



The

LINK

**Newsletter of the
National Organization
for Human Services**

Portland in the Summer

By Steve Cockerham, VP for Conferences

Getting ready for the Fall 2010 National Conference in Portland, Maine! The NOHS Board holds its summer meeting at the upcoming conference location so that we can better prepare for the event. It was a wonderful experience! Not only was the interchange among Board members exciting and enlightening, the setting was phenomenal. We accomplished a great deal and made our mark upon this phase in the growth of NOHS, having a remarkable time doing so. As usual, our President Judith Slater got much work from us but, fortunately, Heather Blevins, our Association Manager, rescued the Board for a tour of the town. The restaurants and history along with the sea-shore and seafood were a marvel to see and taste. Portland is simply one of the best and unique cities in America.

Maine has the most incredible scenery and natural areas. After our meeting, my wife and I took vacation time to explore the nearby coast and into the lake region of Sebago. Hiking and canoeing from a cabin on the lake in the pristine North Woods, Ah!, so peaceful and scenic, so restful with lots of good seafood and a chance to catch up on reading and sleep. We also stayed at an ocean-front bed and breakfast in York Harbor, feasting on lobster. I had to wear a plastic bib although I'm afraid those around me should have been given raincoats as I flung shell particles everywhere. At any rate, don't hesitate to take some extra time during your conference trip to stay another day or more in this lovely state.

Let me tell you about the tour of Portland, led by Big John Hickson, which was a highlight of our goal to explore the opportunities found in this enchanting port.



John Hickson works with Maine Foodie Tours and was the most entertaining and fascinating host imaginable. As an actor and director who also was a Fortune 500 executive, he retired to Portland and does the tour as an act of love and a chance to talk about the history and eating establishments of this fair city. His "infectious sense of humor" was displayed in grand fashion during our walk around the streets and docks of Portland. John's got a million of them. I especially liked his "You know you're in Maine when..."

- If dressing up means wearing a tie with your flannel shirt.
- If you think you're in a traffic jam when you're in the second car at the light.
- If you leave your keys in the car and the next morning it's still there.
- If you're on the side of the road with your hood up and somebody stops to help.
- If more than half the meat in your freezer is moose and the rest is lobster.
- If you enjoy a hot chocolate more than you do a margarita.
- If you pawned a snow blower instead of a set of golf clubs.

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We started the tour from Le Roux Kitchens, where we fortified ourselves with lobster salad before venturing forth. As their website states, they are located on Commercial Street in the Old Port section of downtown. Le Roux Kitchen features over 8000 items for all your cooking needs and a knowledgeable staff glad to help. The store features an enormous selection of tools and gadgets, serveware, bakeware, hard-to-find items, wines, specialty food and fine chocolates. They recently added a tasting area for aged balsamics and olive oils so you can try before you buy. On Saturdays, you will find cooking demonstrations and wine tastings to enjoy. We bought a bottle of Blackberry Balsamic Vinegar and liked it so much that we now make it from blackberries picked in the woods near our home.



Downtown Portland is one of those vital, vibrant city centers with restaurants everywhere, spilling onto the sidewalks with tables and food flags. Interspersed with shops that feature everything from diamonds to t-shirts, people saunter and stride with a casual and comfortable pace reminiscent of a Mediterranean seaports. Portland represents the unique independence of America, an individualistic flair with community ties. The mores and ethics of this state may mirror the best of what it means to be from the USA. They certainly are part of the historical events that gave this country its first identity. A year after the famous Boston Tea Party of 1773, Maine staged its own version of that incident when a group of men burned a shipment of tea stored at York. The first naval battle of the Revolution occurred in 1775 when a group of Maine patriots captured the armed British cutter "Margaretta".

Portland is a city small enough to feel comfortable and large enough to offer a variety of cultural experiences. We walked by the courthouse during a wedding that involved hundreds of people. We wandered by an historical monument across from a church that still contained a cannonball from the War of 1812. We learned that Maine lost more soldiers proportionately than any other state in the Union. We remembered the Maine and discovered that LL Bean has an outlet in Portland near the conference hotel. We shared the pride of Margaret Chase Smith being the first American woman elected to both houses of Congress.

Fortunately, the challenges of living through history are softened by food and frolic. What better way to fuel the journey than "The Finest Cheese Shop North of Boston"

K. Horton Specialty Foods is accorded this accolade with over 200 international cheeses as well as unique Maine cheeses produced by the artisanal cheese makers throughout Maine. The finest smoked salmon produced in Maine is sold through the shop including other hard to find smoked products such as eel, trout, whitefish, and many others. The shop carries over 15 varieties of olives, many superb olive oils, and products to complement, such as mustards and preserves, that match with the cheeses and seafood available at the shop.

