



# 2015 Local Office Director/Division Manager Workshop

September 30 - October 1, 2015

Indiana Department of Child Service

## Survey Results

(Average of 159 responses)

### **Question 1: Overall, the best part of this year's workshop was... (ranked from most mentioned to least)**

Tom Plake, food & drinks provided, and the workshop on Human Trafficking were overall they greatest praises from respondents. The overall theme of learning to taking care of yourself was also greatly appreciated and respondents felt more appreciated. Dr. Hulvershorn's presentation on psychotropic medication was also greatly mentioned.

#### **General Comments:**

- Keynote Speakers
  - Tom Plake - people really enjoyed his presentation and appreciated the reminder to take care of themselves
  - Dr. Hulvershorn
- Food & Drinks - people appreciated the consideration of providing snacks, drinks, coffee, & breakfast
- Breakout Sessions: well organized and thoughtful topics, great speakers
  - Trends, Topics, & Updates on Human Trafficking
  - Managing Staff through Trauma and Secondary Trauma
  - Motivating While Managing Using Clinical Staffing
  - Managing & Working Smarter Through the Use of Technology & Clerical Staff
  - Trends, Topics, & New Policy Updates on Older Youth Initiatives
- Flash drives and buttons
- Enhanced Employee Assistance Update on day 2
- Getting to meet other supervisors from different counties and networking
- Interacting with other supervisors and learning how DCS is working to help support them
- Jane Bisbee
- Starting at 9am was helpful for those traveling from far away
- Celebration of years of service

### **Question 2: Overall, one thing I would change about the workshop is...**

Respondents would like the workshop to begin later in the day to allow travelers more time to get there during traffic hours. They would like workshop topics to be more interesting and engaging so they aren't repeats from past years or overlapping information. Respondents would like more networking time and more discussions in workshops. Many people said it was a great workshop and nothing needed changing.

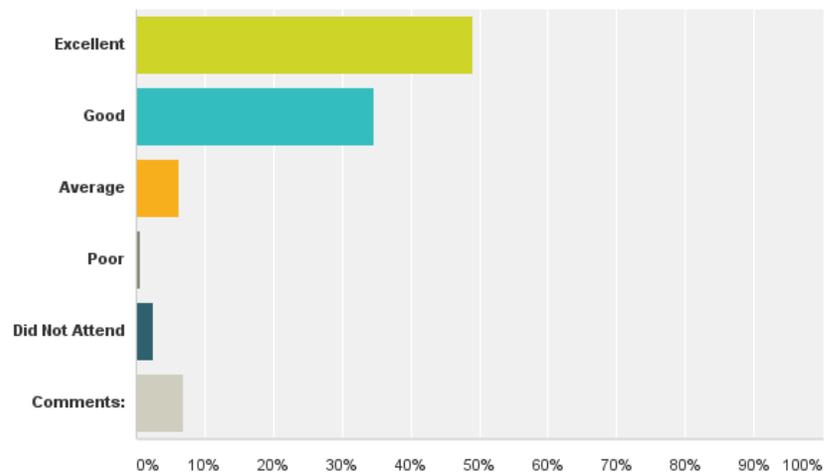
#### **General Comments:**

- More interaction during the workshops

- Repetitiveness, topics overlapped in information and relevance of topics, make topics more specific so speaker does not ramble on
- Make workshops more interesting, vary topics more, more topics that deal with abuse
- It starts early and runs long for those driving through rush hour traffic in AM & PM
- Time for supervisors to share their own best practices and ideas with each other and more networking time
- Length of workshop- two days is too long maybe only 1.5 or 1 day
- Have training toward beginning of September/end of August or summer
- Bring back panel discussions, respondents missed seeing Director Bonaventura
- Hearing from Central Office and upper management about the ways to deal with stressors
- Make dress code casual for those who travel so they can wear jeans
- Nothing
- Redwood presentation left group hanging with questions
- Don't invite service providers
- Not a good idea to use blue frosting on cupcakes
- Length of keynote speakers

