



National Association of Case Management

18th Annual Case Management Conference

Millennium Biltmore Hotel – Downtown Los Angeles
October 24-26, 2012

*Teamwork to Make a Dream Work:
Collaborations for Effective Outcomes*



National Association of Case Management
in partnership with



SRO Housing Corporation
Opening Doors and Transforming Lives...

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Consolidated Conference Schedule*

Exhibits – Each Day in the Heinsbergen

Wednesday, October 24, 2012

7:30 a.m.—4:00 p.m.	Registration Desk Open
7:30 a.m.—8:00 a.m.	Light Breakfast
8:00 a.m.—9:15 a.m.	Opening Address
9:00 a.m.	Exhibit Hall Opens
9:30 a.m.—11:30 a.m.	Breakout Sessions
11:30 a.m.—1:00 p.m.	Lunch (on your own)
1:00 p.m.—2:30 p.m.	Breakout Sessions
2:30 p.m.—3:00 p.m.	Break — Exhibit Hall
3:00 p.m.—4:00 p.m.	Breakout Sessions
5:30 p.m.—7:30 p.m.	Welcome Reception

Thursday, October 25, 2012

7:30 a.m.—4:30 p.m.	Registration Desk Open
7:30 a.m.—8:00 a.m.	Light Breakfast
8:00 a.m.—9:15 a.m.	Plenary Address
9:30 a.m.—11:30 a.m.	Breakout Sessions
11:30 a.m.—1:00 p.m.	Awards Luncheon
1:00 p.m.—2:30 p.m.	Breakout Sessions
2:30 p.m.—3:00 p.m.	Break — Exhibit Hall
3:00 p.m.—4:30 p.m.	Breakout Sessions

Friday, October 26, 2012

7:30 a.m.—10:00 a.m.	Registration Desk Open
7:30 a.m.—8:00 a.m.	Light Breakfast
8:00 a.m.—9:00 a.m.	Breakout Sessions
9:15 a.m.—10:15 a.m.	Breakout Sessions
10:30 a.m.—11:30 a.m.	Closing Address

*Conference and workshop schedule subject to change.

Acknowledgements

The National Association of Case Management (NACM) and SRO Housing Corporation express their deepest gratitude to the many people who made the 18th Annual Conference possible.

First of all, we would like to thank the members of NACM whose continued participation in NACM makes all things possible. We are also greatly appreciative to the members of the Conference Planning Committee who devoted numerous volunteer hours to plan this Conference.

We wish to extend a special thank you to all our political friends who have been greatly supportive of case management services—Mayor Antonio Villaraigosa, Councilwoman Jan Perry, and Councilman José Huísar.

We especially want to thank our Honorary Chairperson for 2012, Father Gregory Boyle, Founder and Executive Director of Homeboy Industries. Fr. Boyle is an acknowledged expert on gangs, intervention, and re-entry, and serves on the U.S. Attorney General's Defending Childhood Task Force.

Our most special thanks go to our Conference speakers and presenters. These individuals are the Conference and their time and efforts are greatly appreciated.

We want to thank you, the Conference participants and your organizations, for your continuing support of the NACM Conference year after year. And we most especially want to thank all of our Sponsors who continue to support us financially. Although the cost of the NACM Conference continues to rise each year, our Sponsors have remained with us and we greatly appreciate that.

Teamwork to Make a Dream Work: Collaborations for Effective Outcomes



SRO Housing Corporation
Opening Doors and Transforming Lives...

Welcome

It is with great pleasure that we welcome you to NACM's 18th Annual Case Management Conference—***"Teamwork to Make a Dream Work: Collaborations for Effective Outcomes."***

This year's theme was chosen to reflect how the amazing teamwork of case managers, service coordinators, social workers, mental health professionals, and so many others come together to make dreams come true for thousands of people every year.

Our venue is the elegant, historic **Millennium Biltmore Hotel** located in the financial district of downtown Los Angeles. It offers contemporary comfort fused with classic, old European style surroundings. Nearly a century old, the Biltmore is a landmark in Los Angeles and has hosted Hollywood stars, presidents, visiting dignitaries, the 1984 International Olympic Committee, as well as numerous major events.

This year, NACM partnered with SRO Housing Corporation and we are excited to offer a dozen diverse specialty tracks with over 90 workshops to choose from. In addition, a limited number of participants will have the opportunity to tour the "Skid Row" area of Los Angeles and see firsthand how collaborations produce effective outcomes. These tours were the highlight of our last conference hosted in Los Angeles in 2001.

There are over 120 diverse presenters from across the nation—the largest group in the history of NACM. Participants will have the opportunity to learn about multiple program models, best practices, and nation-wide resources.

We enthusiastically thank everyone who has helped plan this amazing conference, including the NACM Conference Planning Committee, our dedicated Presenters, Volunteers, SRO Housing Corporation, and the National Association of State Mental Health Program Directors.

We join our dedicated speakers, conference committee members, and board members in hoping that all participants will learn new ideas, enhance their professional practice, and strengthen their commitment to the persons we serve.

Enjoy the 18th Annual Conference and have fun in Los Angeles!

C.J. Johnson
Board Chair, NACM

Anita U. Nelson, M.B.A.
CEO, SRO Housing Corporation

Conference Planning Committee

Jean Barton
Region V Systems
Lincoln, NE

Amanda Bender
SRO Housing Corporation
Los Angeles, CA

Maximiliano Cabellos
SRO Housing Corporation
Los Angeles, CA

Juan Carlos Callejas
SRO Housing Corporation
Los Angeles, CA

Myrna Dantes
SRO Housing Corporation
Los Angeles, CA

Durian Dunbar
SRO Housing Corporation
Los Angeles, CA

Dennis Fisher
Behavioral Health Training
and Education Network
Philadelphia, PA

Theresa Gómez
NACM
Lincoln, NE

Rosalind Harris
SRO Housing Corporation
Los Angeles, CA

Anita Kinsley
MHA of Southeastern PA
Bristol, PA

Ardi Korver
Region V Systems
Lincoln, NE

Carol Kuprevich
Delaware Health and
Social Services
New Castle, DE

Juan Magaña
SRO Housing Corporation
Los Angeles, CA

Francisco Méndez
SRO Housing Corporation
Los Angeles, CA

Ervin Munro
SRO Housing Corporation
Los Angeles, CA

Javier Olmos
SRO Housing Corporation
Los Angeles, CA

Erica Ortega
SRO Housing Corporation
Los Angeles, CA

Yesenia Ortega
SRO Housing Corporation
Los Angeles, CA

Jeffrey Proctor
SRO Housing Corporation
Los Angeles, CA

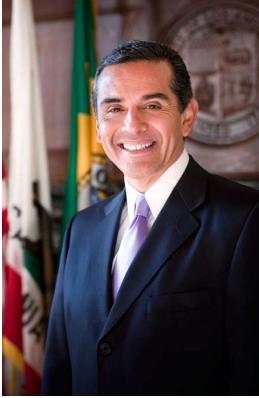
Fran Register-Joyner
Department of Behavioral
Health and Intellectual
Disability Services
Philadelphia, PA

M. Gabriela Rodríguez
SRO Housing Corporation
Los Angeles, CA

David Ruiz
SRO Housing Corporation
Los Angeles, CA

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 (NACM) its sponsors or partners, and should not be construed as such.



