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1886

Master Steps FOR FUTURE LEADERS

March 2020, VOLUME 3

MS HUMAN SERVICES MANAGEMENT/LEADERSHIP OFFICIAL NEWSLETTER

Program Director's Note

It is hard to believe that the Master of Science in Human Services Management/Leadership program is beginning its third year. We began planning and developing the program 4 ½ years ago. One of the things we set out to create was a program that teaches participants sound research practices, data analysis and solid program evaluation measures for increased accountability. Now, more so than ever, Managers/Leaders must satisfy a double bottom line that measures their success by the ability to achieve their mission as well as meeting a financial bottom line. This program offers human service organizations a unique product which educates agency executives and their staff who seek to become better managers/leaders, the opportunity to assure that their funding provides meaningful services that demonstrably have a positive effect on people's lives. We are well on our way in doing just that!

Mark Doyle, Program Director



[Click Here](#) to visit the MS in Human Service Management/Leadership web-page!

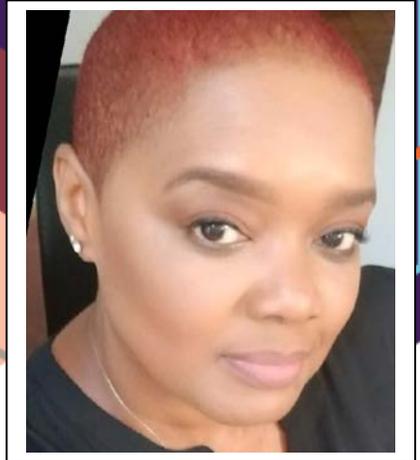
Master's in Human Services Management/Leadership Has Alumni



Our first two cohorts of the Master's in Human Services Management/Leadership program have graduated. **Congratulations to all the students!** Our first cohort of students that launched in the Winter of 2018 completed the program in the Summer of 2019. Our second cohort of students that launched in the Spring of 2018 completed the program in the Fall of 2019. Several of the students have moved into or have retained management positions within human services organizations and three students have moved into senior management/leadership positions. We couldn't be proud of them and all our recent graduates. We continue to receive wonderful testimonials from them and their respective human service agencies. Here are a few pictures from the commencement.



Agency Spot Light: Catholic Charities, Anjanette Nero



MSFL: Tell us a little about your agency? Who is the population you serve and what types of services do you offer?

AN: Catholic Charities began in 1917, when a group of Catholic business persons petitioned Cardinal Mundelein to create a central Catholic charity in Chicago to relieve the burden on Catholic parishes, which were struggling to meet the needs of the poor in their communities.

AN: Over the latter half of the 20th century, Catholic Charities grew and changed to reflect societal needs and trends. During the "War on Poverty" years of the 1960s, the agency began to provide Head Start services. In the 1980s Catholic Charities became one of the largest providers of foster care and other child welfare services in the area.

AN: Through the 1990s and into the 21st century, the agency grew its programming for seniors, and built many affordable residences for this population. At the same time, Catholic Charities partnered with state and federal programs on a new model for distributing food and social services through Women, Infants and Children (WIC) centers in Chicago. Along with the new initiatives, the agency continued to provide emergency assistance, counseling, addiction services, employment and training.

AN: Our programs are organized into five service areas which cover human needs from "cradle to grave" and every point in between; 1) Community Development and Outreach Services; 2) Family and Parish Support Services; 3) Child, Youth, and Family Services; 4) Housing Services; and 5) Senior Services. And, 92 cents of every dollar we raise goes directly to our programs.

- a. How many clients do you serve on average? – **700,000 clients**
- b. How many programs do you have? **143 programs**
- c. What has been the greatest outcomes?

AN: If I began to name a program or two's accomplishments, I would leave out so many more. But I would welcome you to access our 2019 Annual Report on our website to see the great work our staff is doing.

[2019 Catholic Charities Chicago Annual Report](#)

MSFL: How did you all get introduced to National Louis' HSM program?

AN: I received a phone call from Mark Doyle introducing me to the program.

MSFL: What has been most beneficial about the partnership with the program?

AN: Collaborating with institutions such as National Louis University gives us the opportunity to continue supporting our employees as they make the decision to further their education.

