



*A Professional Association for Service Coordination,  
Resource Coordination, and Case Management.*

*Phone: 402-441-4358*

*Website: [www.yournacm.com](http://www.yournacm.com)*

***National Association of Case Management,  
Behavioral Health Training and Education Network  
(BHTEN), and***

***Philadelphia Department of Behavioral Health and  
Mental Retardation Services***

***present:***

# LEADERSHIP LADDER

**A seminar for case management and  
service coordination supervisors**

**October 26 and 27, 2010**

**Freedom Theatre  
1346 North Broad Street  
Philadelphia, PA**



The Behavioral Health Training and Education Network has been approved as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102; (703) 506-3275.



## Seminar Overview

The NACM Board of Directors has designed this training to respond to the programmatic needs in the context of a leadership model that should serve to enhance supervisory performance in most management situations. This seminar has a leadership focus and will be presented by trainers who specialize in adult learning techniques. There will be opportunities for discussion and hands-on practice of what is being presented, as well as informal opportunities for networking and learning from others. Handouts will also be included to refresh participants in techniques once they return to work.

## SEMINAR OBJECTIVES

At the conclusion of this seminar, attendees will be able to:

- ◆ Identify potential mindsets of supervisees of different age cohorts and supervisory stratagems for them.
- ◆ Explore means of selecting and retaining case managers.
- ◆ Match supervisory strategies to case managers having different strengths and needs.
- ◆ Teach case managers to use outcomes monitoring in daily practice.
- ◆ List ethical issues in supervisory practice.
- ◆ Discuss and practice three productive ways to reduce stress and handle burnout.

## Who Should Attend

Case management supervisors, service coordination supervisors, supervisors who are responsible for those who work in the field, and others who are interested in providing better supervision.

The material being presented in this seminar is targeted for an intermediate to advanced learning level.

## CEU's / CEC's

CEUs / CECs will be coordinated through BHTEN. The following types will be offered:

- ◆ 10.5 PCB credits approved by the Pennsylvania Certification Board
- ◆ 1.0 CEUs: BHTEN is authorized by IACET to offer 1.0 CEUs for this program. 1.0 CEUS = 10.0 training hours
- ◆ 10.5 SW Credit Hours: This seminar is co-sponsored by Bryn Mawr College Graduate School of Social Work and Social Research for a maximum of 10.5 credit hours. Bryn Mawr College GSSWSR, as a CSWE accredited School of Social Work, is a pre-approved provider of continuing education for Social Workers in PA and many other states.

# Session Descriptions

For more detailed information go to [www.yournacm.com](http://www.yournacm.com)

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## **Matures, Boomers, Xers and Millenias—**

### **Understanding Motivations and Potential Limitations of Staff**

Today's workforce spans at least five decades. There are individuals who were born before World War II and those who were born the day the Berlin Wall came down and everyone in between. This session will explore the work styles, motivations and work strengths of each generational group. Creating a dynamic work environment will be discussed.

### **Choose, Get, and Keep Competent Case Managers**

The purpose of this session will be to discuss issues related to recruitment and retention of case managers. We will review some frequently asked questions regarding this process. The topic of checks and balances within our organizations used to monitor a case manager's work will be discussed. We will also explore ideas and initiatives which have proven successful in keeping quality staff, and talk about the opportunities to recruit Certified Peer Specialists as case managers.

### **My Poor Attitude? Examining Challenges in Supervision**

This presentation will examine personal attitude and how it drives behaviors that may present a challenge to supervisors. Fundamental expectations and elements of professional behavior will be explored. Also, various interventions that supervisors can utilize to impact the attitude of supervisees will be discussed.

### **The Right Supervision, to the Right Person, at the Right Time:**

#### **Providing Responsive Leadership**

Enhancing your skills as a supervisor as well as increasing your proficiency with the tools of the trade will result in increased employee performance. This session is designed to provide you with the identification of your most dominate work style, familiarize you with some essential supervisory tools and help you identify some "Best Practices" to use with your employees at the right time...in the right situations.

### **Ethical Issues in Supervision and Case Management**

This session will explore the typical limit and boundary issues found both in supervision and case management. Personal history plays a strong role in such problems usually beginning in the family or origin. The session will propose approaches to recognizing and managing these roadblocks to assist in more effective supervision and case management.

### **Self-care & Burnout Prevention for Supervisors**

Supervisors report they routinely feel "stressed out." This training will focus on the practical aspects of identifying and managing routine stress and burnout. Participants will be asked to list ways they experience stress and/or burnout in their lives. This will be followed by discussions of how people cope with stress and/or burnout in both helpful and unhelpful ways. Several self-care methods to help handle and even avoid stress and/or burnout will be discussed and experienced.

