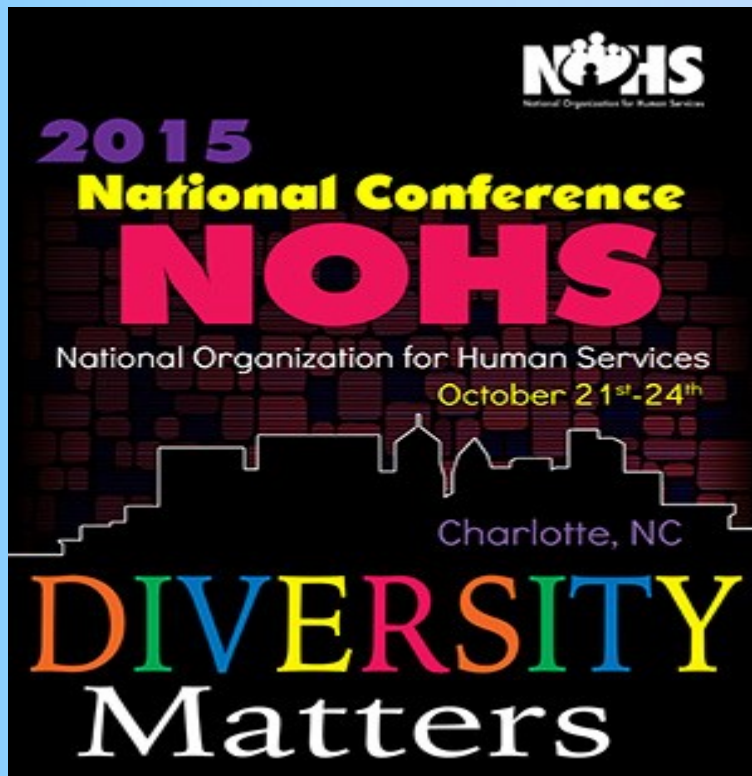


## Newsletter of the National Organization for Human Services

# LINK

Editor: Dr. Steve Cockerham  
Co-Editor: Linnea Bergvall

Association Management  
by Patton Consulting Group  
Dr. Melissa Patton, CEO



### Diversity Matters

Human service providers work with persons of different cultures and ethnicities, as clients, coworkers, or employers. Individuals and families in the United States have, as a group, become increasingly diverse. This diversity has emerged from many sources such as changes in immigration patterns, ethnic and racial distribution in the general population, greater inclusion of individuals with disabilities, increased longevity, and broadening views of gender appropriate behaviors.

This year's NOHS conference focuses on celebrating diversity whether with clients, students, colleagues, programs and communities. Our theme "Diversity Matters" highlights the many facets of diversity in human service disciplines.

### Inside this issue:

Wishes	2
Evaluation Reflection: The Power of Evaluation	4
Project Share	5
The Front Lines	7
NBCC Foundation Awards \$20,000 in CCE Scholarships and Professional Development Assistance	9

## WISHES

By Steve Cockerham

This is the season for wishes. We make many and in lots of ways. We may wish for the long anticipated gift – the toy under the tree, the special request, the stocking stuffed, or something one really needs. We can wish that family, friends, or all humanity have some measure of health and happiness. Wishes can be thanks for the bounty of the earth, for God however envisioned, or making it so far in our own lives. Wishes can be small yet so big to someone very young.

We can revel in being able to get someone the best gift ever and delight when succeeding in getting someone what was really wanted after thinking long and hard about it...or even being secondarily elated when that happens to one's self. In American culture, the answer to "What do you want for Christmas?" is heard often regardless of one's religious convictions. The idea and practice of wishing for and getting something around the end of December has transcultural significance in this country, disregarding those who cannot, should not, or prefer not to wish for a present.

