



## **4<sup>th</sup> Annual Global Social Service Workforce Alliance Symposium: The Social Service Workforce and Case Management Viewing Party Toolkit**

### **ABOUT THE SYMPOSIUM**

The 4<sup>th</sup> Annual Global Social Service Workforce Alliance Symposium will be held on Wednesday, May 24, 2017. The Symposium will provide a forum for practitioners, government representatives, scholars and other experts from around the world to discuss efforts to strengthen the social service workforce to improve case management processes and provide quality support to children and families. More than 20 speakers from 11 countries will highlight global and country-specific examples of how a strengthened workforce is able to implement integrated and innovative approaches to case management that create comprehensive and sustainable systems of care for vulnerable children and families.

Participants will be able to join in person in Washington, DC, and via live webcast from any location. It is anticipated that attendees will represent a range of constituencies, including non-governmental staff and practitioners engaged in programs providing support to children and families and strengthening social service systems, government social welfare ministry staff, donors with investment in child and family welfare, trainers and social work educators and representatives from professional associations. In 2016, more than 300 individuals participated through the live webcast.

The live webcast, beginning at 9 a.m. ET will cover opening remarks and three panel presentations. The full schedule for the live webcast is listed below.

### **WHAT IS A VIEWING PARTY?**

A viewing party is an opportunity to gather together with colleagues and fellow social service workforce advocates to remotely participate, share information, expand knowledge, and discuss important issues in case management approaches that strengthen the social service workforce and delivery of services to vulnerable children and families.

### **WHY HOST A VIEWING PARTY?**

You may choose to host a viewing party event corresponding with any of the live-streamed sessions, and can participate remotely by asking the speaker or panel questions, or starting up a discussion with your own viewing party participants.

### **HOW TO USE THIS TOOLKIT**

This toolkit outlines how to successfully host a “viewing party” and a focused conversation, panel or speaker before or after the live webcast viewing of the 4<sup>th</sup> Annual Global Social Service Workforce Alliance Symposium that will take place on May 24, 2017.

Be sure to consider the times in your local time zone. The Symposium agenda times are listed in Eastern Standard Time. To find the local time, you can [use the time and date calculator](#). If time zone conflicts due not allow real-time participation, consider hosting a viewing party after the event. The full recording and written summary will be available from the Alliance’s website and [YouTube channel](#) and can be viewed in full at a later date.

If you or your organization are interested in hosting a local viewing party for your group or an add-on event open to the public, please email Nicole Brown at [nbrown@socialserviceworkforce.org](mailto:nbrown@socialserviceworkforce.org) so that we can add your event information to the Symposium web page on the Alliance's website. We also ask you to register the primary host of the event through the [Symposium registration form](#). The host will receive the link for the live webcast and be able to pose live questions to the speakers.

## HOW TO HOST A VIEWING PARTY

### Option A: Host a viewing party & informal discussion

Invite your office colleagues, professional association members or network of social service workforce supporters to gather together to watch all or a particular panel session of the Symposium that will be live-streamed and host an informal discussion afterwards. Ask guests to engage with others online by sharing reactions and thoughts on Facebook and Twitter, and be sure to share photos of the event! Use the hashtag **#SSWSymposium** in any social media posts so the Alliance can share some of your thoughts with our global network.

### Option B: Host a viewing party & pre- or post-viewing panel or local speaker

Take your viewing party to the next level by watching a live-streamed session paired with your own organized session featuring either a panel of experts, or speech by a local expert. Ask guests to engage with others online by sharing reactions and thoughts on Facebook and Twitter, and be sure to share photos of the event! Use the hashtag **#SSWSymposium** in any social media posts so the Alliance can share some of your thoughts with our global network.

## HOW TO INTERACT OR ASK A QUESTION DURING LIVE EVENTS

To interact on social media with the conference in real time, use the hashtag **#SSWSymposium** on Twitter. Communications staff at the Symposium will monitor the hashtag live and watch for questions, which may be passed on to session speakers or moderators during the question and answer periods following each panel presentation.

