

# Building Bridges on a Solid Foundation

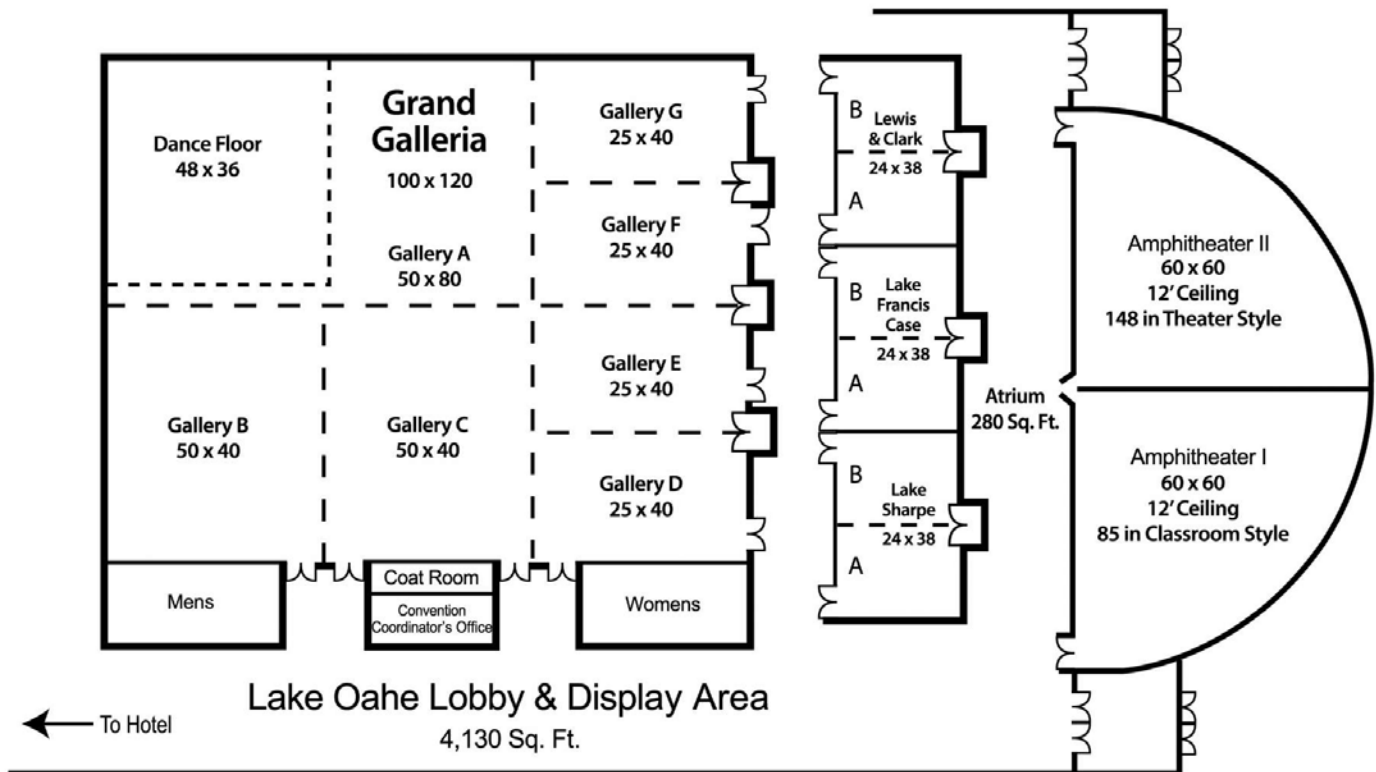
**2017 Fall Conference**



**October 2 - 4, 2017**

**Ramkota—Pierre, SD**

# RAMKOTA PROPERTY MAP



- **RehabACTION Membership DRAWING**
- To win this Amazon Echo please purchase or re-new your membership.
- Information available at the registration table.
- You don't need to be present to win, but you must be a RehabACTION member.



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# AGENDA AT A GLANCE

MONDAY, OCTOBER 2, 2017

Time	Activity			
9:00 am Amphitheater I	Certified Employment Support Professional Examination			
10:00 am Lobby	Registration Opens			
1:00-1:30 pm Gallery B, C, D & E	Welcome and Opening Comments Presentation of Colors			
1:30-3:00 pm Gallery B, C, D & E	Navigating People Out of Poverty: An Insider's Perspective <b>Dr. Donna Beegle</b>			
3:00-3:30 pm Lobby	Break			
3:30-5:00 pm	<b>Breakout Sessions</b>			
<u>Rooms</u>	Gallery B & C	Lake Sharpe	Lake Francis	Amphitheater I
	Breaking the Iron Cage of Poverty <b>Dr. Donna Beegle</b>	Building a Solid Foundation Through Project Skills <b>Dave Halverson &amp; Mike Hauge</b>	Crossing the Bridge from Workshops to Work Places <b>Dr. Wendy Parent—Johnson</b>	Understanding Personality Disorders <b>Dr. Jodi Owen</b>
5:00-6:30 pm Amphitheater I	RehabACTion Meeting			
7:00-9:00 pm Gallery A, G & F	Social & Sumo Wrestling			