ANTONIO R. VILLARAIGOSA
MAYOR

October 5, 2012

Dear Friends,

On behalf of the City of Los Angeles, it is my pleasure to welcome and congratulate the members and guests attending the 18th Annual Conference of the National Association of Case Management (NACM).

Recognizing that the mission of NACM is to provide Case Managers, Service Coordinators, Mental Health Professionals, Substance Addictions Counselors, and other social service professionals from around the nation the opportunity for professional growth and development, I am most pleased to support this important endeavor.

The theme of the conference this year is "Teamwork to Make the Dream Work: Collaborations for Successful Outcomes" and will include over 90 workshops with more than 120 speakers from around the United States. By working together and focusing on issues impacting our City like homelessness, veterans' services, mental health, substance abuse, and youth services, you provide essential skills to those working with our community's most vulnerable populations.

I extend my best wishes to you for a memorable conference and future success.

Very truly yours,

A handwritten signature in black ink, appearing to read "Antonio R. Villaraigosa". The signature is fluid and stylized, with a large initial "A" and "V".

ANTONIO R. VILLARAIGOSA
Mayor

National Association of Case Management

The National Association of Case Management was formed in 1990 during the first successful National Case Management Conference. Leaders saw a need for an association to represent one of the newest, fastest growing and essential professions, not only in the mental health and developmental disabilities field, but whose principles are applicable to all of the human services. The founders of NACM envisioned the need for an organization with the primary objective to bring together case managers, consumers and their family members, directors of provider groups, supervisors, community psychiatrists, psychologists, social researchers, and human services faculty to further continue the definition and promotion of case management as the appropriate process to coordinate the needs for human services.

NACM, through networking, educational meetings, conferences and communications, helps define and focus the continuing development of the practice of case management. This is particularly important at a time of uncertainties due to the changes in reimbursement in the rapidly evolving environment in which case managers provide services.



JAN PERRY
COUNCILWOMAN
NINTH DISTRICT

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of the
City of Los Angeles
City Hall

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GENERAL SERVICES
CHAIR

EDUCATION & NEIGHBORHOODS
VICE-CHAIR

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VICE-CHAIR

HOUSING, COMMUNITY &
ECONOMIC DEVELOPMENT
MEMBER

October 24-26, 2012

National Association of Case Management
1645 N Street, Suite A,
Lincoln, NE 68508



Dear Friends:

It is a pleasure to extend my best wishes on the occasion of the National Association of Case Management's 18th Annual Conference. Every year the conference brings together case managers, social workers, mental health professionals and many others and offers workshops to greatly increase their ability to reach thousands of people throughout the country.

This year's conference is dedicated to working with the SRO Housing Corporation to provide the frameworks and program models necessary to help those most unfortunate among us. I greatly appreciate the work that you do to bring support and hope to thousands of clients.

I applaud your commitment to assisting those that need our help the most. Best wishes for a successful night.

Sincerely,

JAN PERRY
City of Los Angeles
Ninth Council District

CITY HALL • 200 NORTH SPRING STREET • SUITE 420 • LOS ANGELES, CA 90012 • (213) 473-7009
DISTRICT OFFICE • 4301 S. CENTRAL AVENUE • LOS ANGELES, CA 90011 • (323) 846-2651



About NACM

The mission of the National Association of Case Management (NACM) is to provide case managers and other service coordination practitioners an opportunity for professional growth and for the promotion of case management. NACM is the only not-for-profit national voice for case managers and service coordinators.



JOSE HUIZAR
COUNCILMEMBER, 14TH DISTRICT

October 24, 2012

National Association of Case Management
1645 N Street, Suite A,
Lincoln, NE 68508

Dear Friends:

On behalf of the City of Los Angeles and Council District Fourteen, it is my pleasure to welcome and congratulate those attending the 18th Annual Conference of the National Association of Case Management (NACM) at the Biltmore Millennium Hotel.

Homelessness, veterans' services, mental health, substance abuse, and youth services are critical issues that must be addressed thoughtfully and strategically if we are to progress forward into the 21st century. The mission of NACM to provide Case Managers, Mental Health Professionals and Substance Addiction Counselors an opportunity for professional growth and development aligns with these needs and is necessary if we are to address these issues effectively in communities throughout Los Angeles and the nation.

I extend my best wishes and thank you for the work that you do to bring support and hope to thousands of people who need our help the most.

Sincerely,

Jose Huizar
City of Los Angeles
Fourteenth Council District

Honorary Chairperson

Gregory J. Boyle, S.J.

Father Gregory Boyle, Founder and Executive Director of Homeboy Industries, is an acknowledged expert on gangs, intervention, and re-entry, and serves on the U.S. Attorney General's Defending Childhood Task Force. A native of Los Angeles, Fr. Boyle entered the order of the Society of Jesus (Jesuits) and was ordained in 1984. He received his B.A. from Gonzaga University, M.A. from Loyola Marymount University, a Master of Divinity from the Weston School of Theology, and a Sacred Theology Masters from the Jesuit School of Theology. Fr. Boyle's background includes teaching at Loyola High School and in Bolivia, prison chaplain at a Mexican Penal Colony and Folsom Prison, and Pastor of Dolores Mission in Los Angeles.

In 1992, as a response to LA's civil unrest, Fr. Boyle launched the first Homeboy Bakery to create training, work experience, and opportunities for rival gang members to work side by side. Today Homeboy Industries' nonprofit social enterprises include *Homeboy Bakery*, *Homeboy Diner*, *Homeboy Farmers Markets*, *Homeboy Silkscreen & Embroidery*, *Homeboy/ Homegirl Merchandise*, and *Homegirl Café & Catering*.

Fr. Boyle serves on the National Gang Center Advisory Board (U.S. Department of Justice). He is a member of the Advisory Board for the Loyola Law School Center for Juvenile Law and Policy and previously served on the California Commission on Juvenile Justice, Crime and Delinquency Prevention. His first book, **Tattoos on the Heart: The Power of Boundless Compassion**, was named one of the Best Books of 2010 by Publishers Weekly and is the PEN USA 2011 Best Creative Nonfiction Book.

Homeboy Industries, located in the heart of downtown Los Angeles, is recognized as a national and international model for youth seeking to move beyond gangs and achieve a life of hope.



"Nothing Stops A Bullet Like A Job"

130 W. Bruno Street • Los Angeles • CA • 90012
Phone 323.526.1254 • Fax 323.526.1257
www.homeboyindustries.org

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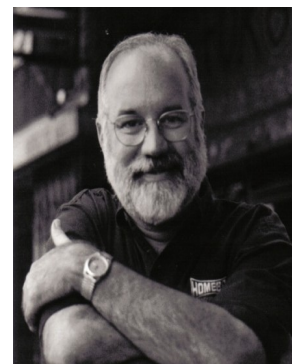
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Homeboy Merchandise
Homeboy Silkscreen & Embroidery
Homegirl Café & Catering

* deceased



October 2012

Dear Friends:

I am honored to welcome you to the 18th Annual Case Management Conference.

