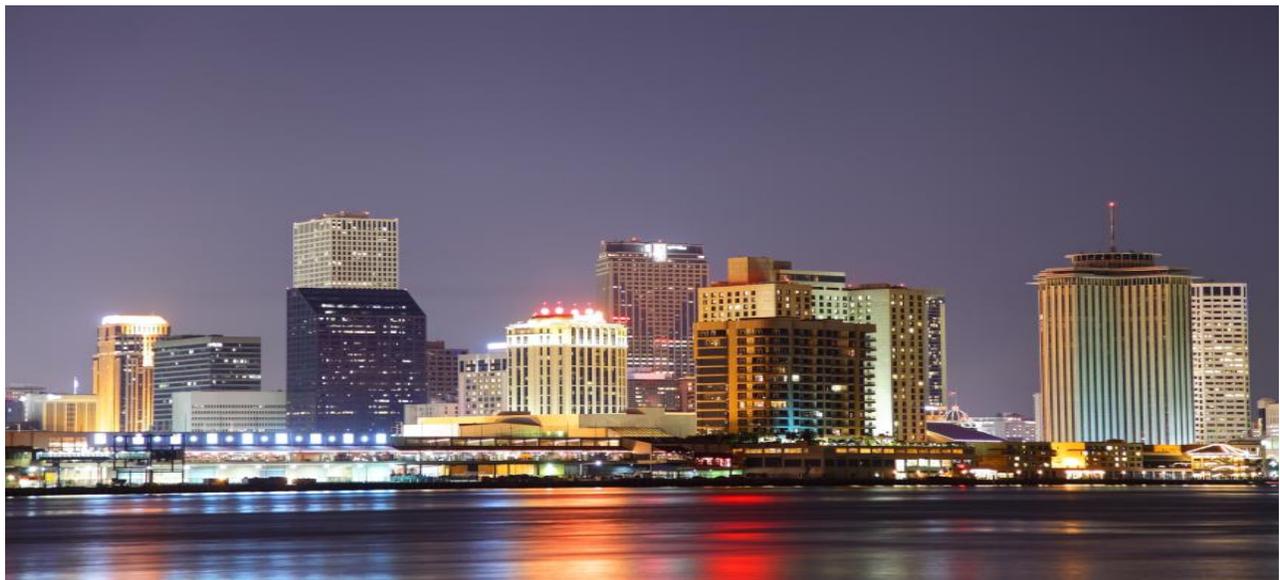
We bring you comprehensive evidence based A-to-Z workshops chuck full of what you need to get your program on the right footing and be confident what you are doing works. Select a 2-Day workshop only, or stay all 4 days to get the most out of your participation and also save. Some workshops co-occur.

For what you would spend on a 3 day program we have added an extra day of training, education and real life case examples and activities you can use immediately you return home.

But wait! This event is in the great city New Orleans at the newly renovated and unusually spacious Hilton Hotels property, the Hilton Garden Inn Convention Center. How else can we make it such fun to, **(a)** get away, **(b)** get some real RNR, and **(c)** get the training you can't afford to miss!

Plan now to join us New Orleans. We made it easy to bring a team. I look forward to seeing you there.

Sobem Nwoko  
President



# Evidence Based & Strength Centered Human Services Approaches

## AT-A-GLANCE

**Days 1 & 2 - March 24-25, 2015**

2-Day Comprehensive Workshop

### **Employment Focused Workforce Development: Core Skills for Evidence Based Approaches**

Evoke and strengthen capabilities individuals already possess. This workshop is a comprehensive employment focused program to help workforce teams obtain skills for helping their clients become gainfully employed even if they have severe barriers.

**Days 3 & 4 - March 26-27, 2015**

Select One (1) Comprehensive 2-Day Workshop

### **Advance Skills for Employment Focused Workforce Development: Performance Measures & Accountability**

When agencies work in a model of accountability results are higher while engagement and customer satisfaction increase. This accountability model will provide your team with the path, tools and resources to deploy a world class employment focused framework.