The owner, Kris Horton, is a member of and committed to the Buy Local Movement. Her shop in the Portland's Monument Square is filled with the finest food products produced in Maine. She joined the original vendors in the famed Portland Public Market, a landmark building in Portland, built to promote Maine products. Kris has continued that mission as President of the new [Public Market House on Monument Square](#). She has been a teacher, an artist, and a food grower and producer, and sees her focus on customer service as a continuation of these passions.



Continuing on our tour around this fair city, we strolled along the waterside, passing innumerable eating establishments featuring the best of seafood and other delights. One classic site that supports these gustatory attractions is the Harbor Fish Market, appearing as it must have looked for ages yet filled with the most beautiful and varied of local seafood. Located on the historic Portland waterfront, Harbor Fish Market is a Maine family owned and operated business for over 40 years, committed to selling top quality fish, seafood and lobsters. This is the market that most locals choose!

Truly some of the tastiest fish the worlds' oceans have to offer, theirs are harvested by generations of Maine fishing families and inspected by buyers with years of experience in selecting the best of the catch. They carry seafood that dreams are made of, from freshly harvested mussels to freshly hand dug clams and from oysters to huge scallops that will melt in your mouth. And if you have never tried Maine crab, nothing beats the sweet delicate flavor of their small coldwater crustaceans. If lobster is your passion, these are harvested from the depths of the cold north Atlantic and are never stored in any chemically made ocean water, which taints the flavor of the meat and gives it that supermarket taste. The list doesn't stop here.

Founded in 1969 by Ben Alfiero Sr., Harbor Fish Market is still in its original location on the water in Portland's historic waterfront district. Ben along with his three sons, Nick, Ben and Mike, has forged a unique seafood company, with high quality product, strong customer relationships, with a wide, abundant array of product. The Alfieros have committed to high quality fish and seafood across the entire operation. The adage, "if the product is not fresh enough for us to take home and prepare, then we are not going to sell it, period," has been their philosophy in the operation for years. The family has developed a very special and unique place to shop along with being a fun place to visit.



Have you ever eaten a periwinkle? Well, here's where you get them. Also, you get to see how a real lobster trap is made. Oh yes, speaking of lobster traps. It used to be that lobster traps were connected with floating ropes, which unfortunately could entangle right whales. By switching to ropes that don't float, this carnage is ending. Want to help? Contact www.qaiam.com to buy durable and beautiful doormats made from these reclaimed materials.

If that can make you feel good, then so can chocolate! John took us to Dean's Sweets for samples of the most decadent and succulent chocolate truffles imaginable. Dean Bingham, co-proprietor (with Kristin Thalheimer Bingham), began his truffle making career years ago as a sideline. An accomplished architect for decades, his sense of aesthetics and high standards made his truffles an irresistible pursuit. With the art of chocolate-making, Dean applied his design talents in the selection of the highest quality ingredients. And because each one is hand-dipped, a unique piece of art is created with each truffle. Always attentive to proportion, texture, hue, and above all, taste, a consistent pattern of "wow" and delight is heard whenever anyone bites into one of his truffles. Our troupe was no exception.

The list of possible flavors is always expanding. Favorites get repeated, of course, but Dean's formulation changes with friends' and consumer comments and requests. Cayenne, for example, turned out to be a great flavor, but there remains a "heated" debate: the people who like pepper want Dean to triple it, but others rather like the gentle back-of-the-throat glow of the milder version. There are over a dozen other flavors, plus many more as yet untried. I'm sure you can imagine maple chocolate but how about a salt truffle or one made with potatoes (OK, it's actually Maine vodka distilled from local potatoes!). They will be glad to send you a package of truffles, too.





Dean Bingham and Kristin Thalheimer Bingham,
co-conspirators of Dean's Sweets

Our tour continued around the boulevards and backstreets, stopping at many memorable locations and listening to the histories of what has transpired there through the years. We received a taste of wild Maine blueberry concoctions at the Stonewall Kitchen, which also features a cooking school and café. Another highlight of the trek was Two Fat Cats bakery, which brags on its Whoopie Pie, a Maine specialty that rivals Moon Pies and Krispie Kreme for authenticity. No, it has nothing to do with the cushion and everything to do with sweetness and marshmallow softness.



