

MassHousing's Annual Community Services Conference

The Kids Are Alright: Engaging and Supporting Youth in Housing

Friday, June 10, 2011

8:30 a.m. – 4:00 p.m.

The Beechwood Hotel

Worcester, MA



MassHousing is proud to present the **2011 Community Services Conference** for Property Managers, Resident Service Coordinators, Maintenance and Security staff who work at housing developments across the Commonwealth. Social service providers, tenant leaders and staff of government agencies are encouraged to attend.

The purpose of this year's conference is to assist housing professionals and affiliated personnel to better understand the complex issues affecting young people, the resources available to address those issues, and how to effectively engage with young people for solutions.

Program Goals:

- **To identify youth-related issues for housing professionals**
- **To provide tools for effectively engaging on-site youth**
- **To identify available resources and opportunities for collaboration with community-based providers**

AGENDA

- 8:30 **Registration**
- 9:00 **Welcome**
Thomas J. Lyons, *Community Services Manager, MassHousing*
- Introductory Remarks**
Thomas R. Gleason, *Executive Director, MassHousing*
- 9:30 **Keynote Address**
Robert Lewis, Jr., *Vice President for Program, the Boston Foundation*
- 10:00 BREAK
- 10:15 **Plenary Panel** - Young people from Villa Victoria will talk about the challenges and opportunities they face, and how programs can engage them to turn those challenges into opportunities.
Moderator: Vanessa Calderon-Rosado, *CEO, Inquilinos Boricuas en Acción (IBA), Boston*
Presenters: William Jessie Casiano, Randy Echavarria and Maggie Angelee Torres, *Villa Victoria, Boston*
Julio César Román, *Director of Youth Programs, IBA*
- 11:00 **Plenary Speaker** - Sophie Godley, *MPH, Instructor, Community Health Sciences, Director of Undergraduate Education, Boston University School of Public Health*
- 11:30 Presentation of TAP Awards
LUNCH
- 12:30-1:45 **Afternoon Workshops A**
- 2:00-3:15 **Afternoon Workshops B**
- 3:15 **Reception / Networking**
- 4:00 CLOSE



Workshop 1

Understanding and Using Social Media

Do you blog, friend or tweet? Do you post videos on YouTube? Do you know the difference between Delicious, Digg and Foursquare? You may not, but your young residents do. Discover the pervasiveness of social media in the lives of youth, the power and dangers of its immediacy, and its vast potential. Learn how social media can be a tool for property managers and resident service coordinators to effectively communicate and engage with young residents.

Moderator: Nichole Mikshenas, *MassHousing*

Presenters:

Joyce Bettencourt, *Consultant*

JaModi Robinson, *Digital Expressions*

Workshop 2

Forming Strategic Alliances

How can property managers and resident service coordinators best utilize their time and energy to deliver services to young residents? How can housing staff, service providers and on-site youth work from their respective strengths to collaboratively develop a comprehensive strategy for service delivery? How can these opportunities for collaboration be identified? Learn from the successes and challenges encountered by two knowledgeable housing professionals. Discover what local conditions may support or hinder such efforts.

Moderator: Sylvette Betancourt, *MassHousing*

Presenters:

Maria Rosado, *Resident Services Manager,
Pelham Apartments, Corcoran Management*

Anne Moriarty, *Director of Community Development,
Cornu Management Company*

Workshop 3

Trauma Response Planning

What can property managers and resident service coordinators do to help young residents after an incident of violence occurs? What community-based resources are available? What planning can be done in advance to more quickly respond? How can young residents be engaged and involved in the planning process? Learn what one Boston neighborhood has done to address these questions and what steps you can take to better prepare for when violence occurs at your site.

Moderator: Bob Francis, *Chair, Jamaica Plain/Bromley Heath/Academy Safety Task Force*

Presenters:

Mildred Hailey, *Executive Director, Bromley Heath TMC*

Patricia Knight, *Trauma Response Coordinator, Jamaica Plain Violence Intervention and Prevention Collaborative*

Workshop 4

Gangs and Violence Prevention

What are the signs of gang involvement? How can property managers and resident service coordinators work together with local law enforcement and other community-based providers? What prevention and intervention resources are available in your community to assist young residents at-risk for gang involvement? Learn from the experts about what you can do to make your site safer.

Moderator: Cathy Bartholomew, *MassHousing*

Presenters: Daniel P. Mulhern, *Assistant District Attorney, Chief of the Gang Unit and Safe Neighborhood Initiative, Suffolk County District Attorney's Office*

Police Officer Vance C. Mills, *Community Liaison, Youth Violence Strike Force, Boston Police Department*

Workshop 5

From Corrections to Community

What do property managers and resident service coordinators need to know when teens and/or young adults are released from state, county and youth correctional facilities? What are the differences between the juvenile and adult systems? What is the role of the state courts? Learn how these youth can access support services, including substance abuse treatment, apply for alternative housing or find jobs. Discuss what can be done to engage and support these youth, who are re-entering their communities, to regain control of their lives and be good residents.