# AGENDA AT A GLANCE

TUESDAY, OCTOBER 3, 2017

Time	Activity				
7:30-8:30 am Lobby	Refreshments & Booths Setup				
8:30-10:00 am	<b>Breakout Sessions</b>				
<u>Rooms</u>	Gallery D & E	Lake Sharpe	Lake Francis	Amphitheater I	Amphitheater II
	Ethical Decision Making: <i>When our Gut and our Head Disagree</i> <b>Linda Hedenblad</b>	Autonomy Through Technology <b>Division of Developmental Disabilities</b>	“Bring Your A-Game”: Soft Skills Training <b>Teresa Ehrisman &amp; Michelle Bowman</b>	Creating the Good Fit: Be a Detective, Not a Fortune Teller! <b>Russell Sickles</b>	Strengthening the Family Foundation <b>Dr. Thom Flamboe</b>
10:00-10:30 am Lobby	Break				
10:30 am-Noon	<b>Breakout Sessions</b>				
<u>Rooms</u>	Gallery D & E	Lake Sharpe		Amphitheater I	Amphitheater II
	A Pie in the Face of Adversity <b>Linda Hedenblad</b>	Helping US, Help YOU – ID Theft and Scams, What you need to know to HELP protect yourself and Others! <b>Jody Gillaspie</b>		Use Interest-Based Negotiation Techniques and Stop Being a Job Applicant...Become a Problem Solver, A Solution-Provider, an Entrepreneur! <b>Russell Sickles</b>	“Challenging” Generations in the Workplace <b>Dr. Thom Flamboe</b>
Noon Gallery A, B, & C	Luncheon Keynote—Governor Dennis Daugaard 2017 Governor Awards for Employment of People with Disabilities				
1:30-3:00 pm	<b>Breakout Sessions</b>				
<u>Rooms</u>	Gallery D & E	Lake Sharpe	Lake Francis	Amphitheater I	Amphitheater II
	Ethics and Establishing Boundaries <b>Linda Hedenblad</b>	Understanding Guardianship <b>Tim Neyhart &amp; Carole Boos</b>	Bridging High School to Post Secondary <b>Megan Lynde &amp; Karen Gerety</b>	Credit When Credit is Due <b>Breck Miller</b>	Understanding the Seriousness of Meth & Identifying Users <b>Dr. Jodi Owen &amp; Captain Derald Gross</b>

# AGENDA AT A GLANCE

## TUESDAY, OCTOBER 3, 2017 *(continued)*

Time	Activity			
3:00-3:30 pm Lobby	Break Visit the booths to see if you are a door prize winner!			
3:30-5:00 pm	<b>Breakout Sessions</b>			
<u>Rooms</u>	Gallery D & E	Lake Sharpe	Lake Francis	Amphitheater I
	Encouraging Open and Positive Conversations <b>Linda Hedenblad</b>	Telecommunication Equipment and Services <b>Patrick Czerny &amp; Katie Gran</b>	Customized Job Development: Creating Jobs and Businesses! <b>Russell Sickles</b>	DLR Job Services: Essential for Your Workforce Success <b>Marcia Hultman</b>
5:00 pm	Booth Tear Down			
6:00-9:00 pm Court Yard Area	Social			

## WEDNESDAY, OCTOBER 4, 2017

Time	Activity
7:00-8:00 am Lobby	Refreshments
8:00-9:30 am Gallery A, B, & C	Accessing and Knowing About Mental Health Techniques <b>Dr. Greg Lester</b>
9:30-9:45 am Lobby	Break
9:45-11:00 am Gallery B, C, D & E	Knowing How to Use Mental Health Techniques <b>Dr. Greg Lester</b>
11:00-11:15 am Gallery A, B, & C	Closing Retiring of Colors

*Great appreciation goes out to all the people who helped  
organize this conference!*

**SPECIAL THANKS TO OUR  
PARTNERS**



- ◆ Black Hills Special Services Cooperative
- ◆ Board of Vocational Rehabilitation
- ◆ Board of Service to the Blind and Visually Impaired
- ◆ Oahe, Inc.
- ◆ SD Council on Developmental Disabilities
- ◆ SD Department of Labor & Regulation
- ◆ SD Division of Developmental Disabilities
- ◆ SD Division of Rehabilitation Services
- ◆ SD Division of Service to the Blind and Visually Impaired
- ◆ SD RehabACTion
- ◆ SD Retailers Association
- ◆ Teresa Ehrisman
- ◆ Transition Services Liaison Project

**WE JUST WANT TO SAY...**

**THANK YOU!**

# CONFERENCE SPECIAL EVENTS/INFORMATION

## **Conference Opening:**

- ◆ *Presentation of Colors by American Legion Post #8 and National Anthem by Angel Maggard*

## **Annual RehabACTion Meeting at 5:00 pm Monday, October 2nd— Amphitheater I**

- ◆ Election of Officers
- ◆ Certification Awards

**Sumo Wrestling - Monday, October 2nd, 7:00-9:00 pm—Gallery A,G,F**

**Booths/Vendors - Tuesday, October 3rd**

**Governor's Awards Luncheon - Tuesday, October 3rd**

## **Continuing Education Credits**

Continuing Education Credits will be provided through the Commission on Rehabilitation Counselor Certification.

## **Certificate of Attendance**

Certificate of attendance sheets are available at the registration table for CESP and other professional organizations. Following each session attended, see the room moderator to have attendance stamped. Return the attendance sheet to the registration table at the end of the conference and certificates of attendance will then be mailed to you for each session in which attendance was stamped.