Wishes can be loaded, as evidenced by the traditional dilemma, one's last wish or if you could have three wishes. Three brothers had been shipwrecked on a desert island for years and serendipitously awakened a genie who gave them three wishes. The first brother wished to be back home with his family and the second quickly asked to be at his wife's side. The last brother sat and thought, sighing that he sure would like his brothers to be with him now.

Wishes can sometimes want to be returned, like wishing for something to happen that when it does, we wish it had not. Being careful what we wish for is an admonition well taken. Along the same line, being warned not to wish one's life away brings us back to the present and being sure to enjoy what we have now. Like prayer, perhaps the best wish is that we deeply appreciate all that we have now. If anything, history shows that we have reached peaks in comfort, safety, technology, culture...though not perfect, life is better with a dishwasher, TV/computer/stereo, and rapid transportation.

How many wishes have come true already? We have less crime, less poverty, less homelessness, less delinquency, more graduates, more appliances, more electronics, more internet, better health care, better transportation, better shopping, and better food...than ever before in the history of humankind. When wishes come true, how long do we enjoy them? Wishing that we always appreciate those wishes that have actually, sometimes almost imperceptibly, come true is a good wish.

The classic wish is world peace. Unfortunately, that wish has not come true...at least not in completion. However, we can be thankful that this wish has been closer to true than at many points in human history. While conflict and terrorism have raged, for decades we have not engaged in another world war with incalculable loss of life. While we have waged war in places we should not have, and way too many people have died in wars and terror on every continent, we are at a statistical low. This may not reassure someone in Afghanistan or South Sudan, yet world peace, however elusive, is still somehow within our reach.

Wish I may,  
wish I might  
have this wish,  
I wish tonight.

Wishing well, I wish  
you well.



What's it like to have a wish granted when you didn't even know it was possible to have such a wish. Foster and adoptive parents bring hope and stability to children and youth. The stories of children with inadequate housing and insufficient parenting emphasize a balance of family reunification and extra-familial placement, how to deal with the challenge of youth and our next generations. Can you imagine being a child who cannot live with their parents for all the reasons we know too well in human services? Can we wish for those children to receive something more precious than presents? Can we wish for politicians and bureaucrats to remember them, not only for the holidays but for every single day?

A friend of mine recently became a foster parent, taking a brood of four children. While the situation was sad, living in isolation and extreme poverty, the children are now thriving. There are always novel moments with them. They have never had a Christmas tree and exulted when lighting one the first time. They never had beds, always sleeping on the floor. Now, each has a bedroom. They never had toothbrushes, napkins, pajamas, books, and no presents during the holidays or for birthdays...so much we take for granted. The family has been inundated with gifts...way too much...a garage full. The parents suggested that gifts be given in the children's names to such groups as the Heifer Foundation and Oxfam, thoroughly impressing the youngsters that they are now giving to those in circumstances like they once had.

"If wishes were horses, beggars would ride." The traditional saying means that one can sit around and wish, but action is what makes it happen. The psychology of wishing can focus on the wishful thinking, yet it can also emphasize the thought that precedes the act. Psychologically, does wishing for that which we usually can do nothing about satisfy a yearning to at least do something symbolical. If no one wishes for peace, there may be no reason to stop fighting. On the other hand, is wishing like learned helplessness? Like Saint-Exupery's prince, whose commands were always followed because he only made commands that were certain to be executed, we might be sure to wish for that which has a good chance to come true. A wish can be the beginning of imagination.

People in the field of human services would wish for more housing for those who are homeless, more food for those who are hungry, more community resources for those in psychological need, more treatment for those with addictions, more adventure programs for youth, more in-home care for elders, more jobs for those who are disabled, more sustainable energy, more pay for child care teachers, more counseling for PTSD, more income equality, more understanding and acceptance in diversity, more states legalizing same-sex marriage, more action on immigration, more community policing, more local and organic food, more loving kindness, and one can go on.