## NECESSARY TECHNICAL REQUIREMENTS TO PARTICIPATE

In order to view the live webcast, your venue must meet the following requirements:

- A laptop or computer with a wired broadband connection to the Internet to view the YouTube Live video. If you have a weak connection, ensure no one else is using the same connection on the day of the event. Close any other programs that use your connection passively, such as iTunes, Skype or any open web browsers
- An updated, high-speed Web browser. Chrome or Firefox is suggested.
- Speakers to enhance the audio. If projecting to a large audience, do not plan to use only your laptop speakers
- Projector and screen for viewing the webcast on a large screen
- A set-up that will allow interaction between participants during breaks and discussion periods

## SCHEDULE OF LIVE-STREAMED SESSIONS

All times are Eastern Standard Time local to Washington, DC, where the event is taking place

Time	Session
9:00 – 9:10	<b>Welcome</b> <i>Amy Bess, Director, Global Social Service Workforce</i>
9:10 – 9:25	<b>Opening Remarks</b> <i>Tom Fenn, Project Director, Coordinating Comprehensive Care for Children (4Children)</i>
9:25 – 9:40	<b>Opening Remarks</b> <i>Dr. Rebecca Davis, Associate Professor and Director, Center for Global Social Work, School of Social Work, Rutgers, The State University of New Jersey</i>
9:40 – 10:45	<b>Panel I: Building a stronger workforce to strengthen HIV-sensitive case management systems and to realize national and global HIV goals</b>

	<p>Moderator: <i>Vishanthie Sewpaul, Professor, Zayed University, United Arab Emirates</i></p> <p>Speakers:</p> <ol style="list-style-type: none"> <li>1. Integrating HIV sensitive benchmarks into a case management approach in support of Nigeria's 90-90-90 campaign <i>Tapfuma Murove, 4Children Nigeria Project Director</i></li> <li>2. Strengthening the community workforce in case management to improve the provision of comprehensive services and increase targeted HIV testing in Kinshasa, Democratic Republic of Congo <i>Djeneba Coulibaly-Traore, 4Children DRC Project Director</i></li> <li>3. Getting to Zero: Social workers as case managers on transdisciplinary teams improving the quality of HIV care in the United States</li> </ol>
<b>10:45 – 11:00</b>	<b>Break</b>
<b>11:00 – 12:00</b>	<p><b>Panel 2: Promoting multidisciplinary linkages to carry out integrated case management approaches</b></p> <p>Moderator: <i>Zeni Thumbadoo, Deputy Director, National Association Child Care Workers, South Africa</i></p> <p>Speakers:</p> <ol style="list-style-type: none"> <li>1. Coordinating Clinic and Community Services through Case Management <i>Maury Mendenhall, Senior Technical Advisor, Orphans and Vulnerable Children, USAID</i></li> <li>2. School Child Protection Committees: An integrated case management approach between school, community and child protection teams <i>Bernadette Madrid, Executive Director of the Child Protection Network Foundation, Inc., Philippines</i></li> <li>3. Linking a Case Management Approach in Conflict and Refugee Settings to Country Level Systems of Care – The case of Lebanon <i>Anthony MacDonald, Chief, Child Protection, UNICEF MENA Office</i></li> </ol>
<b>12:00 – 1:00</b>	<b>Break</b>
<b>1:00 – 1:45</b>	<p><b>Panel 3: Innovations in capturing evidence in order to improve case management and workforce strengthening</b></p> <p>Moderator: <i>Dan Lauer, GHR Foundation</i></p> <p>Speakers:</p> <ol style="list-style-type: none"> <li>1. Information technology and Open Source Software tools that facilitate case management</li> <li>2. Monitoring and evaluating the effectiveness of case management in emergency settings <i>Colleen Fitzgerald, CP Case Management Specialist, International Rescue Committee and Chair, Child Protection Case Management Task Force under the Global Alliance for Child Protection in Humanitarian Action</i></li> <li>3. What we can learn from ongoing (RCT) research: Keeping Children in Healthy and Protective Families (KCHPF) experience using a case management model in cases of child reunification <i>Michelle Ell, Keeping Children in Healthy and Protective Families (KCHPF) and 4Children Uganda Project Director</i></li> </ol>

## VIEWING PARTY – HOST CHECKLIST

Once you've decided to host a viewing party and have selected a date, take a few more steps to ensure it is successful. See the draft timeline below for suggestions on how to organize and promote your event.