Moderator: Dave McMahon, *Co-Executive Director, Dismas House*

Presenters:

Lynsey Heffernan, *Atty., Youth Advocacy Department, Committee for Public Counsel Services*

Matt Wally, *Executive Director, Worcester Community Housing Resources*

Workshop 6

Supporting Teens in Developing Healthy Relationships

What do teens learn when Rihanna, a victim of dating violence, sings, “I like the way it hurts,” as Eminem raps, “I’ma tie her to the bed/And set this house on fire”? What’s the prevalence of physical, emotional and verbal abuse in the lives of adolescents? What can be done to educate and support teens? Discover the impact of pop culture on teens’ perception and understanding of relationships. Learn strategies to help teens develop healthy relationships with themselves and their partners.

Moderator: Jessica Nieves, *MassHousing*

Presenters:

Mardi Chadwick, J.D., *Director, Passageway, Brigham and Women’s Hospital*

Marlenny Ramdehal, *Domestic Violence Advocate, Passageway, Brigham and Women’s Hospital*

Workshop 7

Intergenerational Connections

Does your housing community have both younger and older generations? Learn how to facilitate communication between younger and older generations through the experience of Treehouse at Easthampton Meadow. This incredibly innovative community offers apartment homes for families who provide permanency for children from the public foster care system and for individuals 55+ who serve as “honorary grandparents.” Hear unique and effective ways Treehouse encourages seniors and families to connect in a supportive, active environment. Also, learn from a housing and family mediator about conflict styles and communication skills that can help residents of all ages to communicate more effectively and address conflict before it escalates.

Moderator: Kay Olm Thomas, *MassHousing*

Presenters:

Kerry Homstead, *Easthampton Community Facilitator, The Treehouse Foundation*

Michael Wood, *Property Manager, Treehouse at Easthampton Meadow, Beacon Communities LLC*

Josh Hoch, *Mediator / Director of Mediation & Arbitration Services, Mediation Works Incorporated*

Workshop 8

Creating Safe and Supportive Environments for LGBT Youth

What are the issues affecting lesbian, gay, bisexual and transgender (LGBT) youth? What role does sexuality and gender identity play in the lives of youth? What are the environmental and interpersonal pressures that correlate to risky behavior and high suicide rates among LGBT youth? How can housing staff create a welcoming climate for LGBT youth? Learn about referral resources and strategies for providing support, reducing risks for suicide and increasing positive outcomes for the health and well-being of LGBT youth.

Moderator: Linda McMahan, *MassHousing*

Presenters: Mike Kozu and Nicole N. Flynt-Thomas, *Grove Hall Gay, Lesbian And Straight Alliance*

Marisa Howard-Karp, *Program Director, The GLBT Youth Support Project - a Health Imperatives' Program*

About Our Keynote Speaker

Robert Lewis, Jr. Vice President for Program the Boston Foundation



A seasoned civic, community and nonprofit leader, Robert Lewis, Jr. has served as Vice President for Program at the Boston Foundation since the fall of 2007. In that role, Robert directs the distribution of some \$16 million in discretionary grants through a competitive process and oversees more than 22 staff members who work collaboratively to support nonprofit organizations and programs that serve the people of Greater Boston. In 2009, Robert oversaw the transformation of the Foundation’s grantmaking program. The new grantmaking framework, called “Thriving People/Vibrant Places,” seeks to have a profound impact on important areas of community life - including dramatic improvements in education and health attainment; safe and vibrant neighborhoods; robust arts and cultural opportunities; and a regional economy that enables everyone to thrive.

Robert also is the chief architect of StreetSafe Boston, a Boston Foundation initiative with the mission of dramatically reducing gun violence in the city by working directly with known offenders in the neighborhoods most affected by street-level violence. Another Boston Foundation initiative created by Robert is CHAMPS Boston, which promotes youth development through sports by training coaches, providing donated sports equipment and uniforms, refurbishing fields and investing in youth sports programs throughout the city.

Preceding his work with the Boston Foundation, Robert served in Boston Mayor Thomas M. Menino’s administration as Executive Director of the Boston Centers for Youth and Families, the City’s largest youth and human service agency. Prior to that position, he was President and Executive Director

of the National Conference for Community and Justice, which runs LeadBoston, one of the Boston's premier executive leadership programs, and Senior Vice President of City Year's national operations and Executive Director of City Year Boston. While with City Year, he worked to launch City Year South Africa, engaging former President Bill Clinton and former South African President Nelson Mandela in the work.

Known as a bridge-builder between Boston's diverse business, civic and public sectors, Robert has deep experience with grassroots, community-based organizations throughout Greater Boston, particularly as a former Director of Community Initiatives for the Boston Housing Authority, the founder and first Director of the Streetworkers Program for the Boston Community Centers under Mayor Ray Flynn, and Youth Program Manager with Inquilinos Boricuas en Acción (IBA).

In addition to his professional roles, Robert was instrumental in founding the South End Baseball League more than 30 years ago, which now serves some 1,000 young people annually. He also was a founding board member of Youth Design. Currently he serves as Board Chair of Sportsmen's Tennis Club and ABEKAM and is on the boards of Year Up, Boston; New England Blacks in Philanthropy; Room To Grow; and Friends of the Children. He also serves as an advisor to Wheelock College's Upward Bound program.

