



MASSD Maryland Association of Social Service Directors

2022 Annual Joint Affiliate Conference

“The Great Transformation - Are We There Yet?”

September 13-16, 2022

Holiday Inn Ocean City, MD



MASSD Joint Affiliate Conference 2022 is all about rigor and relevance, balanced with wellness. The intersection of issues and opportunities, now and into the near future includes shifting workforce dynamics, managing virtual teams, MDThink, a new political environment, creative use of resources, and a host of other content yet to be identified.

By Us!

No, we are not there yet. But the time has never been more right for MASSD to chart the course. Through strategic planning, sessions on leadership for the modern age and building connection and resiliency, this conference aims to deliver.

Tuesday, September 13, 2022 / Strategic Planning

10:00am - 12:30pm	Welcome - <i>Alexis Zoss</i> , St Mary's County and <i>Roberta Baldwin</i> , Worcester County Introduction of Strategic Planning Facilitators - <i>Carnitra White</i> , Anne Arundel County Strategic Planning with Annie E. Casey Foundation
12:30pm - 1:30pm	Working Lunch
1:30pm - 5:30pm	Strategic Planning with Annie E. Casey Foundation

Wednesday, September 14, 2022 / Strategic Planning

6:30am - 7:30am	Gentle Chair Yoga
7:30am	Breakfast Social
8:45am - 9:00am	Welcome - <i>Alexis Zoss</i> , St Mary's County and <i>Carnitra White</i> , Anne Arundel County
9:00am - 12:00pm	Strategic Planning with Annie E. Casey Foundation
12:00pm - 1:00pm	Lunch
12:00pm - 1:00pm	Gentle Chair Yoga
1:00pm - 5:00pm	Strategic Planning with Annie E. Casey Foundation
5:00pm - 6:00pm	Gentle Chair Yoga

Thursday, September 15, 2022 / Workshops and ...

7:30am	Breakfast Social
8:45am - 9:00am	Welcome - <i>Mary Beth Carozza</i> MD State Senator - Wicomico, Worcester, Somerset Counties
9:00am - 10:20am 10:35am - 12:00pm	Workshops
12:00pm - 1:00pm	Lunch
1:00pm - 2:20pm 2:35pm - 4:00pm	Workshops

<p><u>Resiliency - Self Care for Ourselves and Our Teams</u></p> <p><i>Colleen Endicott</i></p>	<p>Self-Care is not a luxury, it is a necessity in today's world. Often, we are unaware of how our own stresses and secondary stress from others affects our ability to be resilient. This in turn affects how we interact with others, feel and show compassion for ourselves and others and often leads to burnout. During this session we will look at the effects that stress has on us and our interactions with others. We will take time to experience some of the exercises that will help build your resilience over time. Activities and exercises will be provided for you to take back to your team to help them build resilience as well.</p>
<p><u>Resolving Post-COVID Conflict</u></p> <p><i>Mike Manion</i></p>	<p>As we have successfully transitioned back to in-person or hybrid work schedules, leaders have been surprised at the number and nature of workplace conflicts. While many types of conflict are healthy and essential to work performance, much of the conflict reported post-COVID has been described by the people involved as unhealthy or toxic. This session provides tips on prevention and resolution of toxic conflict, replacing it with healthy conflict and collaboration.</p>
<p><u>Leading in Changing and Challenging Times</u></p> <p><i>Tanya Royster, MD</i></p>	<p>Incorporating strategies to improve the ability to effectively lead remote teams towards successful outcomes, this session includes a focus for ongoing development of new leaders for the future. Attendees will increase their understanding of common leadership challenges in the virtual workplace, adapting their leadership skills to help generate creative solutions/strategies for managing in today's evolving work environment - to best support staff.</p>
<p><u>Diversity, Equity & Inclusion</u></p> <p><i>Richard "Pete" Hill & Asha Smith</i></p>	<p>Diversity, Equity and Inclusion is vital to a healthy organizational culture. What does DEI really mean for Departments of Social Services? How does it appear in the services we provide? This session will help leaders apply a DEI lens to recruitment, hiring, and inclusiveness and will identify a range of actions you can take which include facilitating dialogue to strategic planning.</p>
<p>6:00pm - 10:00pm</p>	<p><i>Dinner, Competition and FUN</i> 🍷</p>
<p>Friday, September 16, 2022 - Interactive Plenary & Closing</p>	
<p>7:30am</p>	<p>Breakfast</p>
<p>8:30am - 9:00am</p>	<p>Opening Remarks - <i>Greg James</i>, Deputy Secretary DHS</p>
<p>9:00am - 11:00am</p> <p><i>Jen DuBosq, Dorchester County, will introduce Dr. Michael Dorsey, DHS Chief Learning Officer and Plenary Leader</i></p>	<p>S.M.I.L.E. See Who You are Model Imagine Your Life Live Your Dream Evaluate and Evolve</p> <p><i>This upbeat, interactive plenary is designed to get teams really thinking about how to personalize information and skill gained throughout the Conference so the Transfer of Learning process can begin.</i></p>
<p>11:00am</p>	<p>Conference Close and MASSD Changing of the Guard <i>Roberta Baldwin, Worcester County and Courtney Thomas-Winterberg, Allegany County</i></p>