## **Conference Evaluation**

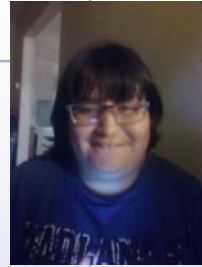
Participant input on the 2017 Fall Conference presentations and presenters helps the planning committee improve the quality of future training sessions. The conference evaluation can be completed on-line: <https://www.surveymonkey.com/r/2017FallConference> or [WWW.SDRRehabACTion.org](http://WWW.SDRRehabACTion.org). Conference participants will also receive an e-mail following the conference with the evaluation link. The conference program provides a section called "Evaluation Summary" underneath each presentation to write notes about the presentation and presenter. Referring to these notes will be helpful when completing the conference evaluation.



# CONFERENCE SPECIAL EVENTS



Presentation and retiring of Colors is being done by the American Legion Post #8, of Pierre. The presentation of colors is a ceremony presenting a flag. The "colors" refer to a flag. A color guard, consisting of two honor guards and two flag bearers, presents the colors. A Sergeant-at-Arms dictates the orders during the ceremony. Proper respect should be given to the colors at all times during the ceremony.



The National Anthem will be sung by Angel Maggard, who is a singer in the band

Better Ride from Aberdeen. She is a member of DD Council, and is a graduate of Partners in Policymaking. Angel's hobbies consist of crocheting, drawing, beading, and listening to music.

## Sumo Wrestling!

Sumo Wrestling is a competitive contact sport in which a wrestler attempts to force another wrestler out of a circular ring, or to touch the ground with anything other than the soles of the feet. During the Fall Conference, you can have your chance to participate in this ancient Japanese sport! No need to have years of training, no binge eating; just step into the suit and you'll attain the bulk and stature of a mighty Sumo warrior.



***Those of you interested in participating, please sign up at the registration table!***

## 2017 Governor's Awards



Governor Dennis Daugaard will recognize individuals and employers for their contributions to the rehabilitation and employment of South Dakotans with disabilities at the 2017 Governor's Awards ceremony on Oct. 3rd.

Reflecting the important role that different perspectives play in workforce success, this year's National Disability Employment Awareness Month (NDEAM) theme is "**Inclusion Drives Innovation.**" Observed each October, NDEAM celebrates the contributions of workers with disabilities and educates about the value of a workforce inclusive of their skills and talents.

### Governor Daugaard will present awards to the following 2017 recipients:

- ◆ Koni Sims of Sioux Falls - Outstanding Citizen with a Disability
- ◆ Tami Francis of Sioux Falls - Outstanding Employee with a Disability
- ◆ Pizza Ranch of Spearfish - Outstanding Private Employer (Small Employer)
- ◆ County Fair Food Store of Mitchell - Outstanding Private Employer (Large Employer)
  - ◆ Meri Erickson of Groton - Outstanding Transition Services Award
- ◆ Yankton Area Mental Wellness, Inc. of Yankton - Distinguished Service Award



**All door prize winners will be announced at 3:00 pm on Tuesday, October 3rd. So, head back to the vendor booths to see if you've won! You must be present to win. Any prizes not collected by 5:00 pm will be drawn again during the Wednesday morning session.**

**Vendor booths open at 8:00 am on Tuesday, October 3rd.**

# **BOOTHS / VENDORS**

On **Tuesday, October 3rd**, agencies will have vendor booths in the lobby. Each vendor is donating door prizes which they will draw for in the afternoon. Be sure to visit each vendor for a chance to win a door prize.

**Must be present to win.**

- ◆ **Business Resource Network**
- ◆ **DakotaLink**
- ◆ **Disability Rights South Dakota (SD Advocacy Services)**
- ◆ **Division of Developmental Disabilities**
- ◆ **Division of Long Term Services and Supports**
- ◆ **Division of Rehabilitation Services**
- ◆ **Division of Service to the Blind and Visually Impaired**
- ◆ **Independent Living Choices**
- ◆ **South Dakota Association for Lifelong Learning**
- ◆ **South Dakota Benefits Specialist Network**
- ◆ **South Dakota Council on Developmental Disabilities**
- ◆ **South Dakota Department of Labor & Regulation**
- ◆ **South Dakota Office of Emergency Management**
- ◆ **South Dakota Parent Connection**
- ◆ **South Dakota RehabACTion**
- ◆ **Transition Services Liaison Project**
- ◆ **USD Center for Disabilities**
- ◆ **Workforce Diversity Network of the Black Hills**

## SESSION DESCRIPTIONS Monday, October 2nd

**1:30 pm-3:00 pm      General Session**

**Navigating People Out of Poverty:  
An Insider's Perspective**

**Dr. Donna Beegle**

After growing up in generational migrant-labor poverty, leaving school at 15 to get married, having two children, and continuing to cope with poverty while being essentially homeless her entire life, Donna Beegle found herself at 25 with no husband, little education, and no job skills. Then, in 10 short years, she went from GED to a Doctorate in Educational Leadership. She will share her unique insights from having grown up in generational poverty in America and of studying poverty for more than 20 years to help you enhance your knowledge of poverty and develop the understanding to impact the individuals with whom you work.