### **Presenter Panel: Managing Outcomes**

This session will offer the opportunity to confer with a panel of case management consultants regarding your questions about dilemmas faced daily by case management supervisors. What are the outcomes that we are attempting to achieve with the people we serve? How do we manage resources to place our case managers in the best position to achieve these outcomes? What are the successes that we have already attained? Along with our panel, experience an inspiring conclusion to this two day supervisory seminar.

Legal Disclaimer: The views and opinions contained in the educational offerings described in this publication do not necessarily reflect those of the National Association of Case Management, Behavioral Health Training and Education Network (BHTEN), or The Philadelphia Department of Behavioral Health and Mental Retardation Services and should not be construed as such.

# Faculty

For more detailed biographical information please go to [www.yournacm.com](http://www.yournacm.com)

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**Susan Edgar, Ph.D., RN, CADC**, has worked in the addictions field for 30 years. Previously, she provided training for the PA Department of Health, Bureau of Drug Abuse Programs, Department of Welfare, PA Board of Probation and Parole, and PA Department of Corrections. She has been a counselor and/or instructor for the Wilmington Department of Police since 1993 and has taught at Penn State, Wilmington College School of Nursing, and Lincoln University, Master of Human Services and Master of Science in Administration Programs.

**Stephen Ferry, MDiv.**, has worked in the behavioral health field for numerous years. He has had front line work experience in community residential rehabilitation facilities as well when he was a case manager. He directed Project Pro Act which was the first semi enhanced blended case management unit while working at COMHAR. As Assistant Director of the Targeted Case Management Unit for the Philadelphia Behavioral Health System, he actively trains, monitors and acts as the “case managers’ case manager”. He works in tandem with the TCM unit establishing guidelines, upholding state regulations, and working proactively with agency administrators to optimally support persons in recovery.

**Dennis Fisher, MM Behavioral Health Training Specialist**, is the Assistant Director, BHTEN. Dennis has worked for over 30 years in various behavioral health settings in Philadelphia. He has collaboratively authored the Philadelphia Behavioral Health Case Management Orientation curriculum. Dennis has a B.S. in Education and a Master of Music (Music Therapy) degree from the University of Miami. He has also completed post-graduate work in Health Care Administration at Penn State University. Dennis is a certified trainer through the Crisis Prevention Institute and also holds an Advanced Certificate of Culturally Competent Human Services from Temple University. Most recently the Department of Behavioral Health awarded Dennis Fisher and Stephan Long the “Above and Beyond Award—For longstanding compassion...and dedication...to service...”

**Yusef Joyner, SPHR, CCP**, is Vice President for Human Resources at Horizon House. After finishing his bachelor’s degree, he completed additional coursework in behavioral health services while working as a housing and mental health case manager. He earned a certificate in Professional Human Resources Management from Villanova University and was certified as a Professional in Human Resources (PHR) by the Human Resources Certification Institute in 2001. He has earned his credentials as a Senior Human Resources Professional (2006) and as a Certified Compensation Professional (2009). Yusef has presented on topics including responsive leadership, salary planning, and various supervisory trainings for all levels of staff at state and local conferences.

**Anita Kinsley, M.A.**, began her career supervising residential programs for individuals discharging from Pennhurst State School and Hospital. She was then a case management director of a large services area and then a program specialist of the County of Montgomery, where she initiated the county’s Child and Adolescent Services System Program. Anita has gained expertise in multisystem partnerships, development and service delivery. As a faculty member in the Division of Behavioral Healthcare Education at Drexel University College of Medicine, Anita was the director of the Targeted Case Management Training Institute. Currently Anita works for the Mental Health Association of Southeastern Pennsylvania (MHASP) as the Bucks County Division Director. In her work at MHASP Anita has built the county’s first free-standing Certified Peer Specialist Program.

**Stephan Long, M.A.**, worked in the behavioral health field for several years before his tenure as a behavioral health training specialist. His behavioral health involvement includes direct care positions of psycho-social rehab counselor and supervisor, therapist at a dual diagnosis day program (MISA), vocational counselor, outpatient therapist for children and adults, and as a forensic case manager. Stephan also brings experience of targeted case management where he served as the children/adult supervisor and director for seven years in a Philadelphia based mental health/mental retardation agency. He has a B.A. in psychology from the University of Dayton and a master of Arts in student personnel services from Rowan College of New Jersey. Stephan has received training in various crisis management techniques and is presently a senior-level certified instructor through the Crisis Prevention Institute, Inc.