**Question 3: Keynote Presentation: Holding it All Together by Building a Better You - With Tom Plake**

78 said excellent  
 55 said good  
 10 said average  
 1 said poor



**Comments:**

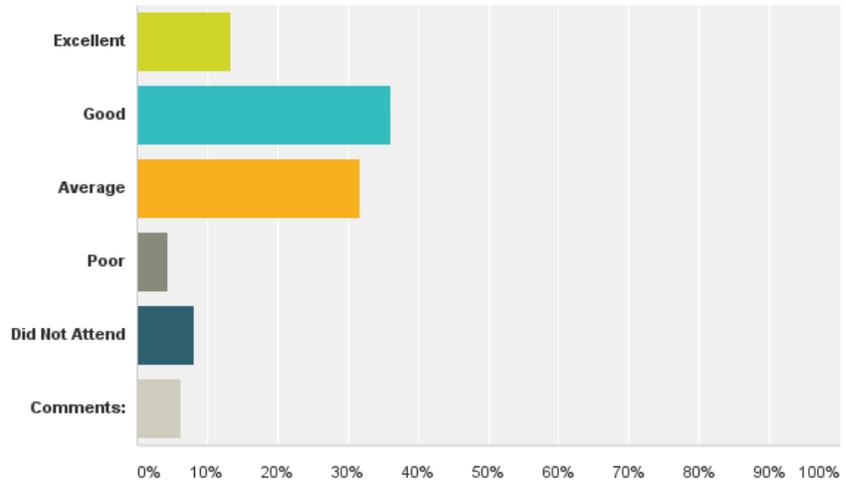
Plake's praise and positivity is needed for all FCM's as well.  
 Respondents loved his positivity and energy and appreciated the message of taking time to recognize each other in the office.  
 Great way to start training with his enthusiasm and thought-provoking message.

**Question 4: Update on Substance Abuse Testing - Redwood**

0 - excellent  
 25 - good  
 50 - average  
 41 - poor

### Question 5: Psychotropic Medication Guidelines for Youth in DCS care - with Dr. Hulvershorn (158 Responses)

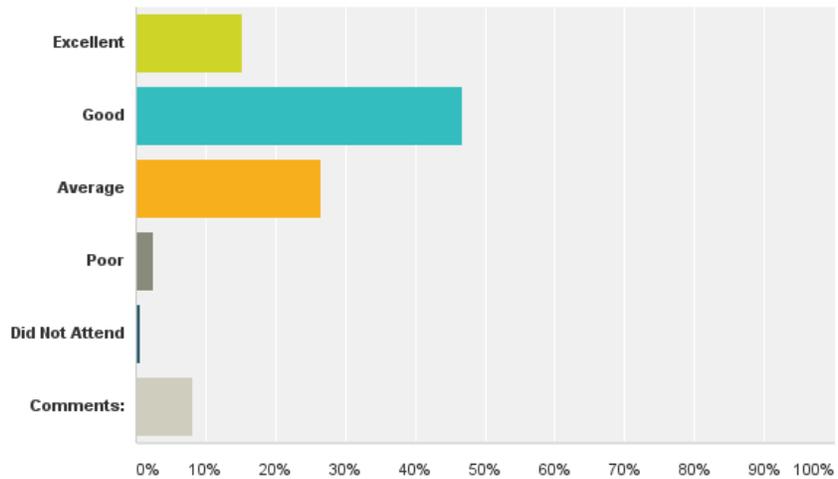
- 21 - excellent
- 57 - good
- 50 - average
- 7 - poor



Respondents felt the presentation was rushed and had too much clinical knowledge and not enough everyday knowledge to use. Information was too medical and not presented in a way that could be applied by supervisors. Some felt the information was not new or relevant.

### Question 6: Tell Me Something Good - with Jane Bisbee

- 24 - excellent
- 74 - good
- 42 - average
- 4 - poor



Respondents would like more relevant information on current issues or initiatives within DCS. Some felt that the presentation focused only on what they could be doing better and gave little to no praise. Many respondents enjoy Ms. Bisbee and think she is always interesting, they appreciate hearing from someone in upper management.