Evaluation Summary

**3:30 pm-5:00 pm      Breakout Sessions**

**Breaking the Iron Cage of Poverty**

**Dr. Donna Beegle**

Most information on poverty comes from the media, which predominately provides stories that perpetuate myths and stereotypes. In this interactive segment, Dr. Beegle will provide participants with a poverty knowledge base grounded in experience and research. Participants will gain tools for understanding how the many different life experiences of poverty impact success and what they can do to improve outcomes. Dr. Beegle will also share examples of communities who are implementing her strategies and having success in removing poverty related obstacles.

Evaluation Summary

**Building a Solid Foundation Through Project  
Skills**

**Dave Halverson & Mike Hauge**

At 20 years young, Project Skills continues to be a great tool for improving South Dakota's employment outcomes. As a birthday gift to the program, a workgroup came together with a focus on increasing the quality of work experiences encountered by participating students and increasing the number of students engaged throughout South Dakota. The tools and information presented aim to help those involved market the program to schools and families, and to assist educators in understanding how to incorporate Project Skills into the IEP process. Whether you're just learning about Project Skills, or a sage veteran looking to beef up your approach, we think you'll find something to take back to the office with you.

Evaluation Summary

## SESSION DESCRIPTIONS Monday, October 2nd (cont.)

**3:30 pm-5:00 pm**      **Breakout Sessions (cont.)**

**Dr. Wendy Parent  
Johnson**

### **Crossing the Bridge from Workshops to Work Places**

This presentation will assist agencies with day programs or sheltered workshops to develop goals and strategies to assist the individuals with disabilities to obtain competitive integrated employment.

#### Evaluation Summary

### **Understanding Personality Disorders**

**Dr. Jodi Owen**

This presentation will give a general overview of the different types of personality disorders, delve into some of the diagnostic criteria, give examples of problematic behaviors of individuals who have a personality disorder, and will offer strategies for effectively working with individuals with this disability.

#### Evaluation Summary



## SESSION DESCRIPTIONS Tuesday, October 3rd

**8:30 am-10:00 am Breakout Sessions**

**Ethical Decision Making: *When our Gut and our Head Disagree***

**Linda Hedenblad**

We like to believe that we are all ethical creatures. Yet much of our ethical decision-making is based on our gut reaction, our internal values, our cultural background and our life experiences. How do we decide what is ethical when blanketed with so much personal bias?

In this session we will examine our own personal values and how they impact our decision-making. Using the wisdom of philosophical ethics, we will practice a new form of decision-making.

- Examine ethical decision-making and the influence of personal bias
- Explore our personal values
- Understand the impact rationalizations have on our decision-making
- Use a new ethical decision making tool to move beyond personal bias

Evaluation Summary

**Autonomy Through Technology**

**Division of Developmental Disabilities**

Can you think of anyone who doesn't own a cell phone? Technology is utilized by all of us in some way simply for convenience, to stay healthy, to save time, to help us do our jobs, or to stay connected. Come learn about creative ways technology is being utilized in South Dakota with individuals with disabilities to foster greater independence in their homes, jobs, wellness, and communities. Access to technology promotes self-determination and empowerment to enhance our ability to engage meaningfully in all aspects of life. Understand how the use of technology decreases dependency and why it offers Community Support Providers the flexibility to reallocate staffing resources.

Evaluation Summary

## **SESSION DESCRIPTIONS Tuesday, October 3rd (cont.)**

**8:30 am-10:00 am**

**Breakout Sessions (cont.)**

**Teresa Ehrisman &  
Michelle Bowman**

### **“Bring Your A-Game”: Soft Skills Training**

“Bring Your A-Game to Work” teaches behaviors that are essential to employment success. Many individuals from the emerging workforce struggle in the areas of attitude, attendance, appearance, ambition, accountability, acceptance, and appreciation. Employers frequently report that their employees struggle with coming to work every day on time, being open to learning new things in new ways, understanding hierarchies and supervision, and providing good customer service. Participants in this session will sample activities that promote soft skills development and learn about strategies for cultivating the most important traits employers require.

Evaluation Summary

### **Creating the Good Fit: Be a Detective, Not a Fortune Teller!**

**Russell Sickles**

Traditional employment assessment tools use predictive (algorithmic) methodologies to match employment seekers to perceived labor market needs (e.g. personality characteristics, interest inventories, the “dream-job”, site-based assessments, demand-facing training, etc.). While this approach works for some, many employment seekers find that they don’t fit within traditional notions of the “labor pool” or “job openings.” In this session, we will discuss an alternative, Discovering Personal Genius, where we act as detectives, assuming no knowledge about individuals or industry, while we work towards gathering information to create work that mutually benefits workers and business.

Evaluation Summary

### **Strengthening the Family Foundation**

**Dr. Thom Flambloe**

Dr. Thom will offer suggestions for effectively working with families in identifying needs and building on strengths. Families are small but powerful corporations that need constant attention and updating due to the development of the individuals within that family constellation. Working with families can be challenging but rewarding and there are certain approaches that can be successful for all involved. Participants will be encouraged to share their successes and “not-so’s” as a learning tool for all of us.

Evaluation Summary

## SESSION DESCRIPTIONS Tuesday, October 3rd (cont.)

### 10:30 am-Noon Breakout Sessions

#### **A Pie in the Face of Adversity**

**Linda Hedenblad**

We work in face-paced high stress environments. For many of us, workplace stress is the new norm. We know that stress is bad for our health, but did you know laughter is good for you? In this session we will look at laughter and health while we explore ways to increase our personal resilience.