But for some of the tourists, the real Whoopie was the last stop at Gritty McDuff's, where free samples of the finest home brew were poured. What a way to end a nice afternoon! We do hope this taste of Portland will entice you to make the trip this October. Of course, the best part of the conference is the chance to attend some of the best workshops on Human Services, renew past acquaintances, and make new connections. Come update yourself on the current trends and activities in the field. The community service project will be an experience like nothing you've ever done at a conference. The posters will portray in visual array the many ways professionals in Human Services are making a difference in the lives of those who need. Update yourself on the credentialing process and learn about publishing opportunities in the Journal of Human Services. Make a bid in the Silent Auction and grab a ticket to win a door prize. Talk with exhibitors and above all, have fun while you work. We look forward to making this a great conference!

2010 ELECTION RESULTS!
Congratulations to our new officers!

Their terms of office officially begin during the NOHS annual membership meeting on Thursday, October 28, 2010

President

Robert "Rob" W. Olding, Ph.D.
University of Phoenix /College of Social Sciences

VP for Regional Development

Laurie Craigen, Ph.D.
Old Dominion University/Counseling & Human Services

Treasurer

Franklyn Rother, M.A.
Brookdale Community College/Social Sciences & Education

Their terms of office officially begin during the NOHS annual membership meeting on

SAVE-THE-DATES for the 2011 Regional Conferences!

SOHS March 23-26 Macon, Georgia
MACHS April 1-3 Corning, NY
MWOHS April 7-9 Topeka, Kansas
NWHSA May 19-20 Anchorage, Alaska

NEWS FLASH!!!

The Western Regional Organization for Human Services Professionals (WROHSP) invites you to attend 2011 NOHS Annual Conference in San Antonio, Texas. *Yippee ti yay!*



Final Reflections as President....

Judith Slater, LCSW, HS-BCP

President

This October in Portland, Maine will bring my tenure as president of NOHS to a close. It has been an honor to serve this amazing organization. As I reflect on the growth and challenges of NOHS under my leadership, I am pleased and humbled to share what for me has been a deeply enriching experience. I would like to reflect on NOHS' growth during the past four years, share my learning, and my vision for the future of this organization.

My presidency began October 2006 in San Diego. As some may know, I lost my beloved partner of eight years during the spring of 2006. Although I was unsure about accepting this responsibility, I made a commitment to focus my energy on this position. At this time NOHS was fiscally unstable. In early 2007 our association manager resigned, leaving NOHS without this essential service. Our new honor society, Tau Upsilon Alpha, was being developed, and I had my first conversations with Scott Hinkle of the Center for Credentialing and Education (CCE) regarding collaboration on a national certification for human service graduates. These changes and challenges resulted in an interim association management team, working with the TUA board to incorporate TUA under the umbrella of NOHS, and further discussions with CCE resulting in an initial contract to work together (in collaboration with the Council for Standards in Human Service Education, CSHSE) on practitioner certification.

Much of this year and well into 2008 our focus was on developing systems to stabilize our organization and move us forward.. We had hugely successful conferences in Atlanta in 2007 and Tucson in 2008. By the end of 2008, NOHS began shifting its attention to sustainability and opportunities for growth. By the end of 2008 we hired our current association management team, revised our organizational structure and signed a contract with CCE to offer the Human Services - Board Certified Practitioner (HS-BCP). Many of the NOHS board and other members served on committees to develop the certification. At the fall conference in Tucson, 89 VIP and Level 1 NOHS members received their HS-BCP certifications. I was thrilled to receive certificate number "1"!

In 2009, the culmination of growth and potential under my leadership began to come together. NOHS participated in a strategic planning session that provided a much needed opportunity to refocus our mission and goals for the next three to five years. Our new vision statement, *Individuals and communities transformed through human services*, truly fits how I see our organization today. Our association manager spent 2009 establishing procedures to streamline our tracking systems, rebuilding our website, reestablishing potential revenue through our job board, and creating a clearer fiscal and supportive relationship with TUA. NOHS received our first payment from CCE during the HS-BCP grand-parenting period of over \$58,000 which is being invested in developing CEU management, research scholarships, and other initiatives to increase member benefits. The conference in Portland, Oregon in October 2009 resulted in over \$15,000 in escrow for this year's conference. This is the first time, to my knowledge, that NOHS has had funds prior to the next conference. Quite a wonderful accomplishment!

A review of 2010 accomplishments reveals the fruits of our labor.

- NOHS approved support for additional staff to expand our membership benefits and manage membership services. This will allow Heather to direct her energy on the growth of our organization.