MSFL: Have you observed any shift or change in those staff who are currently enrolled in the program?

AN: I am only aware of one person in the program at this time. Although he has always been a leader, I believe he is grateful for the program because he is now managing staff. This can be a challenge but it seems he is stepping up to the plate confidently because he is equipped

MSFL: What are the key competencies that you feel necessary for an effective Human Services Manager?

AN: Since our organization is so large, our leadership may have different ideas of what those competencies should be. However, I believe that knowing how to balance both the administrative side of their work with servicing clients is a constant work in progress.

MSFL: How do you measure how well employees are executing HSM managerial competencies?

AN: All employees undergo performance reviews by their manager to be sure that they are meeting standards set by the Vice President of that service area. My department (Staff Development) in conjunction with Human Resources and Legal team provide training to ensure that managers are well equipped to be their best by educating management about policies and procedures, employment law, coaching skills, critical thinking, agency expectations and other related topics.

MSFL: What are the values that you make it a point to instill in your employees?

AN: **Compassion, Respect, Competence, and Stewardship**

MSFL: How does the agency provide support for student employees?

AN: In general, Catholic Charities supports employees to further their education if that is their desire. Management encourages staff to apply for the agency Tuition Reimbursement Program. However, funds are limited. Staff Development encourages staff to consider our University partners as an option to continue their education. They also communicate with employees on their schooling aspirations and offers to take the necessary steps to establish partnerships if the institution has such a program. Staff Development adds the school to the University Partner intranet site after the partnership is established.

MSFL: What types of initiatives are you all currently focused on your agency?

AN: Per our Strategic Plan for 2019-2021 we are focused on four primary things

- i. **Vision One: Support Our Neighbors**
- ii. **Vision Two: Deepen and Grow Our Partnerships**
- iii. **Vision Three: Raise Our Collective Voices**
- iv. **Vision Four: Advance Our Organizational Capacity**

For more in depth information on our Strategic Plan, please visit view our plan found on our website. [2019-2021 Strategic Plan](#)

MSFL: What has been most challenging in growing as an organization and how have you all been dealing with that challenge?

AN: Our challenge has always been how to best serve the most vulnerable at the point of service. For over 100 years, Catholic Charities has the experience needed to stay abreast of the changing needs of the communities we serve. Fortunately, our vast array of human services allows us to refer between departments and to outside partners.

MSFL: What surprises you most about the work you all are doing?

AN: The number of programs we have is astounding! The programming is well thought out and all encompassing. As long as an individual meets the criteria for services, Catholic Charities services them. Donors can be assured that their \$0.92 of every dollar goes directly to clients. That's how it should be because what we do is all about them!

MSFL: What has been most rewarding about working in the field of Human Services?

AN: I see my role as taking care of those that take care of others. The agency employees are dedicated to the work. So, it's an honor to serve them.

MSFL: Are there any upcoming events/programs that you would like to share with our readers?

AN: There is always something going happening. Golf season will be here soon and Catholic Charities hosts a number of outings during this time. But, please check our website at any time to see what is coming next. We would appreciate your support.

Our MS in HSM Program Profile

The Master's in Human Services Management/Leadership program students represent 15 human service agencies from 10 different human service sectors. A total of 28 students have been admitted since our launch in January 2018.

Master's in Human Services Management/Leadership Program Profile

(as of 2-15-2020)

Description	Breakdown	Number	%
Students Admitted	Total	28	
Students Graduated	Total	13	46.5%
Students Currently Enrolled	Total	11	39.5%
Students Dropped	Total	4	14%
Student Cohort Starts	Winter 2018, Spring 2018 & Fall 2019	3	
Student Cohort Size	6 -11 students	9.3 student Ave.	
HS Agencies Represented	Total	13	
Age	21-59 year range	38.5 years Ave.	
Yrs. Working in HS Sector	0-21 year range	7.6 years Ave.	
Gender	Female	26	93%
Gender	Male	2	7%
Ethnicity	White/Caucasian	9	32%
Ethnicity	Hispanic/Latinx	6	21.5%
Ethnicity	African American/Black	11	39.5%
Ethnicity	Eastern European	1	3.5%
Ethnicity	Mixed	1	3.5%
Work Status	In Human Services	26	93%
Work Status	Outside of Human Services	1	3.5%
Work Status	Management	10	50%

