2016 Registration Brochure

International Conference on Innovations in Family Engagement:

Continuing the learning on Differential Response, Family Group Decision Making and other reforms

Nov 1 to 4

Fort Worth, Texas

www.kempeconference.org
For two decades, the current Kempe Center faculty have been supporting the implementation of innovation in systems and communities that work with vulnerable children, youth and families. Three of these more well-known innovations are family group decision making (FGDM), family engagement and differential response. Disseminator, evaluator, conference and webinar organizer, trainer, technical assistance provider and thought leader, the Kempe Center fuels leaders’ quests to adapt systems to increasingly center on achieving safety, permanency and well-being through family engagement.

The Conference on FGDM and Family Engagement has been an annual event since 1997 that has served as an invigorating learning platform for thousands who have been engaged in the implementation of family meeting and engagement processes around the globe. In 2005, our team launched the Differential Response Conference, again attracting a global audience of innovators interested in restructuring and revamping the CPS system through the implementation of differential response. Over time, we found the topics, audiences, and interests of these two conferences began to converge so we merged them in 2015 into the International Conference on Innovations in Family Engagement.

Defined as collaboration, partnership, inclusion, involvement, compliance and cooperation, what is meant by engagement is inherently complex. What is clear, however, is that “engagement” is a worthwhile pursuit when working with vulnerable populations. The “engagement process” begins with the first “hello”, knock on the door, or telephone call, and it continues throughout the entire relationship between service providers and families. It often extends far beyond the engagement of a parent or caregiver and child to include the extended family/kin system known as the family group and their informal networks.

For more than a decade, public human service agencies, community-based organizations, and other institutions have been implementing numerous family engagement strategies and decision-making models as a way to provide inclusive and culturally respectful processes when working with families. The basic belief is that outcomes improve when service providers productively and positively engage the family group in matters that directly or indirectly involve them. This construct holds true across many systems including child welfare, juvenile justice, aging and adult protection, education, and mental health.
With the implementation of differential response, which restructures the front-end of the CPS system to create at least two different ways to respond to child abuse and neglect reports, there has been an increased emphasis on engaging caregivers, children and their family network during the assessment or investigation processes. Various family engagement strategies and techniques, including some forms of family meetings, are being embedded into child welfare practice in the intake-investigation stages of involvement. As families’ involvement with the child welfare system becomes longer-term, there are many formal and informal opportunities to advance family engagement practices.

One of the strategies that human service systems use as a formal engagement mechanism are various types of family meetings. Such models as family group conferences, family team meetings, team decision meetings, family team conferences, child permanency mediation, child and family teams, family decision meetings, restorative conferences, family safety planning meetings, wraparound services, and family team decision making are some other commonly used family engagement approaches in human service systems. What is true in all of these approaches is that none of these are possible without finding and engaging family. With this, we strongly support the interplay between family finding and family engagement at this conference.

While Family Group Decision Making is an umbrella term that encapsulates a number of family engagement models, this system reform was defined in a seminal paper titled “Family Group Decision Making in Child Welfare: Purpose, Values and Processes” (2008; 2013). The document, developed in partnership with FGDM leaders worldwide, provides a clear definition of FGDM, thus enabling the accurate classification of family-engagement approaches as being FGDM.

With this conference, we are wanting to identify and showcase practices, policies, implementation structures, advocacy efforts and research that elevates these notions:

- At the very least, family groups need to be included in decision-making, and at most, formal systems need to strive to implement processes whereby family groups lead decision-making
- Family groups are experts on their own lives
- Engaging family groups is a collaborative process
- Child welfare and allied systems are more successful when they combine agency and community resources with natural resources and supports
- Through partnership and engagement with the family and their support system greater child safety and well-being is possible

**WHO SHOULD ATTEND?**

Our previous conferences have sported multi-disciplinary audiences who have represented numerous formal, informal, and community systems and have drawn from child welfare, juvenile justice, and mental health agencies. They typically represent 35 states, numerous Tribes, many Canadian provinces, and, on average, six other countries. Specifically, target audiences for this event include representatives from public and private child welfare agencies, such as administrators, program managers, supervisors, and specialists; intake, assessment/investigation, ongoing, permanency, foster care, and adoption caseworkers; family meeting coordinators or facilitators, family meeting supervisors, family finders, kinship navigators, policymakers, researchers and evaluators, child and family advocates, family members, foster parents, community members, parent mentors, and community leaders; and those from partnering systems and community providers, such as juvenile and family courts (judges, court staff, attorneys, and other legal professionals), faith-based services, domestic/family violence services, substance abuse services, and mental health services.

Independent of where you sit and what you do in relation to innovation in human service systems, you will find your niche at this one-of-a-kind event.
SESSION THEMES

Participants do not have to select which sessions they would like to attend when registering for the conference. Each session is open on a first come, first serve basis. To assist participants in selecting which sessions to attend, presenters were asked to identify which theme their sessions most closely matched.

PRACTICE
As the populations served by child and family systems change, and research informs practice and policy development in these systems, there is a need to advance skill acquisition for practitioners who are the agency ambassadors. Sessions under this theme focus on a key topic and translate the knowledge into skill development.

MARGINALIZED POPULATIONS
It is imperative for child and family systems and their community partners to identify and recognize the marginalized groups that may be overlooked or underrepresented in family engagement processes or overrepresented in these systems. Some examples, though not an exclusive list, are families of color, American Indian/Alaskan Native families, impoverished communities, fathers, paternal relatives, same-sex partners, faith communities, grandparents, kinship system, extended family, and others that systems may not traditionally include at the table.

WORKFORCE
Supervising, managing, and leading in child and family service systems are unique roles due to the intense subject matter, resources, community expectations, and accountability. Sessions in this theme focus on the support and leadership needed to develop and sustain an engaging workforce in innovations like family engagement and differential response.

SYSTEM INFRASTRUCTURE
Embedding family engagement into the everyday fabric of child and family service systems is more than “holding a family meeting,” “soliciting a caregiver's opinion,” “sharing information with family members,” or “engaging a family in a family assessment or an investigation”—all which can get diluted to solely “an event.” In turn, events can become routinized, mechanical, and beholden to system pressures, with the principles of family engagement becoming unattainable. Aligning systems with family engagement principles requires attention to infrastructure, policies, implementation, and collaboration.

