



California Child Care Resource & Referral

NETWORK



# 2017 JOINT ANNUAL CONFERENCE

**Preliminary Program & Registration Information**



OCTOBER 18-20, 2017 | DOUBLETREE BY HILTON HOTEL | SACRAMENTO, CA

## 2017 Joint Conference of the California Child Care Resource & Referral Network and the California Alternative Payment Program Association

### **Dates and Location**

The conference will be held from Wednesday, October 18 through Friday, October 20 at the DoubleTree by Hilton Hotel, 2001 Point West Way, Sacramento, CA.

### **Hotel Registration Information**

The room block at the DoubleTree is currently sold out. To make reservations at an overflow hotel, please contact Danielle Metzger, CAPPA at 916-567-6797 or [danielle@cappaonline.com](mailto:danielle@cappaonline.com).

### **Conference Registration**

Registration fees include all conference materials, dinner on Wednesday evening, breakfast and lunch on Thursday and brunch on Friday.

### **Register 5 or More Staff and Save!**

If you are a Network or CAPPA member and you register 5 or more of your staff, you will receive a \$46 discount off each registration.

### **Registration Fees** - prices below are per person.

<b>Members:</b>	<b>Non-Members:</b>
\$349 for 5+ staff (check)	\$485 (check)
\$360 for 5+ staff (credit card)	\$505 (credit card)
\$395 (check)	
\$410 (credit card)	

Register for the conference online using this link:

<http://www.rsvpbook.com/JointAC2017>

Conference fees may be paid by check or credit card. Make checks payable to: CAPPA. Mail checks to: 2017 Joint Annual Conference, CAPPA 1451 River Park Drive, #185, Sacramento, CA 95815. **Please Register Online by Friday, September 29, 2017.**

### **Cancellation Policy**

There will be no refunds issued for cancellations. Refunds will not be made for no-shows and unpaid registration fees will be invoiced. However, substitutions will be allowed. This includes presenters. Should CAPPA & The Network cancel, a full registration fee refund will be issued.

### **Program**

The California Child Care Resource & Referral Network (Network) and the California Alternative Payment Program Association (CAPPA) have joined together to plan, develop and deliver the Joint 2017 Annual Conference.

This conference provides a unique opportunity for staff to come together to discuss and share common issues, successes and challenges as well as time for each of us to get to know our colleagues and renew friendships. This conference is different from the variety of meetings and conferences related to our work, for this conference is by, for, and about the work we do in R&R and AP.

This year's Annual Conference includes a variety of stimulating workshops to meet the needs of staff working with parents; staff working with as well as providing training and technical assistance to child care providers; program staff-supervisors; managers and executives.

### **New in 2017**

- ❖ Gubernatorial Candidate Forum on Wednesday, October 18<sup>th</sup> from 4:00 to 5:30pm.
- ❖ TrustLine Anniversary Celebration at the Welcome Dinner on Wednesday.



## **Program (continued)**

### **Schedule of Activities**

#### **Wednesday, October 18<sup>th</sup>**

12:00pm - Registration  
1:00pm -3:45pm – Workshops/Seminars  
4:00pm – 5:30pm - Gubernatorial Candidate Forum (optional)  
5:30pm – 6:00pm - Welcome Reception (optional)  
6:00pm – 7:00pm - Welcome Dinner and Pre-Sale Raffle Drawing

#### **Thursday, October 19<sup>th</sup>**

8:00am - Breakfast  
8:30am -9:45am - Keynote Session  
10:00am - 12:00 noon - Workshops  
12:00 noon - 1:15pm - Lunch & Vendors  
12:00 noon – 5:00pm - Exhibit Hall Open  
1:30pm -5:00pm - Workshops  
3:30pm - 5:00pm - CAPPa Member Meeting  
5:00pm - Dinner and Evening On Your Own  
5:00pm – 7:00pm - Vendor Reception (optional)

#### **Friday, October 20<sup>th</sup>**

7:30am - Coffee and Light Morning Refreshments  
7:45 am – Noon - Exhibit Hall Open  
8:00am -10:30am - Annual Network Member Mtg  
8:45am -10:15am - Workshops  
10:30am-12:00pm - Brunch and Closing Keynote

## **Networking Opportunities**

Join colleagues from around the state on Wednesday, October 18<sup>th</sup> at 6:00pm for our Welcome Dinner.

Thursday night will be an opportunity for agency staff to spend time together or for staff from a variety of agencies to renew friendships and/or get to know each other as they venture into Sacramento. This is not an organized activity. Individuals and groups are on their own to experience Sacramento and get some R&R (rest and relaxation).

Ideas include: [Old Sacramento](#). The unique 28-acre National Historic Landmark District and State Historic Park is located along the beautiful Sacramento River. Bustling with activity, the District is alive with shopping, dining, entertainment, historical attractions and world-renowned museums set within the time of the California Gold Rush and the Transcontinental Railroad.

## **Networking Opportunities (continued)**

[Arden Fair Mall](#) is within walking distance and is home to the restaurants Johnny Rockets, , BJ's Restaurant and Brewhouse, and Seasons 52; The Cheesecake Factory, movie theaters; and department stores including JCPenney, Macy's, Nordstrom and Sears.

## **Raffle Fundraisers**

With the help of our 2017 Conference Planning Committee members, there will be 3 separate raffles to be held over the course of this year's conference.

**Agency Pre-Sale Raffle** - With the generous support of R&R and AP staff last year, the Joint Network/CAPPa conference held a very successful raffle pre-selling tickets prior to the conference. Together we raised over \$9,000. Our goal is to top that figure this year.

The drawing of the Agency Pre-Sale Raffle tickets (Agency Raffle) will occur on Wednesday evening during the Welcome Dinner. All sold tickets must be turned in by 6:00 pm on Wednesday evening in order to be entered. To make this drawing a success, we request the participation of all the agencies that are either members of the Network or members of CAPPa, or members of both organizations.

The theme for the Agency raffle this year is *What are your agency's superpowers?* We encourage agencies to contribute items that are easily packed into a suitcase - a gift (i.e. a camera), or gift cards (usable no matter where the person lives – i.e. Target, VISA, etc.). If you're donating a gift card, use your creativity and imagination to provide minimally a \$25.00 gift card. The committee is encouraging larger agencies to donate a total of \$100 in gift cards, mid-size agencies \$50 and smaller agencies \$25. The grand prize this year is gift cards and/or prizes valued at \$1,000.