Teamwork to Make a Dream Work: Collaborations for Successful Outcomes, this year's conference theme, underscores the importance of teamwork between the many and varied resources in our communities.

This is an exciting time for case managers, service coordinators and other direct-service professionals. Case management is increasingly recognized as an essential service component for people working with a wide spectrum of clients in the mental health, developmental disability, substance abuse, homelessness and other obstacles. Many human service systems rely on case management as the critical component ensuring that vital needs are met and desired outcomes achieved. This is particularly important during these uncertain times, when changes in health care policies can dramatically affect resource availability and access for those needing services.

The twelve tracks, near 100 workshops, and the variety of speakers and presentations offered this week during the conference will provide you with important information that will broaden your knowledge and skills.

I encourage you to visit the exhibitor area where you will find organizations offering a wide variety of products and services.

Again, welcome to Los Angeles and to this exciting Conference!

Most sincerely,

Fr. Gregory Boyle, S.J.

Executive Director and Founder, Homeboy Industries

Honorary Chair, 18th Annual Case Management Conference

Conference Site and Hotel

The Millennium Biltmore Hotel has been the premier choice for celebrities, presidents, and dignitaries for over 85 years. Few Los Angeles hotels boast the ideal locale and sumptuous comforts this luxury hotel has to offer. Situated in the heart of Los Angeles' vibrant cultural district, the hotel is just minutes away from major attractions, such as the Ahmanson Theatre, Dodger Stadium, Staples Center, LA Live, Walt Disney Concert Hall, and the Museum of Contemporary Art.

We hope you enjoy your stay and the conference at this historic Los Angeles landmark!

Travel and Visitor Information

There is easy access to a variety of restaurants and attractions within walking distance of the hotel or participants can utilize the Metro Line subway. The Metro Red Line subway stop is just one block from the hotel, across from Pershing Square at Hill Street and includes stops like Hollywood and Universal Studios. To locate additional area attractions, visit the Los Angeles Convention and Visitors Bureau website at discoverlosangeles.com or stop at the hotel concierge desk.

Parking

For conference participants who drive to the site, daily parking is available at the hotel for \$22 per day or \$32 for overnight. Conference participants also have the option to park across the street from the hotel at Pershing Square parking facility. Daily parking is \$10 and overnight parking is \$16. Please note, to get these special rates at the Pershing Square parking facility you must get your parking ticket stamped at the Conference Registration Desk.

Conference Meals

The following group meal functions are included in the conference registration rates:

- Breaks and refreshments
- Light continental breakfast on Wednesday, Thursday, and Friday
- Wednesday night Welcome Reception
- Thursday Awards Luncheon

Welcome Reception

The Welcome Reception will be held Wednesday, October 24, 2012, 5:30—7:30 p.m. in the Crystal Room on the Main Galleria Level. Cash Bar and Hors d'oeuvres. All Conference Participants and Guests Welcome!

Registration Area

The registration area is located in the Main Galleria just outside of the Crystal Ballroom on the Main Galleria level of the Hotel. The Conference Registration Desk will be open daily at 7:30 a.m. and will have available conference registration materials, information on Certificates of Attendance, CEU information, and general information about the conference.

Exhibits

The exhibits are located in the Heinsbergen. Please see page 41 for complete list of all exhibitors.

Admission to Conference Sessions

It is necessary to wear your name tag at all times for admission to the various conference sessions and events. Participants not wearing a name tag may be denied admission to conference sessions or events.

Raffles

Drawings for raffle prizes will be at various times throughout the Conference during general assemblies in the Biltmore Bowl. Please keep your ticket stub that was given to you during registration. Check with the Conference Registration Desk for winning numbers and/or to claim prizes. Participants must be present to win.

Conference Objectives

At the conclusion of this conference, participants will be able to:

- Describe innovations and best practices in case management
- Apply new skills to benefit persons served
- Identify effective approaches to working with specific populations
- Create successful collaborations in their communities



Certificates of Attendance & CEUs

There will be Certificates of Attendance available for all participants at the conclusion of the conference. These certificates attest to your attendance at the 18th Annual Case Management Conference sponsored by the National Association of Case Management in partnership with SRO Housing Corporation.

For conference participants who wish to receive CEUs, please check with your state licensing authority to make sure that you obtain the necessary materials at the conference to support the request for continuing education units.

All CEUs are provided free of charge through the **Tarzana Treatment Centers** for licensed and certified professionals to include LMFTs, LCSWs, RNs, and CAADAC/CAADE—Certified Alcohol and Drug Counselors.

Licensee must retain this certificate for a period of four years.

NACM maintains responsibility for the conference and has received approval for Continuing Education Units. Licensing/certifying entities require participants to attend the full workshop session in order to obtain CEUs. No partial credit for CEUs is allowed.

Individuals who wish to receive continuing education units (CEUs) must follow these procedures:

- Register for Continuing Education Units at the CEU Table
- Sign in and out for each session attended
- Complete a Session Evaluation for each session attended

A certificate of Continuing Education Units will be sent by mail within 3–4 weeks.

For a complete list of approved CEU credits, please see the CEU Table located next to the Conference Registration Desk.

Evaluation Forms and Survey

There is one **Conference Evaluation Form** used for the NACM Annual Conference as well as a Case Management Survey. Both forms are located in your conference folder.

The first section of the **Conference Evaluation Form** will be used to evaluate the keynote sessions as well as the conference as a whole. The second section of the **Conference Evaluation Form** will be used to evaluate the workshops you attend. In this section please indicate which workshops you attended and complete the workshop evaluation. Please note that if you are requesting CEUs you must fully complete and submit your entire **Conference Evaluation Form** to receive CEU credit. At the end of the conference, after you have completed the form, give it to the Monitor on your way out or drop it in the **Evaluation/Survey Box** located at the Conference Registration Desk.

The second document is a **Case Management Survey**. If you provide direct case management services or supervise case management staff, please complete this survey. After you complete the form, give it to the Monitor on your way out or drop it in the Evaluation/Survey Box located at the Conference Registration Desk.

Professional Development

The conference offers flexibility through multiple choices, yet retains several coherent “tracks” for those who want to concentrate on a particular topic. We hope the program reflects your interests and provides you with a chance to exchange information, improve your skills, and develop valuable professional associations. The conference is designed to meet professional continuing education requirements. Certificates of Attendance will be available for documentation.

XCEL Awards

Nominations for individuals/organizations for XCEL Awards can be made by any NACM member in good standing or by any non-member who registers for the conference.

Award recipients are selected by a committee appointed by the NACM Board of Directors; categories awarded depend on nominations. Award winners are honored during the Awards Luncheon and recipients receive free registration to the next conference and a free one-year membership to NACM. Award winners will also be posted on the NACM website.