POLICY, RESEARCH, AND EVALUATION
There is a growing body of international knowledge about family engagement practices and policies, as well as differential response implementation. There are random control trial research studies, formal quantitative and qualitative evaluations, fidelity instrumentation, family satisfaction surveys, administrative data, and other analytics that help us understand the knowledge that can be gleaned. Understanding research and analyzing existing data sources help to inform the implementation and sustainability of family engagement practices and processes, and they can be used to formulate policy.
**SCHEDULE of EVENTS**
*Event times may be slightly adjusted in the final program, and registered participants will be notified.*

**TUESDAY, NOVEMBER 1, 2016**

**9:00 A.M. - 4:00 P.M. PRE-CONFERENCE SKILLS INSTITUTES**

*The Pre-Conference Skills Institutes are offered as a supplement to the conference for an additional fee of $125. These sessions are capped at 25 participants to provide the best opportunity for learning from and with our expert trainers. When registering for these sessions, you must select the session you want to attend. Lunch is provided.*

**Why am I so Tired? Managing Emotional Labor in Child Welfare to Avoid Burnout**
Ida Drury, Kempe Center for the Prevention and Treatment of Child Abuse and Neglect at the University of Colorado Denver, Aurora CO

We’ve all heard of physical labor: doing the heavy lifting, building, and tearing down. Child welfare, though, is done through emotional labor. This is the work we do to mask or manipulate our emotions, or the help we give others to de-escalate or make personal change. Just like physical labor, we feel pride in a job well done, but too much leaves us exhausted. In fact, we may even become burned out and ultimately leave the work that used to fill us up. Participants will take a self-assessment of emotional labor performance, emotional exhaustion, and burnout. Using the information gained, they will develop a concrete strategy for avoiding or alleviating burnout which they can take back to field. It’s not all doom and gloom! Sometimes putting words to what we’re feeling is just what the doctor ordered. Come to this skills institute to learn about the research behind emotional labor and the strategies you need to keep you (and the people you work with) healthy and happy in emotionally intense positions. Be prepared to get to know your peers, laugh, and learn!

**How to Navigate the Waters of Change**
Christa Doty, , Jeanne Ferguson, and Brenda Lockwood, Butler Institute for Families at the University of Denver, Denver, CO; and Sandra Davidson, New York City Administration of Child Services, Division of Child Protection

Evolution involves change and change isn’t easy. Often there is a tussle between relying on what is familiar and comfortable with pushing ourselves to try something new. Even though we know the shift in practice will benefit families and children, often our struggle to embrace the change is rooted in fear. In this skills institute we will explore how as supervisors and managers we are aware of this fear, in others and ourselves, while still supporting, nurturing and sustaining change. Participants will identify the sources of resistance to change and apply techniques to support the structure and dedication to champion healthy and purposeful change from within, throughout all management levels.
Enhancing Family Group Conference Coordinator Skills: Preparation of Participants and Widening the Circle
Anita Horner, Kempe Center for the Prevention and Treatment of Child Abuse and Neglect at the University of Colorado Denver, Aurora CO; and Marilee Sherry, Brantford Children and Family Services, Brantford ON, Canada
Preparation of participants for a Family Group Conference (FGC), including widening the circle, helps address the power differential between family groups and the system. These key processes help position family groups to assume leadership in creating plans for their children. During this workshop, we will focus on enhancing FGC coordinator skills in preparing participants, particularly family members, and in widening the circle to include as many of the child’s family members as possible. We will identify some common barriers and explore strategies to navigate them, as well as identifying the possible impact of taking short-cuts during this phase.

What’s Me Got to Do with It?
Michelle Howard, Kempe Center for the Prevention and Treatment of Child Abuse and Neglect at the University of Colorado Denver, Aurora CO

Have you ever deeply considered what has drawn you to the work that you do? Is it the pay? Likely not. What about you helps you do your job well? What sets you apart from others? Working in human services and in particular the child welfare field, requires a unique, well-honed set of skills that enables you to guide families towards creating safety, stability and well-being for children in their care. The best work comes from skills that are cultivated from the inside and manifested outwardly in the work. Whether you are charged with convening formal family meetings, such as family group conferences or family team meetings, or meeting informally with families to complete family assessments and engage in strength-based child welfare practice; this skills institute is for you. To support you in your journey toward providing superior service to children and families, you will engage in a self-directed process of learning to bring the best of you to the work and leverage opportunities to bring out the best in families in an authentic and culturally inclusive way. This skills institute invites you to take a look at you!

4:30 P.M. – 6:00 P.M. INTRODUCTORY SESSIONS

Multiple Pathways to Safety: An Overview of Differential Response
Amy Hahn, Kempe Center for the Prevention and Treatment of Child Abuse and Neglect at the University of Colorado Denver, Aurora, CO

This session provides a brief introduction to differential response, including terminology, differences in models, and evaluation efforts. If you are new to differential response or new to the conference, we recommend that you attend this session, as we believe it will help you better navigate the conference. Various models of differential response will be explored, as well as the history and evolution of this reform effort in the United States.

FGDM and Family Meetings 101
Lisa Merkel-Holguin, Kempe Center for the Prevention and Treatment of Child Abuse and Neglect at the University of Colorado Denver, Aurora, CO

This presentation will outline the principles and philosophies embodied within FGDM and the processes to coordinate family meetings. The primary family involvement models used in the United States will be described and compared. Individuals with little exposure to or knowledge of FGDM or other family engagement approaches are encouraged to attend.
9:00 A.M. – 10:15 A.M. GENERAL SESSION
(BREAKFAST INCLUDED)

THE RISE OF THE $2 A DAY POVERTY IN THE U.S. IMPLICATIONS FOR CHILDREN
Kathy Edin, Ph. D., Bloomberg Distinguished Professor, Johns Hopkins University

10:30 A.M. – 12:00 P.M. BREAKOUT SESSIONS

Training & Implementation - A Targeted Response to the Needs of the Workforce While Implementing Family Assessment Response in Washington State

Alissa Copeland, Alliance for Child Welfare Excellence/University of Washington, Seattle, WA; Kara Rozeboom, Children’s Administration, Department of Social and Health Services, Everett, WA; Julie Ellis, Children’s Administration, Department of Social and Health Services, Spokane, WA; and Sandy Surface, Children’s Administration, Department of Social and Health Services, Everett, WA

In this session, we will examine tools and continual learning through incremental implementation of Family Assessment Response in Washington. With a focus on family assessment response subject matter experts supporting ongoing roll-out, while acting as liaisons between regional field operations and headquarters, our workforce receives multi-tiered support in this practice shift. Training and coaching is responsive to the needs indicated by statewide targeted family assessment response case review results. Family assessment response practitioners are supported to enhance practice through statewide case consultation and intake consensus. As communities implement family assessment response, we have built partnerships, bringing an additional level of support to the families we serve.