## Question 7: Enhanced Employee Assistance Update - with Phillip Hess, Anthem EAP Programs

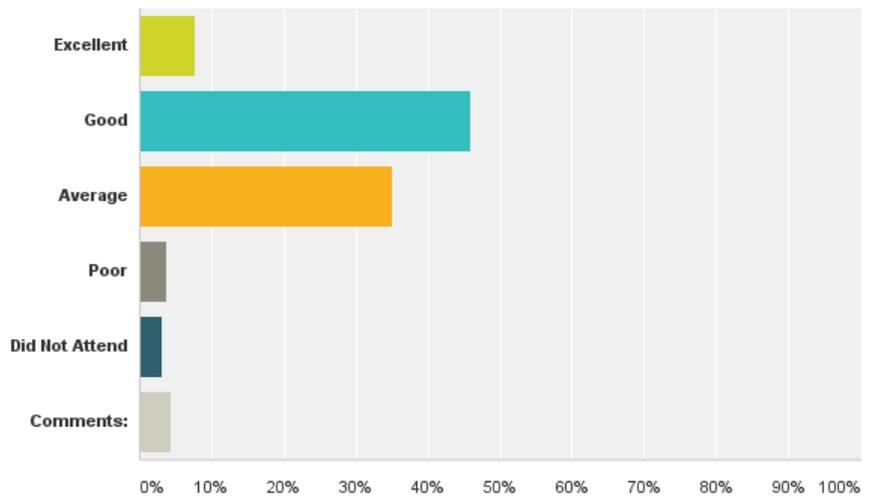
12 - excellent

72 - good

55 - average

6 - poor

Respondents enjoyed learning about the different help available and received more information than they expected which was great.



## WORKSHOP EVALUATION

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### Managing a Positive Work Environment & Innovative Staff Retention Practices: Key West Presenters

12 - excellent

59 - good

49 - average

11 - poor

- Comments:
- I wished to get a few more ideas out of this training.
- Very repetitive to previous years.
- did not present any pertinent information or realistic solutions.
- I did not feel that I walked away with vital information. The information was presented in a monotone manner and was easy to become distracted.
- This was my favorite training. I loved the message and was a big eye opener for me.
- Too controlling, not responsive to attendee needs, repetitive
- Their presentations are never very organized and they just talk about random things. They also present ideas that aren't feasible.
- Some of their ideas are unrealistic.
- The information was not presented in a manner that was impacting to the supervisors. The present rambled for the entire time and it was hard to stay focused on the purpose of the training.
- Did not present any information that would assist in this area.
- Didn't receive any new information
- The instructor was good! She kept the workshop upbeat and fun.

- This was ok, though some of the suggestions were unrealistic, considering the supervisor's amount of overload and time they are already spending just trying to keep up with their own obligations.
- I did not feel the speakers were genuine
- Really like the agency that was hired. They are invested in trying to find answers for the Dept.
- Did not really touch on anything having to do with ways to improve retention. Did not really even discuss how retention is a huge issue.
- Took too long so didn't get to finish
- I did not get anything from this session. I did not find it to be helpful.
- Not as inclusive as I expected. Always looking for new ideas fell short of expectations it was like they were getting ideas from us instead of giving us ideas
- There wasn't enough time for the supervisors to speak on their experiences and concerns. They should be brought back again
- For motivational speakers, they were rather dry. I don't think the supervisor dancing around the office is a productive way to motivate staff, as they suggested.
- I really enjoyed the speakers and their message!
- Already seen the presentation when Judge came to our region with the presenters

### **Trends, Topics, & Updates on Human Trafficking: Tamara Weaver**

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30 - excellent

38 - good

12 - average

2 - poor

#### Comments:

- I wished to get a few more ideas out of this training.
- Very repetitive to previous years.
- did not present any pertinent information or realistic solutions.
- I did not feel that I walked away with vital information. The information was presented in a monotone manner and was easy to become distracted.
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- I really enjoyed the speakers and their message!
- Already seen the presentation when Judge came to our region with the presenters

### **Trends, Topics, & Updates on Older Youth Initiatives: Heather Keratin & Anisa Evans**

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7 - excellent  
 23 - good  
 13 - average  
 2 - poor

#### Comments:

- Really enjoyed knowing why there were all of the changes. Learned a lot of good information.
- This information was useful.
- I did learn from this sessions. I would have liked for it to include more information regarding next steps.