That's what is nice about being in human services. We believe it can always get better. In our field, what motivates us are deep, sincere wishes for life to get better for people who are in need. We work on wishes. We try to make wishes come true. While we know that life can get worse, it does get better, too. We wish for all to know, that if we work together, wishes can come true. Those who wish have hope for tomorrow. Those who wish look forward to the future. Those who wish dream for possibility.

So, for the New Year, we wish for all your resolutions to take hold. Here are some we'd like you to consider! We wish for you to attend a regional conference this spring and be sure to get ready for the national conference this fall. We wish for you to know that NOHS welcomes your participation. When members of NOHS, especially staff and board, sit around and make wishes (although it's more like making motions!), they want to represent their professional association in the best possible way. We wish to thank all those who have been actively contributing to NOHS, both staff and board members, and certainly the members, who make it possible with their memberships, conference participation, publications, honor society chapters, networking, fundraising, school groups, and so forth. We wish that you will continue your support and contributions to human services and hope that you will let us know how we can help.

Here's wishing you a pleasant, relaxing, exciting, and thankful holiday. It's the season for a reason. 2015 may be the best year ever! A good wish, for sure.

If wishes were  
pennies, I'd have  
more than  
enough money.





# EVALUATION REFLECTION: THE POWER OF EVALUATION

by Karen A. Brown with Narketta Sparkman

N  
O  
H  
S

How do human services programs know if the services they provide are beneficial or if the program is successful? How do they improve? Prior to my enrollment in a program development and evaluation course, I would not have been able to answer these questions adequately or truly understand the power of evaluation.

When I enrolled in the program development and evaluation course I was admittedly overwhelmed when I discovered I would be completing an evaluation of a program, as this aspect of the human services profession was one I knew very little about. I thought the purpose of evaluation was to look for what was wrong with a program, how what they were doing was ineffective. I did not expect to discover that evaluation is vital to every aspect of a program and may be one of the most powerful tools utilized in an effort to improve a program.

In completing the evaluation process from the evaluator's perspective, I was afforded the opportunity to improve my overall knowledge and understanding of evaluation. I learned that evaluation is not only utilized to examine the success of a program, it is also applied when developing a program, improving a program, funding a program, and growing a program as it identifies needs as well as positive and negative outcomes. Based on this knowledge, I decided to complete an improvement focused evaluation of the reading and math components of an after school enrichment program intended to target children from low-income and or impoverished families.

As I began the evaluation process, I realized how important it is for the evaluator to have a thorough understanding of the program and the population being served. This understanding provided me with the means to identify all of the program's stakeholders, the needs and challenges associated with serving the intended population, and the purpose of the after school program being evaluated. By obtaining this knowledge, I was able to increase my ability to objectively examine the program.

In addition, this experience increased my knowledge about formulating an evaluation plan. In designing my plan to evaluate the after school program, I discovered how the evaluation plan is directly affected by time constraints and access, as I had to consider what portions of the program I would be allowed to access and the amount of time I had to complete the entire evaluation. Designing and implementing the evaluation plan also increased my awareness of how the plan allows the evaluator to remain focused on the purpose of the evaluation, as it identifies how the data will be collected and how these means will effectively address the overall evaluation question.

This aspect of the evaluation process also deepened my understanding of how important it is for the evaluator to incorporate various forms of data collection in order to provide an objective analysis of the program which aid in the evaluators ability to make the evaluation useful. Moreover, I discovered that evaluation includes an analysis of both the positive and negative attributes of a program, thus, allows the evaluator to incorporate the program strengths as they make recommendations, as well as goals and objectives based on the results which aid the evaluator in creating stakeholder evaluation buy-in and further promotes the usefulness of the evaluation.