Our Presenters - Casey Implementation Team



Maritzelena (Ritzzy) Chirinos

Maritzelena (Ritzzy) Chirinos is a program assistant with the Leadership Development team at the Annie E. Casey Foundation. Due to the Covid-19 pandemic, she relocated to her hometown of Durham, North Carolina from Baltimore, Maryland in search of making a greater impact in her community during these unprecedented times and the important 2020 election year. Prior to joining the team, she was a legal assistant at a Latinx-owned law firm Velasquez & Associates in Durham and worked with Poder NC Action, engaging with Latinx voters on the importance of civic engagement. While doing campaign work during the 2018 elections with The Indivisible Project in DC, she found her way into the public policy world. She interned at The Center on Budget and Policy Priorities (CBPP) with the State Fiscal Project

Team and the Family Income Support team where she assisted with the organization of several conferences, worked with the State Priorities Partnership Fellowship and analyzed census data for papers that advocated for the importance of cash assistance programs in low-income communities. She then transitioned from CBPP to The Aspen Institute to pursue another one of her interests of education equity and leadership development for youth of color. She was the Youth Leadership Programs Coordinator where she worked with high school and college aged students in Aspen Challenge and the Aspen Young Leaders Fellowship.

Ritzzy holds a Bachelor's Degree in criminology and sociology from Meredith College in Raleigh, North Carolina. She enjoys doing yoga, volunteering in her community, and spending time with her family and two dogs Tootsie Roll and Chispita.



Nicole A. Johnson

Nicole A. Johnson is Principal Consultant of Extraordinary Changes. She has over twenty years of experience in nonprofit leadership, program development, group facilitation and resource development. Her professional mission is to change the odds faced by children, youth, and families by providing quality consultation to the individuals, informal groups, advocates, and organizations serving them.

Before launching Extraordinary Changes in 2016, Nicole served as Senior Director for Elev8 Baltimore, a full-service community schools initiative. In this role, she successfully planned and launched a strategy to integrate learning, health, and family support services into the operations of four schools in East Baltimore. Over a seven-year period, she transitioned the initiative from start-up to sustainability drawing upon her skills as a facilitator, strategic planner, grant writer and youth worker.

Nicole is an advanced Results Count practitioner. She designs and facilitates workshops and coaches public sector leaders to advance racial equity and equitable results for children and youth. She has led engagements with Baltimore City Public Schools, StriveTogether, and Attendance Works.

Nicole received her bachelor's degree in Public Policy from Stanford University and an MBA from the Robert H. Smith School of Business at the University of Maryland, College Park. She resides in Baltimore City, MD with her husband, son, and daughter.



Barbara N. Squires

Barbara N. Squires became the Director of Leadership Development at the Annie E. Casey Foundation in February 2010, after serving as a Senior Associate since January 2007. As Director, she oversees the implementation of the Foundation's method of leadership development, called Results Count®. Through a wide array of results-based leadership programs, the Foundation supports leaders in the social sector and within the Foundation to impact outcomes for children, families and communities. Ms. Squires directly manages several programs, including the Children and Family Fellowship – the Foundation's signature leadership development program which strives to increase the pool of diverse, visionary leaders working to significantly impact results for children and their families and influence the

systems and supports serving them. She also oversees the Fellowship Alumni Network, comprised of the 140 Fellows from eleven classes who have completed the Fellowship since 1993.

Before coming to the Casey Foundation, Ms. Squires was the Assistant Commissioner for Maternal and Child Health at the Baltimore City Health Department. During her nearly twenty-two year tenure with the Health Department, she developed both policies and programs in the areas of childhood lead poisoning, substance abuse and maternal and child health. She is a 1980 graduate of the Johns Hopkins University with a Bachelor's of Arts Degree with a major in International Studies.