#### What You Will Learn

1. Understand how stress impacts health
2. Recognize the ABC's of Resilience
3. Experience the physical and psychological benefits of laughter

#### Evaluation Summary

#### **Helping US, Help YOU – ID Theft and Scams, What you need to know to HELP protect your- self and others!**

**Jody Gillaspie**

Have you ever received a phone call saying you've won millions, or your grandchild is in jail, or a call from the IRS saying they are coming to arrest you? - All of these have one common theme, they want your hard earned funds!! These are all scams designed to prey on consumers with the urgency of the call. Do not fall victim to these scams, come and learn more about these and others scams your fellow South Dakotans are encountering along with learning more about ID Theft to better protect yourself.

#### Evaluation Summary





## **SESSION DESCRIPTIONS Tuesday, October 3rd (cont.)**

### **10:30 am-Noon Breakout Sessions (cont.)**

#### **Use Interest-Based Negotiation Techniques and Stop Being A Job Applicant...Become a Problem-Solver, a Solution-Provider, an Entrepreneur!**

**Russell Sickles**

No more resumes, interviews, and job applications! Instead, engage in conversations with business to create opportunity. All businesses are hiring, if you can help them solve migraine-level problems, challenges, and needs.

#### Evaluation Summary

#### **“Challenging” Generations in the Workplace**

**Dr. Thom Flamboe**

Dr. Thom will lead a vigorous discussion about not only the images and perceptions of the generations and their interactions, but will include considerations of those with disabilities within that generation. It is hoped that each participant will become aware of these challenges, and consider various approaches for providing constructive feedback and support to their employees and clients.

#### Evaluation Summary

### **1:30 pm-3:00 pm Breakout Sessions**

#### **Ethics and Establishing Boundaries**

**Linda Hedenblad**

We are confronted with situations that test our professional boundaries every day. These issues are especially prevalent for Direct Service Providers. In this session we will examine the ethical complexities inherent in both face-to-face interactions and virtual interactions, such as social networking and email. Through case study and discussion we will explore approaches for maintaining respectful boundaries with those we serve.

#### What You Will Learn

1. Define ethical professional boundaries
2. Understand the potential for boundary violations when using email and/or social networking
3. Apply critical thought to resolving boundary issues

#### Evaluation Summary

## **SESSION DESCRIPTIONS Tuesday, October 3rd (cont.)**

**1:30 pm-3:00 pm Breakout Sessions (cont.)**

### **Understanding Guardianship**

**Tim Neyhart &  
Carole Boos**

This presentation will provide an overview of the various levels of guardianship, responsibilities of the guardian, differences between a guardian and power of attorney, and how to assist individuals with disabilities and families who inquire about guardianship.

Evaluation Summary

### **Bridging High School to Post-Secondary**

**Megan Lynde &  
Karen Gerety**

Transitioning from high school to post secondary requires more than just handing an IEP or 504 Plan to the college's disability services coordinator. It requires discussion, planning, proper documentation, and an understanding of the differences between high school modifications and college accommodations. This session will provide an overview of the process as well as the differences between Tech Colleges and 4 year Colleges.

Evaluation Summary

### **Credit When Credit is Due**

**Breck Miller**

Financial systems and options have become increasingly complex. 'Credit When Credit is Due' shows clients how to build, maintain, and re-establish credit in this comprehensive hands-on course using real-life examples. Specific topics include, budgeting, building and rebuilding credit history, credit cards, auto purchase/lease, home purchase, bankruptcy, and more. This session will introduce you to the 'Credit When Credit is Due' course and delivery options.

Evaluation Summary

## **SESSION DESCRIPTIONS Tuesday, October 3rd (cont.)**

**1:30 pm-3:00 pm                      Breakout Sessions (cont.)**

**Understanding the Seriousness of Meth & Identifying Users**

**Dr. Jodi Owen &  
Captain Derald Gross**

This presentation will cover recent trends in Meth production and use, give participants signs and symptoms to look for, highlight behaviors that are common in Meth users, and offer ample time for audience questions/concerns related to Meth and/or other substance use.

Evaluation Summary

**3:30 pm-5:00 pm                      Breakout Sessions**

**Encouraging Open and Positive Conversations**

**Linda Hedenblad**

The field of VR is being stressed today in a manner unique in its history: dwindling resources, changes through WIOA, uncertainty over the future of federal programs, and increasing professional responsibility. Consumers of services are experiencing stresses as well: uncertainty over Social Security and healthcare, financial anxiety and hardship, experience of disability, family pressure, and much more. These two sets of stresses collide in the client-counselor relationship and impact our ability to communicate.

What You Will Learn

1. Examine the complexities inherent in human conversation
2. Understand the role stress plays on our ability to communicate

Evaluation Summary

## **SESSION DESCRIPTIONS Tuesday, October 3rd (cont.)**

**3:30 pm-5:00 pm**      **Breakout Sessions (cont.)**

**Patrick Czerny &  
Katie Gran**

### **Telecommunication Equipment and Services**

This presentation will cover three programs designed to help individuals with disabilities access telecommunications. The Telecommunications Equipment Distribution (TED) program and Telecommunications Adaptive Devices (TAD) program have recently expanded their options to include iPhones and iPads. Find out what the eligibility requirements are and learn about all the Apps that are available with these devices. The National Deaf Blind Equipment Distribution Program (NDBEDP) program provides a wide variety of options for individuals who have vision and hearing loss including iOS devices, computers, and traditional telephones with any needed accessories to gain telecommunications access.