Part of the fun of the raffle is to view the raffle displays member agencies create each year. Please create an engaging raffle prize display. We'd like the displays this year to be no larger than 12" x 12" x 12". Last year there were some very creative displays that housed the donated gift cards or raffle prize(s). The committee wants

### **Raffle Fundraisers (continued)**

to continue to acknowledge the displays by giving out awards for how the raffle prizes are displayed. Award categories for the displays include: Most Creative, Most Californian, Most Colorful, Most Original, Most Efficient/Effective Use of the 12 x 12 x 12 Display Format, and Best of Conference – Agency Superpowers. Be creative with your display/ packaging of your prize(s) and make sure your agency's name appears somewhere on the outside of the display. **When selecting a gift or creating a gift basket to contribute to the raffle, please remember that some winners will need to transport the item(s) on a plane; therefore, we're asking that all prizes are able to fit in a suitcase, be appropriate for air travel, and that displays or prize packaging be no bigger than 12" x 12" x 12". Thank you!**

**Conferee Pick-Your-Prize Raffle** - The Conferee Pick-Your-Prize Raffle will include a number of prizes that conference attendees could win. Tickets for the Pick-Your-Prize Raffle will only be available for purchase at the conference and we will begin selling these tickets on Thursday, October 19<sup>th</sup>. Once tickets are purchased, conferees drop their tickets in the container placed in front of the prize(s) they'd like to win. The drawing for this raffle will be Friday morning at Brunch.

**Vendor Raffle** – Taking into consideration the feedback we've received on the vendor raffle, this year there will not be a vendor passport raffle. Instead, individual vendors are encouraged to raffle off a prize or service but each vendor will be responsible for collecting their own tickets and drawing the prize winner(s). The drawing of the vendor prizes will occur on Friday at Brunch.

### **2017 Annual Conference Committee**

Mindy Brown, Valley Oak Children's Services,  
Butte County

Vanessa Dilks, Child Care Links  
Alameda County

Phan Fong, Child Care Links  
Alameda County

Jeanne Fridolfs, Community Resources for  
Children, Napa County

Shannon Griffin, Community Child Care Council  
(4C's) of Alameda County

Claudia Quinonez, Children's Council of San  
Francisco, San Francisco County

Angela Rodriguez, Supportive Services, Inc.  
Fresno, County

Ruth Rodriguez, Kings Community Action  
Organization, Kings County

Kenya Ruiz, Options for Learning  
Los Angeles County

Niki VonHundley, Child Care Resource Center  
San Bernardino County

Lourdes Vose, Sierra Nevada Children's Services,  
Nevada and Sierra Counties

**For more information, please contact:**

**Danielle Metzger, CAPPA**  
**(916) 567-6797, [Danielle@cappaonline.com](mailto:Danielle@cappaonline.com)**

**Or**

**Cindy Mall, Network**  
**(415) 494-4642, [Cindy@rrnetwork.org](mailto:Cindy@rrnetwork.org)**

***We look forward to seeing you in October!***

## Preliminary Program October 18, 2017

### Wednesday Afternoon SEMINARS – 1:00 to 3:45 p.m.

A. ***Imagine it's the year 2025.... How R&R and AP Programs Can Adapt to an Anticipated Future***

*Manuel Pastor, University of Southern California and panelists to be announced*

Strand: Executives & Managers

What will California look like in 2025? Will our cities change? Will we own anything? Will there be any low-wage jobs? Who will take care of children? Imagining what our communities and constituencies look like in the future might give us a fresh perspective on the challenges and opportunities today that will shape the outlook of the work we do. Take note from researchers and futurists that have thought about some accelerating trends, and let's stretch our minds a mere 3, 5, 7 years out .... Year 2025.

B. **Compassion Fatigue – Where are You in the Middle of the Stress and Chaos?**

*Julie Kurtz, and Julie Nicholson, WestEd*

Strand: Personal/Professional Growth

You can only help others as far as you have helped yourself! This training is about getting a Ph.D in YOU! We are called to the helping field because we enjoy making a difference and helping others. Your super power is HELPING! However, even Superman had kryptonite. It is often that those in the helping profession have the hardest time taking care of themselves and prioritizing their own self-care. The more you care for yourself and read the cues of your own needs, the more restored energy you have to give to others around you.

C. **Working with Adult Learners**

*Chappy Ames, California Child Care Resource & Referral Network and Constant Hine, Horizons In Learning*

Strand: Working with Providers

There is growing interest in trainer qualifications and requirements for trainers in our field. Knowledge about how adults learn along with experience working with adult learners are important aspects of trainer qualifications. This session will provide a solid introduction to adult learning theory and presentation skills. Participants will deepen and broaden their understanding of using a systematic approach to engage adult learners based on Constant Hine's 4M's Model of Adult Learning (**M**agnetic, **M**eaningful, **M**emorable and **M**obilizing) to get your message to stick. This workshop falls into the category, "Experience Working with Adult Learners" in the Network's Professional Development and Quality Improvement CCR&R Trainer Recommendations Matrix.

D. **Looking at Families Through a Different Lens: An Intro into Utilizing the Strengthening Families Protective Factors Framework**

*Jeanette Bellerive, 4Cs of Santa Clara County, Lorie Siebler, 4Cs of Sonoma County, and Jaryn Gadea, Child Care Resource Center*

Strands: Strengthening Families and Working with Parents

This workshop will provide participants with the tools needed to view families from a different perspective by using the Strengthening Families Protective Factors Framework. Participants will learn about the five Protective Factors that help make all families strong. The role of culture, examination of bias and the importance of involving families in program planning are explored.

### **Wednesday Afternoon SEMINARS – 1:00 to 3:45 p.m. (continued)**

**E. Poverty Simulation : Welcome to the State of Poverty**

*Dana Kivel, California State University, Sacramento and Volunteers*

Strand: Working with Parents

*Welcome to the State of Poverty* is an experiential learning exercise designed by the Missouri Association for Community Action. At the start of the simulation, participants assume the role of an individual experiencing poverty; then, following an orientation to the rules of the simulation, participants are tasked with navigating a fictitious town over the course of four 15-minute “weeks.” During their month in poverty, participants must pay their bills, feed their family, keep or secure employment, attain medical care, get their children to school, and keep their home safe. This exercise is designed to promote a deeper understanding of the experience of families living in poverty and to enhance empathy in an effort to find solutions.

**F. Unity=Victory! Budget Advocacy and the Art of Winning**

*Parent Voice Representative, Donna Sneeringer, Child Care Resource Center, Denyne Micheletti, California Alternative Payment Program Association, Nina Buthee, California Child Development Administrator's Association, Monique Ramos, California Strategies LLC., and other panelists to be announced*

Strand: Advocacy

Some long time advocates and legislators say, "If you want to get anything done, get it done in the budget." That's exactly what happened this year, resulting in an abundance of wins for the child care field! How did it happen? Join us as we weave a tale of intrigue, drama, and victory while learning from experts about the California budget process and strategies for future success!