Workforce
Family Engagement, Risky Situations and Worker Safety: Lessons in Assessing and Managing Risk
Vicky Kelly, Annie E. Casey Foundation, Millsboro, DE
Many parents involved with the child welfare system struggle with issues related to substance abuse, domestic violence and/or mental illness. These issues can increase the chance of violence and impact the safety of caseworkers. And yet, our family engagement approaches often fail to appreciate these risks and provide workers with ways to safely engage clients who may most need help. This workshop will provide an overview of how these risk factors can be assessed and woven into existing practice strategies. Discussion will also focus on how to develop local partnerships to leverage expertise and support.  

Practice

Bringing Home the Findings: Results from a 3-Year FGDM Evaluation in Texas
Lisa Merkel-Holguin, John Fluke, Heather Allan, Dana Hollinshead and Ida Drury, Kempe Center for the Prevention and Treatment of Child Abuse and Neglect at the University of Colorado Denver, Aurora, CO
This session will present in-depth findings from the No Place Like Home project evaluation of FGDM in Dallas and Tarrant Counties between 2011 and 2015. Results around FGDM fidelity will be explored with a focus on the variation found between family perspectives and other service providers on key fidelity components. Findings around the impact of FGDM on enhancing family social support will be examined. Additionally, the question of what impacts staff referrals and uptake of FGCs will be explored. Join us for a rich discussion about what makes FGDM an effective and meaningful practice for families and staff alike.  

Policy, Research and Evaluation

Working Collaboratively With, and Not Against, Educational Systems
Cindy Conley, Argmue Chitiyo and Latika Powell, Tennessee Technological University, Murfreesboro, TN
Frequently, children served through the social service system are also at-risk students, yet school staff are often not an effective element in family engagement. This presentation focuses on how educators and community partners can effectively collaborate together to serve families. The presenters represent educational and community partner experiences from three different cultures in three different parts of the world and believe these partnerships are essential for families. Attendees will be able to identify increased knowledge of the barriers in their own communities regarding community partners and school staff collaboration and be able to establish plans for overcoming those barriers.  

System Infrastructure

Weathering the Storm: Holding Strong when there is Change or Unpredictability in the Child Welfare System
Jessie Stratton and Kari Hohn, Olmsted County Child and Family Services, Rochester, MN
As the social work practice pendulum swings or the political climate impacts social work, how do the core principles of differential response remain a constant? How do we hold true to what we have learned to be best practice elements, amidst external pressures or changes beyond our control. This session will allow participants to explore strategies that build an agency culture that is hopeful, resilient and confident.  

Practice, System Infrastructure, Workforce

Providing Youth Aging Out of Care with Family Group Decision Making Meetings
Bernadine Togeretz, Shalem Mental Health Network, Hamilton, ON, Canada
The objective of this workshop is to share the benefits and the challenges in providing FGDM meetings for youth in Ontario who are aging out of care, from the perspective of a coordinator. We will examine the importance of family engagement in the lives of the youth we serve, and recognizing this, how we can encourage healthy connections with families in our community. We will also look at overcoming language barriers, physical distance, resistance to working with child protection services, estranged family members, and meeting the expectations of agency, youth, and family.  

Marginalized Populations, Practice
Yes You Can!- Have Family Group Decision Making Along with Other Family Engagement Practices!
Deb DeLuca-Forzley, Larimer County Department of Human Services, Fort Collins, CO

This session will demonstrate strategies used in Larimer County to effectively implement a continuum of facilitated family meetings, including FGDM, while maintaining fidelity to the model. You will see how the use of other family engagement models, as well as family find and family advocates, help us prepare families for FGDM, including the participation of children and youth resulting in more family driven outcomes. We will demonstrate how we have maintained use of the FGDM model and include other models of facilitated family driven processes.

Practice

12:00 P.M. - 1:30 P.M. LUNCH ON YOUR OWN
1:45 P.M. - 3:15 P.M. BREAKOUT SESSIONS

Measuring Performance - How Well Are We Doing?
Lissa Friedman, Arlington County DHS, Arlington VA

How do you define outcomes of a FGDM model and share them with stakeholders? This session will present Arlington County’s CQI initiative to change the focus of program management: rather than amount of work completed, the bottom line is now whether or not children and families are better off. We will discuss lessons learned from the process of developing outcome measures for our FGDM model and explore the model's impacts on key outcome measures: length of stay for foster children, success at preventing placements, and customer satisfaction.

Policy, Research & Evaluation

Parent Engagement through a Motivational Lens
Carrie Furrer and Anna Rockhill, Portland State University, Portland, OR

Child welfare professionals are increasingly focused on parent engagement as the foundation of change. Despite its importance, the field lacks a common understanding of engagement and how it is created. For example, the term “engagement” is used to refer to practice values, compliance, intervention models, buy-in, quality of parent-caseworker relationship, shared decision-making, and many other related issues. The purpose of this session is to examine parent engagement through the lens of Self-Determination Theory (SDT), which concerns itself with human motivation or how people are moved to act, and how to diagnose and respond to parents experiencing low engagement or disaffection.

Practice

Imagine: Bringing Vision Into Child Protective Services and FGDM
Elizabeth Root, Scott County Health and Human Services, Shakopee, MN

This workshop will assist participants in developing vision statements with parents in an effort to help families envision their lives outside the influence of problems. Doing vision work gives voice to what parents truly want for their kids, increases rapport between worker and client, and provides a focal point for FGDM plans. The workshop will include an introduction to narrative practice and collaborative helping maps, and will touch on the practice of witnessing to further solidify safety plans.

Practice
Leadership for Domestic Violence-Informed Organizations and Community Collaborations
David Mandel, David Mandel & Associates, Canton, CT

Creating a domestic violence-informed child welfare agency or community collaborative requires informed leadership who are committed to change. Drawing upon experiences working with child welfare agencies in the US, UK, Australia and other countries, participants will be led through an introduction to a domestic violence-informed organizational assessment framework. Participants will have the opportunity to review their own agency’s or community’s current level of domestic violence practice.