### **Motivational Interviewing (MI): Core Skills for Durable Behavioral Change**

Teams perform like the pros they are using Motivational Interviewing skills. MI is proven to be fully compatible with various approaches as a method that helps people resolve ambivalence toward change through discovery of intrapersonal fuel by placing complete responsibility for change on the individual. Its a must have method in your tool kit.

# Evidence Based & Strength Centered Human Services Approaches

Days 1 & 2 - March 24-25, 2015

## Employment Focused Workforce Development: Core Skills for Evidence Based Approaches

### PROGRAM OUTLINE

The typical workforce system, by design of the federal government, includes a tiered approach to entering employment. Core services or self-directed job search is through a universal access system open to the public. This self-directed model may work for some, however it presents immense challenges for the hardest to employ.

The program trains participants on the skills for providing their clients with supported and structured case managed navigation through the career exploration, job search, job placement, and job retention processes. In cases where the client or recipient of services does not possess key skills to complete self-directed job search that lead to gainful employment a more intensive job search and placement assistance services are needed. It will teach participants to identify and seek out various funding sources to assist the job placement, TANF and Justice Involved included.

Participants will learn various approaches for addressing situations should employment barriers remain and need to be addressed with education or talent development. They will learn skills for referring to training services through various Workforce and Career Services remedies that can be provided. This tiered approach is designed to assist those who are in need of more progressive support in their employment endeavors.

Participants will learn to work collaboratively with community partners to provide a one-stop environment for customers to address their employment needs.

### LEARNING GOALS AN OBJECTIVES

Participants will learn evidence-based workforce development, job creation and workshop facilitation skills:

- Alignment of Agency Key Results
- Workshop Outcomes and Goals
- Alignment of Program Outcomes
- Implementation of Programming
- Workforce Remedies
- Create Timelines

# Evidence Based & Strength Centered Human Services Approaches

**Days 3 & 4 - March 26-27, 2015**

## **Advance Skills for Employment Focused Workforce Development: Performance Measures & Accountability**

When agencies work in a model of accountability results are higher while engagement and customer satisfaction increase. This accountability model will provide your team with the proven path, tools and resources to implement a solid employment focused framework.. This program is a hands-on workshop designed to help agencies develop and tailor a plan specific to their agency that will enable exceptional client results, staff engagement, employee retention and agency transparency.

### **PROGRAM OUTLINE**

This model will provide training, tools and resources to help participants engage all levels of staff in a collaborative model of accountability utilizing a 360 approach.

### **LEARNING GOALS AND OBJECTIVES**

Participants will among other things be in a position to;

- Understand the Accountability Model design
- Review of various accountability models and how they can be integrated in your agency.
- Learn how to benchmark your programs. The Pros and Cons of accountability models. How to modify an accountability model to meet the needs of your organization.
- Create and utilize 360 performance reviews for all levels of your organization to increase staff performance, agency outcomes and customer satisfaction.
- Conduct effective staff performance reviews
- Create and implement staff work plans that are in alignment with agency outcomes while giving staff the needed expectations for their success.
- Understand how to engage the customer
- Learn to utilize the latest tools in customer satisfaction tools to gauge, review and implement needed changes for customer satisfaction. How to track and utilizes customer voice.

Participants will get access to enterprise class software tools for data gathering, measurement and evaluations which they can utilize following the training.

# Evidence Based & Strength Centered Human Services Approaches

Days 3 & 4 - March 26-27, 2015

## Motivational Interviewing (MI): Core Skills for Durable Behavioral Change

Teams perform like the pros they are using Motivational Interviewing skills. MI is proven to be fully compatible with various approaches as a method that helps people resolve ambivalence toward change through discovery of intrapersonal fuel by placing complete responsibility for change on the individual.

Its a must have method in your tool kit.