**G. Trauma-Informed Leadership**

*Troy Nichols and Michael Williams, Strategies 2.0, Child Abuse Prevention Center, Sacramento*

Strand: Managers

R&R and AP staff are on the front lines for responding to families under stress and often in crisis. Organizational leaders and supervisors who respond effectively to the “secondary” or “vicarious trauma” faced by staff can increase program efficiency and effectiveness, improve morale, and reduce turnover. We will introduce a framework for identifying and planning effective interventions built on principles of family strengthening and protective factors. Through discussion, reflection, and concrete planning, participants will return to their leadership and supervisory work with ideas and tools to make a difference right away.

### **Wednesday Afternoon Workshops – 1:00 to 2:15 p.m.**

**H. CDD-801A & 801B Data Collection**

*Early Education and Support Division, CDMIS Staff*

Strand: AP Administration

This workshop provides a brief update on recent changes to the CDD-801A as well as upcoming changes to the CDD-801B and what happens with the 801A data. It is the intention of this workshop to help agencies plan ahead, rather than trying to go back and extract information. The remainder of the workshop will be an open forum and attendees are encouraged to bring their questions.

**I. Calculating, Collecting and Earning Family Fees**

*Early Education and Support Division, Field Services Office and Child Development Fiscal Services*

Strand: AP Administration

This workshop will focus on the basic elements of assessing a family fee, developing family fee collection policies, fiscal reporting and how to earn your family fees. Participants will learn how to calculate and make adjustments to family fees, and address delinquent family fees and payment plans. Best practices will be discussed and a question and answer period will be included.

## Wednesday Afternoon Workshops – 1:00 to 2:15 p.m. (continued)

### J. **Thirsty for Good Health!**

*Bobbie Rose and Kim Hazard, California Childcare Health Program, UCSF School of Nursing*

Strand: Health and Safety

Come to this workshop to find out how beverage choice affects the long term health of children, families, and the planet! Have you wondered if your tap water is safe to drink? Do you have questions about the environmental issues related to beverage consumption? Do you want to know more about what kind of milk to serve children or about research that links sugary beverage consumption to obesity, diabetes, heart disease, and tooth decay? We'll discuss these questions and more, including how to "tap" into soda tax initiatives and funding streams to benefit children, families, and early childhood programs. **Bonus:** we'll have a hands-on demonstration with ideas for integrating science, technology, engineering, and math themes on the topic of water into the child care curriculum!

### K. **Operating a Strong Family Child Care Business (Spanish)**

*Juan Ramirez, California Child Care Resource & Referral Network*

Strand: Building Knowledge in the Child Care Field and Working with Providers

Learn from your colleagues and share what you've been doing to make the "CCIP Module 1: Operating a Strong Family Child Care Business," workshops you offer Spanish-speaking providers relevant and useful.

### L. **Understanding Family Child Care Providers' Perspectives On Quality Improvement**

*Susan Savage and David Bloom, Child Care Resource Center*

Strand: Building Knowledge in the Child Care Field

Family Child Care Providers (FCCP) are often the child care setting of choice for our most vulnerable children (families with infants/toddlers, low-income, etc.). However, Quality Rating and Improvement Systems (QRIS) have reported lower rates of participation among licensed FCCP than center-based providers, but few studies have examined FCCPs' views about quality improvement or the fit between their needs and what is available. This interactive session reports on a statewide study and will seek input on findings with the goals of 1) having a better understanding FCCPs' unique needs and perspectives and 2) help build systems that are more responsive to their needs and, ultimately, more likely to be used.

### M. **Need a Bit of Help with the Conference Guidebook App? The Tech Team is In!**

*Network and CAPPA Staff*

Strand: Technology

You just arrived at the conference and you need some personalized assistance downloading the Conference APP or you'd like to maximize your use of the conference APP. Stop by the Grand Ballroom and get one-on-one tips and tricks on using the APP to select the workshops you want to attend and find the right meeting rooms.

### **Wednesday Afternoon Workshops– 2:30 – 3:45 p.m.**

**N. Attendance Recording, Reporting and Provider Payments (Alternative Payment Programs)**

*Early Education and Support Division, Field Services Office*

Strand: AP Administration

This workshop presents an overview of the changes to attendance reporting as prescribed in AB 274. It will provide information on provider payment requirements and parent and provider responsibilities for attendance recording for reimbursements, proration, monthly maximums, provider examples of actual calculations and how to deal with oddities like if hourly rates exceed daily rates.

**O. Struggling to Explain the Alternative Payment Program? Come Learn New Tools**

*CAPPA Branding Subcommittee: Rick Richardson, Child Development Associates; Mike Michelin, Siskiyou Child Care Council, Karen Marlatt, Valley Oak Children's Services, and Abby Shull, YMCA Childcare Resource Service*

Strand: AP Administration

This workshop will share new strategies to effectively communicate the Who, What and Why of the Alternative Payment Program. Discover new tools to tell your story and program impact to win over target audiences through key messages and compelling visuals.

**P. Creating Healthier Preschool Environments: Preschools SHINE Program**

*Courtney Hardoin, California Department of Education, and Nancy Herota and Emma Baier, Sacramento County Office of Education*

Strand: Health and Safety

This workshop will highlight the California Department of Education's (CDE) early childhood coaching and recognition program, Preschools Shaping Healthy Impressions through Nutrition and Exercise (SHINE). This program supports preschool centers and family child care homes to implement optimal policies and nutrition and physical activity practices that support children's health, wellness, and readiness to learn. Presenters will provide an overview of the practice-based intervention, resources, and strategies to help your program become a recognized CDE Preschools SHINE site!

**Q. California's Statewide Early Care & Education Workforce Registry - What You Need to Know**

*Helen Woodlee, California Child Care Resource & Referral Network, Elise Crane, CA ECE Workforce Registry, Anthony Gómez, Child Care Alliance of Los Angeles, and Rosa I. Velasco, Crystal Stairs, Inc.*

Strand: Building Knowledge in the Child Care Field

Join us to learn about the Registry from a panel of experts. We will discuss how to conduct effective Registry outreach to child care providers and go over useful talking points regarding the importance and benefits of creating a Registry account. A member of a local R&R will talk about her experience using the Registry's Training Calendar and how she and her colleagues made it work for them. This session will also share short and long-term goals for the Registry.