Robert has been honored locally, regionally and nationally for his leadership in addressing urban issues, including a South End Baseball League scoreboard named in his honor in 2001. In March of 2011, a special fund was established by community, civic and business leaders at the Boston Foundation to honor Robert's leadership and commitment to building a socially just and responsible community. He also is featured in two books: *10 Who Mentor: Inspiring Insights from Creative Legends*, by Denise Korn; and *People Who Dare* by Katherine Martin.

REGISTRATION FORM

MassHousing's Annual Community Services Conference

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8:30 a.m. – 4:00 p.m.

Deadline: June 3, 2011. **Limited seating,** register early. Register online at www.masshousing.com/conference.

If registering by mail copy and send separate form for each person and mail to AdCare Educational Institute, Inc., 5 Northampton St., Worcester, MA 01605 with check payable to AdCare Educational Institute, Inc.

Name _____

Job Title _____

Management Company or Organization _____

Site _____

Phone _____ Fax _____ Email _____

Street _____ City _____ State _____ Zip _____

Fees (Check One): Conference fees are non-refundable

\$65

\$0 Staff of TAP Member site, no charge

Full and partial scholarships are available if needed. Contact Linda McMahan at lmcmahan@masshousing.com for more information.

If you have any questions contact Laura Guida at AdCare Educational Institute at 508-752-7313, TTY: 508-754-0039 or Laura@adcare-educational.org

Reasonable Accommodations

If you are deaf or hard of hearing, or are a person with a disability who requires accommodations, please contact Laura Guida as soon as possible before the conference and no later than May 27, 2011.

Afternoon Workshops - please check two. You will be assigned based on registration and room capacity.

Workshop 1 – Understanding and Using Social Media

Workshop 2 – Forming Strategic Alliances

Workshop 3 – Trauma Response Planning

Workshop 4 – Gangs and Violence Prevention

Workshop 5 – From Corrections to Community

Workshop 6 – Supporting Teens in Developing Healthy Relationships

Workshop 7 – Intergenerational Connections

Workshop 8 – Creating Safe and Supportive Environments for LGBT Youth

Continuing Education

4.5 Hours of Continuing Education will be offered for Licensed Alcohol and Drug Counselors, (LADC I, LADCII, and LADC Assistants, Certified Alcohol and Drug Abuse Counselors (CAC/CADAC), Nurses (RN/LPN), Social Workers (SW) and Licensed Mental Health Counselors (LMHC). AdCare Educational Institute, Inc., is recognized by the National Board for Certified Counselors to offer continuing education for National Certified Counselors (NCC). We adhere to NBCC Continuing Education Guidelines. To ensure state credentials, contact your local board of certification. For Social Work credits, contact AdCare Educational Institute to determine if an authorization number has been secured.

AdCare Educational Institute, Inc. has been approved to offer continuing education credit for Certified Addiction Specialists (CAS) in accordance with the American Academy of Health Care Providers in the Addictive Disorders.

AdCare Educational Institute, Inc. is approved by the American Psychological Association to sponsor continuing education for psychologists. AdCare Educational Institute, Inc. maintains responsibility for this program and its content.



General Directions to the Beechwood Hotel

363 Plantation Street, Worcester, MA 01605

Phone: 508.754.5789

Fax: 508.752.2060

Toll-free: 800.344.2589

www.beechwoodhotel.com for more detailed directions

From the East (Boston, Logan Airport)

- Take I-90 West (Mass Pike) to exit 11A (Rt 495 North)
- Rt 495 North to exit 23B (Rt 9 West)
- Follow Rt 9 West approximately 10 miles
- Cross over bridge into Worcester and at 2nd light go right onto Plantation Street
- At 1st set of lights go left onto Biotech Park
- The Beechwood Hotel is the 2nd driveway on the left

From the North (NH, Maine, Lowell, I-495)

- Take Rt 495 South to exit 25B (I-290 West)
- Follow I-290 West to exit 22
- At the end of the ramp turn right
- At the 2nd traffic light take a left onto Plantation Street
- Follow to the 5th set of lights and take a right onto Biotech Park
- The Beechwood Hotel is the 2nd driveway on the left

From the West (Springfield)

- Take I-90 East (Mass Pike) to exit 10 (I-290 East)
- Follow I-290 East to exit 17 (Rt 9 Framingham/Ware)
- At the end of the ramp go right
- Go up hill follow to the 4th traffic light
- At the 4th traffic light go left onto Plantation Street
- At 1st traffic light go left onto Biotech Park
- The Beechwood Hotel is the 2nd driveway on the left

From South Shore/Cape Cod Area

- Take Rt 128 North to I-90 West (Mass Pike)
- Follow I-90 West to exit 11A (Rt 495 North)
- Rt 495 North to to exit 23B (Rt 9 West)
- Follow Rt 9 West approximately 10 miles
- Cross over bridge into Worcester and at 2nd light go right onto Plantation Street
- At 1st set of lights go left onto Biotech Park
- The Beechwood Hotel is the 2nd driveway on the left