*Evaluation Summary*

### **Customized Job Development: Creating Jobs and Businesses!**

**Russel Sickles**

Eschew sales strategies, numbers games, and cold calls. Use a Customized Job Development approach and always close the deal as you listen to business, analyze business needs, and

*Evaluation Summary*

### **DLR Job Services: Essential for Your Workplace Success**

**Marcia Hultman  
DLR Secretary**

You're not in this workforce development game alone. The Department of Labor and Regulation continues to seek out solutions to business' needs. We've had our ear to the ground to hear what works. And what doesn't. Community feedback has helped evolve existing programs and create new ones to specifically help our South Dakota employers.

In this presentation, Secretary Marcia Hultman provides an overview of South Dakota's labor market. She will also highlight some of the essential services you should take advantage of, many specific to recruitment and retention. Learn about the enhanced SDWORKS jobs database, Dakota Roots efforts, apprenticeship and training opportunities, soft skills workshops, and more.

*Evaluation Summary*

## **SESSION DESCRIPTIONS Wednesday, October 4th**

**8:00 am-9:30 am                      General Session**

### **Accessing and Knowing About Mental Health Techniques**

**Dr. Greg Lester**

Recent advances in the research on working with social service and mental health clients has developed highly effective intervention techniques for social service professionals to use with clients. However, because much of this research is performed at major mental health institutions such as Harvard and The Menninger Institute, many vocational rehabilitation professionals are unfamiliar with the new and empirically-validated methods that are effective with clients.

This session will teach the newest and most effective techniques that have been developed for helping clients that are applicable to and effective with vocational rehabilitation clients. A variety of approaches and techniques from the newest research will be discussed and presented, and participants will be able to use and perform techniques from the different approaches with vocational rehabilitation clients, and will understand the effects each approach is designed to accomplish.

Evaluation Summary

**9:45am-11:00am                      General Session**

### **Knowing How to Use Mental Health Techniques**

**Dr. Greg Lester**

Traditional social service training has focused on learning a particular approach or technique for working with social service and vocational rehabilitation clientele. Typically, workers have been taught one specific approach such as "Motivational Interviewing," "Rogerian" techniques, or "Dialectical Behavior Therapy." While each approach has merit, new research has found that clients vary widely in their reaction to any specific approach. Thus, if a worker tends to use one approach, it will be effective with some clientele, and not with others.

In front-line social service and vocational rehabilitation work, workers must work with a variety of clientele, and as a result one of the major tasks is determining which approach will be effective with which client. It is essential for vocational rehabilitation personnel to be able to determine which techniques will be effective with which client, and to choose an appropriate approach for that particular client. This session will teach participants the best ways to choose which method to use with which client, so that workers' effectiveness in producing positive effects will be substantially improved.

Evaluation Summary

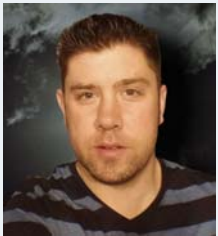
## PRESENTER BIOGRAPHIES



**Donna M. Beegle, Ed.D.** is an authentic voice who speaks, writes and trains across the nation to break the iron cage of poverty. Donna is the author of “See Poverty, Be The Difference,” and “An Action Approach to Educating Students in Poverty.” Donna brings unique insights from having grown up in the deepest poverty in America and of studying and speaking on poverty for over 26 years. Donna’s inspiring story and work have been featured in newspapers around the nation, on local TV and national programs such as PBS. Donna is the only member of her family who has not been incarcerated. After growing up in generational migrant labor poverty, leaving school for marriage at 15, having two children and continuing to cope with poverty, she found herself, at 25, with no husband, little education, and no job skills. What followed were: self-confidence, a G.E.D., an A.A. in Journalism, a B.A. (with honors) in Communications, a Master’s Degree in Communication with a minor in Gender Studies (with honors), and completion of a Doctorate Degree.



**Dave Halverson** has worked with South Dakota’s Transition Services Liaison Project for the past 16 years. Dave is a Certified Employment Support Professional, and he has previous experience providing contract transition services (including Project Skills services) to high schools in the Black Hills area, developing jobs for vocational rehabilitation clients and working as an Employment Specialist at the Rapid City Career Learning Center.



**Mike Hauge** is a stretched-too-thin Senior Rehabilitation Counselor much like the rest of you. He has a large caseload covering the NE corner of South Dakota, a place it seems the rest of the world sometimes forgets. Mike traded sleep and good health for an M.S. in Counseling and Rehabilitation from Southern University, a strong cultural school in Baton Rouge Louisiana. His expertise on the topics of transition and Project Skills stem from muddling through the paperwork one too many times and covering 7 schools in his area. When he’s not scrambling to maintain contact with his students, he’s causing trouble in their IEP meetings, scratching and scraping to get the other team members to see the bigger picture. Mike enjoys the counseling aspects of his position, and works hard to find different ways to make the process of paperwork completion easier. Mike looks forward to letting each participant do their part to make the presentation engaging and fun.



**Dr. Jodi Owen** is a Licensed Psychologist and was formally the Clinical Director of Capital Area Counseling Services in Pierre, SD, a Community Mental Health and Addictions Treatment Center for 13 years. She is now operating a part-time private practice doing consulting and public speaking. She specializes in trauma treatment and is a Behavioral Health Officer in the South Dakota National Guard, and a Major in the 730th Area Support Medical Company.