### 2 – 4 Weeks in Advance:

- ✓ Secure a space for the viewing party and discussion
- ✓ Test and ensure you have reliable Internet access in order to view the live webcast video and audio
- ✓ Ensure you have necessary A/V equipment for all participants to both see and hear the webcast (screens, projector, computer, speakers)
- ✓ Determine your invitation list, then send a viewing party invitation via e-mail to colleagues, local organizations, advocates, local universities, NGO staff, civil society organization partners, local leaders, members of the media, etc., asking them to join the local event. The Alliance will be sending reminders emails throughout May that you can easily forward via email to your contacts.
- ✓ Post a flyer to promote the viewing party and/or post reminders on social media, such as your Facebook or Twitter account
- ✓ If you choose to host a discussion or panel before or after watching the live Symposium webcast, plan a detailed agenda for the event. You may need a facilitator or moderator.
- ✓ Don't forget: If you decide to host a public party, email Nicole Brown at [nbrown@socialserviceworkforce.org](mailto:nbrown@socialserviceworkforce.org) so your event can be added to our list of public watch parties on the Symposium website.

### 1 Week in Advance:

- ✓ If you are hosting a panel, write discussion questions (See Sample Discussion Questions below) and disseminate them to the panel moderator and any panel speakers
- ✓ If you are hosting a speaker, work with the speaker on the selected topics s/ he should discuss and ask if willing to take questions from the audience afterwards
- ✓ Check your RSVPs
- ✓ Make sure you have what you'll need for the space, such as tables and chairs
- ✓ Make arrangements for food or beverage, if providing
- ✓ Gather any materials you will be providing to invitees; purchase nametags if needed

### The Week / Day of the Event:

- ✓ Send a reminder via email to invitees
- ✓ Ensure your Internet signal is strong. Have a back-up plan just in case your method of internet connection fails
- ✓ Set the stage, chairs, panels or podium for event
- ✓ Set out any materials you will be distributing related to your organization or topics
- ✓ Have an individual welcome the group on behalf of the host and explain the importance of today's event
- ✓ Watch the live stream, hold a lively discussion or hear from a speaker
- ✓ Have a plan for online engagement. Share with your group that they can email questions into the main event or engage with ongoing discussions on Twitter, using the hashtag #SSWSymposium. See "HOW TO INTERACT OR ASK A QUESTION DURING LIVE EVENTS" for details above.

### After the Event:

- ✓ Thank the individuals who attended!
- ✓ Send the Alliance an email with event photos and details of your event (location, group name, number of attendees, etc.).

## **SAMPLE DISCUSSION QUESTIONS**

### **General Questions:**

1. What was the most provocative or interesting point that a panel or speaker raised, and why?
2. Did you strongly agree or disagree with any statement from a panel or speaker? If so, why?
3. Does what was said relate to us, our work, our country? If so, why or why not?
4. Write your own: \_\_\_\_\_

### **Questions by panel theme - Building a stronger workforce to strengthen HIV-sensitive case management systems and to realize national and global HIV goals (9:40 – 10:45 a.m. ET)**

1. What are local examples of HIV-sensitive case management systems being used to help in meeting national and global goals?
2. How does the social service workforce ensure participation and engagement of children and families in the development of case plans in local and national programs?
3. Write your own: \_\_\_\_\_

### **Questions by conference theme – Promoting multidisciplinary linkages to carry out integrated case management approaches (11:00 a.m. - 12:00 p.m. ET)**

1. What are some of the tools and approaches you are utilizing to support transdisciplinary teams to better facilitate case management?
2. Are there any innovative approaches you learned about from the speakers that you think can be implemented to strengthen case management practices?
3. Write your own: \_\_\_\_\_

### **Questions by panel topic – Innovations in capturing evidence in order to improve case management and workforce strengthening (1:00 – 1:45 p.m. ET)**

1. What are some methods being undertaken locally or nationally to achieve greater effectiveness in evaluating the impact of case management and workforce strengthening?
2. How could lessons learned from the country-level practices shared by the speakers be applied locally or nationally?
3. Write your own: \_\_\_\_\_