• Evaluation is vital to every aspect of a program and may be one of the most powerful tools utilized in an effort to improve a program •

During the evaluation process, I also experienced some positive aspects of evaluation, as I was able to see the strength of program buy-in and discovered how impactful after school programs can be for children, especially those from low-income and or impoverished families. In addition, I was able to build a wonderful relationship with the program director, Emma Small, and she is excited to hear the results of my evaluation and my recommendations on how to improve the reading and math components of Park Place Child Life Center's after school program. Lastly, the most impactful positive aspect of the evaluation experience was discovering the positive relationships the program volunteers/staff are fostering with the children being served and how much this aspect is beneficial for the children. Many come from homes where the parents have little quality time to spend with them due to a variety of circumstances.

By learning about the process of evaluation from the evaluator's perspective, I was afforded the opportunity to further my personal and professional development. As a future helping professional, I discovered evaluation will continuously play a part in every aspect of my career as I will be required to perform evaluations, take part in evaluations, and be evaluated myself. Additionally, learning about how evaluation plays a key role in all facets of a program's success will help me view evaluation from a positive perspective and allow me to be receptive to the evaluation process as I enter the human services profession in the future.

In addition, this experience improved my understanding of the importance of staying open minded and objective as these are key elements in every aspect of the helping professions, as well as the importance of building relationships and rapport as they are vital components in promoting participation and collaboration which will be imperative and beneficial to every aspect of my future endeavors as a human service professional. Evaluation is a powerful tool that can identify strengths and potential aspects for change for programs and people alike; therefore, this experience not only afforded me the opportunity to see how evaluation is vital for human service programs, it also offered me the ability to understand how I can utilize evaluation to improve, strengthen, and further my personal, academic, and professional development.

• Evaluation is a powerful tool that can identify strengths and potential aspects for change for programs and people alike •

## PROJECT SHARE

by Tara Owings



I had the pleasure of doing a service project with the organization Project Share, located in Carlisle, Pennsylvania. Project Share is a non-profit organization that provides food assistance to Carlisle and the surrounding area. I researched their website and in doing so, I was amazed by the amount of work they do. Before this, I did not realize the extent of what they do for our community.

Project Share is located in a warehouse that is owned by Dickinson College. Dickinson College allows Project Share to use this warehouse rent and utility free. The organization has twelve employees counting their founder, Elaine Livas. Elaine started Project Share in 1985, shortly after her graduation from Dickinson College. Along with the twelve employees, Project Share has countless volunteers. During their food distribution week, there are at least one hundred volunteers at the warehouse and out delivering food. Many of the volunteers are actually recipients as well.

# NOVEMBER

Distribution week falls during the third week of every month. Recipients have the option to come once during that week to receive their monthly food. During November distribution, each family also receives a turkey and an extra bag of food that contains everything needed to prepare a Thanksgiving meal. I worked with the recipient coordinator during my time at Project Share. Her responsibilities included interviewing potential recipients, making sure that the proper paperwork has been filled out by each individual and that information continues to stay updated, coordinating and setting up the office for distribution week, and truly anything else that she could help with.

Though I only spent this semester at Project Share, it felt like so much more. I have never had the pleasure to work so closely with such loving, dedicated, and hard-working people. I met volunteers who spend their entire week at Project Share during distribution week. These volunteers give their time, their heart, and undivided attention to each person they contact. For every hour I spent at Project Share, I shed that many tears and then some. I am not sure that I have fully processed the effect that this experience has had on me. I am certain now that I want to work for a non-profit once I have graduated.

During my time at Project Share, I was able to sit down one on one with Elaine Livas, the founder of this organization. She is truly an inspiring woman. She gives her whole self to this organization. I told her what a profound effect the experience has had on me, and she in turn told me that I was a blessing to them. That statement meant so much to me. It really sums up the entire organization. Every person you come in contact with, in some way makes an impact on your life. Everyone in this organization hopes to make an impact on another person and it multiplies. So many of the families receiving help have in turn become a volunteer with the organization and donated their time. It is truly inspiring.