### **Motivating While Managing Using Clinical Staffing: Angela Smith Grossman & Panel**

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17 - excellent  
 57 - good  
 44 - average  
 3 - poor

#### Comments:

- The trainer was engaging and interesting and helped maintain focus on the training.
- More discussion on different situations.
- it did not give us any useful information
- I really like Angela's way of teaching. It was a real perspective on what supervisors are dealing with at this time.
- Very organized and realistic.
- I received knowledge about myself as a supervisor and how to encourage my staff.

- Would have preferred a large group discussion rather than smaller groups. This would have allowed more sharing of ideas from supervisors around the state.
- Angela was very funny and engaging. I wished we talked more about how to get through everything at staffing. How do you make it more than a checklist/to-do list for FCMs?
- A little slow paced at times but overall a good workshop.
- provide more tips or how to guides provide a 1 day training to all management on What is Clinical Supervision, What are the expectations and tools to help provide consistency.
- Exercises were helpful and interactive. Hearing how to structure supervision to address tasks and development was helpful.
- Relevant information and an excellent facilitator.
- I liked the topic, but too much time was spent on activities
- Awesome.....creative and supportive of what we do.
- No talk of techniques to motivate staff through clinicals was discussed.
- The teacher was very sweet, but I didn't learn anything new or exciting.
- The humor and presenter kept my attention the whole time
- Ok. Not as informative as I expected it to be
- The activity took up too much time.
- This was my last workshop so we were ready to be done. I think that we are always expecting some magical answer to how to implement clinical supervision that we are not going to get from a training but rather from receiving clinical supervision.
- Good pointers on engaging with staff to enhance a good working relationship as team approach.
- It felt like very little concrete information was provided. The most valuable part was just talking in groups and networking - not really anything that was presented
- she was great

### **Managing Staff Through Trauma and Secondary Trauma: Barb Pierce**

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12 - excellent  
 54 - good  
 37 - average  
 2 - poor

#### Comments:

- There were things presented that really "clicked" and helped me understand things that I am seeing.
- Good overview
- Repetitive
- Could not hear speaker in that room.
- same info as provided in supervisor core
- The material was interesting and insightful. Brought it to light that the work we do can create issues on the workers and us.
- nothing too new

- I still feel this is an area that is lacking. I received all of the same ideas that have been discussed before. Being a CISM member, I feel most of management in DCS lack the understanding in recognizing and responding appropriately to the trauma induced in workers. Felt we still missed the mark with this training.
- Did not provide any solutions.
- Self-care is a big issue in DCS. It was nice to be refreshed on the importance of taking care of ourselves and our families.
- A very real issue/topic, relevant to current workforce, helpful.
- I didn't realize a few symptoms could be sec. trauma. I wish we had a handout to take with us on how to deal with secondary trauma instead of it just being on our flash drive
- I wish there was more suggestions for helping FCM's through secondary trauma
- Pretty much the same stuff I had just learned in my MSW class as Barb was my professor and faculty field liaison
- Good information. Nothing new but always valuable as a reminder.
- Was redundant regarding secondary trauma information.
- could have used more practical tips of ways to use in clinical staffings
- I think we need to have mindfulness training next time to go with this and provide us a concrete example of something to use.
- Needed
- I felt this was a lot of info we already had, but it was a good refresher.
- spent lots of time telling signs little time giving answers

### **Managing & Working Smarter Through the Use of Technology & Clerical Staffing: Nikki Henderson & Panel**

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13 - excellent  
 48 - good  
 38 - average  
 17 - poor

#### Comments:

- I got some good ideas from this workshop and things that I have brought back and am already implementing.
- I did not find this training useful. The visual aids were poorly made not very easy to follow and see from further back in the training room where I was sitting. It did not appear to be very planned out, didn't utilize someone from IOT that knew correct ways to complete things, and the training felt thrown together for the most part.
- in our office, we don't make the decisions of how employees are utilized.
- There were some good ideas for using the phones in the field that I was not aware of that I can share with staff to better use their time.
- Good overview
- Information most already knew
- This might be beneficial for some, but there were many supervisors who already knew how to do all of these things, so it was not helpful.
- Interesting tips.