## PRESENTER BIOGRAPHIES



**Dr. Wendy Parent-Johnson, Ph.D.** is Professor, Department of Pediatrics, and Executive Director, Center for Disabilities, at the Sanford Medical School, University of South Dakota. She has more than 25 years experience in the areas of supported and customized employment and transition from school to work for individuals with severe disabilities. Dr. Parent-Johnson has provided technical assistance related to Employment First policy and practice. Dr. Parent-Johnson serves on the boards of the National Rehabilitation Association and the Association of People Supporting Employment First (APSE).



**Linda Hedenblad, MSE, CRC** has spent her adult life working directly and indirectly in service of people with disabilities. Her job titles have included: Therapist, Outreach Specialist, Case Manager, Vocational Rehabilitation Counselor, Teacher, Program Manager, and Consultant. For the past 16 years she has been teaching and developing a variety of continuing education courses for vocational rehabilitation professionals. Linda has gained a national reputation for presenting topical issues, while infusing humor and vitality into her training style. While researching training materials in 2010, Linda encountered Motivational Interviewing and it has since become a passion. Linda has used Motivational Interviewing in her work and has adopted the Spirit of MI into her personal life as well. In 2013, Linda became an official member of MINT (Motivational Interviewing Network of Trainers). Linda has written and produced several accessible online training courses which have reached tens of thousands of professionals. Understanding the importance of accessibility has led Linda to be the co-owner of VRDG, an accessible web-based learning platform.



**Division of Developmental Disabilities** is a division of the South Dakota Department of Human Services. The mission of the Division of Developmental Disabilities is to ensure that people with developmental disabilities have equal opportunities and receive services and supports they need to live and work in South Dakota communities.



## P R E S E N T E R   B I O G R A P H I E S



**Teresa Ehrisman and Michelle Bowman**, The Right Turn, Inc. Teresa and Michelle are nationally certified Work Ethics Trainers. In addition to their work as part-time Workforce Development Specialists at Right Turn, Teresa is a Certified Employment Support Professional and Michelle is a licensed behavioral health counselor specializing in substance abuse and addiction recovery.



**Russell Sickles** is a Senior Consultant with Griffin-Hammis Associates based in West Virginia. Russell is well-versed in Supported Employment and Customized Employment. He introduced Customized Employment strategies into the West Virginia DD and VR systems. Russell has almost 20 years experience in direct services with Supported Employment, Customized Employment, and Supported Living contexts. During 10 of these years he acted concurrently as a program director.



**Dr. Thom Flamboe** has worked with children, parents, and families since 1970 in a variety of roles. He has received several awards for his work including the “Outstanding Alumni of the Year” from Eastern Michigan University and “The Best Storyteller in the Dakotas” at the Dakota Storytelling Festival. His book *Can You Fix Him? Adventures in Child Therapy* has been published. Dr. Thom has degrees from Eastern Michigan University, the University of Wyoming, Northern State University, and the Union Institute and University in Cincinnati, Ohio.



**SD Division of Consumer Protection** is your resource for important consumer information. We have strengthened our laws and have dedicated resources to guard against scam artists seeking to take advantage of South Dakotans. Whether you feel like you have been scammed by a business or you are just confused by a bill you received, we are here to help. The South Dakota Division of Consumer Protection consists of an Assistant Attorney General, a Director, five Investigators, and one Complaint Intake Specialist, all of whom work under the direction of the South Dakota Attorney General.

**Jody Gillaspie** has been the Director of Consumer Protection for the last 5 years. Prior to that she was an investigator for the Division for approximately 12 years. Jody has always had a passion for helping people so Consumer Protection has been a perfect fit for her. Ensuring that consumers are not being harmed is something she takes very seriously, and she’s always looking for new innovative ways of communicating and getting the word out to consumers. Every day is something different in the life of the Consumer Protection Division, it’s what keeps us all coming back – it’s the “what’s next factor”.



## P R E S E N T E R   B I O G R A P H I E S



**Tim Neyhart's** entire career has involved working with private non-profit human service agencies. During his tenure at Disability Rights South Dakota, he has been involved in direct case work and advocacy. He served as program director for the PADD Program (Protection and Advocacy Developmental Disabilities); the PAIR Program (Protection and Advocacy of Individual Rights) and the Client Assistance Program until 2014 when he became the Executive Director for the agency. Tim has been involved in developing and presenting information to various groups around the state on a wide range of topics such as the history of people with disabilities in society, self-advocacy curriculum, social security work incentives, etc. In 1998 Tim was awarded the Distinguished Service Award by the Governor's Advisory Committee on Employment of People with Disabilities. He graduated from Northern State College with a BS in Secondary Education.



**Carole Boos** provides legal services to the South Dakota Department of Human Services. She also oversees the Guardianship Program within the Department. The Guardianship Program provides guardianship and/or conservatorship services through court appointment for adults with developmental disabilities, who are receiving services or financial assistance from the Department and who have no other individual or entity qualified and/or willing to serve in this capacity.