Distribution is just one of the many services that Project Share provides. Volunteers and employees are actively building hand-powered carts that are sent overseas for people who no longer have the use of their legs. There is a program for children in the local elementary schools that provides them with food for the weekend. Project Share provides meal bags, and volunteers deliver them to the schools every Friday afternoon. In the town of Carlisle, located close to where many of the recipients live, is the Farm Stand. This service provides produce and baked goods biweekly to anyone who wishes. The majority of the produce is given by local farms.

Since Project Share is a non-profit organization, they have projects they do to raise money for their organization. One of those is collecting cardboard from local businesses. The businesses save their cardboard boxes, volunteers from Project Share pick up the cardboard, which is recycled. This provides a large amount of money yearly to Project Share. Another source of revenue is the canned goods that the dietary staff and volunteers make. The kitchen at Project Share is utilized to make various items such as pickles, relish, apple butter, and salsa. All of the proceeds go directly back into Project Share.

This experience has been so much more than just another assignment. It has opened my eyes to the hunger and need in my community. It has opened my heart and made me realize this is a real calling for me. In my experience at Project Share, it has opened conversations between me and my family and friends. I plan to continue giving my time to Project Share by volunteering, and maybe one day, be employed by them or an organization like them.

Many of the families receiving help have in turn become a volunteer with the organization and donated their time in some way. It is truly inspiring.



Project Share Food Distribution



## THE FRONT LINES

by Heather Mazey, LADAC

**N** Imagine being a single mother, homeless on the streets of any city in America. Imagine that, just a short time ago, you were in uniform serving our country and now you find yourself wondering how you are going to feed your children while standing in a seemingly endless line hoping to get into a shelter for the night. This is the daily life of thousands of U.S. veterans. I, like thousands of other human service students this semester, was required to complete a field experience through placements within my community. This academic requirement turned into a precious and life-changing gift for me, one that I will take with me in my professional walk as I enter the field of human services.

**O** Like many of you reading this, I knew from an early age that I was supposed to be a helper. I contemplated missionary work, social work, teaching, and ultimately became a licensed alcohol and drug abuse counselor. Having worked in the field for many years I decided, at the age of 34, to return to school with hopes of broadening the opportunities available to me as a person in the helping profession. I was aware that I would be required to complete field work for my major and I knew that I wanted to complete that work with an organization that assists the homeless. The Tennessee Valley Coalition for the Homeless fit that bill and, at the beginning of the fall semester, I began my placement.

The Tennessee Valley Coalition for the Homeless is a non-profit that provides services to homeless and at risk of becoming homeless veterans. TVCH has two primary direct-service programs, Supportive Services for Veterans and their Families (SSVF) and the Permanent Supportive Housing program (PSH). SSVF is a program designed to temporarily assist veterans and their families through rapid rehousing and financial assistance. The only requirement to receive these services is that one must be a veteran in need.

**H** The SSVF case managers work diligently at finding appropriate housing for veterans and their families who are currently homeless and provides financial support for up to 90 days in the form of security and utility deposits, rent, furniture, and other essential needs. The case managers also provide appropriate referrals for the veteran and their families that will ensure proper medical and psychological care, as well as assisting them in accessing the maximum allotted benefits through the veteran's administration. The SSVF program provides temporary financial assistance to veterans who are currently housed, however, are unable to maintain their mortgage, rent and/or utility payments as a means of homelessness prevention. PSH provides financial and housing assistance on a long-term basis to veterans and their families who are disabled.

**S** The case managers at TVCH have been effectively assisting veterans and their families across East Tennessee since 2008. Through their diligent work and empathetic hearts the case managers at TVCH have helped thousands of veterans, and I had the short but profound experience of being a part of their mission. I have always had a deep respect for the men and women who protect and serve our nation. My father fought in the Vietnam War, and both of my grandfathers were POWs during WWII. They were not afforded the services that TVCH is able to provide, services that are much needed and services that every US soldier deserves. To be a part of this, even for a short period of time, was profound.