- Creation of a team approach for the Journal of Human Services and approval of the title changed to more accurately reflect its intent.
- Creation of an editorial team for The LINK to more effectively produce quarterly issues on a timely basis.
- NOHS, in collaboration with its association manager, had its first intern in spring 2010 from the Nonprofit program at Kennesaw State University.
- The norming exam for the HS-BCP will end after September 30. The CCE certification will officially roll out this fall .
- Over 1600 applicants have taken, or will take the HS-BCP norming exam.
- NOHS is nearly 1000 members strong and TUA has a fully functioning separate Board of Directors.
- NOHS has formal affiliation agreements with all of the six regional organizations.
- NOHS has a fully engaged and functioning Board.
- Plans are in place to continue our growth and visibility.
- Clear relationships have been solidified between NOHS and CSHSE.
- NOHS is approved as a CEU provider for the HS-BCP certification.
- A coalition has been created between NOHS, CCE, and CSHSE to serve as a conduit for ongoing communication.
- Dr. Harold McPheeters generously donated his original works for archiving at Kennesaw State University.
- NOHS has received additional revenue this year from CCE from the certification exam.

As I reflect on the activities of NOHS over the past four years, I am aware that my particular leadership style fit the needs of the organization during this time. I do not see myself as someone who must lead. I know that I have a number of characteristics that I feel have been critical to NOHS during these past few years. I am passionate, a visionary, I rarely take no for an answer if I believe that something is needed, I am willing to do the work alongside my board, I am 100% dedicated to our field and will continue to fight for its visibility and credibility. I am told that I can juggle many balls at one time and only occasionally lets one drop. I am willing to admit my faults. I am aware that there were times when I did not follow through as I intended.

With all of this said, what I have learned is that as national president, my responsibility was and is to NOHS, not to specific individuals. I was entrusted to make decisions and provide direction for the organization and Board to grow NOHS and to move it forward to become the premier human service organization. I am grateful that as I pass the gavel this fall that I am passing on an organization to be proud of.

I am deeply grateful to some people that I would like to publicly acknowledge. Thank you to Donna Motter for showing me what love and commitment means and for eight wonderful years; to Vicki Totten for believing in my ability to lead; to Paul Newell and Susan Andresen for your never ending love, support and caring for me and being an ear when I needed to process (which was often!); to Dr. Anne Hicks-Coolick and Dean Richard Sowell from KSU for financially supporting me to serve as president in an economic time where travel was cut; to Heather Blevins for being the best darn association manager and team player ever and putting up with my never ending requests (as well as all of those late night conference calls to meet deadlines); to my Board for their passion and commitment to the field of human services and belief in NOHS; and to everyone who works in helping professions to better our world and prepare human service practitioners. Last but not least to my new partner for opening the door to the future and knowing that “we” is much more my style than “I”.

I believe that NOHS can be whatever we dream it to be. If we but dare to dream and then be willing to put action behind the dream, we can accomplish all we desire. I look forward to working on specific projects and continuing to be involved in NOHS’ future...best of luck to our new president and to NOHS as he continues to lead us as the premier human service organization that we have become!



Tau Upsilon Alpha Honor Society

By Kim Bates, TUA President

Tau Upsilon Alpha (TUA) National Organization for Human Services Honor Society was established in 2006 as a program of NOHS. The purposes of TUA are to honor academic excellence; to foster lifelong learning, leadership and development; and to promote excellence in service.

Membership in TUA is available to students, alumni, and faculty through a chapter at a college/university or through at-large membership. There are currently 28 chapters established around the country, with more than 800 members. The 2010-11 academic year would be a great time to establish a chapter at your institution or to inspire your existing chapter to a new level of activity.

TUA merchandise (t-shirts, hoodies, buttons, bags and more) is now available from www.cafepress.com/TUAHonorSociety. All profits will be used to fund student scholarships. The TUA National Board of Directors is finalizing the details of the scholarships and other awards, and hopes to unveil application criteria at the NOHS conference this October. TUA will induct new members at the conference, as well as conduct its annual Council Meeting. Additionally, workshops for existing and potential chapter advisors/members will be part of the conference offerings. We hope to see you in Portland, Maine!



A CREDENTIALING OPPORTUNITY FOR HUMAN SERVICES PROFESSIONALS

The Human Services-Board Certified Practitioner (HS-BCP) Credential is offered by the Center for Credentialing & Education, Inc. (CCE) in consultation with the National Organization for Human Services (NOHS) and the Council for Standards in Human Service Education (CSHSE).

The credential is designed for human services practitioners holding technical certification or an associate, bachelor's, or advanced degree, and documents compliance with established standards in the human services profession.

Detailed information and the application packet can be found at: www.cce-global.org/credentials-offered/hsbcp.

Test administration for new applicants will begin in December 2010.



NEW

Advocating for the Future of Human Services

by Georgianna Glose, Advocacy Chair

Our cities, counties, state and federal governments seem to be the same mode: cutting services. Service cuts and policy changes usually affect the most vulnerable and the least able to complain about these decisions. National and local, professional and community-based groups often take on the task of illuminating the deleterious effects of these decisions.