### Wednesday Afternoon Workshops – 2:30 – 3:45 p.m. (continued)

R. **Art and Brain Development: The Neurobiology of Early Art Experiences**

*Anna Reyner, Discount School Supply*

Strand: Building Knowledge in the Child Care Field

Art engages children's minds and emotions, and helps develop valuable cognitive, social-emotional, and multi-sensory skills. Current brain research reinforces how open ended art activities literally grow the brain. Learn how brain development is reflected in childrens' drawings and paintings, and review slides that overview current brain research and the neurobiology of art experiences.

S. **MB17-04, Digital Attendance**

*Representatives from MCT Technology, NoHo Software, and Controltec, Inc.*

Strand: AP Administration

We are the in a digital age, and technology is affecting all of us. We would like to help connect the dots between what we know about child development and program management with what we have learned by supporting many schools and agencies adopt technology solutions - from digital attendance, student portfolios, parent engagement to professional development. During our workshop, we will reflect on what we have learned and share with everyone how technology will change our future customers' experiences, our business models, and our roles in the community.

### Wednesday Afternoon 4:00 – 5:30 p.m.

#### Gubernatorial Candidate Forum

(Optional)

#### Candidates for Governor

(All declared candidates for Governor will be invited.)

The following Candidates have confirmed their participation

Delaine Eastin, Former Superintendent of Public Instruction and Former Assembly Member

### Wednesday Afternoon 5:30 – 6:00 p.m.

#### Welcome Reception (Optional)

### Wednesday Evening Opening Dinner

6:00 p.m. to 7:00 p.m.

#### Celebrating the 30<sup>th</sup> Anniversary of TrustLine

#### Welcome!

*Remarks by Denyne M. Micheletti, California Alternative Payment Program Association and  
Linda Asato, California Child Care Resource & Referral Network*

#### The TrustLine Journey

*Mary Beth (Meb) Phillips*

*Elizabeth Phillips*

#### Agency Pre-Sale Raffle Ticket Drawing

*The rest of the evening is for you to enjoy.*

**October 19, 2017**

**Thursday Morning Plenary Session  
8:00 – 9:45 a.m.**

**World Class Learners  
Yong Zhao, Ph.D.**

Yong Zhao, expert on globalization and education, currently serves as a Foundations Distinguished Professor at the University of Kansas and was previously the Presidential Chair and Director of the Institute for Global and Online Education in the College of Education, University of Oregon, where he is also a Professor in the Department of Educational Measurement, Policy, and Leadership. He is also a professorial fellow at the Mitchell Institute for Health and Education Policy, Victoria University. His works focus on the implications of globalization and technology on education.

He is an elected fellow of the International Academy for Education and is recognized as one of the most influential education scholars. He has published over 100 articles and 30 books, including *Counting What Counts: Reframing Education Outcomes* (2016), *Catching Up or Leading the Way: American Education in the Age of Globalization* (2009) and *World Class Learners: Educating Creative and Entrepreneurial Students* (2012).

Dr. Zhao was born in China's Sichuan Province. He received his B.A. in English Language Education from Sichuan Institute of Foreign Languages in Chongqing, China in 1986. He received his masters in Education in 1994 and Ph.D. in 1996.



**Thursday Morning Workshops - 10:00 to 12:00 noon**

**T. Enhancing Our Impact: Positioning our Organizations for the Future – A Round Table Discussion for Organizational Leadership** (Executives, Board Members, COE Directors/Assistant Superintendents)

*Sandee Blechman, Children's Council of San Francisco*

Strand: Executives & Managers

This session provides an opportunity for leadership of member organizations to confer with and learn from each other about strategic opportunities and challenges as well as leadership and management challenges, while getting to know one another better. Come prepared to share with your colleagues what you are working on to enhance your organization's impact and sustainability and/or the challenges that most concern you. Participants are encouraged to communicate ahead of time with the facilitator, Sandee Blechman at [sandee@childrenscouncil.org](mailto:sandee@childrenscouncil.org), to let her know topics of particular interest for discussion.

**U. Strength-based Supervision/Coaching/Evaluations**

*Jennifer Carlin, City College of San Francisco*

Strand: Managers

How do you focus on what's strong and still correct what's wrong? This workshop explores how to motivate staff, gain a better understanding and appreciation of the strengths of your team, and develop emerging leaders by using strength-based supervision strategies. Included in this session will be a discussion of the influence of technology on supervising and managing staff, tips and techniques to help you coach employees, and information that will help you provide meaningful evaluations.

## Thursday Morning Workshops - 10:00 to 12:00 noon (continued)

### V. **Proud to be a Woman**

*Claudia Quinonez, Children's Council of San Francisco*

Strand: Personal/Professional Growth

Embrace your feminine power! In this workshop you will have the opportunity to converse, learn and be inspired by other women. Leave with confidence, tools and techniques to be the best version of yourself.

### W. **Fostering Resilience in Ourselves and the Families we Serve**

*Tanya McMahan, Child Development Resources, Julia Morales, Connections for Children, and Lola M. Cornish, California Child Care Resource & Referral Network*

Strand: Strengthening Families

Resilient individuals are better able to learn from past failures and bounce back from adversity. This workshop will help participants to explore their own resilience and consider small significant changes that they can make in their daily practice to foster resilience in the families they serve.

### X. **Exceptional Customer Service**

*Jill Johnson, Riverside County Office of Education*

Strand: Working with Parents

What do organizations like Nordstrom, Starbucks, Disney, and Ritz-Carlton have in common? They are all seen as leaders in the area of exceptional customer service. What lessons can we learn from these organizations and use practically in our programs that serve families and early childhood education professionals. This interactive workshop will highlight the hallmarks of exceptional customer service and the ways in which programs can integrate these concepts into their daily work.

### Y. **Family File Organization and Review**

*Child Care Resource Center Staff*

Strand: AP Administration

This workshop is designed to show agencies how to organize a case file. Come learn how to clearly present the family's current and past eligibility and needs. There will also be a discussion on how to conduct a file review using this system.

### Z. **Some Contract Requirements Overview (Alternative Payment Programs)**

*Early Education and Support Division, Field Services Office Staff*

Strand: AP Administration

This workshop will provide an overview of some contract requirements for alternative payment-based programs. Participants will also learn how to find AP program requirements and how to stay informed on the latest information from EESD.

### AA. **Impact of Trauma on Brain Development**

*Julie Kurtz and Julie Nicholson, WestEd*

Strand: Working with Providers

Children and their families who are impacted by ongoing trauma, vicarious trauma or a one-time traumatic event may be vulnerable to biological and physiological changes in their body and brain. Learning what happens behind the veil of trauma and within the brain of a child can help ECE professionals increase their sensitivity to understanding the meaning behind challenging behaviors observed in the classroom. Once there is an increased sensitivity and understanding of the impacts of trauma, a teacher can then be introduced to trauma informed strategies to better support children in developing social and emotional skills.