Work Status	Non-Management	10	50%
Work Status	Not Working	1	3.5%
BA Degree of Enrolling Students	Psychology	10	36%
BA Degree of Enrolling Students	Sociology	2	7%
BA Degree of Enrolling Students	Human Services	4	14%
BA Degree of Enrolling Students	Social Work	2	7%
BA Degree of Enrolling Students	Criminal Justice	2	7%
BA Degree of Enrolling Students	Behavioral Science	2	7%
BA Degree of Enrolling Students	Elementary Education	1	3.5%
BA Degree of Enrolling Students	Early Childhood Education	1	3.5%
BA Degree of Enrolling Students	Business Administration	2	7%
BA Degree of Enrolling Students	Political Science	1	3.5%
BA Degree of Enrolling Students	Journalism	1	3.5%
HS Sector Represented	Total	10	
HS Sector Represented	Intellectual/Developmental Disabilities	15	53.5%
HS Sector Represented	Mental Health Services	1	3.5%
HS Sector Represented	Substance Abuse & Recovery	1	3.5%
HS Sector Represented	Homelessness & Housing	1	3.5%
HS Sector Represented	Child Welfare Programs	2	7%
HS Sector Represented	Aging Services	1	3.5%
HS Sector Represented	Workforce Development	2	7%
HS Sector Represented	Pregnant and Parenting Youth Services	3	11.5%
HS Sector Represented	Family Services	1	3.5%
HS Sector Represented	Alternative Private Schools	1	3.5%
Primary Geographic Area	Chicago	10	36%
Primary Geographic Area	Suburban Chicagoland	18	64%
Primary Geographic Area	Chicagoland South	7	25%
Primary Geographic Area	Chicagoland Southwest	7	25%
Primary Geographic Area	Chicagoland West	2	7%
Primary Geographic Area	Chicagoland North	1	3.5%
Primary Geographic Area	Chicagoland Northwest	1	3.5%

Program Advisory Committee

We are pleased to announce the addition of our newest Program Advisory Committee member, **Barbara Otto**. Ms. Otto has been the Chief Executive Officer of Smart Policy Works (formerly Health & Disability Advocates) since 1994. SPW is a driving force behind building smarter systems of health and social determinants of health for vulnerable people and places across the nation, state of Illinois, and metropolitan Chicago. Ms. Otto is a policy analyst with extensive expertise in Medicaid, Medicare, and Social Security, as well as other public benefits programs for older adults, children and adults with disabilities.

The Program Advisory Committee for the Master of Science in Human Services Management/Leadership program's focus' is to share subject matter expertise and program recommendations, and by partnering with National Louis University administrators and faculty, provide regular review and improvement of the program. The advisory committee consists of industry leaders from a variety of fields including both private and public sector professionals, for-profit and non-profit organizations, mid- to senior-level Health and Human Service practitioners and executives, educators, researchers and scholars. To find out more about Barbara Otto and our other awesome Program Advisory Committee,

[Click here!](#)



About the HSM Program

National Louis University's Master's in Human Services Management/Leadership is a specialized, practice-oriented graduate degree for aspiring professionals interested in developing critical leadership skills to manage in nonprofit and for-profit health and human services agencies. This innovative program places an emphasis on sharing of best practices, immediate application in the workplace, and supporting/preparing students for advancement. [CLICK HERE](#) to watch a short video about the program!!

To learn more about the program, please contact Program Director, **Mark Doyle** at Mark.Doyle@nl.edu or call 630-874-4258.

Student Spotlight Interview: Karrie L. Mills

MSFL: What do you do at work?

KM: I am a Program Manager with UCAN. In my role, I provide monitoring of education programming for non-parenting youth in the care of the Department of Children and Family Services between the ages of 12-20 in the Chicago land area.

MSFL: Tell us why you chose to attend NLU's HSM program?

KM: For seven years, I convinced myself that a full time working single mother could never afford or have the flexibility of going back to school. Determined to do better with my career, I started an internet search for schools and degree programs. After speaking with several different schools, NL fit every criterion to make this Master's degree a reality: Tuition, school schedule, specific degree program, and the start date.