Your National Organization for Human Services has taken some stands in the past to bring attention to the issues and concerns of our members and our participants. In that spirit, as part of the re-organization of the Board of Directors, the role of Advocacy Chair was developed. Over the years, many discussions about the role of advocacy and how the process might work for the National Organization have occurred. At the June board meeting, I volunteered to inaugurate the Advocacy Chair position. I see my role as connected to each region and each member, and I ask for your assistance.

Description of the Advocacy role from the By-laws:

The Chairperson shall be responsible for facilitating all advocacy efforts of the Board, including managing the process by which issues are brought forward for Board consideration, monitoring national and international developments impacting the field, and liaising with affiliated regions on local issues that have national impact. The Advocacy Chairperson shall be elected in odd numbered years.

My first task is to establish a process for raising advocacy issues. Below is an outline of the proposed process:

1. Regions and members can raise issues of importance to their areas by asking the Advocacy Committee to take a stand or support their stand on an issue. For example, the Georgia Office of Human Services was not hiring graduates with a Human Services degree -- NOHS wrote a letter to the State office to express our concerns about this decision.
2. National issues can be brought to the membership for action. An action item can be endorsed by the Board. For example, the National Organization endorsed the universal living wage campaign and then acted upon it by educating the local and regional groups and communicating our support to the national movement.

What the Advocacy Committee will do with NOHS positions:

3. Our positions will be communicated to the national press, other national organizations and our elected officials nationally and locally as appropriate.
4. Position papers will reflect the history of the issue and the reasons for our stand on the problem. Where appropriate, we can offer our solution to the problem.

Your help is needed!

You are welcome to join the Advocacy Committee, to raise issues and to actively reflect on the important issues of our day. Much of the work can be done via email and conference calls, but none of it can be done without you and your input. Please contact Georgianna Glose at Advocacy@nationalhumanservices.org to join the Advocacy Committee and/or to share your ideas about the issues that concern you.

► Exciting Professional Growth!

By Neil C. Headman, VP for Professional Development & Education

This is an exciting time to be a human services professional, and an exciting time for the human services profession as a whole. It is a time of great growth, providing many opportunities for people to participate. Under the direction of many great leaders (most recently Judy Slater, NOHS President), and with the diligent, day-to-day efforts of professionals like you, the human services profession is gaining in numbers, effectiveness, influence, and recognition.

One of the most recent, and impressive developments in the field is the new national certification, Human Services Board Certified Practitioner (HS-BCP). You may have already heard about the incredible amount of interest in this new credential, but let me give you some specific numbers, just to illustrate. By May of this year, over 2200 people had applied to receive the certification, and over 1700 of these individuals have already scheduled to sit for the HS-BCP examination. And this is just the beginning. A concerted effort is being made by NOHS, the Center for Credentialing Education (CCE), and other groups to further spread the news to thousands of people working in the profession, who may not yet be connected to NOHS or have knowledge about the credential.

Once the initial wave of applicants has completed the examination (NOTE: grandparenting phase applicants must take the exam by Sept. 30th), a great deal of work will go into analyzing the results. The examination committee will look at the data in order to evaluate the performance of the exam, and to ensure its quality for future administrations. For those who are interested, a report will be presented at the annual NOHS conference, in Portland, Maine this October. Also, additional information about the credential, and CCE, can be obtained by going to the following website:

<http://www.cce-global.org/credentials-offered/hsbcp>

An additional professional development of note is the creation of a coalition between NOHS, CCE, and CSHSE (Council for Standards in Human Service Education). In July, representatives from these three organizations held their first joint coalition conference call to discuss how to best promote the healthy growth of the human services profession, and the HS-BCP certification. A number of important initiatives and efforts were initially identified and discussed. Be on the watch for more information about this.

As I said at the beginning, this is an exciting time to be working in the field of human services. The efforts you make as a human services professional, when combined with the efforts of those around you, are moving the profession forward every day. If you find that you have additional time, and would like to know how you can help promote the professions, contact your local/regional human services organization, or contact NOHS (admin@nationalhumanservices.org). There is always room for more hands.

Be the Change!

By Melissa Laird

In March, 2010, the theme of the Midwest Organization for Human Services (MWOHS) Regional Conference in Milwaukee was “**Be the Change**”. We challenge and invite other members nationwide in all Human Service programs to step up and affect positive change. What better way to get involved in your local community than to volunteer, participate in service projects, or donate time to activities like walks for charity?

In the heart of South-Central Michigan is Jackson, home to Baker College of Jackson’s Human Service program where the MWOHS theme was put into practice. For more than ten years, students in this small program have tried to make a difference for others in the community by doing two day Re-Generation, or what we call, the “*While You Were Out*” projects within social service facilities in the area.