**Megan Lynde** is the Disability Coordinator and Developmental Education Instructor at Lake Area Technical Institute (LATI) in Watertown, SD. She has worked at LATI since 2013 where she has held several different positions including academic advisor, mental health counselor, disability coordinator, and instructor of remedial classes. She is also a member of the admissions team. She has a Bachelor's Degree in Sociology and a Master's Degree in Mental Health Counseling and Vocational Rehabilitation Counseling from South Dakota State University.

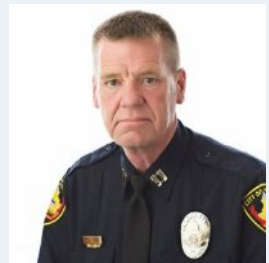


**Karen Gerety** is currently the Accommodations Coordinator at the University of South Dakota Disability Services, working with distance and online students, as well as on-campus students. In the past, she was the Director of Disability Services at Northern State University and then the Transition Specialist at the South Dakota School for the Blind and Visually Impaired. Before living in South Dakota, Karen assisted adults with disabilities in the areas of living and employment.

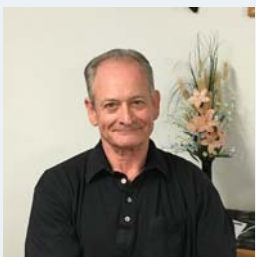
## PRESENTER BIOGRAPHIES



**Breck Miller** is the Community Relations Coordinator for the Lutheran Social Services (LSS) Center for Financial Resources, with a passion for our community and its people. Raised in Sioux Falls, Breck has a Bachelor of Arts in Parish Education and Administration. He has worked in lifespan education in both formal and informal settings, including as a college instructor. He has his real estate broker's license in South Dakota and has worked with many home-owners and buyers towards achieving their goals. His current position at the LSS – Center for Financial Resources allows Breck the opportunity to connect our community with the Center's opportunities and to educate our people, building a stronger community.



**Captain Derald Gross** began working with the Pierre Police Department in October 2000 serving as the Animal Control Officer. In January 2002, he became a Reserve Police Officer, then in September 2002, was promoted to the rank of police officer and was assigned to the Patrol Division. In February 2010, he was again promoted to the rank of Detective Sergeant and was assigned as the supervisor for the Investigations Division of the Police Department. In 2014, he was promoted to Captain and is currently assigned as the Commander of the Patrol Division. Capt. Derald Gross graduated from Mountain State University in Beckley, West Virginia with a Bachelor's degree in criminal justice administration and previously served with the United States Army until retirement in November 1995.



**Patrick Czerny** has worked for Black Hills Special Services since 1992 as the Coordinator of Technical Services for DakotaLink, the assistive technology program for the State of South Dakota. As the Coordinator, he directs services provided by 6 technicians in 4 offices throughout South Dakota. DakotaLink provides information on assistive technology and is involved in the direct provision of assessments, sales, installation and training. He is a graduate of Minneapolis Technical College in the Electrical Trades Program. Patrick has been certified as a Rehabilitation Technician from the Rehabilitation Engineering Society of North America (RESNA) since 1996. Along with his technical background he has previously worked as a certified interpreter for the deaf, utilizing his experience of being raised by parents who were deaf.

## PRESENTER BIOGRAPHIES



**Katie Gran** grew up in South Dakota and attended the University of South Dakota, Vermillion where she graduated with a bachelor's degree in sociology and criminal justice. She later obtained her master's degree in Vocational Rehabilitation Counseling through Virginia Commonwealth University and became CRC certified. Katie started with the Sioux Falls Vocational Rehabilitation office in 2008 and was recently promoted as the Deaf Program Specialist for the Division of Rehabilitation Services.



**Marcia Hultman** was appointed the Cabinet Secretary of the South Dakota Department of Labor and Regulation (DLR) by Governor Dennis Daugaard in 2014. Prior to her appointment, she served in a variety of leadership roles with DLR for 17 years. Throughout her career, Marcia has been actively involved in the delivery of workforce training, employment, adult education and literacy, and unemployment insurance services funded by USDOL, as well as state specific wage and hour, workers' compensation, and human rights programs. Marcia chairs the Unemployment Insurance Advisory Council, and serves on the Workers' Compensation Advisory Council, Workforce Development Council, Governor's Workforce Cabinet, and the DOL Retirement Board. Additionally, Marcia is responsible for regulatory functions related to the banking, insurance, and securities industries, as well as occupational and professional licensing boards and commissions. Marcia received a bachelor's degree from Black Hills State University and completed the Council of State Government Henry Toll Leadership program in 2016.



**Dr. Gregory Lester, Ph.D.** is a psychologist who has been in practice for over 35 years. He is licensed in Colorado and Texas, has served on the graduate faculty of The University of St. Thomas, and is currently on the continuing education faculty of Cross Country Education. Dr. Lester is the author of eight books, and his research and articles have appeared in numerous professional journals. Dr. Lester specializes in difficult conditions such as: personality disorders, addictions, and adolescence psychology. In his specialty of personality disorders, Dr. Lester has trained more human service professionals than any other individual, with over 150,000 professionals in more than 132 cities in three countries attending his trainings. Dr. Lester is the author of the largest-selling front-line clinical manual on personality disorders and was a participant in the research for the revision of the personality disorders section of DSM-5. Dr. Lester's practical front-line clinical principles combined with his engaging presenting style make him a highly sought-after speaker and trainer.

***See You Next Year in  
Aberdeen  
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**2018**

***Fall Conference***

***Have a Safe Drive Home!***