MSFL: What is a cause that you are passionate about?

KM: I'm passionate about guiding people to and through their path of purpose. I'm passionate about helping a population that doesn't always seek help but need help. I'm passionate about always being ready to gain knowledge and understanding that will place me in a position to be a greater impact on the people I serve.

MSFL: What is your favorite class in the program and why?

KM: The most exciting part of being a part of the HSM program is that the classes become more relevant as my career has developed. The classes greatly helped me get through my now blossoming career. Leadership and Organizational Behavior, Interventions and Direct Services in HS and Professional Communication in HS were some of the courses that I received a wealth of knowledge.

MSFL: What is your plan after graduation?

KM: I will continue to move forward to fulfill my purpose of helping people. This Master's Degree in HSM is a tool that will be used to place me in a position to develop programming on a broader scale to reach a larger population of people that need assistance to achieve their life purpose.



MSFL: What has been your greatest challenge since being in the program?

KM: With everything in life, balance can be a challenge. Balancing school tests/quizzes, papers, studying, home life, personal goals, career goals, and making them all work together without losing yourself in the process can be overwhelming. I get through my challenges by my relationship with God and learning how to set realistic expectations for myself.

MSFL: What is something that you've learned or are learning in the program that helps you in your professional career?

KM: How to emerge into becoming an authentic leader. I'm learning that who I am runs concurrently with the leader I want to become. Being self-aware of where I come from and where I am now will guide me to become a unique and impactful leader.

MSFL: What makes NLU's HSM program special?

KM: HSM is a unique degree program. I generally don't hear a lot of people choosing this field over counseling or social work. However, I've learned that many people in the human service field desire to be leaders. We all seek out the knowledge and skill on how to lead staff and organizations toward their goals. This degree program allows you to follow your passion for human services and lead others toward their goals as well.

MSFL: What advice do you have for incoming students?

KM: Be specific and purposeful about developing your career before and after completing a Master's in HSM. Research your career possibilities. Knowing your specific goals will be needed in the challenging times of going through this program. When school gets hard and stressful, having a goal in mind will push you through the hard times.

MSFL: How does a Masters' degree in Human Services Management fit into your life plans?

KM: As with many people, we want to fulfill our dreams and reach for the stars. The HSM has been the next left in my journey. It will guide me to become closer to my life purpose.

MSFL: Favorite inspirational quote?

KM: "Greatness is within you" - Les Brown

MSFL: Something that people will be surprised to know about you?

KM: I love to laugh and joke.

MSFL: Tell us about extra programs/groups/clubs/organizations you are involved in at NLU and what is your role in those?

KM: I am the Chair of The Network For Social Work Management - Chicago land Chapter. The Network for Social Work Management is an international organization focused on strengthening and advancing social work management within human services.



Partners and Links

National Louis University has standing partnerships with the following agencies. The partnerships are established through entering into Memorandum Of Understanding (MOU) with each partner agency. These partnerships facilitate enrollment of agency employees in NLU programs without jeopardizing the intended mission and stated goals of either institution. One of the primary features and benefits of a MOU is that the Partners cross promote each other's programs/services and partnering agencies employees/members are eligible for the NLU Outreach Tuition Discount Program. Since the last edition of Master Steps FOR FUTURE LEADERS we have added 5 new MOU Partners. Our Human Service MOU Partners include:

Trinity Services, Inc.

www.trinityservices.org

Metropolitan Family Services

www.metrofamily.org

El Valor www.elvalor.org

Progressive Careers & Housing

www.phidd.org

Illinois Association for Behavioral Health (IABH)

www.ilabh.org

Illinois Association of Rehabilitation Facilities (IARF)

www.iarf.org

Treatment Alternatives for Safe Communities (TASC)

www.tasc.org

Catholic Charities: Archdiocese of Chicago

www.catholiccharities.net

Don Moss & Associates

UCP/Seguin of Greater Chicago

www.ucpseguin.org

ARC of IL

www.thearcofil.org

The National Association of QIDPs (NAQ)