Practice

Building Cultural Safety
Claudia Kearney, Center for Family and Community Engagement, North Carolina State University, Raleigh, NC

Have you ever left a conversation and felt like it just did not go well? Have you put your best efforts forward to help a family by offering resources and they did not accept any of them. You may have experienced a cultural clash. In this interactive foundational workshop, participants will develop personal awareness by exploring their own cultural lenses, uncovering implicit biases and automatic assumptions and examining the potential impact of these factors on professional and personal relationships. Participants will gain a shared knowledge on how cultural safety is a critical first step in not only developing best practices with diverse families, but also in creating an inclusive supportive environment to have cross-cultural conversations.

Practice

Integrating Practice by Integrating the Message
Lindley Myers and Courtney Smith, Blue Spiral Consulting, Black Mountain, NC

Language has transformational power; the way we talk impacts the way we work. Initiatives from a county’s continuous quality improvement plan to statewide model implementation are successful when people know how to talk about it and hear a consistent message. Having simple, powerful ways to communicate builds familiarity, shaping thinking at all levels. Participants will critique this idea through: 1) exploration of what makes a powerful message, and 2) sharing the message, making use of natural avenues of communication. The presenters offer examples including: computer based learning, live simulation, experiential classroom training, case studies, and technical assistance for hands on implementation support.

System Infrastructure, Workforce
Collaborative Family Engagement: Texas’ Model of Family Finding

Candice Dosman, Texas CASA; and Carol Self, Texas Department of Family & Protective Services, Austin, TX

Collaborative Family Engagement (CFE) is an integrated approach of Family Finding that establishes a team between volunteer CASA organizations and child protection professionals to complete the work together. Built from and informed by Kevin Campbell’s model of Family Finding, CFE aims to establish a community of support for young people by involving their natural connections in the planning and decision making process, and is not solely focused on placement as a the ultimate goal. Hear an overview of this new model, stories of early success and information on what the practice change is and is foreseen to be.

Practice

3:30 P.M. – 5:00 P.M. BREAKOUT SESSIONS

Family Engagement Services: A Collaborative Effort between State Child Welfare and Private Providers In South Carolina

Kathryn Aquino, Department of Social Services, North Charleston, SC; and Wanda Galloway-Rouse, New Beginnings Family Conference, LLC, Moncks Corner, SC

Participants will learn how South Carolina Department of Social Services and their private providers community expanded Family Engagement Services (FES). These services include an array of FES services that begin the moment a child enters foster care, through the first weeks of extensive Family Finding through to the Family Group Conference. In addition to FTMs, Family Finding, and Family Group Conferences, the scope of this contract also includes Unlicensed Relative Home Assessment. This workshop will explore the mission, philosophy, and core values that guide the work of those private providers in collaboration with the state child welfare professionals to train, implement and review their work.

Practice

Beyond Techniques: The Role of Presence, Intention, and Intuition in Successful FGDM Facilitation

Wilma Friesema, EPIC ′Ohana, Honolulu, HI

FGDM meetings can create a transformative experience for its participants. The model gives the meeting shape and helps carry the process along. A skillful facilitator will use techniques such as active listening, reframing, and summarizing to orchestrate the group’s communication and keep the meeting on purpose. While form and technique can produce productive FGDM meetings, it is the inner capacities of the facilitator that can make a meeting truly outstanding. Those capacities include being fully present, clearly intentioned, and emotionally attuned to participants. In this workshop participants will begin to learn ways to increase these essential capacities within themselves.

Practice

Being Legendary Everyday

Michael Rauso and Shano Rodgers-Palovich, Los Angeles County Children and Family Services, Los Angeles, CA

Child welfare workers are faced with potential life and death situations everyday. Addressing their underlying needs, their vicarious trauma, and secondary stress is critical. Research shows that the higher the worker’s secondary stress, the more they minimize risk and safety threats. Additionally, if the worker is not feeling supported by management, then they will not be able to engage and support their families. This workshop will focus on our effort to help our workers become legendary to their families, while learning how to take care of their health.

Workforce
Weaving the Quilt: Collaboration Makes Things Better

Toni Wagner, Allegheny Family Network, Pittsburgh, PA

Collaboration is more than just working with a family. It is helping families identify those deeper level needs, set goals, and brainstorm ways in which to meet those goals. Allegheny Family Network’s Family Support Partners are wonderful at engagement. They help families realize that sometimes what appears to be a need on the surface are “desires” and a symptom of a deeper level need. By digging deeper during engagement, families can set and achieve goals which create an outcome the family wants. The process of identifying “the true need” becomes a way of life leading to family empowerment.

Practice

Everything is Bigger in Texas!
Lessons Learned from a Large Scale Implementation of Alternative Response

Gwen Gray, Texas Department of Family and Protective Services, Austin, TX; Henry Johns, Casey Family Programs, Austin, TX; and Amy Hahn, Kempe Center for the Prevention and Treatment of Child Abuse and Neglect at the University of Colorado Denver, Aurora, CO

There are many strategies and challenges in Alternative Response (AR) implementation that apply to both county run systems and state run systems. At the same time, the approach to managing these strategies and challenges can differ depending on the scope of implementation. This is a workshop about a large scale implementation. Texas has the largest single child welfare agency in the country with over 9,200 employees and is currently implementing AR on a statewide basis. Come hear about our approach to staff selection, training, coaching, quality assurance, data collection, and other implementation topics, as well as some of the unique challenges and lessons learned from a large scale implementation.

System Infrastructure

Kinship: The Importance of Social Connections for Young Adults Who Are Aging Out of Foster Care Services

Sara English, University of South Carolina, Blair, SC

Young adults who are aging out of traditional foster care often experience multiple issues associated with fractured and fragmented relationships with members of their family of origin. Social supports help to provide social interaction and create resiliency. Such families of choice can establish emotional infrastructure for the young adult. This interactive workshop will focus of the role of social support, reciprocity, and the ways foster care workers, mental health specialists, and other professionals can help encourage the development of relationships for these vulnerable persons.

Marginalized Populations

2016 INTERNATIONAL CONFERENCE on INNOVATIONS in FAMILY ENGAGEMENT: CONTINUING the LEARNING on DIFFERENTIAL RESPONSE and OTHER REFORMS
Trajectories in FGDM, Case Planning and Safety Planning
Beth Root, Scott County Health and Human Services, Shakopee, MN
As the problems we face in child welfare work become increasingly more complex, the families we serve experience an increased need for clarity. Parental ownership of case/safety plans leads to longer lasting, safer outcomes for kids. Developing a step by step trajectory facilitates behavioral changes by focusing on the observable impact of each step. This workshop walks participants through the development of family-centered trajectories, from 0 to 10. By combining steps with impact and clarity, parents are better able to own their plans and move toward second order change.