The Tennessee Valley Coalition for the Homeless is a non-profit that provides services to homeless and at risk of becoming homeless veterans.



TENNESSEE VALLEY  
COALITION for the HOMELESS

BRIDGING

the GAP

for the REGION

N

TVCH heavily relies on federal and state funding in the form of grants, but the reality is that those grants alone do not provide enough financial means to assist those veterans in need. TVCH also relies on the financial donations of both individuals and corporations. I was tasked with the role of assisting the organization in the upcoming first annual Hope Gala, a fundraising event taking place during the national hunger and homelessness awareness week. Having had no experience with fundraising, I was a bit overwhelmed, but my willingness and eagerness made up for my lack of experience. I found myself spending hours on the phone attempting to solicit funds from businesses ranging from multi-million dollar corporations to small, family owned, and local businesses. Working on a fundraiser event was hard work and served as a great learning experience, both in the challenge of soliciting needed operational funds and in broadening my understanding of what goes on behind the scenes in a human service organization.

O

Based on my training, education, and experience working as a substance abuse counselor, TVCH asked me to develop and facilitate an in-service training on substance abuse issues as it relates to the population served at TVCH. I was asked to focus my efforts on substance abuse education, mental health disorders and the use of substances to self-medicate, motivational interviewing and other brief interventions and therapies relating to substance use and veterans. This was perhaps the most rewarding experience I was afforded during my placement. This experience allowed me to feel as though I was able to make a positive and lasting change within TVCH and the amazing work the case managers are doing with their clients on a daily basis.

H

My time in the field was rewarding and enriching. I no longer have to struggle to imagine the scenario in the beginning because I heard those exact words coming from a veteran I was able to meet while shadowing a case manager on a home visit. I now have a better understanding of what it means to be a homeless veteran and that experience will allow me to be a more empathetic and effective human service professional. My expectations were far surpassed, and I am truly grateful for having experienced such a wonderful opportunity.

S

I was tasked with the role of assisting the organization in the upcoming first annual Hope Gala, a fundraising event taking place during the national hunger and homelessness awareness week.





## NBCC FOUNDATION AWARDS \$20,000 IN CCE SCHOLARSHIPS AND PROFESSIONAL

Paying for a degree or professional development and training can be costly. The NBCC Foundation offers scholarships to qualified current and prospective CCE credential holders. This year, the Foundation awarded nine CCE scholarships totaling \$20,000. The 2014 scholarships and recipients are:

### Global Career Development Facilitator (GCDF) Scholarship

**Courtney Hartzog, GCDF**, of West Jefferson, North Carolina, is working toward her master's degree in professional school counseling at Appalachian State University in Boone, North Carolina.

**Ahmed Mostafa Kamal, GCDF**, of Giza, Egypt, is pursuing his master's degree in mental health counseling at Walden University.

*[GCDF](#) scholarship recipients will receive \$5,000 each to support their counseling education and recognize their commitment to providing career counseling and guidance.*

### Human Services-Board Certified Practitioner (HS-BCP) Scholarship

**Teresa Somerlot, HS-BCP**, of Moores Hill, Indiana, is working toward her bachelor's degree in social work at Northern Kentucky University in Highland Heights.

*The [HS-BCP](#) scholarship recipient will receive \$2,000 to support her education.*

### Board Certified Coach (BCC) Tuition Assistance Program

**Lisa Connors**  
**Lynn Ruffner**

*[BCC](#) tuition assistance program recipients will receive up to \$3,000 each to cover the cost of an approved BCC training.*

### CCE Professional Development Award

**Kim Allen, BCC**  
**Shoshana Kerewsky, HS-BCP**  
**Sandra Strozier, T4C-CF**  
**Edward Wahesh, ACS**

*CCE professional development award recipients will receive \$500 each to advance their professional identities and development.*

CCE, a platinum sponsor of the Foundation, provides the grant funding for these awards. More information about the BCC, GCDF, HS-BCP and other CCE credentials is available on [CCE's Web site](#). For more about Foundation programs or to make a donation, visit the [NBCC Foundation Web site](#).