Track	8:00	9:30-11:30	11:30
Case Management Skills I Room - Grecian	Welcome and Opening Address	Case Management Overview: Best Practices in Case Management Lori Hartman, M.S. Jeffery Marks, M.A.	Lunch on Your Own
Case Management Skills II Room - Florentine		Providing Culturally Appropriate Services to Transgender People Drian Juárez Ben Lee	
Clinical Skills Room - Biltmore Bowl		Utilizing Engagement, Strengths Assessment, and Personal Wellness/Recovery Plans to Collaborate Effectively with Persons Served Walter Kisthardt, Ph.D., MSW	
Peer Room - Cordoban		The Ladies of Diversity Project Rosario Apresa Tina Henderson, Ph.D. Sandrine Lewis Soonseeahray Brown Thelma James María Olvera Brenda Díaz Victoria Johnson Sandra Valdivia, M.S. LaWanda Gresham	
Administration and Management Room - Bernard's		Coaching for Solutions: Getting Great Outcomes from Supervision Robin Teitelbaum, MBA	
Hot Topics Room - Corinthian		Mental Health First Aid (MHFA) - A National Perspective Delbert Carr, CSA, BHT Shelly Hovey, B.S. Francess Register-Joyner, M.Ed. Dennis Fisher, M.M. Taylor Newell, B.S. Mary-Beth Roskens, MFCS	
Veterans Room - Tiffany		What Every Case Manager Should Know About Veteran Benefits Veronica Diez, B.S. Rosa Govea, MSW	
Housing Room - Biltmore Bowl Foyer		Homeless to Home at Last Rosalind Irons-Harris Panel of previously homeless persons	
Trauma-Informed Practices Room - Mediterranean		Trauma-Informed Care: A Strength-Based Approach to Substance Abuse Lila Martin, LCSW	
Substance Abuse/Co-Occurring Room - Athenian		The Addiction Severity Index (ASI): Widely Used and Misused Thomas Coyne, Ed.D., LCSW Carol Kuprevich, Ed.D.	
Homelessness Room - Emerald		Screening of the Documentary Film—<i>Humble Beauty: Skid Row Artists</i> Lillian Abel Calamari Letitia Popa Schwartz Judith Vogelsang	
Youth Services Room - Roman		Removing Barriers: Strategies for Merging Mental Health and Educational Advocacy Sharon Feingold, B.A. Donna Venezio, LCSW	
Housing On-Site Tours Meet at Conference Registration Desk		Tour - "Skid Row" Area of Downtown Los Angeles* *Limited to first 15 participants, sign-up available at Conference Registration Desk. Participants will return at 12:15 p.m. Ervin Munro, M.S.	

Conference and workshop schedule subject to change.

Sign-up early at the Conference Registration Desk for Tour - "Skid Row" Area of Downtown Los Angeles. Space is limited.



Track	1:00-2:30	3:00-4:00	5:30
Case Management Skills I Room - Grecian	Crisis Prevention in Case Management and Recovery Coaching David Wilkinson, BSW	Self Care and Wellness: A Team Effort Mary Braheny, M.A., MFT Diane Halperin, M.A., MFT	Welcome Reception
Case Management Skills II Room - Florentine	Working with the Criminal Justice Population: A Person First Perspective Miriam Hernández, B.A.	Client Driven Needs Assessment John Dennem, B.A. Shannon Parker	
Clinical Skills Room - Biltmore Bowl	The Milestones of Recovery Scale (MORS): A System for Measuring Recovery in People with Mental Illness David Pilon, Ph.D., CPRP	Screening and Assessment for Suicidal Ideation Jack Mayhall, Ph.D., LMFT	
Peer Room - Cordoban	Peer Run Organizations = Successful Peer Run Programs! Alan Green, MPA Kasey Moyer, B.A.	Peer Specialist Supervision Scott Snedecor, B.S.	
Administration and Management Room - Bernard's	A Model for a Master Case Manager Program Craig Johnston, M.A. Jeffrey Marks, M.A.	Navigating Community Relationships Helene Anderson, RN, MSN Ann McFall, RN, BSN	
Hot Topics Room - Corinthian	Hope, Meaning, and Relationships: Keys to Interfaith Spiritual Care Rev. Chris Ponnet, BCC, M.A., M.Div.	Working Hand in Hand: HIV/STI Testing and Risk Reduction Education Roxanne Lewis, B.A. Jackie Padilla, CPT	
Veterans Room - Tiffany	The Increasing Role for Case Managers in Assisting Returning Veterans Walter Kisthardt, Ph.D., MSW	Using Focus Groups to Improve Services for Homeless Veterans Seth Kurzban, Ph.D., MSW Suzanne Wenzel, Ph.D.	
Housing Room - Biltmore Bowl Foyer	Engaging the Disenfranchised on Their Journey from Street to Shelter to Home Owen Camuso, B.S. Jim Peightel, M.D. Ann Ryan, B.S.	Case Management in Permanent Supportive Housing Lou Anne White	
Trauma-Informed Practices Room - Mediterranean	A Time-Limited Treatment for Trauma and Substance Use Disorders Amy Moore, MSW, LCSW Kellie Wolf, M.A., LPC	Trauma-Informed Care: A New Perspective Patricia Grace, M.S.	
Substance Abuse/Co-Occurring Room - Athenian	Responding to Relapse: What's Clinically Appropriate and How Do You Decide? Thomas Coyne, Ed.D., LCSW	Working with Transgender Persons in Substance Abuse Treatment Truett Wright, M.A., LMFT	
Homelessness Room - Emerald	Housing Retention Strategies with Tenants Who Were Chronically Homeless Mollie Lowery, M.A. Shawn Morrissey, MCAC	Transitional Programs: An Integral Part of the Continuum of Care Francisco Méndez, B. A. Jeffrey Proctor, B.A. M. Gabriela Rodríguez-Bustamante, BSW	
Youth Services Room - Roman	Effectively Linking Vulnerable Underserved Children to Early Intervention Services Patricia Herrera	Working with Children of Divorce Lori Rice, M.A.	
Housing On-Site Tours Meet at Conference Registration Desk	Tour - “Skid Row” Area of Downtown Los Angeles* *Limited to first 15 participants, sign-up available at Conference Registration Desk. Participants will miss afternoon break. Ervin Munro, M.S.		

Conference and workshop schedule subject to change.

