



What is WAFCA?

The Wisconsin Association of Family and Children's Agencies (WAFCA) is a nonprofit organization that develops and provides advocacy, training, and information services for its member agencies and the people they serve.

WAFCA represents more than 40 private agencies that provide mental health, education, and social services to people in need. Most of our agencies have been providing services for over a half-century. Membership in WAFCA is open to private incorporated family and children's service agencies.

Our members' services include personal and family counseling, adoption, residential care, family foster care, family-based services, employee assistance programs, and family life education.



What does WAFCA do?

WAFCA's primary goal is to promote effective and accountable human services programs, both in Wisconsin and nationally. Our action plans—in advocacy, training, and information development—are designed to enhance the quality of life for families and children, especially those in crisis.

Directions to the Waukesha County Technical College

*Waukesha County Technical College
Richard T. Anderson Education Center
800 Main Street
Pewaukee, WI 53072
(262) 691-5566*

***From Madison:** East on I-94, to Highway T North (Exit 293). Travel left on Hwy T North about 2 miles to the WCTC main entrance on the left. The training is being held in the Richard T. Anderson Education Center which is clearly marked on the outside of the building.

***From Downtown Milwaukee:** West on I-94 (to Madison) approx. 20 miles to Hwy. T (Exit 293). Go North (right) on Hwy. T for about 2 miles to the WCTC main entrance on the left. The training is being held in the Richard T. Anderson Education Center which is clearly marked on the outside of the building.

***From Green Bay:** Hwy 41S to Hwy 60W to Hwy 164S. Then take I-94W and exit onto Hwy 16 West (exit 293C). Continue to first exit, Main St (exit 188). Turn left off hwy ramp and proceed straight into the WCTC main entrance. The training is being held in the Richard T. Anderson Education Center which is clearly marked on the outside of the building.

***It is recommended that you use Mapquest (or similar site) to chart your own personal driving directions.**



Wisconsin Association of
Family and Children's Agencies
presents:

Managing Ethics, Boundaries and Safety for In-Home Services Providers

by

Jeanne Wagner, LCSW

of

**UW Milwaukee
Helen Bader School of Social Welfare**



Thursday, September 30, 2010

9:00 a.m. to 4:00 p.m.

**Waukesha County Technical College
800 Main Street
Pewaukee, WI**

Wisconsin Association of Family &
Children's Agencies
131 West Wilson Street, Suite 901
Madison, WI 53703
Phone: 608-257-5939
Fax: 608-257-6067
www.wafca.org

Workshop Description:

This workshop will be divided into two parts:

Part 1: Ethics and Boundaries for In-Home Services

The management of ethics, boundaries and confidentiality is especially challenging for human service professionals who provide services in client homes. This workshop will address the unique issues encountered during the provision of these services. Participants will learn new ways to address boundary issues and will learn how to avoid the potential for dual-relationships. This program is designed to be interactive as participants share challenging ethical issues encountered while providing services outside of the office. Participants will also learn about the importance of an ethics audit in programs that cover both client services and personnel management. Ethical decision-making processes will be addressed in a variety of contexts using case examples and best practice models to identify and address complicated scenarios within human service organizations.

Part 2: Promoting Safety in Human Services

Personal safety in human services has historically been a topic minimally addressed within many social service organizations. It is crucial that human service professionals are knowledgeable of safety and risk dynamics associated with client services. This workshop will discuss the importance of safety awareness, case scenarios where worker safety was compromised, legislative responses, causes of client violence toward helping professionals, predictive factors associated with violence, risky practice settings, office safety strategies, strategies for safer in-home services; appropriate worker responses to client violence, de-escalation techniques, strategies for addressing teen violence, and incident reporting. Participants will develop an increased awareness for their personal safety while learning risk factors associated with potential client violence and strategies for successful violence prevention.

About the Presenter:

Jeanne Wagner is a Clinical Assistant Professor and the Director of Field Education Programs at the Helen Bader School of Social Welfare at UWM-Milwaukee. She received her MSW in 1991 at Jane Addams College of Social Work in Chicago, Illinois.

Jeanne is a Licensed Clinical Social Worker with extensive clinical, management and administrative experience. She has addressed issues related to conflict within programs including staff complaints, legal matters and conflict with community collaterals. Prior to her last 16 years in child welfare, she worked in a variety of social service settings including mental health, developmental disabilities, geriatrics, AODA and private practice. She also served on a Quality Assurance Committee for 10 years.



Registration Form:

September 30, 2010
9:00 am - 4:00 pm

Waukesha County Technical College

To register for the “**Managing Ethics, Boundaries and Safety for In-Home Services Providers**” workshop, please mail, phone, register online at www.wafca.org, or email sgust@wafca.org.

By: September 16, 2010

If your agency has purchased a WAFCA Social Work Inservice Program (SWIP) Subscription, no registration fee is required. *All others, please include a \$95.00 check made out to WAFCA, or a purchase order, when registering for this workshop.*

Name(s): _____

Agency: _____

Agency Address: _____

Phone Number: _____

Email: _____

(If you fax your registration, please call us to make sure we received it).

Only beverages are provided. Lunch is on your own.

CEU Certificates for 6 hours of training will be issued at the time of dismissal. To qualify, registrant **must** attend from 9 am to 4 pm.

A two week cancellation notice is required. Non-refundable if less than one-week notice given.
(Thank You!)