Lauren Thiesse

Lauren Thiesse is a freelance consultant with over 8 years of experience working with nonprofits and public agencies to improve processes and change outcomes for students and families. She is a skilled facilitator who is passionate about leading groups of diverse stakeholders through the process of continuous learning & improvement.

Lauren served 2 years as an Americorps member in Tulsa, Oklahoma with Reading Partners. After her years of service, she continued with Reading Partners as a program manager, overseeing reading centers across Tulsa County. After working for an education nonprofit for a few years, she learned the true value of collaboration as she worked with partners in the school system to better support students.

After participating in an impact & improvement network with national collective impact organization StriveTogether, she joined ImpactTulsa to facilitate networks in the early childhood space. Lauren is trained in Results Based Facilitation and Results Count. She has led networks focused on nutrition access, reducing chronic absenteeism, aligning kindergarten readiness standards, and increasing access to early childhood development resources.

Lauren graduated from McDaniel College in Westminster, MD in 2014. She has a degree in English with a focus in writing and nonprofit management. She holds an MPA from the University of Oklahoma-Tulsa. She is originally from the eastern shore of Maryland and recently relocated from Tulsa, Oklahoma to Annapolis, Maryland.

Workshop Presenters



Michael Dorsey

Dr. Dorsey is the Chief Learning Officer for the Maryland Department of Human Services. Since his days as a national champion in collegiate speech, Michael has been captivating audiences with his engaging and dynamic style. He is driven by a desire to help individuals discover and develop their traits that lead to professional and personal success. Furthermore, he takes joy in using words to motivate and empower others. As part of his responsibilities at DHS, Michael manages the department's Leadership Development Academy which consists of the 9 month, competitive Leadership Development Initiative, Mentor Program and Executive Leadership Development Initiative.

Michael has worked in leadership development for companies such as Wal-Mart Stores, Target, PwC, Monster Worldwide, and Lockheed Martin. In 2013, Michael was featured on NBC's hit TV show, "The Biggest Loser" and has also appeared on The Today Show, Entertainment Tonight, Access Hollywood, The Tom Joyner Morning Show, People Magazine and US Weekly. In his spare time, Michael enjoys traveling and spending time with his wife of 10 years, Chavalle' and their 9-year-old son, Michael Jr. They reside in Baltimore, MD. Dr. Dorsey graduated with his Bachelors from Cedarville University, His Masters from The Ohio State University and his second Masters and Doctorate from Faith International University.



Colleen Endicott

Colleen has been educating individuals of all ages for her entire professional career with a passion for improving peoples' lives. Beginning with her family's childcare center she began her lifelong journey of assisting people in achieving their highest potential working for organizations such as Easter Seals, Delaware Technical and Community College, Delaware Stars for Early Success and now as an Organizational Development Specialist. She has a BS in Psychology, a Master's in Education and holds certifications in Kirkpatrick's 4 Levels Evaluation, Coaching and the Extended DiSC. She lives in DE with her husband, 4 dogs and 2 cats.



Richard "Pete" Hill

Pete Hill, a Glen Burnie resident, serves as Anne Arundel County's first Director of Equity, Diversity, and Inclusion (EDI). In this role, he is working on a county-wide EDI strategy that will be the roadmap for department and government-wide equity action plan implementation. As Director of EDI, he serves as the county's LGBTQ+ liaison and works with community members to help ensure that our county is The Best Place - For All.

Prior to joining the County Executive's Office, Pete served as Equal Opportunity and Diversity Management Director for the National Weather Service, developing and deploying diversity and Equal Employment Opportunity training programs for more than 4,000 employees. He has also held diversity data and equal opportunity roles with the National Labor Relations Board and the Department of Homeland Security, and served in the U.S. Army Signal Corps for 21 years prior to his career in federal government.



Gregory James

Gregory James has previously served in Governor Robert L. Ehrlich, Jr.'s office as a special assistant and senior policy advisor. His portfolio includes a range of issues within human services, juvenile justice, disabilities, education, health, public safety, economic development, and government reform.

Before returning to DHS in 2015, Greg was a principal at The Livingston Group, a Washington, D.C.-based government relations firm. Greg is a Maryland native and alumni of the University of Maryland in College Park, with a law degree from the College of William and Mary.