Practice

Two Practice-Based Tools for Enhanced Discernment and Case Decision-Making
Courtney Smith and Lindley Myers, Blue Spiral Consulting, Black Mountain, NC
Child welfare workers continuously seek tools to enhance their decision-making process and deepen discernment through the life of a case. Participants will explore a mapping tool from the Signs of Safety toolbox as well as a Structured Information Sharing tool. The three-column mapping tool focuses a worker’s questions to uncover and assess risk, safety concerns, protective capacity and existing safety. The information sharing tool supports transparent, family-engaged conversations and helps workers have bottom line conversations with families. Participants will have opportunities to practice using both tools with case studies and their own active cases.

Practice

Strengths-based Approaches and Domestic Violence Perpetrators: A Dangerous Pairing?
David Mandel, David Mandel & Associates, Canton, CT; and Heidi Rankin, David Mandel & Associates, Denver, CO
Domestic violence-informed child welfare practice requires a strengths-based approach to the adult domestic violence survivor. What about the domestic violence perpetrator? Can we do meaningful strengths-based work with the domestic violence perpetrators without colluding? Put another way, is strengths-based work with domestic violence perpetrators always domestic violence destructive practice (practice that can actually increase the danger to the family)? How do we engage men who have experienced oppression and discrimination and who have also perpetrated violence? This session will consider pros and cons related to applying strengths-based approaches to working safely and effectively with domestic violence perpetrators.

Practice

The Third Stage of the Family Group Conference: Plan Finalization
Anita Horner, Kempe Center for the Prevention and Treatment of Child Abuse and Neglect at the University of Colorado Denver, Aurora, CO; and Marilee Sherry, Brant Family and Children’s Services, Brantford ON, Canada
The third stage of the FGC is often overlooked and perhaps even misunderstood. How is a consensus based decision negotiated while upholding the core tenets of the family’s preferred plan? What if agency representatives are not present for family’s presentation of their plan? How does the intent and integrity of the family’s preferred plan become the joint family/agency FGDM plan? What happens if the family presents more than one plan? What is the coordinator’s role throughout the third stage of the FGC? Join us to address these questions and more. Individuals implementing other family meeting models can use the skills and knowledge in the session and apply to their own practice context.

Practice
The Blending of Family Finding and Family Group Decision Making: What We Learned from Three-Year Demonstrations in Olmsted County, Minnesota and San Francisco, California

Bob Friend, Jennifer Lawson and Mike Mertz, National Institute for Permanent Family Connectedness, Seneca Family of Agencies, Oakland, CA; Kelli DeCook, Family Services Rochester, Rochester, MN; Michele Valletta, Olmsted County Community Services, Rochester, MN; and Lisa Merkel-Holguin and Heather Allan, Kempe Center for the Prevention and Treatment of Child Abuse and Neglect at the University of Colorado Denver, Aurora, CO

This seminar will examine the opportunities and challenges to producing “evidence” in a three year grant cycle. Olmsted County, Minnesota, in partnership with the Kempe Center, and San Francisco County, California, in partnership with Seneca Family of Agencies, will share the results derived from their 3 year Family Finding/Family Group Decision Making grant. Lessons learned as to strategies which promoted effective installation and implementation, as well as ideas that may have improved the effectiveness of the implementation process will be shared. The session will contain presentation and ample room for question, answers and a facilitated discussion.

Executive Wellbeing, Leadership Fortitude and Workplace Resilience

Mechele Pitt, Anu Family Services, St. Paul, MN

Stress is inevitable in the helping profession. This workshop will review tools available to assess and improve employee well-being. This workshop will assist participants to develop pro-active self-care strategies and skills to renew their own sense of well-being and resiliency. Participants will develop skills that can be used as an individual, supervisor, or supervisee.

Building a Family Assessment Response Logic Model: The Foundation for Continuous Quality Improvement

Katie Rollins and Sandra Davidson, Administration for Children Services, New York City, NY, and Christa Doty and Jeanne Ferguson, Butler Institute for Families, Denver, CO

During this session, New York City Administration for Children Services’ staff and consultants will chronicle the process of developing a logic model for family assessment response in New York City through a collaborative process that facilitates shared planning and consensus building about the family assessment response approach, and yields a tool that can be used to guide implementation, continuous quality improvement, and communication. The team will also share tools and tips with audience members hoping to undergo a similar process. If time permits, local teams will be given a chance to break out and plan their own logic model development processes, and then share the fruits of their discussions with the larger group.
CLASSIFYING RELATIONAL PERMANECY AMONG YOUNG ADULTS WHO EXITED FOSTER CARE THROUGH LEGAL PERMANENCY AS ADOLESCENTS
Alfred G. Pérez, Ph.D., Assistant Professor, University of Texas, San Antonio

1:45 P.M. – 3:15 P.M. BREAKOUT SESSIONS

Lessons from a Three-Pronged Partnership of Alternative Response Implementation in Wisconsin
Courtney Smith and Lindley Myers, Blue Spiral Consulting, Black Mountain, NC; Serena Breining, Wisconsin Department of Children and Families, Madison, WI; and Amy Smith, University of Wisconsin-Madison School of Social Work, Madison, WI

Three perspectives—a state administrator, a University training coordinator and a national differential response implementation expert—combine to review lessons learned from their three-pronged partnership approach to Wisconsin’s Alternative Response implementation. The presentation includes discussion on how coordinated efforts influenced differential response policy, uniform messaging, regional meetings, online training, and an annual differential response conference. Participants will also hear about how through this partnership, Wisconsin enhanced its implementation of differential response through curricula selection, training delivery, technical assistance visits and integration of differential response into core pre-service training. This panel will discuss lessons learned and advantages with plenty of time for questions and answers.

Policy, Research & Evaluation, System Infrastructure

Consulting Former Foster Youth: Enhancing Our Understanding of Youth Voice in Family Meetings
Thuan Duong and Carrie Furrer, Portland State University, Portland, OR

A recent push towards including youth voice in child welfare practices, particularly at family meetings, illuminates a number of challenges: how to include youth voices, how to do it well, and finally, how to evaluate impact. Researchers at Portland State University convened a Youth Advisory Board made up of former foster youth. The Board meets quarterly and its purpose is to guide and make recommendations to the research, particularly weighing in on the challenges discussed above. Researchers have already developed significant understanding, led by youth advisors, of how to think about, include, and measure, youth voice in child welfare services.

