

 <p>Michigan Department of Human Services</p> <p><b>CSA</b></p> <p>Children's Services Administration Communication Issuance</p>	<b>Type:</b> <input checked="" type="checkbox"/> Informational Memorandum (IM) <input type="checkbox"/> Program Instruction (PI) <input type="checkbox"/> Policy Guide (PG)	
	<b>Issuance Date:</b> 08/20/12	<b>Obsolete Date:</b> 9/30/12
	<b>Response Due:</b> None	
	<b>Log No.:</b> 12-127	
	<b>Contact:</b> Nicole Leitch, 517-241-6679, LeitchN@michigan.gov	
	<b>Originating Office:</b> Permanency Division	
	<b>Subject/Title:</b> Foster/Adoptive Parent Retention/Recruitment Training	
	<b>Distribution:</b> <input checked="" type="checkbox"/> DHS Child Welfare Staff	
	<input checked="" type="checkbox"/> Private Agency Child Welfare Staff	<input type="checkbox"/> BCAL
	<input type="checkbox"/> CSA Central Office Managers/Staff	<input type="checkbox"/> CWTI
<input checked="" type="checkbox"/> Native American Tribes	<input type="checkbox"/> SACWIS	
<input type="checkbox"/> Data Management		
<input checked="" type="checkbox"/> DHS County Directors		
<input type="checkbox"/> Adult Services Staff		
<input type="checkbox"/> Other:		

The Department of Human Services is hosting a foster/adoptive parent retention and recruitment training: **S.E.R.V.I.C.E Is Everything!!! A New Paradigm for Service Excellence**. This training will bring foster, adoptive, and kinship parents together with caseworkers to focus on creating positive relationships and interactions. The keynote speaker, Mark Anthony Garrett, will provide strategies to assist both parties with working together as a collaborative team, building capacity, developing leadership skills, understanding roles, respecting self and others, defining & increasing service excellence, staying motivated & empowered, adding value to the youth we serve, and focusing on successful organizational outcomes.

Our keynote presenter for this training will be former foster and adopted child Mark Anthony Garrett. Mark is an internationally renowned speaker, consultant and master trainer. He is one of America's leading experts on educating and empowering foster youth, caseworkers, foster parents and other individuals who serve and work within the Child Welfare industry.

Mark is best known for his high-energy seminars, humor, enthusiasm and ability to captivate the hearts of his audience. Some of Mark's training topics are; Service Excellence, Stress & Burn-Out, Life & Work-Place Happiness, Maximizing Human Potential, Finding Purpose, Achieving Goals, World Class Customer Service, Leadership, Team Building, Embracing Change, and Overcoming Adversity.

The training is available to public and private agencies; and is open to workers and supervisors in the follow fields:

- Licensing**
- Foster Care**
- Child Protective Services**
- Adoption**
- Service Specialists**

The trainings are available to in four areas:

- September 10, 2012:** Treetops Resort- Gaylord, MI
- September 11, 2012:** Four Points by Sheraton- Kalamazoo, MI
- September 13, 2012:** Kellogg Hotel & Conference Center- East Lansing, MI
- September 14, 2012:** Doubletree by Hilton- Dearborn, MI

Please register on JJOLT by September 5<sup>th</sup>, 2012. Each training has limited seating!