**Fran Register-Joyner, M.Ed.**, holds a graduate degree in counseling psychology with a concentration in community rehabilitation. She is a specialist in the area of providing community support to individuals living with a mental illness, and has worked in the field of mental health and substance abuse for over 25 years. During this time she has developed and implemented training programs for case managers in several states. Fran currently serves as the Director of the Targeted Case Management Unit for the Philadelphia Behavioral Health System. In this capacity she provides administrative oversight to Intensive Case Management, Community Treatment, and ACT Teams.

# AGENDA

Schedule and presenters subject to change.

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## **Tuesday, October 26, 2010**

9:00 a.m.—10:00 a.m.	Registration and Light Breakfast
10:00 a.m.—10:15 a.m.	Opening and Welcome
10:15 a.m.—12:15 p.m.	Matures, Boomers, Xers and Millenias- Understanding Motivations and Potential Limitations of Staff— Anita Kinsley
12:15 p.m.—1:45 p.m.	Lunch (On your own)
1:45 p.m.—3:15 p.m.	Concurrent Sessions: Choose, Get, and Keep Competent Case Managers— Stephen Ferry My Poor Attitude? Examining Challenges in Supervision— Stephan Long
3:15 p.m.—3:30 p.m.	Break
3:30 p.m.—5:00 p.m.	Concurrent Sessions (repeat from 1:45pm): Choose, Get, and Keep Competent Case Managers— Stephen Ferry My Poor Attitude? Examining Challenges in Supervision— Stephan Long

## **Wednesday, October 27, 2010**

8:00 a.m.—9:00 a.m.	Registration and Light Breakfast
9:00 a.m.—9:15 a.m.	Opening and Welcome
9:15 a.m.—10:45 a.m.	The Right Supervision, to the Right Person, at the Right Time: Providing Responsive Leadership— Fran Register-Joyner and Yusef Joyner
10:45 a.m.—11:00 a.m.	Break
11:00 a.m.—12:30 p.m.	Concurrent Sessions: Ethical Issues in Supervision and Case Management— Dr. Susan Edgar Self-care & Burnout Prevention for Supervisors— Dennis Fisher
12:30 p.m.—1:45 p.m.	Lunch (On your own)
1:45 p.m.—3:15 p.m.	Concurrent Sessions (repeat from 11:00 am): Ethical Issue in Supervision and Case Management— Dr. Susan Edgar Self-care & Burnout Prevention for Supervisors— Dennis Fisher
3:15 p.m.—3:30 p.m.	Break
3:30 p.m.—4:30 p.m.	Presenter Panel: Managing Outcomes

## **Registration Information**

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The seminar is being held at Freedom Theatre, 1346 N. Broad Street, Philadelphia, PA. For a list of nearby hotels please visit our webpage at [www.yournacm.com](http://www.yournacm.com). We suggest using “MapQuest” for directions.

**Critical Note:** We have limited space for this special event and expect the seminar to sell out—**please register early!**

**Registration Fees:** Registration fees are specified on the registration form in this brochure. To register, simply fill out the registration form included with this brochure and mail it with a check as outlined on the registration form.





## REGISTRATION

**Deadline: October 21, 2010**

You may register by filling out this form and mailing it along with your check as outline below.

Please Print

NAME: \_\_\_\_\_

TITLE: \_\_\_\_\_

ORGANIZATION: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP CODE: \_\_\_\_\_

DAYTIME PHONE: \_\_\_\_\_ EVENING PHONE: \_\_\_\_\_

E-MAIL ADDRESS: \_\_\_\_\_

SPECIAL NEEDS/DIETARY RESTRICTIONS: \_\_\_\_\_

**Fees:**

\$\_\_\_\_\_ Member Registration **\$99**      \$\_\_\_\_\_ Non-Member Registration **\$149**  
(includes a one-year membership)

**Total Submitted**      \$\_\_\_\_\_

**Method of Payment:**

\_\_\_\_ Check (enclosed and payable to "NACM")

**With questions please contact:**

Theresa Gomez at 402-441-4385

**Make checks payable to:**

NACM

**Return this form with payment to:**

NACM  
Attn: Jean Barton  
1645 'N' Street  
Lincoln, NE 68508

Registration deadline is October 21, 2010. No refunds will be issued after October 15, 2010. Substitutions will be accepted with prior notice.

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