Due to scheduling challenges, the project was initially put on hold this year. That soon changed when a group of students decided to pursue the project outside of its normal parameters. After receiving the College’s approval to move forward, the local Department of Human Services was selected as the recipient site, a proposal was made and accepted. Funds were raised through bake sales and donations for paper houses, sold for one dollar each, that were posted on the Baker Bulletin Board. The Tau Upsilon Alpha (TAU) Honor Society agreed to sponsor the project and coordinate the needed funds for completion. Calming earth tones transformed the client waiting area, application room, and children’s corner of the Michigan Department of Human Services (MDHS) into comfortable, pleasant areas with added artistic flair from local artists.

The Home Depot and their community service team, Team Depot, were excited to participate; they provided brushes, pails, rollers, and sweat equity. The store manager, Patrick Martin, contacted his paint representative, Jacob Uhl, at Behr Paint and this company donated the paint for the entire project! With these partnerships and Lakeland Ace Hardware, Michaels, and the Toy House, the students were able to purchase children’s play items, local art work, and the additional items needed for the project with the funds raised for the project.

Across the country, many families are in dire financial straits. Individuals who have never asked for assistance are making their first uncomfortable visits to their local human services agencies in order to feed their families, or keep their electricity on. The Baker College students have reduced those anxieties by creating a more welcoming environment at MDHS. The project was so beneficial that other colleges in the area are beginning their own projects for Re-Generation. Imagine, a bunch of freshmen and sophomores making such a difference in their communities!

The Baker College Human Service students have embraced “**Be the Change.**” Many agencies are excited about receiving Re-Generation projects in the future and the community has witnessed our love and enthusiasm over the past ten years. The students are active in many other community events, including the Jackson Community “Trunk or Treat” event, “Adopt a Family” for Christmas, the March of Dimes walk and the Great Stride Cystic Fibrosis walk. The “**Change**” is on in Jackson, MI -- can you “**Be the Change**” in your community?



MDHS Children's corner before...and after





Children's room before...and after



Regional Reports

MWOHS in Milwaukee!

By Becky Fernette, MWOHS Regional Director

Human services students, instructors and practitioners converged on Springfield College's Milwaukee campus to share ideas and strategies for "Becoming the Change". The conference began on a high note with Deborah Blanks, CEO of Social Development Commission, a community action program whose mission is "empowering Milwaukee County residents with the resources to move beyond poverty." She enlightened the attendees about the challenges and satisfaction in growing the organization and taking calculated risks to better serve the community. The diverse workshops, many led by Springfield College faculty members, reverberated with the conference theme, whether encouraging internal changes or changes to affect the greater society. Dr. Nathaniel Clark wove the thematic threads together during his Saturday morning presentation, and then invited the participants to brainstorm ideas for enacting social change.

Many thanks to Dr. Deb Anderson, Dr. Nate Clark and the Springfield staff and students for hosting this memorable conference. Prepare to click the heels of your ruby slippers three times and repeat, "*there's no place like Topeka*" because Dr. Diane McMillen, students, alumni and colleagues of Washburn University are hosting the 2011 regional conference in Topeka, Kansas on April 7-9.



Ethical Considerations for Human Services Professionals in Community Colleges

By Karen N. Paez, Ph.D., HS-BCP, NOHS Ethics Committee Member

Note from Shoshana Kerewsky, Psy.D., HS-BCP, Ethics Committee Co-chair:

Community colleges offer many roles and career choices for human services professionals. Some of these roles are clearly identified and generally understood to be “human services” jobs, while others are more amorphous or may be filled by people from a number of different professional backgrounds. Dr. Paez, for example, is a licensed psychologist who worked extensively with Family and Human Services students when she was a graduate student. She is now a Human Services—Board Certified Professional who works in a community college setting. In this article, she discusses some of the ethical considerations and dilemmas that may arise in community college settings. As she describes, our ethical standards are especially helpful when a variety of professionals are engaged in overlapping activities with ambiguous definitions, such as “advisor” or “counselor.”

Human services professionals play a critical role within the community college system. They may serve as educators, counselors, advisors, career support professionals, and much more. They use human services training and experience to support the community college mission which emphasizes open access to learning, encouraging retention, and providing holistic services to meet the academic and career technical needs of its student body. Given the focus of the National Organization of Human Services (NOHS) on strengthening the community, the human services professional in a community college setting has many opportunities to align the mission, values, and guiding principles of NOHS with the mission of the community college. Further, NOHS Ethical Standards play a critical role in approaching human service practice within this setting.