## Thursday Morning Workshops - 10:00 to 12:00 noon (continued)

### BB. **Hot Topics in Health and Safety Training for Child Care Providers**

*Lucy Chaidez, Emergency Medical Services Authority, Patti Prunhuber, Child Care Law Center, Bobbie Rose, Childcare Health Program-UCSF, Val Denero, CQEL, Christie Hendricks, Merced County Office of Education, Raegan Sales, Children's Council of San Francisco, Tracy Tompkins, California Child Care Resource & Referral Network, and Gail Brodie, Early Education and Support Division, California Department of Education*

Strand: Health and Safety

This workshop will include: an update on the Preventative Health and Safety Practices; new supplemental resources for Nutrition Training including Menus/Recipes and children's special feeding needs; information on the importance of nutrition and physical activity and how to build coalitions to support health; information on Incidental Medical Services (IMS) related to CCL and the ADA; how to develop and implement a comprehensive 10 Step Plan for Emergency Preparedness with strategies and tools for engaging your community, families and staff in an Emergency Plan; an overview of how to care for a mildly ill child in a child care setting, common childhood illnesses, tips for communicating with parents and doctors, and key messages for safely giving medication to children; and an update on the online health and safety modules to meet the new requirements for CCDBG.

### CC. **12-Month Eligibility is Here! Envisioning a System that Works for Families, Agencies, and Child Care Providers**

*Parent Voices staff, Phil Warner, Children's Council of San Francisco, and other panelists to be announced*

Strand: Advocacy

Join Parent Voices and Member Agencies to explore the changes in the child care system with the adoption of new SMI income guidelines, exit ceiling of 85% of SMI, and the new policy of "true" eligibility for 12 months. The adoption of these new regulations will reduce paperwork and allow more time to partner with parents to help them move seamlessly towards self-sufficiency. How has this new policy changed the work AP and R&R counselors conduct with parents? How has it improved your relationship to families? What challenges or concerns do you have? Hear from an AP Director and Case Manager who have implemented these changes since March 2017 and will share their experiences. As a vital partner, we want to hear from YOU and identify ways we can work together as part of this new and exciting opportunity to strengthen families.

### DD. **Supporting Family, Friend, and Neighbor Caregivers**

*Chandra Bailey, BANANAS, Inc., Alice Bedinger, Davis Street, Vanessa Dilks, Child Care Links, Margaret Jerene, First 5 Alameda County, Susana Martinez, Community Child Care Council of Alameda County, facilitated by Domenica Benitez, California Child Care Resource & Referral Network*

Strand: Building Knowledge in the Child Care Field

R&Rs and Alternative Payment Programs have a built-in link to family, friend, and neighbor (FFN) caregivers and a long history of providing thoughtful support. Join us to learn about a range of models that support caregivers in engaging with quality improvement systems throughout California. Alameda County R&R/AP staff will share their approaches to supporting FFN caregivers through playgroups, trainings, incentives, and other resources as part of their county-wide QRIS.

### EE. **STEM and Early Learning Environments, Use, Integration & Application**

*Brandon T. Rousseau, Ascension Works*

Strands: Building Knowledge in the Child Care Field

We will cover the national and world landscape of STEM. We will explore the acronym (STEM) in depth and its applicability to the Early Learning environment. Participants will examine the structure and execution of STEM based programming in centers as well as external and internal organizational benefits.

## Thursday Morning Workshops - 10:00 to 12:00 noon (continued)

### FF. **Social Media: Reaching Parents and Child Care Providers**

*Presenter(s) to be announced*

Strand: Technology

What are the right social media platforms to reach parents and child care providers? Is your agency maximizing your Youtube, Facebook and Twitter opportunities? What role does Snapchat play in a campaign to reach parents and caregivers? Join this session to learn about the current trends in social media, understand the key principles behind the most popular social media platforms, and get information on how to get data from Google Analytics and other social media insight platforms to help you make decisions on how to plan your outreach activities.

**Thursday Lunch**  
**12:00 noon to 1:15 p.m.**

**Exhibitor Tables**

## Thursday Afternoon Workshops—1:30 to 3:00 p.m.

### GG. **Envisioning the Future with CDE, CDSS and First 5 California**

*Glen Price, Chief Deputy Superintendent of Public Instruction, California Department of Education, Kim Johnson, CalWORKs & Child Care Branch-Chief, California Department of Social Services, and other panelists to be announced*

Strand: Executives & Managers

In this session you will hear from high level state leaders about the direction they've paved forward in recent years to lead their departments. They'll share the factors, conditions, and lessons learned that are the basis for what they envision is needed for our public systems to best serve Californians. They'll also share any insights that we might need to take into consideration as part of an anticipated change in administration in the near future.

### HH. **Staff Development Using the Online Consumer Education Videos**

*Lola M. Cornish, California Child Care Resource & Referral Network and Rosa Barragan, Merced County Office of Education*

Strand: Managers

This workshop will introduce the newly released online consumer education videos for R&R counselors. These videos cover a variety of topics and are designed to be applicable both to novice and seasoned referral counselors. The workshop will also cover how to use these training videos either with individuals or in groups and will look at the collateral materials available to further this learning.

### II. **Conflict Resolution and De-escalation Techniques and Strategies**

*Jennifer Carlin, City College of San Francisco*

Strand: Personal/Professional Growth

Conflict is inevitable, how you respond to conflict is up to you. Explore how you handle conflict now, understand how conflict works, and learn practical, powerful skills to: keep conflict from escalating; listen without defensiveness; find common ground and satisfying solutions; create positive, lasting change.



## Thursday Afternoon Workshops -1:30 to 3:00 p.m. (continued)

### JJ. **Knowledge of Parenting and Child Development**

*Peggy Graham, Community Connection for Child Care and Angela Cabrera, 4C's of San Mateo County*

Strand: Strengthening Families

Kids don't come with an owner's manual. When parents have a knowledge of parenting and child development, they are better able to guide their children's development and meet their needs. This workshop will help participants think about small but significant changes that they can make in their daily practice that will foster a knowledge of parenting and child development in the parents that they serve.

### KK. **We Have A Foster Care Bridge Program! What do we do now?**

*Facilitated by Donna Sneeringer, Child Care Resource Center; Panelists to be announced*

Strand: Working with Parents

Excited about this new funding, but not sure what's next? This interactive panel will address the relationship between the County Welfare Department and the R&R, the role of the Child Care Navigator, and the training and coaching model. Come armed with your questions - there will be plenty of time for conversation.