Track	8:00	9:30-11:30	11:30
Case Management Skills I Room - Roman	Plenary Address	Cluster-Based Planning: Supporting Collaboration and Recovery Bill Rubin, M.A.	Awards Luncheon
Case Management Skills II Room - Corinthian		Sage: A Case Management Collaboration in Art, Science, History, and Psychiatric Social Work Melissa McCool, LCSW Donna Sasso Hillel Schwartz, Ph.D.	
Clinical Skills Room - Bernard's		Utilizing Cognitive Behavioral Interventions to Improve Community Outcomes Narsimha Pinninti, M.D.	
Peer Room - Mediterranean		Integrated Wellness Model Delbert Carr, CSA, BHT Roberta Howard, M.S., M.A., LCS, BHP, BHT Taylor Newell, B.S.	
Administration and Management Room - Grecian		Developing System Outcomes for Improved Effectiveness C.J. Johnson, MSW, LCSW, LMHP	
Hot Topics Room - Florentine		Supported Employment Services for Persons with Mental Illness Guyton Colantuono Laura Pancake, LCSW	
Veterans Room - Biltmore Bowl Foyer		A Collaboration Between Community Agencies and the Veterans Administration Jeffrey Proctor, B.A. Natalie Wells, LCSW	
Housing Room - Cordoban		Integrating Care Management and Supportive Housing for Chronically Homeless Daniel Flaming, Ph.D. Jonathan López Debby Maddis Susan Lee, MBA Mollie Lowery, M.A.	
Trauma-Informed Practices Room - Athenian		The Echo Approach to Supporting Parent and Child Survivors of Trauma Louise Godbold	
Substance Abuse/ Co-Occurring Room - Biltmore Bowl		Assessment, Conceptualization, and Triage of Persons with Addictions* *This workshop is a pre-requisite to Addiction and Trauma at 1:00 p.m. Neva Chaupette, Psy.D.	
Homelessness Room - Emerald		Screening of the Documentary Film—<i>Humble Beauty: Skid Row Artists</i> Lillian Abel Calamari Hayk Makhmuryan, B.A. Letitia Popa Schwartz Judith Vogelsang	
Youth Services Room - Gold		A Collaborative Approach to Truancy: An Innovative Model of Getting Youth to School Richard Ford, M.S., CSOTS Jeffrey Marks, M.A.	
Housing On-Site Tours Meet at Conference Registration Desk		Tour - "Skid Row" Area of Downtown Los Angeles* *Limited to first 15 participants, sign-up available at Conference Registration Desk. Participants will return at 12:15 p.m. Ervin Munro, M.S.	

Conference and workshop schedule subject to change.

Check Out the Exhibit Hall

- Learn about products and services
- Receive product samples or promotional materials
- Grab a beverage from the break table and network with exhibitors or other participants
- Preview product demonstrations and compare their features and benefits

Exhibitors are located in the Heinsbergen

Thursday, October 25, 2012



SRO Housing Corporation
Opening Doors and Transforming Lives...

Track	1:00-2:30	3:00-4:30
Case Management Skills I Room - Roman	Let's Get Home Safely Sherry Coker, B.A., CASAC Ivonne Martinez, B.A.	Implications for Education in Case Management Rafael Ventura III, CAS, BSW, MPA
Case Management Skills II Room - Corinthian	Engagement Strategies for Culturally Diverse Populations Narsimha Pinninti, M.D.	The Effective Use of Genograms and Sociograms Roberto Murillo, MSW
Clinical Skills Room - Bernard's	The Use of Symptom Targeted Intervention (STI) Melissa McCool, LCSW	Coping with Chaos: Working with Individuals with a Borderline Personality Disorder (BPD) Diagnosis Paula McClucky, B.A. Mary Spaker, B.A. Brandon Switzer, B.A.
Peer Room - Mediterranean	A Tenant Perspective: What it Takes to Go from Chronic Homelessness to Obtaining and Sustaining a Home Mollie Lowery, M.A. Shawn Morrissey, MCAC Current Tenants	Opportunities and Challenges of Incorporating Peers Leah Carroll, LCSW Donna Gallup, MSW Terry Huges Monica Potts
Administration and Management Room - Grecian	Enhancing Efficiency and Organization in Clinical and Business Practices Mary Ann Kowalonek, CPA, NHA Pamela Seaman, MPA	Change Management: Providing Effective Case Management Within a Short Timeframe Helene Anderson, RN, MSN Ann McFall, RN, BSN
Hot Topics Room - Florentine	HomeMeds: Collaboration to Reduce Medication Problems for Seniors Sandy Atkins, MPA Dennee Frey, Pharm.D.	Coming of Age Patricia Grace, M.S.
Veterans Room - Biltmore Bowl Foyer	Community Mental Health and Veterans: Making Connections Lori Hartman, M.S. Ray Snyder, B.S.	Managing Professional Boundaries Bromwell Reid, M.A., MFTI
Housing Room - Cordoban	Supporting Housing Stability through Critical Time Intervention Martha Delgado, BSW Jenn Ma-Pham, MSW Linda Tran, MPP	Transitioning from Homelessness to Permanent Supportive Housing on Skid Row Benjamin Henwood, Ph.D., MSW Hsun-Ta Hsu, MSW Suzanne Wenzel, Ph.D.
Trauma-Informed Practices Room - Athenian	Trauma and Addiction* *Assessment, Conceptualization, and Triage of Persons with Addictions at 9:30 a.m. is a pre-requisite to this workshop. Neva Chauppette, Psy. D.	Trauma: It Complicates Everything! Denise Packard, LMHP, LADC
Substance Abuse/Co-Occurring Room - Biltmore Bowl	Substance Use and Harm Reduction in Case Management Services Guyton Colantuono	Relapse Prevention: What Are You Doing? Thomas Coyne, Ed.D., LCSW
Homelessness Room - Emerald	Homeless Innovations Project: Integrated Services for the Homeless Lesley Braden, RN Kaney Fedovski, M.D., MPH	Performance Targets in Homeless Services David Howden, MPA Steve Renahan Chris Ko Lou Anne White
Youth Services Room - Gold	Creating a Collaborative LGBTQ Brave Space Megan Benton, MFTI	Understanding the Needs of Persons Served who are Gay or Transgender Joseph García, B.A.
Housing On-Site Tours Meet at Conference Registration Desk	Tour - "Skid Row" Area of Downtown Los Angeles* *Limited to first 15 participants, sign-up available at Conference Registration Desk. Participants will miss afternoon break. Ervin Munro, M.S.	

Conference and workshop schedule subject to change.