### PROGRAM OUTLINE

Enduring client change is achievable through Motivational Interviewing (MI). MI is the powerful evidence-based method for engaging intrinsic client motivation. Clinical trials on use of MI in all areas of treatment abound with substantial outcomes for creating sustainable change in maladaptive behaviors far beyond compliance.

MI is proven to be fully compatible with Cognitive Behavioral Therapy, Moral Reconciliation Therapy, Therapeutic Community, and various other approaches as a method that helps people resolve ambivalence toward change through discovery of intrapersonal motivation by placing complete responsibility for change on the individual. With public and private agencies under increased scrutiny to deliver on promises through evidence based practices, executives must evaluate practices, techniques and programs to improve results and financial outcomes. Motivational Interviewing has applications in various settings giving staffs skills to help their clients succeed through appropriate evidence based practices.

*“When I was first asked to attend this training, I thought to myself, 'Not another training! Now am glad I came. It's the best training I have attended in a good while!”*

### PROGRAM OUTLINE

This program teaches foundational concepts, strategy and techniques involved in MI and how it can be developed and utilized dynamically in targeted settings. It is excellent for staffs with little or no knowledge of the MI approach as well as those already implementing the model. Joyfields Institute MI programs are taught through presentations, video examples, instructor modeling, and practice breakout activities. Participants will recognize that many of the techniques are part of their current practice. With that recognition and the training, they will be able to begin using the techniques with more effectiveness and added fidelity to the model.

# Evidence Based & Strength Centered Human Services Approaches

## WHO SHOULD ATTEND

Executives and staff at justice, human and social services agencies, youth and adult settings, program managers, mental health services, rehabilitative services and mentoring, etc including;

- Workforce development teams
- Care Coordination & Case Management Teams
- Clinical Directors & Staff, Social Workers & Counselors
- Behavioral Healthcare & Substance Abuse Teams
- Community services agency personnel
- Probation, Parole & Community Corrections personnel, Sheriff's departments
- Mental Health and Prevention Center Professionals
- Community Services Organizations, Services Providers
- Resident populations staffs
- Disability Management Professionals
- Training departments
- Safety Officers
- Nurse Care Professionals
- Prevention staffs
- Housing & Workforce Specialists
- Psychologists, Psychiatrists and Therapists
- Pastoral counselors
- Court Administrators
- Researchers & Planners
- Government Agencies
- Pre-Release Specialists

## KEY REASONS YOU AND YOUR COLLEAGUES SHOULD ATTEND A JOYFIELDS INSTITUTE PROGRAM

Join others and learn to quickly get your program initiatives on a solid foundation

- Learn in a focused setting without the distractions of being sold to
- Network with colleagues to share invaluable ideas and experiences from different parts
- Meet other professionals and learn how they overcame implementation challenges they faced
- Leave at the end of the program with action steps to begin addressing challenges you face
- Learn first hand the best and latest resources for addressing needs and how to apply them
- Learn from experts and outstanding practitioners "what works" and what not to do
- Through discussion groups and trouble shooting exercises you will learn to embrace opportunities ahead

# Evidence Based & Strength Centered Human Services Approaches

## CERTIFICATE & CONTINUING EDUCATION TRAINING HOURS

Approved for up to 26 CE training hours

**Joyfields Institute CE:** Upon completion of the course, participants will receive a certificate as evidence of your accomplishment and status as a practitioner who has acquired specific new skills. Many licensing/certification bodies accept this designation. Please check with your licensing body.

**Licensed Alcohol & Drug Counselors:** Joyfields Institute is an approved education provider by National Association of Alcohol and Drug Abuse Counselors (NAADAC)/National Certification Commission (NCC) Provider #745. Many licensing/certification bodies accept this designation. Please check with your licensing body.

**Substance Abuse Counselors:** Joyfields Institute is an approved education provider by National Association of Alcohol and Drug Abuse Counselors (NAADAC)/National Certification Commission (NCC) Provider #745. Many licensing/certification bodies accept this designation. Please check with your licensing body.