### LL. **12-Month Eligibility: Underscoring stability for children and continuity of care**

*Early Education and Support Division, Policy Office Staff*

Strand: AP Administration

Via enactment of the 2017-18 budget and trailer bills, on July 1, 2017 California has now realized 12-month eligibility for child care subsidies. Come prepared to hear how the Early Education Support Division (EESD) is implementing 12-month eligibility for families via directives that fall on the side of what is in the best interests of the child; and supports 12-month of stability and continuity of care for families. Understanding this paradigm shift moving away from reverification of variable work schedules and mandatory reporting of families when changes occur to a streamlined re/eligibility process based on need and parents reporting changes, much change will have to be realized by APP agencies.

### MM. **Striving for Stellar Reviews through Solid Quality Assurance**

*Julie Peterson and Laura Hess, Valley Oak Children's Services, Samantha Evans, Crystal Stairs, Inc., and Diana Troche, Solano Family and Children's Services*

Strand: AP Administration

This workshop is intended to share information about our agencies' quality assurance systems. It will assist attendees to maintain program quality, prepare for the GAU process and aid in developing their own systems. We will describe our systems, explain forms and present results.

### NN. **Essential Components of Quality Infant & Toddler Caregiving in the Family Child Care Setting**

*Kathleen White, City College of San Francisco*

Strand: Working with Providers

What are the benefits of family child care for our youngest children? This workshop will look at what providing high quality care entails and discuss strategies for meeting the needs of infants and toddlers in mixed-age settings.

## Thursday Afternoon Workshops -1:30 to 3:00 p.m. (continued)

### OO. **TrustLine – From Fingerprints to Final Results**

*Julie Bradbury and Renee Neal, California Department of Social Services, and Cindy Mall, California Child Care Resource & Referral Network*

Strand: Health & Safety

Join R&R staff from around California that facilitate the TrustLine registration process in local agencies to discuss current processes and procedures, the roles of DOJ, CDSS, the Network, R&Rs and APs in the application process, and how you can assist in decreasing processing time. This session will include an overview of the CDSS - TrustLine Web-based Application (TWA) process.

### PP. **In Defense of Families: Legal Tools to Help Your Immigrant Clients**

*Patti Prunhuber, Child Care Law Center*

Strand: Advocacy

Immigrant families of all legal statuses are feeling the impact of policies proposed and passed by the Trump Administration. Many non-citizen families live in constant fear about whether their choice to access vital public services, such as child care, puts them at higher risk of deportation. This training will cover: (1) How a parent's immigration status may affect his or her eligibility for different types of state and federally funded child care programs; (2) Relevant immigration laws that apply to your work with families; (3) The physical and emotional effects on children when they fear separation and/or are separated from their parents, loved-ones or families due to deportation; (4) Practical resources you can offer immigrant families, including a sample safety child care plan for undocumented parents.

### QQ. **Child Care R&R 101**

*Jennifer Greppi, California Child Care Resource & Referral Network and co-panelists to be announced*

Strand: Building Knowledge in the Child Care Field

Have you ever wondered what R&R really stood for (besides rest and relaxation)? Here's your opportunity to get a firsthand account of what goes on in child care resource & referral programs and to understand why it's important for you to have a working knowledge of R&R to help support the children and families you serve. Information in this session will include: the child care referral process "How to change a family's life in one phone call", types of referrals, child care resources, parent and provider education, the R&R role in TrustLine, Licensing, Parent Voices, and more.

### RR. **Inclusion Strategies for Children with Exceptional Needs in the Classroom**

*Charlene Sigman, School of Imagination*

Strand: Building Knowledge in the Child Care Field

Educators will learn effective strategies for use in the preschool classroom for children who exhibit, speech-language, sensory processing, behavioral challenges due to developmental delays including Autism. Information regarding the identification of developmental delays and resources available will be shared as well as communicating effectively with parents to assist them in supporting their children's needs.

### SS. **Using Technology to Provide Outreach, Training, and Coaching to Child Care Providers**

*Chenoa Ruecking, University of Wisconsin-Platteville, Sherri Widen, Center for Education Policy Analysis, Stanford University, and other panelists to be announced; Facilitated by Domenica Benitez, California Child Care Resource & Referral Network*

Strand: Technology

Join us in 2017, where technology helps reach out to child care providers in their homes, programs, and communities to build quality and relationships! Learn about texting programs that help you share developmentally appropriate information and activities or models that transitioned from traditional face-to-face training to hybrids that utilize web-conferencing technology, online courses, and coaches. We'll discuss strategies to help engage providers in R&R quality improvement support services using technology, while maintaining meaningful relationships with the community you serve.

## Thursday Afternoon Workshops - 3:30 to 5:00 p.m.

### TT. **CAPPA Member Meeting**

*CAPPA Board of Directors and Denyne Micheletti, CEO, California Alternative Payment Program Association*

Come hear what CAPPA is intending to deliver to our members in 2017-18 and provide input on development of member best practices. The CAPPA Board will share their priorities, as well as their member committee reports.

***Please note that this meeting is limited to staff from agencies that are members of the California Alternative Payment Program Association***

### UU. **Harness your Relationship Leadership Super Powers!**

*Julianne Zvalo-Martyn, Brandman University*

Strand: Managers

Leadership development in ECE is undergoing transformation as the field recognizes the importance of knowledgeable, skilled leadership that can move the field forward. In this interactive workshop we will be supported by the McCormick Center Leadership Framework and take a look at ways to leverage and advance your already considerable talents of *collaboration* and *team building*. We will use your leadership to *persuade* and *influence* others to achieve the outcomes you know families deserve.

### WV. **Sacred Sounds for Healing**

*Ananda "Bliss" Kenboya, The Inner Soul Vibration*

Strand: Personal/Professional Growth

We will be exploring the drum as a connection to the heart and as a tool for grounding. Participants will be taught a chant or two, and will help create a chant of their own. These chants or mantras can be a helpful tool to connect, reflect & heal after emotional distress (or simply as a fun activity!) with children, families, or staff.

### WW. **Strengthening Families Trainer Community of Practice – A Session for Certified Trainers Only**

*Presenters to be announced*

Strand: Strengthening Families

This closed session is for certified Strengthening Families trainers only.