Mike Manion

Mike Manion spends most of his time at the National Security Agency (NSA), teaching at its National Cryptologic School - which is a fancy name for Spy School. His focus is helping surveillance professionals operate within democratic norms amidst hostile environments.

When not at NSA, Mike leads problem-solving peer groups at the U.S. Nuclear Regulatory Commission.

On a personal note, Mike suffered the death of one of his sons, Zachary, just prior to COVID. Zach's four year-long medical ordeal created tremendous stress and family conflict, especially between Mike and his wife Heidi. It is largely due to the conflict resolution tools Mike and his family practiced that his marriage was saved and his family found ways to live together more peacefully than ever before.



Tanya Royster, MD

Tanya A Royster, MD (aka Dr. T) is a psychiatrist who is a dynamic clinician, teacher and innovator with skills crossing many platforms and industries. Dr. T started A Better World LLC (www.abetterworldldrt.com) to support individuals and organizations in enhancing their ability to pursue their God given purposes. She provides Life/Executive Coaching, organizational assessments and trauma informed organizational support. She has served in city and state governments, academic medical settings, earned tenure at a university school of medicine and taught in a host of academic disciplines. She understands the complexity of organizations designed to support

vulnerable populations. She has published and provided service to her profession and her community in a variety of endeavors. Dr. Royster proudly hails from Gary, IN. She graduated from Purdue University (undergraduate), Case Western Reserve University School of Medicine and completed both her General Psychiatry & Child and Adolescent Psychiatry residencies at New York University/Bellevue Hospital Medical Center in New York City. In all things, Dr. T's goal is to support your journey to a better you.



Asha Smith

Asha Smith is an attorney and human resources professional, with a wealth of compliance experience in federal, state, and local equal employment opportunity and disability laws. Her experience includes developing and implementing policy, investigating and resolving internal complaints, facilitating staff training, and providing advice to senior personnel. Most recently, Ms. Smith was the Senior Manager of EEO and ADA Compliance at Anne Arundel County Public Schools, where she managed discrimination and harassment concerns, reasonable accommodations, and medical leaves such as FMLA, for more than 10,000 employees. She led the school system's COVID-related leave and accommodation efforts during the COVID-19 pandemic.

Ms. Smith started her legal career as a Staff Attorney in the law enforcement bureau of the New York City Commission on Human Rights. She investigated and resolved alleged violations of the city's anti-discrimination statute in the areas of employment, housing, and public accommodations. Ms. Smith earned a Bachelor of Arts degree in Government and a Master's degree in Public Administration from Cornell University. She received her law degree from New York University School of Law. She is a proud native New Yorker, and resides in the Annapolis area.

Wellness Practitioner



Erica Dennis

Erica has been practicing yoga for as long as she can remember simply for the love of movement, stretching and twisting! Erica's yoga practice is a spiritual and physical practice that keeps her grounded and energized. In 2021 Erica fulfilled a long-time dream when she completed her 200-hour yoga training and followed it up with a 35 hour Yoga For All training that focuses on postural inclusivity and body positivity.

2019-2022 Maryland Association of Social Service Directors Officers

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Treasurer

To the DHS Learning Office

Thank You for generously sharing your creativity and considerable resources in support of this conference.

To DHS Communications Office

Many thanks to you for your professional touch in transforming our novice work into a finished product.

Generous Contributors to the MASSD Conference



Two Million THANK YOUs to the 2022 Joint Affiliate Planning Conference Dream Team

Mary Beth Quillen	Assistant Director Administration, Worcester County DSS
Jo-Ella Brooks	Director, Montgomery County Child Support Office
Crystal Corbin	Assistant Director Administration, Somerset County DSS
Michael Dorsey	Chief Learning Officer, DHS
Jenifer Dubosq	Director, Dorchester County DSS
Julie Glushakow	Learning Office, DHS
Julie Handzo	Assistant Director of FIA, Kent County DSS
Edith Harrison	Deputy Director of FIA, Anne Arundel County DSS
Donna Heller	Administrative Officer, Frederick County DSS
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Kimberly Lightfoot	Deputy Learning Officer, DHS
Kathy Nolan	Assistant Director Child Support, Kent County DSS
Nicki Sacks	Executive Assistant, St. Mary's County DSS
Khrystine Thomas	Assistant Director Finance, Baltimore City DSS
Carnitra White	Director, Anne Arundel County DSS
Charles Wood	Assistant Director, Administration, St. Mary's County DSS
Alexis Zoss	Director, St. Mary's County DSS