**California LMFT, LEP, LCSW, LPCC:** Joyfields Institute courses meet the qualifications for CE credits in CA as required by CA BBS. Joyfields Institute is an approved education provider by CA BBS, license number PCE 5522.

**Professional Counselors:** Joyfields Institute is an approved education provider by the National Association of Alcohol and Drug Abuse Counselors (NAADAC)/National Certification Commission (NCC) Provider #745. Many licensing/certification bodies accept this designation. Please check with your licensing body.

**California State Standards & Training for Corrections:** Joyfields Institute is a approved California State Standards and Training for Corrections (STC) education provider

For assistance, call +1(770)409-8780.

# Evidence Based & Strength Centered Human Services Approaches

## FACULTY

### **Najwa Khalaf, GCDF, Workforce and Career Development Specialist, Malcolm Baldrige Facilitator**



Najwa Khalaf has worked in various capacities in the workforce development field most recently as the Programs Manger for a local Workforce Center in the Denver Metro area where she has been responsible for all assistance programs, including Colorado Works, Child Support Enforcement, SNAP-E&T, Pre-Release and Department of Corrections.

She has over 20 years' experience in the human services fields, and has worked with such populations as the high-risk youth, welfare recipients, and those needing drug and alcohol counseling. Najwa has been providing training and education services to professionals, welfare recipients, youth, families and their communities.

Her knowledge and skills include working with human, workforce development and probation teams and systems in the areas of job creation, economic development, welfare to work, and offender services. Najwa began her workforce development career in 1997 in the Colorado Works program, case managing two parent and single families. She is a certified CPEX (Colorado Performance Excellence) examiner in the Malcolm Baldrige criteria, and is also GCDF certified. Najwa has a degree in Human Services with an emphasis in high-risk youth

As a Joyfields Institute Associate Faculty Ms. Khalaf leads the curriculum and staff development activities for the firm's workforce and career services practice.



## Evidence Based & Strength Centered Human Services Approaches

### Mark Lewis, LMSW, MCSW, MINT, EBP Implementation Specialist, President, MML Consulting



Mr. Mark Lewis is best described as a person who is focused on staff development and training for the purpose of improving the moment of contact between a practitioner and the individual receiving services. His trainings are known for depth of knowledge and effectiveness in providing clear influence on the participating practitioners' skills.

His experience includes case management, treatment, supervision, staff development, and management of adult and juvenile justice programs including a very specialized program for Parolee-Sex Offender Alcoholics and Addicts.

Mr. Lewis began his career as a Law Enforcement and Corrections Specialist in the United States Air Force. During his 10 years of service Mr. Lewis performed as a Law Enforcement Supervisor and later as a Master Instructor in the Air Force Police Academy. Following the Air Force he completed a Bachelors Degree in Psychology at the University of Michigan, and the Masters of Clinical Social Work at Michigan State University. He is a Licensed Master Social Worker (LMSW) and a member of the International Motivational Interviewing Network of Trainers (MINT), and carries advanced credentials in other evidence based practices.

In 33 years of practice Mr. Lewis has worked in various public and private human services programs and held positions ranging from clinical therapist, case-manager, director of operations for a national managed care company, director of utilization management, and contract negotiator. Currently Mr. Lewis holds a position with the Michigan Department of Community Health where he is responsible for the implementation and sustainability of evidence-based practices and best practice across the public health system. Mr. Lewis is also an adjunct professor at the Oakland University School of Medicine, the University of Michigan-School of Social Work, and the Wayne State University-School of Medicine-Department of Psychiatry-Research Division.

As a Joyfields Institute Associate Faculty Mr. Lewis leads the staff development and training activities, systems and process design improvements and leadership enhancement practice.