Track	8:00-9:00		9:15-10:15	10:30
Case Management Skills I Room - Roman	Focused Discharge Planning for Persons Served with Schizophrenia Donna Zubek, BSN, MBA		Maximizing Safety and Utilizing Critical Incident Debriefing Techniques for Staff Kevin Flynn, Ph.D	Closing Address
Case Management Skills II Room - Corinthian	Bringing Families Together Lucretia Rashad, B.A. Deirdre Watson, B.A.		Ethics and Boundaries: Professional Standards Between Case Managers and Persons Served Leigh Zweig, MSW, LCSW	
Case Management Skills III Room - Moroccan	An Effective Tool for Medically Frail Persons Served Anat Louis, Psy.D.		How Does New Health Care Reform Impact the HIV Community? Eileen Pagán	
Clinical Room - Bernard’s	Keeping People Safe: Suicide Prevention Dennis Fisher, M.M. Carol Kuprevich, Ed.D.			
Peer Room - Mediterranean	Peer Employment Training Delbert Carr, CSA, BHT Roberta Howard, M.S., M.A., LCS, BHP, BHT Taylor Newell, B.S.			
Administration and Management Room - Grecian	Coaching Concepts: Maximizing Staff Performance Carolina Leverette, CIRS, CAA Elizabeth Ruiz, CIRS, CAA		Medicare/MediCal Dual Eligibility: The Vital Role of Home and Community-Based Services Terrie Stanley, RN, MPA, CCM, CPHQ	
Hot Topics Room - Biltmore Bowl	Sustainable Work-Life Balance Joe Robinson			
Housing Room - Cordoban	Empowering Persons Served with Budgeting and Financial Management Skills Michelle Strong, M.S. Bendu Zoryeah, B.S.		Holistic Understanding and Approaches to Housing Miguel Fernández, M.S. Vicki Freda	
Trauma-Informed Practices Room - Corsican	Creating Trauma-Informed Systems of Care for Human Services Settings Raúl Almazar, RN, M.A.		Healing the Healers Raúl Almazar, RN, M.A.	
Substance Abuse/Co-Occurring Room - Athenian	The American Society of Addiction Medicine Patient Placement Criteria (ASAM-PPC): Widely Used and Misused Thomas Coyne, Ed.D., LCSW			
Homelessness Room - Biltmore Bowl Foyer	Recuperative Care Center: Effective Outcomes for Individuals who are Homeless Jeannine Pugliese, BSW Elizabeth Yang, M.A.		Increasing Access to SSI/SSDI Benefits: A Collaborative Effort Debra Dennis, M.A. Kris Kuntz	
Youth Services Room - Florentine	Teamwork & Transition Age Youth Program Tara Reed, Psy.D.			

Conference and workshop schedule subject to change.



OPENING ADDRESS

Wednesday, October 24, 2012

8:00—9:15 a.m.

Room - Biltmore Bowl

The Principles and Core Functions of Effective and Efficient Case Management

Walter Kisthardt, Ph.D., MSW

Park University BSW Program
Parkville, MO



It has been over thirty years since the National Institute of Mental Health sanctioned case management as the "essential linchpin" of community-based care for persons with disabilities. Much has been learned regarding best practice in case management since that time. Dr. Kisthardt will review the six principles and seven core functions of strength-based, person-centered case management. Examples from programs where he has consulted in 42 states, England, and New Zealand will be integrated to highlight key points. Dr. Kisthardt will also infuse poems from his book "You Validate My Visions" and music from his CD "On Your Case" to illustrate points in a creative, poignant, and humorous manner.

Participants will be able to:

1. Describe five core outcomes of every helping contact.
2. List the six principles of effective case management.
3. Identify the seven core functions of strengths-based, person-centered case management.

Biography

Dr. Walter Kisthardt is one of the original conceptual developers of the Strengths Model of case management. He has presented at many NACM conferences over the years and was one of the presenters at an early NACM national meeting in Kansas City in 1992. Dr. Kisthardt has provided training for mental health, substance abuse, developmental services, homeless, corrections, and child welfare case managers and supervisors in 42 states, England, and New Zealand. He is currently Professor and BSW Program Director at Park University in Parkville, Missouri. Dr. Kisthardt illustrates the importance of creativity and humor in making essential points through his original music from his CD "On Your Case" and poetry from his book "You Validate My Visions."

WORKSHOPS:

Wednesday, October 24, 2012

9:30—11:30 a.m.

Case Management Skills - Track I

Room - Grecian

Case Management Overview: Best Practices in Case Management

Lori Hartman, M.S.

Jeffrey Marks, M.A.

Service Access & Management, Inc.
Reading, PA

This presentation will outline, compare, and contrast best-practice standards of Case Management according to the National Association of Case Management (NACM) and CARF. It will include a dialogue between presenters and participants to discuss how these standards can be applied to diverse populations.

Participants will be able to:

1. Identify fundamental Case Management functions.
2. Distinguish how these functions can be implemented across various populations.
3. Compare and contrast basic functions of Case Management.

Case Management Skills - Track II

Room - Florentine

Providing Culturally Appropriate Services to Transgender People

Drian Juárez

Ben Lee

LA Gay & Lesbian Center
Los Angeles, CA

Transgender people are at much greater risk of unemployment or underemployment than others, due to a common lack of understanding of the trans identity. This often leads to a disproportionate number of trans people who are homeless and in need of social services. This presentation will give service providers the knowledge and tools to connect with trans people in a manner that is respectful and inclusive.

Participants will be able to:

1. Define transgender terminology and the gender identity and sexual orientation continuum.
2. Describe barriers to accessing services.
3. Identify methods they can use to create culturally-competent trans-friendly environment.

Clinical Skills

Room - Biltmore Bowl

Utilizing Engagement, Strengths Assessment, and Personal Wellness/Recovery Plans to Collaborate Effectively with Persons Served

Walter Kisthardt, Ph.D., MSW

Park University BSW Program
Parkville, MO

This workshop will present the essential components of effective engagement, highlighting techniques to use with persons served who present a range of challenges. The Person-Centered Strengths Assessment will be reviewed and participants will have the opportunity to experience how they respond to this tool themselves. Participants will also experience how integrating the Personal Wellness/Recovery Plan into each helping encounter promotes effective and efficient case management interventions.

Participants will be able to:

1. Describe a conscious use of self in developing a trusting collaborative relationship with persons served who may be challenging.
2. Utilize the Person-Centered Strengths Assessment and integrate its use into every helping meeting.
3. Identify the four standards for effective short-term goal development.

Peer

Room - Cordoban

The Ladies of Diversity Project

Rosario Apresa

Soonseeahray Brown

Brenda Diaz

LaWanda Gresham

Tina Henderson, Ph.D.

JWCH Institute, Inc.
Los Angeles, CA

Thelma James

Victoria Johnson

Sandrine Lewis

Maria Olvera

Sandra Valdivia, M.S.

The Ladies of Diversity project (LODi) is an innovative program that links HIV-positive women of color to medical care. Outreach and case management methods are coupled with creative teaming of Community Health Outreach Workers (CHOWs) and peer CHOWs. This presentation will discuss the LODi Project's approach, which incorporates theories of empowerment, self-maintenance, intensive case management, peer support, and linkages to care. The LODi has been recognized as a Special Project of National Significance by the U.S. Department of Health and Human Services.

Participants will be able to:

1. Identify the linkage and retention model utilized by LODi.
2. Discuss the use of peers, their roles and responsibilities.
3. Describe the experiences of peers, and how they have contributed to successes in linkage, retention, and care.

Administration and Management

Room - Bernard's

Coaching for Solutions: Getting Great Outcomes from Supervision

Robin Teitelbaum, MBA

Service Access & Management, Inc.
Reading, PA

One of the most important tasks for supervisors is coaching case managers to develop improved work habits, increased productivity and satisfying professional growth. This workshop will give supervisors the opportunity to explore a strength-based, solution-focused approach to supervision, which, when practiced consistently, can lead to better outcomes for both supervisor and case manager.