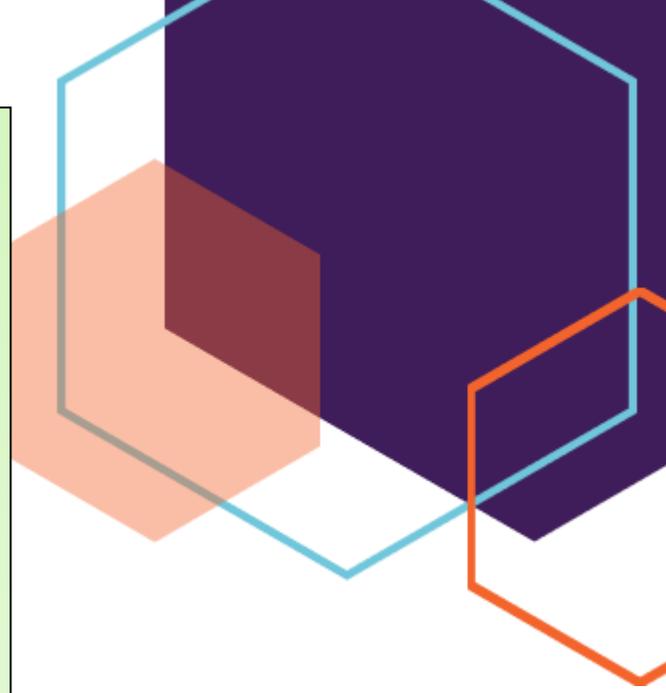
www.qddp.org

DuPage Federation on Human Services Reform

www.dupagefederation.org

Helping Hand Center

www.hhcenter.org/



The Network for Social Work Management Chicagoland Chapter

Great News! The Network for Social Work Management now has a Chicago land chapter. The Network for Social Work Management is an international organization focused on strengthening and advancing social work management within human services. We have partnered with **National Louis University** and the Master's in Human Services Management/Leadership program to provide faculty, administrators, students and alumni with a dynamic network where managers can expand their professional relationships and access valuable human service management practices, competencies and settings.

Are you interested in joining The Network for Social Work Management?

We are also looking for professionals to join our board.

Please join our email list!

<https://forms.gle/KnwS3DuVQa8t1qDk7>

www.socialworkmanager.org



We Make Agency Calls

Think your agency might be interested in a partnership or enrolling employees in the program? We would be happy to visit your agency and present the details to your team. Please contact Program Director **Mark Doyle** at Mark.Doyle@nl.edu or call 630-874-4258.



New Fall 2019 Cohort Launched

We are excited to have launched our third cohort of the Master's in Human Services Management/Leadership program at our Chicago Campus. This cohort of 9 students represents 8 different sectors in human services making this the most diverse cohort to date. Human services sectors represented include: Mental Health Services; Substance Abuse & Recovery; Homelessness & Housing; Intellectual/Developmental Disabilities; Child Welfare Programs; Aging Services; Workforce Development; and Alternative Private Schools.

Now accepting applications for the Spring 2020 cohort of the Master's in Human Services Management/Leadership program at our Lisle Campus. Plans are underway to start a Fall 2020 cohort hosted again by Trinity Services, Inc. located in New Lenox, IL.

[Click Here](#) to Apply Online for Either Cohort!!!

Lisle Campus HSM Program Open House

On Saturday, February 15, 2020 we hosted a Master's in Human Services Management/Leadership program open house at the Lisle Campus. It provided an opportunity for the public to visit the campus and learn firsthand about the Master's in Human Services Management/Leadership program and available resources. Guests were able to get questions answered and hear from current HSM students and alumni of the program. Admissions and financial Aid advisors were available as well.

Our next scheduled HSM Program Open House will be Saturday, June 6, 2020 from 9:00 – 11:00am at our Lisle Campus. For additional information, contact **Debbie Enlow**, Outreach Specialist at 630-874-4053 office, denlow@nl.edu.