### XX. **The Family Factor: A Community View to Father Engagement**

*Justin Margolis, Valley Oak Children's Services and Daniel Polanco, D.A.D Project*

Strand: Working with Parents

This session focuses on ways to encourage, engage, support and successfully maintain a father engagement program. Whether a father is incarcerated, absent or with his family, father engagement is a vital component to the success of father and child. Through father support and engagement, families are strengthened, children thrive and dads are a greater centerpiece for success and happiness in their own lives and the lives of their children.

### YY. **Parent Appeals**

*Early Education and Support Division, Parent Appeals Staff*

Strand: AP Administration

The Parent Appeal coordinators will discuss the notice of action and parent appeal process. The coordinators will provide an in-depth power point presentation outlining the requirements for the local agency parent appeal process and the state level appeal process as they align with the title 5 regulations. The coordinators will also address what the legal division expects to be on a NOA, as well as what the Appeals team does when they receive the NOA. Questions will be addressed following the presentation.

## Thursday Afternoon Workshops - 3:30 to 5:00 p.m. (continued)

### ZZ. **Stage 1 to Stage 2 Transfers – What is the process and how is 12 month eligibility realized?**

*Early Education and Support Division, Policy Office Staff & California Department of Social Services, Child Care Bureau Staff*

Strand: AP Administration

The California Department of Education (CDE), Early Education and Support Division, and the California Department of Social Services (CDSS), Family Engagement and Empowerment Division, will present a joint workshop that will outline best practices and roles and responsibilities that will contribute to the mission of strengthening the CalWORKs Child Care delivery system. The CDSS will discuss best practices related to the transfer process outlined in All County Information Notice 19-17 to help Stage One Child Care administrators better serve CalWORKs families and avoid any break in the delivery of child care services. The CDE will discuss the roles and responsibilities of Stage Two contractors and the process by which CalWORKs Stage One families are to be seamlessly transferred to Stage Two, as outlined in Management Bulletin 17-06.

### AAA. **Sharing Stories with Kaleidoscope Play & Learn**

*Tracy Tompkins, California Child Care Resource & Referral Network, Lina Alvarez, Child Care Resource Center, Melissa Valdivias-Salinas, Community Child Care Council of Santa Clara County, Jessica Boehme-Flores, Children's Council of San Francisco, and Mariah Johnson, Child Care Resource Center*

Strand: Working with Providers

Join us for this interactive session to learn more about the work of California R&Rs implementing Kaleidoscope Play & Learn, a playgroup model supporting Family, Friend and Neighbor Caregivers and families. Participants will engage in activities and dialogue to understand more about how play group facilitators support caregiver learning and hear stories about the impact the program is having on the children, caregivers, and surrounding communities.

### BBB. **Licensed to Provide Child Care – CCL Update 2017**

*Roberta Williams, Child Care Advocate, California Department of Social Services, Community Care Licensing Division*

Strand: Health & Safety

This session will include updates on new regulations and trends in child care licensing. Information covered will include: mandated reporter training, incidental medical care policies/procedures; immunization of adults; the nutritional component of health and safety requirements and more!

### CCC. **Election 2018 and Beyond: Engaging Our Communities**

*Presenters to be announced*

Strand: Advocacy

In 2018, almost every Member of Congress, many statewide offices including Governor and State Superintendent of Public Instruction, and countless local offices will be up for election as well as many, many state and local initiatives. Every level of government impacts the child care field. We need to have a say at every turn. In this session, learn why non-profits play such an important role in elections, and how to develop strategies for your organization to engage in the process- from voter registration to voter mobilization and everything in between.

### DDD. **AP 101: Untangling the Web of Subsidized Child Care**

*Eric Peterson, CoCoKids, Virginia Early, Legislative Analyst's Office and other Panelists TBD*

Strand: Building Knowledge in the Child Care Field

This workshop will include: the history of subsidized child care programs and state agencies, types of subsidized programs, who is eligible, how parents get on the list, types of care, and Q&A.

## Thursday Afternoon Workshops - 3:30 to 5:00 p.m. (continued)

### EEE. **Social Emotional Development: Dealing with Challenging Behaviors**

*Joshua Alvarez, Kaplan Early Learning Company*

Strand: Building Knowledge in the Child Care Field

Do you need ideas in supporting in dealing with challenging behavior? You will explore and learn different strategies and techniques for developing positive relationships in dealing with challenging behaviors which leads to positive school readiness skills and a collaborative result.

### FFF. **Take a Hike through CDE Resources: An Overview of Books, DVDs, Online Modules, Websites, and Professional Learning Systems from the California Department of Education, Early Education and Support Division (EESD)**

*Laura Bridges Nieuwenhuyse and Heather McClellan-Brandusa, Early Education and Support Division, California Department of Education, and Heidi Mendenhall, WestED*

Strands: Technology and Building Knowledge in the Child Care Field

Join us for a “hike” through the many professional learning opportunities from CDE that are designed to deepen your expertise and inspire you in your career in the field of early childhood. Workshop includes reviews of key publications, and amazing views of DVDs, websites, and online modules. Learn to identify the many training and coaching systems that support your work with families, early education teachers and providers.

## Thursday Evening 5:00 – 7:00 p.m.

### Vendor Social Activity (Optional)

- ❖ NoHo Software will be hosting a wine and cheese reception in the Pavilion. Join us to relax, unwind and reminisce.



**October 20, 2017**

**Friday Morning Meeting 8:00 to 10:30 a.m.**

**GGG. Annual Meeting of the Members of the California Child Care Resource & Referral Network**

*Yuovene Whistler, Crystal Stairs, Inc. and President of the Board, California Child Care Resource & Referral Network, and Linda Asato, Executive Director, California Child Care Resource & Referral Network*

Meeting Agenda Includes: President's Report; Board Development Committee Report and Election of Board Members; Public Policy Committee Report and Adoption of the 2018 Public Policy Agenda; and the Executive Director's Report.

***Please note that this meeting is limited to staff from agencies that are members of the California Child Care Resource & Referral Network.***

**Friday Morning Workshops - 8:45 to 10:15 a.m.**

**HHH. Fostering a Culture of Leadership and Professional Development**

*Zakir Parpia, California School-Age Consortium*

Strands: Managers

Join us to explore the ways we currently engage staff and volunteers and how we can become more innovative in our approach. In this workshop, participants will explore the essential ingredients that contribute to a programmatic culture in which staff and volunteers are motivated towards and recognized for their professional and leadership development. Through exploring formal and informal professional development opportunities, we'll consider the ways in which growth and learning happen at every turn and through recognizing and celebrating our team's development, we're creating a culture that lifts up life-long learning.