While it is clear that each NOHS Ethical Standard has a role in practice within the community college setting, there are a few that emerge as especially important in this context. These are often tied to the holistic approach to education stressed within the community college setting, where college personnel work collaboratively and take on multiple roles to help support retention, growth, and learning.

STATEMENT 1: Human service professionals negotiate with clients the purpose, goals, and nature of the helping relationship prior to its onset as well as inform clients of the limitations of the proposed relationship.

When students enter a community college, they most likely already have expectations of the role of the human services professionals with whom they come in contact. The way human services roles are defined within the community college setting may or may not resemble those expectations. For example, a student might consider a “counselor” to be the person who helps choose elective courses and complete a college application (as this may be the role of a counselor in a high school or vocational training setting), while the “counselor” in a community college might provide personal counseling on mental health issues. It is imperative for human services professionals to define their roles up front to clarify the boundaries, limits, and opportunities that exist within the helping relationship. Failure to clarify the relationship can result in breaches of trust, boundary crossings, or missed opportunities to best support the student.

STATEMENT 3 Human service professionals protect the client's right to privacy and confidentiality except when such confidentiality would cause harm to the client or others, when agency guidelines state otherwise, or under other stated conditions (e.g., local, state, or federal laws). Professionals inform clients of the limits of confidentiality prior to the onset of the helping relationship.

Clarifying the relationship also serves an important role when it comes to confidentiality. If roles are not clarified and limits to confidentiality explicitly defined before the relationship begins, the student may assume confidentiality when the institution may not. Starting with an informed consent process allows for a dialogue with the student about the human services professional’s role, the nature of services provided, and the limits of confidentiality.

With the increase in students in distress and violence on college campuses, many schools are developing threat assessment and behavioral intervention teams. These teams strive to prevent student conduct violations from occurring by taking a proactive stance and encouraging staff and faculty to report concerns about students in distress. Federal privacy laws governing higher education (i.e., Family Educational Rights and Privacy Act [FERPA]) include a “need to know” clause that allows some college personnel to communicate about students in order to serve the needs of the student and campus community. Many students enter a relationship with a human services professional assuming that unlimited privacy exists within the relationship. However, this may not be the case given the policies of the college and the local, state, and federal laws governing the practice of human services (e.g., mandated reporting).

STATEMENT 34 When a conflict arises between fulfilling the responsibility to the employer and the responsibility to the client, human service professionals advise both of the conflict and work conjointly with all involved to manage the conflict.

Given that many human services professionals hold professional memberships (e.g., NOHS, NASW, ACA, APA, etc.) or are licensed/certified (e.g., HS-BCP, LCSW, LPC, LP, etc.), they are faced with operating under the legal and ethical guidelines of these memberships and certifications in addition to college policy/guidelines. There may be instances where college policy conflicts with professional legal and ethical guidelines. In these instances, the human services professional must address the conflict head on, gathering information on best practices, educating administrators on applicable ethics and laws, and working conjointly to address the conflict. For example, in the case of the counselor providing personal counseling services to students, the counselor may be asked to share confidential information about students about whom the administration is concerned in the interest of best serving the student population. While there is an exemption within FERPA's "need to know" clause stating that medical or mental health student services may remain confidential (except in instances where mandated reporting would apply), college administration may not be aware of this exemption and/or the exemption may not apply depending on the nature of the counselor's work (e.g., mental health vs. guidance/advising). In order to address this conflict, the counselor must first identify: (1) the role of the counselor and nature of the relationship (as clarified with the student at the outset and as informed by the counselor's job description and departmental policies/practices), (2) the student's understanding of the limits to confidentiality (also clarified with the student at the outset), (3) the applicable laws and ethics, and (4) the college policies or interventions designed to support the student and community. Often this conflict is a result of misinformation or misunderstanding. It may be prevented by having a dialogue with college administrators that mirrors the steps listed above.

Human services professionals working in the community college system have a great opportunity to serve the needs of the community. With that opportunity comes the responsibility of integrating legal and ethical practices into human service work. There are many payoffs to being informed of the professional ethics applied to the community college setting, and addressing any conflicts in a proactive and communicative manner.

Preview of Coming Attractions: Community Service Projects

As most everyone is aware, the conference committee and the NOHS Board decided to bring the idea of civic engagement and community service into this year's conference as a major focus point. Friday morning of the conference will be devoted entirely to active learning. We have been working with the United Way of Greater Portland and with an agency called Preble Street www.preblestreet.org to identify service projects that would be of value to them and also provide a valuable learning experience to our members.