Marginalized Populations, Policy, Research & Evaluation

Strategies to Help Cases Move Forward Through the Use of Facilitated Family Meetings
Julie Smith, Joanne Murphy and Paul Gamino, Larimer County Department of Human Services, Fort Collins, CO

“It takes a village to raise a child.” A core element of differential response is family engagement and one of the ways this collaborative effort is best seen is during family engagement meetings. Using the framework as a guide and employing principles such as transparency and collaboration, we will discuss strategies for preparing the family group for meetings, managing conflict during meetings, and using solution-focused questions to help family groups develop plans to move forward.

Practice
Preventing the “Spray and Pray” Effect: Supporting Staff after Implementation
Linsay Tomlinson and Joshua Martin, Texas Child Protective Services, Austin, TX
The success of Alternative Response depends on integrating caseworkers’ knowledge from training into the direct practice skills they use with families. But what happens after caseworkers leave the classroom? Many may feel overwhelmed or lack confidence in their skills. For continued establishment of AR practice there must be ongoing support of our front line staff after initial training. This workshop will discuss a model developed and used by Texas during initial statewide implementation that employed different strategies and ideas on how to continue the development of staff after they leave training so the philosophy of AR continues to be embedded into practice.

Differential Response and the Safety of Children Reported to Child Protective Services: A Tale of Six States
John Fluke, Kempe Center for the Prevention and Treatment of Child Abuse and Neglect at the University of Colorado Denver, Aurora, CO
Differential response is an increasingly common model for responding to reports of child maltreatment. This study focused on differences in differential response systems pertaining to assignment of cases to Investigative Response (IR) and Alternative Response (AR) tracks. Six states were selected on the basis of having implemented statewide differential response policy throughout the period of study—federal fiscal years 2004 through 2013. These states were Kentucky, Minnesota, Missouri, North Carolina, Oklahoma, and Tennessee. In general, we found that counties with higher AR utilization rates had lower numbers of re-reports and lower numbers of substantiated re-reports compared to counties with lower AR utilization rates.

Strong Family Partnerships: The Key Ingredient in Connecting to Successful Outcomes
Barbara Granger, Via Hope; and Candace Aylor, Candace Aylor Consulting, Austin, TX
A key ingredient in behavioral health transformation efforts is strong partnerships with families. Connecting the dots, though, often presents a unique set of barriers. Using a Partnership Continuum document, presenters will define the various levels across the progression to attaining the highest measure of unity between the work of providers and families. Using this process, participants will leave with tools to reduce identified barriers that hinder successful participation at all levels of program design, development, implementation and evaluation. This includes the analysis of policies and practices currently in use across systems to improve overall outcomes for families they serve.

Family Assessment Response in Washington State: Interim Evaluation Findings
Tonya Aultman-Bettridge, TriWest Group, Westminster, CO; Dawn Cooper, Washington State Department of Social and Human Services, Olympia, WA; and Peter Selby, TriWest Group, Seattle, WA
This presentation reviews current evaluation findings from the first two years of implementation of Family Assessment Response in Washington State (January 1, 2014 to December 30, 2015). Descriptive data includes the characteristics of families served by family assessment response and findings from interviews with caseworkers and supervisors involved in family assessment response implementation. Outcomes include child placement rates, new reports of child abuse and neglect, returns to child welfare and family self-reports of their experience and improvements.
Grieving Before Connecting
Erin Wall, Anu Family Services, St. Paul, MN
This workshop will provide an overview of the Intensive Permanency Services model which integrates best practices in grief, loss, and trauma, and prepares youth for permanency while seeking, engaging, and developing caring adult connections. Participants will increase awareness of skills needed to guide youth in developing emotional readiness for permanence—adoption, reunification, placement with a permanent support, etc. Participants will receive multiple tools and activities used to assist youth in resolving past losses and develop healthy and emotional connections. A combination of didactic and experiential learning experiences will be utilized to assist participants in developing transferable skills.

Practice

Legal Services for At-Risk Families: How Attorneys Can Help Reduce the Likelihood of a Family’s Further Involvement With CPS
Fawn Gadel, Family and Youth Law Center at Capital University Law School, Columbus, OH
This session will discuss the center’s new clinical program which provides civil legal services to vulnerable families whose children may be at risk of CPS involvement. Attorneys and students who staff the clinic respond to identified family needs and risk factors with relevant information, legal representation, counseling, referrals, and support services in targeted areas. Services are aimed at helping parents respond to and eliminate risk factors for systems involvement such as homelessness and unemployment while strengthening family protective factors. Discussion will focus on the services provided as well as working cooperatively across disciplines in order to best serve families.

Practice

I’m From the Government and I’m Here to Help: Prevention Outreach to Families with Screened Out Reports
Ida Drury, Lisa Merkel-Holguin, and Heather Allan, Kempe Center for the Prevention and Treatment of Child Abuse and Neglect at the University of Colorado Denver, Aurora, CO
Programs designed to prevent child maltreatment are becoming increasingly common. A relatively small portion of the families who are offered these programs go on to engage in and complete services. In Colorado, researchers talked to a number of caseworkers and supervisors who are developing and refining their outreach strategies in a prevention program. Their responses speak to the challenges in navigating difficult conversations with families to achieve engagement and buy-in, particularly when ‘cold-calling’ about screened out reports of child maltreatment. This workshop will review the research qualitative results and challenge practitioners to be intentional about their outreach strategies for prevention services.

Policy, Research & Evaluation
Engaging “Resistant” Clients
Malveria Carter, Devereux, Bushnell, FL

This session will introduce solution focused engagement skills used by Devereux Florida’s community facilitators conducting Family Team Conferences for child welfare families who are often “resistant” to services. The session will explain how engagement tools and techniques can be skillfully used to encourage families dealing with issues such as domestic violence, substance abuse and even mental health, to address the issues that endanger the safety and well-being of their children. The session will also explain the importance of matching skills to the stage of change the client is experiencing for optimal outcomes.

Practice

Case Consultation Mapping
Beth Root, Scott County Health and Human Services, Shakopee, MN

This workshop concentrates on the use of Collaborative Helping Maps in assisting social workers in gaining clarity and direction when dealing with complex and overwhelming problems. The four-quadrant map provides a focal point for the consultation, sections for listing supports/strengths, obstacles/needs/worries, and ideas for planning. Unique to Collaborative Helping consultation is the process of attending to the social worker’s experience of the family and support to the worker, while simultaneously focusing on the family’s needs and child safety. These consultation maps build a worker’s confidence and decrease stress levels. Participants will learn to use the map through examples and live consultation.