**III. Balance Your Life**

*Lana Frisby and Julie Peterson, Valley Oak Children's Services*

Strand: Personal/Professional Growth

This workshop will encourage participants to take a look at the balance in their home or work life. Activities provided will help identify areas participants feel satisfied in their life as well as areas that may need a little more positive focus. Participants will have the opportunity to create a vision board to assist them with being more mindful daily and focus on implementing positive changes.

**JJJ. Parent Café**

*Justin Margolis and Shauna Gowdy, Valley Oak Children's Services*

Strand: Strengthening Families

The Butte Parent Café session will engage participants in ways that will provide them with the information they need to successfully lead Parent Cafés in their communities. The Butte Parent Café is based on the Strengthening Families Framework and the Five Protective Factors. Our community care based approach to family engagement has shown marked successes in the cultivation of the Five Protective Factors within the families we see.

**KKK. Mining Family Treasures – Families Have More to Offer Than They Might Know**

*Julianne Zvalo-Martyn, Brandman University*

Strand: Working with Parents

By meeting families where they are at, showing respect and appreciation for them, we can actually build their abilities and maximize their strengths. This workshop will highlight strategies for promoting executive function in adults and offer an "appreciative inquiry" technique for partnering with families.

## Friday Morning Workshops - 8:45 to 10:15 a.m. (continued)

### LLL. **Review of Management Bulletins**

*Early Education and Support Division, Policy Office Staff*

Strand: AP Administration

This workshop will provide a review on the most frequently referenced, most urgent and most historically relevant Management Bulletins.

### MMM. **Fiscal Essentials**

*Child Development Fiscal Services*

Strand: AP Administration

CDFS representatives will present a variety of fiscal topics, from the basic to the advanced, affecting AP contractors. This workshop will present the basics for both CalWORKs Stages 2 and 3 and Alternative Payment (AP) contracts. A wide variety of topics will be covered including reporting requirements, revenue, expenses, apportionments, administrative and supportive services allowances, augmentations/reductions for CalWORKs, and requests for AP contingency funds. CDE will also discuss how CalWORKs fiscal and caseload report data are used. Whether the attendee is new to the agency or a seasoned accountant, everyone will benefit from this session.

### NNN. **Creating Meaningful Experiences for Children through the Natural World**

*Pamela Van Parys and Edie Gutierrez, Child Action*

Strand: Working with Providers

Join us for hands-on activities and displays that will inspire children and providers alike! Nature inspired quality work nurtures a child's sense of wonder and creates opportunities to learn and grow. Using the Environmental Rating Scale tool as a lens, we will focus on strategies to create rich indoor natural experiences that support each child's development.

### OOO. **Creativity Flows from a Quiet Mind: Meditation for Busy People**

*Craig Nieuwenhuyse and Laura Bridges Nieuwenhuyse, Bridges Transformation Network*

Strand: Health and Safety

A regular meditation practice increases our mental clarity, nourishes our emotional stability, and opens us up to be in the flow of our personal life and work life. Through the inner states of deep relaxation found in meditation, we attain greater effectiveness, happiness, and contentment. Learn tips on how to meditate and how to create your own tailor-made meditation practice that works for you. This workshop concludes with a guided meditation. Relaxation guaranteed!

### PPP. **Understanding and Advocating for Family Child Care By Reforming Local Zoning Laws**

*Toni Robertson, CoCoKids and Laurie Furstenfeld, Child Care Law Center*

Strand: Advocacy

R&Rs and family child care providers have made tremendous progress in improving their local laws to make zoning permits for family child care homes less burdensome and much more affordable. Toni Robertson from the Contra Costa Children's Council will share her expertise on how to educate local officials on the unique community service of family child care; how to advocate for family child care in public hearings; and how to partner with family child care providers. Participants will leave with a Toolkit for helping providers navigate this process and a Child Care Law Center attorney will assist to answer legal questions.

## Friday Morning Workshops - 8:45 to 10:15 a.m. (continued)

### QQQ. **Shake Rattle and Roll: Music Activities Made Easy!**

*"Mister Jim," Music Specialist at Miss Sandies in Novato, California*

Strand: Building Knowledge in the Child Care Field

Musical strategies and easily learned kid tested tunes will be shared in an entertaining format. Be inspired to bring more fun in to the classroom through playful movement and simple songs that leave everyone with a smile. Mister Jim is an award winning songwriter, performer and educator for music with young children.

### RRR. **Energy Booster: Wake Up Your Creativity**

*Anna Reyner, Discount School Supply*

Strand: Building Knowledge in the Child Care Field

Give yourself a FUN break! This will be a playful, hands-on Energy Booster. This hands-on art workshop provides a safe, fun and creative environment to get back in touch with your creativity and renew your passion for work and life. Get out of your head and experience the pleasure of right brain activities. Engage in a sensory experience with friends and peers that will nurture and surprise you. Absolutely NO artistic "talent" required, and satisfaction guaranteed.

### SSS. **From TechSoup to Nuts – Becoming Tech Savvy on a Budget**

*Rita Edmunds and Claudia Vilchez, California Child Care Resource & Referral Network*

Strand: Technology

Get high tech without the high price. This workshop explores several free to low cost technology resources and software applications that can help your agency increase productivity, put more polish and pizzazz into social media content and trainings, and expedite hardware upgrades. Learn about available professional development opportunities that allow staff to boost their tech skills without busting the budget.

**Friday Morning Closing Keynote Presentation, Pick Your Prize Raffle, and Brunch**  
**10:30 – 12:00 noon**

**The Beauty of Different: Why Individuality, Courage and Self-Care are the Soul of Changing the World**

*Karen Walrond, Photographer, Author, Speaker, Coach*



Karen Walrond is a photographer, author, speaker and coach. She's also a former engineer and an attorney, holding a Bachelor of Science in Civil Engineering from Texas A&M University, and a Juris Doctor from the University of Houston Law Center. She is an active member of the State Bar of Texas.

All of these skills, combined with her passion for empowering others toward self-determination and leadership, helped Karen become one of 2016's 40 over 40 Women to Watch, as well as one of YWCA-Houston's 2016 Outstanding Women of the Year. Because of Karen's diverse legal corporate and creative background, she focuses on topics as wide-ranging as leadership, diversity, self-image, creativity, social media and human resource issues. She is also a Certified Daring Way™ Facilitator, trained in Brené Brown's work on vulnerability, courage, empathy and worthiness.

Her keynotes and workshops include information specifically on addressing how vulnerability -- the ability to show up in the midst of uncertainty, risk and emotional exposure -- is the strongest measure of courage that we have, courage which can help foster innovation and creativity. She has appeared on both local and national television and other news media, including PBS, Huffington Post, CNN.com and The Oprah Winfrey Show.

Her mission is to help you look for the light.