## Human Services-Board Certified Practitioner (HS-BCP)



### Did You Know ...

- More than **80** percent of HS-BCPs are employed in their professional field.
- Nearly **50** percent of HS-BCPs have graduate degrees.
- Over **60** percent of HS-BCPs earn more than \$50,000 annually.

Join thousands of successful human services practitioners.

Become an HS-BCP today!

[www.cce-global.org/hsbcp](http://www.cce-global.org/hsbcp)



The Center for Credentialing & Education (CCE)

P: +1 336 482 2856 | E: [cce@cce-global.org](mailto:cce@cce-global.org) | [www.cce-global.org](http://www.cce-global.org)



CENTER FOR  
CREDENTIALING  
& EDUCATION

## **CONTACT US!**

**National Organization for Human Services**  
1600 Sarno Road, Suite 16  
Melbourne, FL 32935  
Telephone: 1.800.597.2306  
Email:  
[admin@nationalhumanservices.org](mailto:admin@nationalhumanservices.org)  
Website: [www.nationalhumanservices.org](http://www.nationalhumanservices.org)

Contributions and comments  
may be submitted to  
[cockerha@etsu.edu](mailto:cockerha@etsu.edu)  
or  
[bergvall@goldmail.etsu.edu](mailto:bergvall@goldmail.etsu.edu)

**We welcome your input!**

**WALDEN UNIVERSITY**  
*A higher degree. A higher purpose.*

## **NOHS Board Members**

**President:** Kathleen Livingston  
**Past President:** Rob Olding  
**VP for Conferences:** Jennifer Waite  
**VP for Professional Development and Education:** Diane Berry  
**VP for Regional Development:** Erica Falk-Huza  
**VP for Public Relations:** Richarne Parkes-White  
**Treasurer:** Franklyn Rother  
**Secretary:** Jill Dustin  
**TUA President:** Lauri Weiner  
**Member Services Chair:** Narketta Sparkman  
**Advocacy Chair:** Tamikia Lott  
**Ethics Chair:** Linda Wark  
**WROHSP Representative:** Rhonda Morken  
**MWOHS Representative:** Erin Jenkins  
**NEOHS Representative:** Charles Kelly  
**NWHS Representative:** Sue Fallon  
**SOHS Representative:** Susan Claxton  
**MACHS Representative:** Nicole Jackson



Bachelor of Science in  
Human Services

100% Online

East Tennessee State University now offers a 100% online Bachelor of Science in Human Services degree program, combining the support of ETSU's dedicated Human Services faculty and the flexibility you need to get the education you want.



**Go Back. Go Forward. Go Online.**

Learn more about our online graduate degree programs at [etsu.edu/online](http://etsu.edu/online) or contact [online@etsu.edu](mailto:online@etsu.edu) or call toll-free: 855-590-ETSU.

Be sure to register for your  
favorite Regional Conference!  
Check the NOHS website for  
further information at

[www.nationalhumanservices.org](http://www.nationalhumanservices.org)



University of Phoenix  
College of Social Sciences  
The Strategic Academic Partner of NOHS

**You can make  
a difference.  
We can help  
you succeed.**

Learn from experienced faculty — many of whom are published experts. Choose from degree programs in the following disciplines:

- **Human Services** (Associate's & Bachelor's)
- **Counseling** (Master's)
- **Psychology** (Associate's, Bachelor's & Master's)

Learn more at [phoenix.edu/NOHS](http://phoenix.edu/NOHS).



For program disclosure information, [click here](#).

University of Phoenix is accredited by the Higher Learning Commission and is a member of the North Central Association (nca-hlc.org).

© 2012 University of Phoenix, Inc. All rights reserved.