Practice
Elevating & Empowering the Voice of Youth & Children in the Meeting
Rhonda Bradley and Lissa Friedman, Arlington County Department of Human Services, Arlington, VA
In this session we will review a number of steps to elevating and empowering the voice of youth and children in the FGDM meeting and beyond. This will include: utilizing tools to engage youth in permanency planning; empowering youth to use their voice in FGDM and planning; exploring vision with youth and interjecting or supporting their voice in the meeting; utilizing youth voice and choice for concurrent planning; and measuring outcomes for youth who have their voice and choice addressed in planning.

Community Resource Coordination Groups of Texas
Emily Sasser-Bray, Texas Health and Human Service Commission, Austin, TX
This presentation will provide a thorough overview and introduction to Community Resource Coordination Groups (CRCGs). CRCGs are county based, inter-agency groups comprised of public and private agencies that partner with children and youth, families or adults with complex multi-agency needs in order to develop customized, integrated, individualized service plans. CRCGs work in partnership with the client or clients to access community-based resources. Examples of clients accessing community-based resources through CRCGs will be highlighted and explored.

Capturing Parent Perspectives on Facilitated Family Meetings in Two Title IV-E Waiver Evaluations: Qualitative Approaches in Colorado and Ohio
Allison Schisler, Human Services Research Institute, Tualatin, OR; Helen Holmquist-Johnson, Colorado State University, Ft. Collins, CO; and Cailin Wheeler, Human Services Research Institute, Tualatin, OR
Situated within shifting local and national contexts that prioritize family inclusion and collaborative decision-making, Ohio and Colorado have implemented facilitated family meeting interventions as part of their Title IV-E Waiver demonstration projects. These projects—and evaluations—come at a pivotal time of national conversation about child welfare policy, finance reform, and the evidence-base for child welfare interventions, during which family perspectives are vital. These two process studies explore multiple family meeting models, include flexible approaches to gathering diverse family perspectives, and are embedded with mechanisms to share results with practitioners. Findings and implications will be shared.

Safe Babies Tarrant County: Coordination of Care, Connection and Coparenting
Ariel Cooksey and Sadie Furnk, First3Years, Coppell, TX
Safe Babies Tarrant County is a pilot program that seeks to lessen long term impact of abuse and neglect, increase the likelihood of reunification, and ensure policies that guide the movement of infants and toddlers in the child welfare system are developmentally informed. The initiative builds on four core areas: Education and Technical Assistance, Coordination of Care, Coparenting using the Attachment Biobehavioral Catch-Up model, and Continuous Evaluation. Key metrics of success to be assessed include time to permanency, reunification rate, number of transitions, recidivism rates, and time to unsupervised visits.
What Are the Questions to Ask: Data Driven Decisions
Sandra Davidson and Katie Rollins, Administration for Children Services, New York City, NY; and Jeanne Ferguson and Christa Doty, Butler Institute for Families, Denver, CO

During this session, New York City Administration for Children Services staff and consultants will discuss the process of asking questions that drive the decisions that are made before, during and after family assessment response implementation. Family assessment response outcomes are based on the level of engagement, parental readiness to change, community responsiveness and political environment. Can this all be captured in closed ended systems? Participants will have an opportunity to discuss and then create a list of questions that they would like to see answered to make the next decision about family assessment response in their respective agency/jurisdiction.

Policy, Research & Evaluation

Throw Away the Cookie Cutters and Roll Out Critical Thinking
Amy Hahn and Michelle Howard, Kempe Center for the Prevention and Treatment of Child Abuse and Neglect at the University of Colorado Denver, Aurora, CO

We hear supervisors, managers and administrators frequently complain that caseworkers lack critical thinking skills. We all agree it is an essential part of the job, but how do you teach someone to think critically? Are we helping or hindering the development of critical thinking skills as supervisors, managers, trainers and coaches? In this workshop we suggest how each of these roles can be geared toward developing the most basic of skills a caseworker uses.

Practice, System Infrastructure

11:00 A.M. – 12:30 P.M. BREAKOUT SESSIONS

Engaging Families Prior to Permanence and Reinforcing Connection Through a Continuum of Service Approach
Rowena Fong, The University of Texas at Austin, Austin, TX; Selena Childs, The University of North Carolina at Chapel Hill, Chapel Hill, NC; and Nancy Rolock, University of Wisconsin-Milwaukee School of Social Work, Milwaukee, WI

The National Quality Improvement Center for Adoption/Guardianship Support and Preservation promotes permanency, adoption, guardianship preservation and support. It is developing and testing evaluable interventions for children and families awaiting adoption and guardianship placements and those with finalized placements. Family engagement is very important because early interventions targeting adoptive and guardianship homes near disruption or dissolution often come too late, failing the best interests of children and families. This presentation cover assessing family root problems through population templates, selecting appropriate post permanency services through a continuum of services assessment, and discussing family engagement, evidence-based interventions, and post-permanency research implications.

Policy, Research & Evaluation

Engaging Adolescents in the Family Assessment Process
Brenda Lockwood, Butler Institute for Families, University of Denver, Shoreview, MN; and Jeanne Ferguson, Butler Institute for Families, University of Denver, Madison, WI

Key to true family engagement is ensuring that all family members voices are heard and included in the solution building process. What tools do you have in your tool belt to engage those typically difficult to engage teenagers? Our time together will be spent exploring the realm of adolescents and creative ways to engage them in the assessment and planning process.

Practice
Sparking Innovation in Family-Serving Organizations
Gwen Koenig and Ryann Vernetson, SAFY of Colorado, Fort Collins, CO

Innovation is a critical component to quality improvement, strategic planning and engaging the younger workforce which will be 50% of all employees by 2020. Using an engaging format, the presenters will review the types of innovation (Sustaining, Breakout and Disruptive) and allow participants to assess their organization’s innovation readiness. The presenters will connect researched public sector models around innovation with the unique challenges and risks of the non-profit, family-serving sector by using examples of their own development and evolution of an innovative model. Participants will learn models to create and lead an innovative agency culture, making it their competitive advantage.