# Evidence Based & Strength Centered Human Services Approaches

## ACCOMMODATIONS, REGISTRATION FEE, INTERNATIONAL PARTICIPANTS

All workshop activities take place at our host hotel, the;

**Hilton Garden Inn, New Orleans Convention Center**, 1001 South Peters Street, New Orleans, LA 70130.

This newly renovated "larger-than-usual" Hilton property is located within walking distance from the famous French Quarter attractions, restaurants and legendary New Orleans blues and jazz entertainment.

Walk or ride the streetcar to the Riverwalk, Harrah's Casino and the gateway to the French Quarter and Bourbon Street. The cruise ship terminals, Mercedes Benz Superdome and New Orleans Arena are steps away. Superb New Orleans restaurants specializing in southern coastal and Creole cuisine are nestled in every block along with unique galleries and shops. The Garden District is just a streetcar or carriage ride away.

Our special negotiated rate is \$139 per night of the program, plus applicable taxes and local fees.

**How to reserve your room:** Participants are responsible for making own accommodation arrangement. To make your reservations please contact the hotel directly.

•**Online:** To make your reservation online, copy over the following entire link;

<http://hiltongardeninn.hilton.com/en/gi/groups/personalized/M/MSYGIGI-JOYFLD-20150323/index.jhtml>

•**Telephone:** Please call the hotel directly at 1-877-STAY-HGI (1-877-782-9444). You must mention the Group Code, JOYFIELDS INSTITUTE to take advantage of the negotiated rate by February 19th.

If you need immediate assistance, please contact our office at +1(770)409-8780 or send email to [yvette@joyfields.org](mailto:yvette@joyfields.org).

**REGISTRATION & FEES** - Team attendance is highly encouraged. See group pricing below. The registration fee covers;

All training sessions  
Comprehensive Program Manual  
Earn CE training hours allocated for this particular program  
Breakfast daily with refreshment breaks  
10% member discount to future Joyfields Institute sponsored programs

	Individual	Team of 2 – 3	Team of 4+
<b>Attend 2-Day Workshop:</b>	\$695	\$595 ea.	\$495 ea.
<b>Attend all 4 Days:</b>	\$1295	\$1195 ea.	\$ 895 ea.

**Joyfields Institute for Professional Development / EBP Society**

**Please use this form to process your registration. Complete the form and fax to +1(678)605-0271**

Event Name: \_\_\_\_\_

**Authorizing Manager**

Full Name: \_\_\_\_\_ Title: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ IPC/Zip: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

**Attendee #1**

Full Name: \_\_\_\_\_ Title: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

**Attendee #2**

Full Name: \_\_\_\_\_ Title: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

**Attendee #3**

Full Name: \_\_\_\_\_ Title: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

**Attendee #4**

Full Name: \_\_\_\_\_ Title: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

**Registration Fees**

<b>Circle One:</b>	<b>Individual</b>	<b>2-3 Individuals</b>	<b>4 or more</b>
<b>2 Days of Sessions:</b>	<b>\$695 ea.</b>	<b>\$595 ea.</b>	<b>\$495 ea.</b>
<b>All 4-Days of Sessions:</b>	<b>\$1295 ea.</b>	<b>\$1195 ea.</b>	<b>\$895 ea.</b>

**Sign me up for my membership. (circle one) Take 10% OFF any event now plus members benefits.**

- PLUS Plan Membership ..... \$195
- Premium PLUS (Incl. LMS for up to 5 individuals).....\$795
- Platinum PLUS (Includes LMS + EvalMeasures Software)..... \$1695

**Payment Method (circle one): Credit Card / Wire / Check / Bill Me / PO # \_\_\_\_\_**

Credit Card Name (circle one): MC / VISA / AMEX / DISCOVER

Name on Card: \_\_\_\_\_

Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Phone: +1(770) 409-8780 | Fax: +1(678) 605-0271 | [support@joyfields.org](mailto:support@joyfields.org).

Make checks payable to Joyfields Inc. drawn on US bank in US Dollars and Mail To: Joyfields Institute | 5805 State Bridge Road, Suite G255 | Johns Creek, GA 30097