Participants will be able to:

1. Identify the focus of coaching/supervision for both supervisor and case manager.
2. Apply a solution-focused/strength-based approach to day-to-day supervisory responsibilities.
3. Identify opportunities to implement these strategies in their own work.

Hot Topics

Room - Corinthian

Mental Health First Aid (MHFA) – A National Perspective

Delbert Carr, CSA, BHT

Taylor Newell, B.S.

NAZCARE, Inc.
Prescott, AZ

Dennis Fisher, M.M.

The Behavioral Health Training and Education Network
Philadelphia, PA

Shelly Hovey, B.S.

Mary-Beth Roskens, MFCS

Pottawattamie County Community Services
Council Bluffs, IA



Francess Register-Joyner, M.Ed.

Philadelphia Department of Behavioral Health and Intellectual
Disability Services
Philadelphia, PA

MHFA is an internationally recognized model for offering short-term support and empathy to persons in need. This session will offer a glimpse of the two day program and a general look at the scope of need in communities across the USA. Participants will be introduced to the recovery-oriented MHFA action plan and typical MHFA activities. Panel members from diverse settings around the country will offer experiences of bringing MHFA to their communities. Various MHFA resources and supports will be suggested.

Participants will be able to:

1. Define MHFA and identify ways it could benefit their community.
2. List three ways MHFA action plans incorporate recovery principles.
3. Discuss the resources and supports available to bring MHFA to their communities.

Veterans

Room - Tiffany

What Every Case Manager Should Know About Veteran Benefits

Veronica Diez, B.S.

LA County Military and Veteran Affairs
Los Angeles, CA

Rosa Govea, MSW

United States Veterans Initiative
Inglewood, CA

While working to provide effective and expedient services to our veterans, many case managers find themselves trying to navigate through a confusing maze of information in order to determine eligibility for veterans' benefits, a process that can be frustrating for both case manager and person served. This workshop will familiarize case managers with available VA federal benefits and how to access them.

Participants will be able to:

1. Identify available compensation benefits and describe filing requirements.
2. Explain the college fee waiver process.
3. Determine eligibility for pension and aid, health-care, burial, survivor, and other VA benefits.

Housing

Room - Biltmore Bowl Foyer

Homeless to Home at Last

Rosalind Irons-Harris

Panel of previously homeless persons

SRO Housing Corporation
Los Angeles, CA

This workshop will offer a panel of formerly homeless persons served, who will share their experiences of transitioning from the street to a stable living environment. Participants will gain an understanding of how effective case management can change an individual's life in very positive ways.

Participants will be able to:

1. Describe the challenges faced when transitioning from the streets to housing.
2. Identify person's served expectations of case managers who are assisting in the transitioning process.
3. Define what works and what doesn't when going through a transitional process.

Trauma-Informed Practices

Room - Mediterranean

Trauma-Informed Care: A Strength-Based Approach to Substance Abuse

Lila Martin, LCSW

Prototypes Women's Center
Pomona, CA

Trauma-informed care is based on an understanding of the neurological, biological, psychological, and social effects of trauma on an individual. This workshop will discuss the high incidence of a history of trauma in persons who receive medical or mental health treatment, and how these experiences can influence many of the individuals' behaviors. Participants will be provided with information to help them develop a strength-based approach to dealing with trauma.

Participants will be able to:

1. Define key features of trauma-informed care.
2. Identify common physical and psychological effects of trauma.
3. Utilize a strength-based approach to address trauma-related behaviors.

Substance Abuse/Co-Occurring

Room - Athenian

The Addiction Severity Index (ASI): Widely Used and Misused

Thomas Coyne, Ed.D., LCSW

New Hyde Park, NY

Carol Kuprevich, Ed.D.

Delaware Department of Health and Social Services, Division of Substance Abuse and Mental Health
New Castle, DE

The ASI is one of the most widely used instruments in the world, and may also be one of the most widely misused instruments in the world. Find out why, what you can do about it, and learn more about the clinical and program evaluation utility of the tool.

Participants will be able to:

1. Identify the rationale and benefits of correctly using ASI.
2. Define the relationship and functionality of ASI to common clinical tasks.
3. Describe the systemic factors contributing to its misuse and recommendations to address them.

Homelessness

Room - Emerald

Screening of the Documentary Film *Humble Beauty: Skid Row Artists*

Lillian Abel Calamari

Letitia Popa Schwartz

Judith Vogelsang

Humble Productions

Los Angeles, CA

The documentary is the story of how art changed and saved the lives of homeless, formerly homeless, and indigent participants who attended art workshops in the Skid Row section of Los Angeles. Participants in this event will take away a viable, cost-efficient tool to help persons served regain lost hope, self-esteem, and a sense of accomplishment. Following the screening artists, social workers, and film producers will be available to answer questions and art work will be offered for sale.

Participants will be able to:

1. Explain how creating art leads to a sense of accomplishment, self-esteem, and inspiration to

greater achievement.

2. Demonstrate how to guide persons served through a motivational art program.
3. Describe how unexpected positive outcomes can result from simply creating art.

Youth Services

Room - Roman

Removing Barriers: Strategies for Merging Mental Health and Educational Advocacy

Sharon Feingold, B.A.

Donna Venezia, LCSW

Child & Family Guidance Center
Northridge, CA

Case management is a vital component of a comprehensive mental health program serving youth. When mental health symptoms impact school performance, the case plan must incorporate educational advocacy. This includes working collaboratively with the school team to establish an individualized educational plan (IEP) that will address the youth's emotional/behavioral challenges.

Participants will be able to:

1. Describe the case manager's role as an educational advocate.
2. Explain effective strategies of educational advocacy.
3. Define the clinical benefits of collaboration between mental health professionals, case managers, and school personnel.

Housing On-Site Tours

Participants will meet at the Conference Registration Desk to depart.

Tour – "Skid Row" Area of Downtown Los Angeles

(Please note that this workshop will go from 9:30 a.m.—12:15 p.m.)

Ervin Munro, M.S.

SRO Housing Corporation
Los Angeles, CA

This three-hour tour of "Skid Row," sponsored by SRO Housing Corporation, will provide participants with a first-hand view of the largest concentration of homeless and very low-income individuals in the United States. Participants will see how SRO Housing works to renovate old, single-room-occupancy hotels in order to provide affordable housing as well as supportive services for homeless persons. Transportation will be provided, but workshop is limited to the first 15 people. Sign up early



at the Conference Registration Desk to secure your spot.

Participants will be able to:

1. Explain the development of emergency, transitional, and permanent housing for persons served who are homeless.
2. Identify supportive services for the homeless.
3. Describe a model that blends housing and social services to revive a deprived community.

WORKSHOPS:

Wednesday, October 24, 2012

1:00—2:30 p.m.

Case Management Skills - Track I

Room - Grecian

Crisis Prevention in Case Management and Recovery Coaching

David Wilkinson, BSW

Central Montgomery MH/MR Center
Norristown, PA

This workshop will discuss good crisis prevention practices and review fundamentals of crisis prevention. Participants will learn about the Recovery Coaching model. They will also examine broader issues impacting the volume of crisis case managers experience.