Fred Sweitzer put together some thoughts to begin our discussions. In a letter to them, he said, in part, "Our core beliefs about working with people include building on the strengths and assets in people and communities, and working, whenever possible, on multiple levels to meet the needs of individuals and families, to strengthen systems and communities, and to advocate at a public policy level." While there are principles of helping, empowerment, and advocacy that we teach and believe in, these skills must be learned in a community context to be effective. Thus, we hope that our attendees will learn about the community and state context of important issues in Portland. We also hope that our members will bring some strengths and knowledge that, combined with this context and with the wisdom and experience of your agencies, can help in some small way to help you in your goal to strengthen the Portland community."

Our goal has been to develop partnership activities that will be mutually beneficial. We expect to go out into the community in small groups of up to ten, depending upon the site. Each group will be led by a NOHS faculty or practitioner member.

Our conversations have led us in a few directions. One idea is to provide consultation services to agencies served by the United Way on topics such as community organizing, advocacy and empowerment; health and/or mental health advance directives; and end of life issues/bereavement/grief counseling.

Preble Street provides services for the homeless population, and they identified a need for several discussion or work groups for clients, including topics such as stress reduction, budgeting, health and nutrition, and personal advocacy.

We have also identified more traditional service projects like meals programs in which we can participate. The Preble Street staff also noted that various art projects at their residential and day programs, including Logan Place, Florence House, Preble Street Day Shelter would be welcomed.

Here is where you come in. Do you have a particular area of expertise that we could match with an agency need? Could you lead an art project? Could you work with a few other NOHS members to lead a stress management workshop, or teach a yoga class? Do you love organizing the shelves at the food bank, or preparing a meal for the lunch program? What things would you like to learn about human service delivery in Portland?

Please send your ideas to Jackie Griswold jgriswold@hcc.edu as soon as possible as we finalize plans for the conference.

Journal of Human Services

Tammi Milliken & Ed Neukrug, Co-Editors

Human Service Education has a new name! In order to sound more inclusive of all areas of human services, the executive board approved the name of the flagship journal of NOHS be changed to the **Journal of Human Services**. The first Volume under this new title will be available at the NOHS Annual Conference in Portland, Maine October 27th-30th. Attendees who are NOHS members may obtain their complimentary copy at the registration tables. Those who do not attend the conference will be mailed a copy.

Readers can look forward to several informative articles and brief notes. In addition, we are happy to bring you a Special Topic section on Professional Standards in Human Services. Articles in this section have been authored by leaders in the areas of ethics, credentialing, and accreditation.

The **Journal of Human Services** remains the leading source for the latest research in the profession. We are continually accepting manuscripts for publication. Submit an article, brief note, or critical review today! Submissions may address topics including teaching methods, models of internships, faculty development, career paths of graduates, credentialing, accreditation, models of undergraduate and graduate study, clinical issues in human service treatment, and supervision of human service practitioners. See the NOHS web site for a full description and author guidelines:

www.nationalhumanservices.org



Silent auction and door prize items needed

The silent auction at the NOHS conference has always been a big hit for attendees and we want to continue the tradition. We anticipate having a wide range of items, and are looking for your help with this. In the past we've had donations of original arts and crafts made by our members, a crystal apple paperweight, gift baskets of regional goodies, a wine carrier complete with a bottle of wine, and an Alaskan stone carving, among many other wonderful items. This year we've already gotten donations of a hand carved walking stick, several pieces of original art, hand-crafted jewelry, cookbooks featuring traditional New England cuisine, and college logo merchandise.

We are also planning to give out "door prizes" at several meetings during the conference, and are looking for small giveaway items for this. We're looking for fun little items for this: a key chain or coffee cup with your college's logo, a small souvenir from your region, school supplies, books, bath products, tote bags and the like.

Please consider donating items for one or both of these activities. If you have items to donate, please contact Jackie Griswold jgriswold@hcc.edu



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Submitting Articles for *the Link*

The Link invites member contributions of articles, images, and correspondence for publication. Please send your contributions electronically to us at link@nationalhumanservices.org. Articles and letters should be in electronic format using Microsoft Word and saved as a Word 97-2003 document. Images should be saved as .jpg, .tiff, or .gif files. Submitted articles should be no longer than 250 words, and letters should be limited to 150 words. All submissions should be relevant for practitioners, students, and/or faculty in the field of human services and should be written in a constructive tone. Submission of an article, letter or image does not guarantee its inclusion in the newsletter. The Link editorial board reserves the right to publish; modify grammar, formatting and word use; withhold from publication; or delay publication of any submission. All letters submitted to the Link must be signed, but names may be withheld upon request. Submission deadlines are as follows:

Spring edition: February 1
Summer edition: May 1

Fall edition: August 1
Winter edition: November 1



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