We Get Around

The Master's in Human Services Management/Leadership program representatives which includes our outstanding professional Outreach Specialist have attended and/or exhibited at the following events:

- ✓ IABH Conference, October 2019, St. Louis, MO
- ✓ ARC of IL 2020 Annual Convention, April 2019, Lisle, IL
- ✓ The Arc of Illinois Living with Autism 2019 Conference, October 2019, Lisle, IL
- ✓ 24th Annual QIDP Conference August 2019, Grand Rapids, MI
- ✓ ARC of IL -Executive Forum Leadership Conference, February 2020, Lisle, IL
- ✓ Catholic Charities Spring 2019 Benefits Fair, April 2019, Chicago, IL
- ✓ Catholic Charities Fall 2019 Benefits Fair, October 2019, Chicago, IL
- ✓ City Club of Chicago, Grace Hou, Secretary DHS, September 2019, Chicago, IL
- ✓ City Club of Chicago, Illinois Human Services: We're Not Out of the Woods Yet, October 2019, Chicago, IL
- ✓ Professional Development Panel, Leadership and Growth Mindset - West Suburban Philanthropic, January 2020, NLU Lisle, IL
- ✓ DuPage Federation on Human Services Reform, Census 2020 Solutions for Human Services and Faith-based Organizations, February 2020, Wheaton, IL

Speaking of Outreach Specialist, **Debbie Enlow** has joined our Outreach Team. Debbie joins Outreach Specialist **Cheryl Sanders** in supporting the Master's in Human Services Management/Leadership program. Debbie will be reaching out to organizations to share information about this and other programs. Debbie's contact information is 630-874-4053 office, denlow@nl.edu .



Vince Pettinelli and "Getting IT Done

Right!"

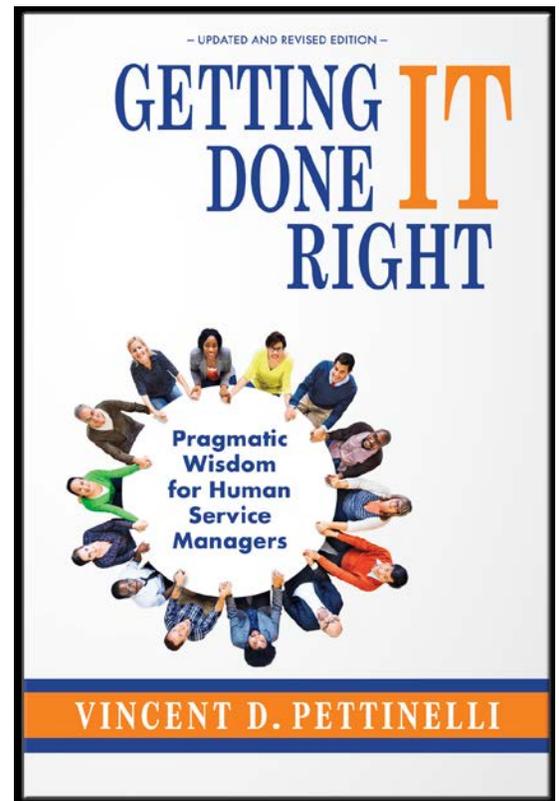
Reading Vincent Pettinelli's book was a surprising and eye-opening experience! Rather than writing a theoretical text book, Pettinelli provides a candid, almost casual, straight-talking narrative of insights and practical lessons from his own deep journey as a manager. In the well-earned voice of a trusted mentor, Pettinelli presents a diorama of his perspectives from the time he was a young, inexperienced manager to his thoughtful reflections as a seasoned CEO.

Pettinelli gears his comments towards those who have risen through the ranks of an organization. He offers unique insights to all, nevertheless, on topics such as:

- 1) The value of professional trade associations;
- 2) The conflicting demands of various funding entities;
- 3) The need for mentorship and, later, for peer support;
- 4) The importance of lifelong learning;
- 5) The importance of being kind to yourself and others.

This is a useful document for human services managers and CEOs that, especially in later chapters, will stimulate discussion and reflection on one's own beliefs, attitudes and life goals.

Michelle R.B. Saddler, Former Secretary of the Illinois Department of Human Services



**THE MISSING PIECE
IN HUMAN SERVICE
MANAGEMENT TRAINING**

GETTING IT DONE RIGHT
Pragmatic Wisdom for Human Service Managers

NEW RELEASE FROM HIGH TIDE PRESS!

Getting It Done Right, unlike general management books, focuses on the issues uniquely faced by Human Service Managers. Human Services is an environment with diverse constraints and frequently conflicting demands. Leaders are called on to solve problems not commonly found in other fields.