- good info, presented well and practical for daily use.
- Good class for people that are not technologically inclined. This would be excellent in cohort.
- it provided very basic information. would have been better as a open forum to discuss questions/issues. Tips given were generally already know.
- I appreciated the different tips and suggestions that could help the FCMs with their work!
- Most of the information presented in this session were things I already knew.
- New techniques were not provided, much of the information as already been implemented.
- Facilitated part of this training
- Came away with useful tools.
- Great information in this training. I obtained information that I will use in my county.
- Learned a couple of new tricks but it was a lot of things we already knew.
- 10/26/2015 8:43 AM View respondent's answers
- It was good information, but I believe most supervisors already had this information
- Videos were well below my level of competency in MaGIK and Outlook. It would have been helpful to have more of an open discussion about how we use clerical and how we could use them differently. Learning from others is sometimes the best.
- This was terrible. The only thing I learned was that people are not searchable by county - I wondered why that never worked. Everything else, I already knew and anyone at this level who doesn't understand what's on the sidebars in MaGIK, the use of tabs, or how to create a distribution list in Outlook has no business being in a management position.
- Felt that this was very entry level information
- Not what I had hoped for.....
- I did not attend this but heard many people say it was not useful at all
- Stuff we already know how to do with our computers, Magik and cell phones.
- Great practical information
- The workshop materials wasn't easy to see on the power point and it was too much information for such a short period of time. Very difficult to follow without a computer.
- I did not find it helpful as it was geared towards FCMs and improving efficiency in their role. I did however forward the power point to my staff as they may be interested in some of the tips and tricks and I have been e-mailing things directly into the case.
- Gave some good technology tips.
- I learned some really good ideas and how to better use technology!
- Helpful tips
- honestly, it felt like a waste of time.
- Did not learn anything new in this training. Information presented was from my region. Was looking for more ideas how to use clerical to assist FCM's

## **What is your preference as to days of the week to hold the training**

- 65 responses for Wednesday & Thursday conference
- 47 responses for Tuesday & Wednesday conference
- 45 responses for Thursday & Friday conference

## **What topics would you like addressed in a workshop next year?**

- Management Tips for dealing with different work styles/generational gaps, etc. setting goals, building leaders, etc.
- How to manage people right out of cohort and carrying heavy caseloads
- Managing staff in addressing cases where there are limited resources
- Violence in the classroom
- Moving up in the agency
- Time Management for supervisors and FCMs
- Keeping morale up, motivation, and relationship building, coaching through burnout, self care
- Human Trafficking, youth prostitution, and sexual abuse cases, working through these cases and trends and updates
- Writing a good appraisal
- Retention and secondary trauma/compassion fatigue of supervisors
- Updated policies and procedures
- Child support & Paternity
- Working with cases where drug abuse is involved and knowing how to work with children in those situations
- Legal presentation regarding coercive intervention
- Focus on more positive things
- Q & A with central office
- How to effectively use data to manage staff
- More on clinical staffing and responsive staffing
- Working together as a team within DCS
- Understanding relationship between DCS and Juvenile Probation
- Cultural Affairs such as ICWA and Immigrants
- Brainstorming session allowing people to voice ideas and best practices for policy, MaGIK, Kidtraks, etc.
- Specialized training for foster care supervisors
- Dealing with older youth issues of domestic violence and teen pregnancy, mental health

## **Question 11: Please select your preferred way of receiving session handouts:**

- 114 - flash drive
- 43 - handouts

**Question 12: People who would like to work on next year's planning committee:**

Ashley Arnett	ashley.arnett@dcs.in.gov
Nobuhle Mamba-Harding	nobuhle.harding@dcs.in.gov
Cynthia Evans	cynthia.evans@dcs.in.gov
Sam P. Charbonneau	sam.charbonneau@dcs.in.gov
Charlotte Church	charlotte.church@dcs.in.gov
Jennifer Fletcher	jennifer.fletcher@dcs.in.gov
Alexis Carrier	alexis.carrier@dcs.in.gov
Nicole Myers	nicole.myers@dcs.in.gov
Elizabeth Herrmann	elizabeth.herrmann@dcs.in.gov
Twan Stokes	twan.stokes@dcs.in.gov
Jennifer Barrett	jennifer.barrett@dcs.in.gov
Ashley Manship	ashley.manship@dcs.in.gov