Workforce

How Engaged Are Families in Various Family Engagement Models? Fidelity and Early Findings from Pennsylvania’s Title IV-E Waiver
Marlo Perry and Mary Beth Rauktis, Child Welfare Education and Research Programs, School of Social Work, University of Pittsburgh, Pittsburgh, PA

This workshop will describe the different family engagement models utilized in Pennsylvania’s Title IV-E Waiver project, and discuss the measurement and design strategies to assess fidelity when multiple models are being used. Early findings will be presented as they relate to readiness to implement these models, as well as fidelity of implementation. Similarities and differences across models will be discussed as they relate to the purpose of family engagement meetings, participants in meetings, and short-term outcomes of meetings. Implications for implementation, as well as evaluation, and how to use evidence in practice will be discussed.

Policy, Research & Evaluation

Pivoting as a Practice Tool: Changing the Conversation From Victim-blaming to Child-centered Perpetrator Accountability
Heidi Rankin, David Mandel & Associates, Denver, CO

Domestic violence as a child welfare issue is caused by the domestic violence perpetrator’s choices, not the adult victim’s choices. Still, in many assessments, case discussions and plans focus primarily or exclusively on the adult survivor. In this session, participants will learn how to keep the focus on child safety and wellbeing by using Pivoting, a Safe and Together Model Practice Tool. This methodology supports more effective family engagement, assessment, interviewing, documentation and case planning in domestic violence cases.

Practice
LODGING

This year’s conference will be held at the historic Hilton Ft. Worth. We have secured a reduced rate of $149 per night for single or double occupancy (plus 15.81% tax) at this property, which includes complimentary high-speed Internet. Each additional guest will be charged $10, up to quadruple occupancy. The room rate is based on the federal per diem, which at the time of posting this brochure was listed as $149 per night. We suggest you make reservations early to ensure a room in the conference hotel, particularly because this rate will be available only until October 1, 2016 and because we did not secure an overflow hotel. While we have secured a sufficient room block based on previous years’ conferences, we cannot guarantee that the reduced rate will be available to all participants. Make your reservation by October 1, 2016, by calling 1-800-HILTONS and mention the “Regents of the University of Colorado” to get the discounted room rate or by visiting http://www.hilton.com/en/hi/groups/personalized/F/FTWFWHF-CIFE-20161031/index.jhtml?WT.mc_id=POG.

TRAVEL TO FT. WORTH

The Dallas-Ft. Worth area is home to two major airports: The largest is the Dallas Fort Worth International Airport and the smaller Dallas Love Field.

Dallas Fort Worth International Airport (DFW)
The Dallas Fort Worth International Airport is the primary airport serving the Dallas-Fort Worth area and is the largest hub for American Airlines who is headquartered near the airport. It is located between the two metropolitan areas of Dallas and Fort Worth. Twenty-five national and international airlines fly into DFW. However, Southwest Airlines, Virgin America Airlines and Seaport Airlines only fly into Dallas Love Field.

Dallas Love Field (DAL)
The City of Dallas owns and operates Dallas Love Field, one of the finest general-purpose airports in the world. The airfield is located seven miles northwest of the downtown central business district. Love Field is served by Southwest Airlines, Virgin America Airlines, United Airlines, Seaport Airlines and Delta Airlines.

TRAVEL TO THE HOTEL

Airport Shuttle
SuperShuttle services both airports. Cost for a shared ride from the Dallas Fort Worth International Airport is around $16. Cost for a shared ride from Dallas Love Field is around $39. You can learn more about this service at www.supershuttle.com.

Taxi
Taxi service is readily available from the airport and hotel. The average taxi fare is $55 from the Dallas Fort Worth International Airport to the hotel and $70 from Dallas Love Field.

Parking
The hotel only offers valet parking at a rate of $15 for day parking and $25 for overnight guests, plus tax. Overnight parking includes in-and-out privileges. Self-parking is not available at the hotel.

Attire
Business casual attire is encouraged at this event. The temperatures in the conference rooms will be monitored for your comfort, but we do recommend that you bring a shawl or sweater with you, as it does take a while to adjust the temperatures, and the conference rooms are often quite cool at the beginning of the day.
**Registration Cost**
Registration is only $375 if you register before September 15. Registration includes your attendance to all of the breakout sessions on Tuesday evening through Friday. Included in your registration fee are all conference materials and two meals provided at the event. If you are interested in registering for the Skills Institutes on November 1, please see the section below describing the program and additional fee. Participants who register between September 15 and October 24 will pay $425. Registration any time after October 24, 2016 will have to be done on-site and will cost $450.

**Skills Institutes**
This year, we are offering four, day-long pre-conference skills institutes for an additional fee of $125. This fee includes registration for an intensive classroom skill-building session, which will be capped at 25 participants each. Lunch will also be provided. Skills institutes will all take place on Tuesday, November 1, from 9:00 a.m. – 4:00 p.m. When you register, please select the session you would like to attend. If a skills institute has fewer than 10 registrants, we reserve the right to cancel the session. If this occurs, we will notify you to see if you are interested in attending a different session or if you would prefer to be refunded your fee.

**Exhibitors**
Are you interested in exhibiting at the conference? With hundreds of professionals in child welfare attending the conference, it is a great way to share your resources, knowledge and professional services! Exhibitors will be charged $500 for a booth in the center of the conference activities and be listed in the conference program. If you are interested in exhibiting, please contact Amy Hahn at amy.hahn@childrenscolorado.org.

**Continuing Education Units (CEUs)**
Participants may earn up to 15 CEUs by the Washington Chapter, National Association of Social Workers (NASW) for Licensed Social Workers, Licensed Marriage & Family Therapists, and Licensed Mental Health Counselors. If attending the Skills Institutes, you can earn an additional 6 credits. CEUs are available for $20. Participants will be required to collect a presenter’s signature at each session they attend.

**Registration Instructions**
Visit [www.etouches.com/familyengagement2016](http://www.etouches.com/familyengagement2016) to register. Online registration offers the option to pay by credit card or check for individuals and groups. You can also print an invoice directly from the portal.

**Questions**
Questions about the conference should be directed to amy.hahn@childrenscolorado.org or by calling 303-630-9429.

**Cancellations**
Any request for a refund must be received in writing no later than October 1, 2016. A service fee of $100 will be charged for all cancellations received by October 1, 2016. Cancellations after October 1, 2016, and before October 25, 2016 will be charged one-half the conference registration fee. Cancellation notifications received after October 25, 2016 are not eligible for refunds. You may substitute your registration with another person’s without a charge. Please send substitutions and cancellation notices to amy.hahn@childrenscolorado.org.