This book addresses key topics such as:

- The core qualities needed to excel as a human services manager
- How to transition from clinician to manager
- How to create a successful team
- The financial challenges of balancing client needs with available resources
- How to handle a crisis
- The politics of publicly funded systems
- Why caring is not enough
- The importance of measuring positive changes
- Creating a positive community
- Mentoring young managers

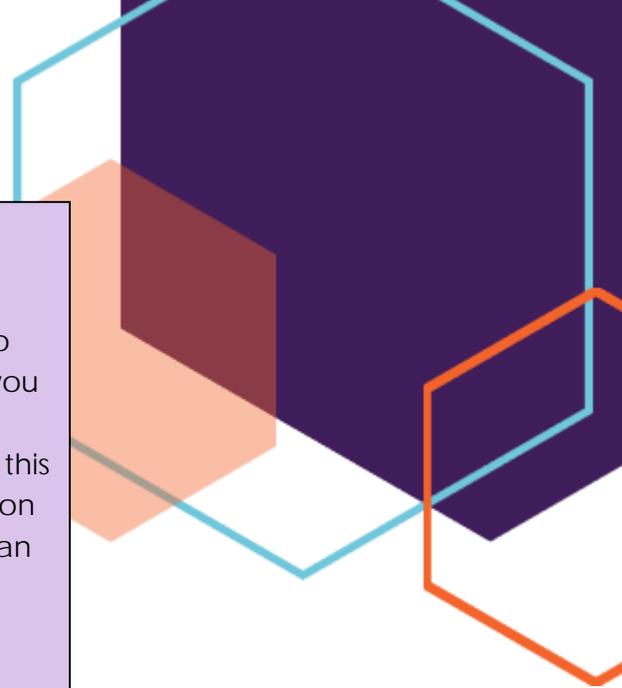
Hardcover \$22.95

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Announcements and Items of Interest



NAQ is currently seeking a Part-Time Association Services Coordinator:

a. General Description: Do you relate to people easily? Do you like to exercise your creativity? Do you like to travel? Are you skilled in using a computer? Do you consider yourself highly organized with an eye for detail? Are you a "go-getter"? If so, this may be the perfect position for you. This is not the kind of position where you do the same thing day in and day out. You'll have an opportunity to work on many different projects and initiatives which is, in part, what makes this such a rewarding position.

b. Candidates should be able to communicate clearly, effectively, and professionally. Excellent organizational skills, aptitude with computers and software, and knowledge of and proficiency in social

media are critical skills for this position. Prior experience working with or supporting someone with a disability, a knowledge of person centered thinking and a commitment to implementing strategies in support of that mindset, and an undergraduate or graduate education in the human services field are preferred qualifications.

c. To apply, send cover letter and resume to cmelvin@qddp.org.

The Technology Enhancing Capabilities (TEC) Lab is hosted their 4th Annual TEC Conference in June 3, 2020. We've known that assistive technology should play an important part in the lives of people with disabilities for a long time. Now, more than ever, technology "levels the playing field" for people with disabilities - it promotes independence, breaks down barriers, and fosters inclusion. The TEC Conference is no ordinary event. We believe in providing practical recommendations and affordable solutions. We also believe in connecting professionals with the tools, resources, and expertise they need to make a meaningful difference in the lives of the people they support. We've learned that the best way to accomplish these goals is by giving attendees a hands-on experience. Register today to experience the difference! [Learn More](#)

NAQ just announced the Call for Proposals for their 25th Annual QIDP Conference to be held August 4 - 7, 2020 in New Orleans. Subject matter experts are encouraged to submit proposals that involve interesting research, innovative programs, or best practices.

[Submit Proposals](#)



Join the Arc of Illinois at their **70th Annual Convention** for two full days, April 22 - 23, 2020 at the Doubletree Hotel in Lisle, IL. This convention will feature 3 keynote presentations and 24 breakout sessions, a visit with Exhibitors, an Art Exhibit, Plinko and a Silent Auction. Click the following link for more information or to [Register](#) .



For questions or comments regarding this newsletter please contact **Eric Unger**, CPSA
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