Participants will be able to:

1. Define good crisis prevention practices.
2. Discuss some examples around crisis situations and about interventions which have had positive results.
3. Summarize progress made in crisis prevention as a result of the Recovery Coaching model.

Case Management Skills - Track II

Room - Florentine

Working with the Criminal Justice Population: A Person First Perspective

Miriam Hernandez, B.A.

Project 180
Los Angeles, CA

Individuals involved with the criminal justice system commonly struggle as they re-enter the community, they often find it difficult to obtain employment, housing, benefits, establish healthy social relationships, and cope with challenges of mental health and substance addiction issues. This presentation will provide an overview of a diversion and re-entry program

that offers support, supervision, practical assistance, and skills development in which case management is perhaps the most important component.

Participants will be able to:

1. Define the criminal justice population and their needs.
2. Identify the role that case managers play in the recovery/rehabilitation process.
3. Explain how to utilize case management skills to assist persons served with community re-integration.

Clinical Skills

Room - Biltmore Bowl

The Milestones of Recovery Scale (MORS): A System for Measuring Recovery in People with Mental Illness

David Pilon, Ph.D., CPRP

Mental Health America of Los Angeles
Long Beach, CA

This workshop will present the Milestones of Recovery Scale (MORS), a system for assessing a person's milestones in their process of recovery from mental illness. The workshop will demonstrate how the system can be used to predict and enhance outcomes and service utilization.

Participants will be able to:

1. Discuss difficulties in the measurement of recovery.
2. Define the Milestones of Recovery Scale (MORS) and its associated software.
3. Utilize MORS to assign persons served to an appropriate level of care.

Join us for the Fun!

Participant Raffle

Drawing for prizes will be during general sessions. Must be present to win. Raffle prizes include: gift certificates, complimentary conference registrations, memberships, and many other items!

Peer

Room - Cordoban

Peer Run Organizations = Successful Peer Run Programs!

Alan Green, MPA

Kasey Moyer, B.A.

Mental Health Association of Nebraska
Lincoln, NE

Peer run organizations can implement programs that promote an improved quality of life for persons served and complement existing community services. Evidence-based consumer-run programming can be both effective and cost effective. It is essential to the success of these programs that persons providing services maintain their own wellness while providing assistance to others.

Participants will be able to:

1. Define effectiveness of peer run programs.
2. Identify how peer staff can maintain their own wellness.
3. Describe effective peer run programs that complement existing community services.

Administration and Management

Room - Bernard's

A Model for a Master Case Manager Program

Craig Johnston, M.A.

Jeffrey Marks, M.A.

Service Access & Management, Inc.
Reading, PA

This presentation outlines an approach to developing standards of excellence in case management practice. The Master Case Manager Program ensures that case managers are skilled in essential case management functions and able to work with a variety of populations. Assessing and acknowledging mastery of these skills improves job satisfaction and quality of services delivered.

Participant will be able to:

1. Describe the purpose and functions of the Master Case Manager program.
2. Discuss how assessment of Master Case Manager status is implemented.
3. Identify how the Master Case Manager program could be implemented in their agency.

Hot Topics

Room - Corinthian

Hope, Meaning, and Relationships: Keys to Interfaith Spiritual Care

Rev. Chris Ponnet, BCC, M.A., M.Div.

St. Camillus Center for Spiritual Care
Los Angeles, CA

Spiritual assessment need not be done only by chaplains – anyone can be trained to listen, understand, and appreciate the story of the person served. This is not only good practice but also lessens short and long-term costs. This workshop will review models for assessment allowing case managers to gain insight into the “spirit” of the person served.

Participants will be able to:

1. Define a model of spiritual assessment.
2. Describe how this model can be used to offer spiritual care.
3. Identify obstacles to using this model and how they can be addressed.

Veterans

Room - Tiffany

The Increasing Role for Case Managers in Assisting Returning Veterans

Walter Kisthardt, Ph.D., MSW

Park University BSW Program
Parkville, MO

Thousands of Americans are returning to communities all across the nation after serving our country. This reintegration is often difficult, even for those who have a strong family and social support network. Many others face unemployment, homelessness, and a range of social, psychological, physical and/or spiritual challenges. The Veterans Administration has recently emphasized the need for strong advocacy and a focus on returning Veterans' strengths, capabilities, and experience to assist them to find housing and employment and re-integrate into the community. Case management will have an ever-increasing role in promoting these outcomes. In this workshop the current policies and intended outcomes will be reviewed. The importance of "policy practice" will be emphasized, as case managers across the nation collaborate to help our Veterans obtain the resources they need.



Participants will be able to:

1. Describe current policies of the Veterans Administration.
2. Discuss programs designed to assist Veterans.
3. Identify the core elements of policy practice and effective strategies for advocacy.

Housing

Room - Biltmore Bowl Foyer

Engaging the Disenfranchised on Their Journey from Street to Shelter to Home

Owen Camuso, B.S.

Jim Peightel, M.D.

Ann Ryan, B.S.

Resources For Human Development
Philadelphia, PA

The challenge of being homeless is often magnified by the additional disabling conditions of severe mental illness and substance abuse, which can create a barrier of mistrust between persons served and providers. The FaSST/Connections program is a unique approach to engaging the homeless population. This workshop will focus on engagement strategies, targeted case management for the homeless and community collaboration to reduce homelessness.

Participants will be able to:

1. Apply various engagement strategies for the hard-to-reach homeless persons with severe mental illness.
2. Define the difference between Homeless Mental Health Case Management and traditional Targeted Case Management.
3. Identify how to reintegrate individuals suffering from homelessness back into the community and prevent recidivism.

Trauma-Informed Practices

Room - Mediterranean

A Time-Limited Treatment for Trauma and Substance Use Disorders

Amy Moore, MSW, LCSW

Kellie Wolf, M.A., LPC

Jefferson Center for Mental Health
Lakewood, CO

This workshop will explore how Seeking Safety, an evidence-based treatment designed to address co-morbid PTSD and substance use, can effectively help

persons served and how it is different from other treatments. The technique includes combining case management and cognitive behavioral techniques to improve the person served's ability to cope with day-to-day triggers and reach acceptance of their experiences.

Participants will be able to:

1. Define co-morbidity of PTSD and substance use disorders.
2. Explain implementation of an integrated model of treating PTSD with substance abuse.
3. Illustrate adaptation of the model to diverse populations.

Substance Abuse/Co-Occurring

Room - Athenian

Responding to Relapse: What's Clinically Appropriate and How Do You Decide?

Thomas Coyne, Ed.D., LCSW

New Hyde Park, NY

Many would agree that relapse is an expected part of the addiction recovery process; fewer agree on what the response to relapse should be. This workshop will discuss and define some of the key factors that should consistently be evaluated when responding to relapse.

Participants will be able to:

1. Describe Biopsychosocial factors (cues & triggers) and their role in the relapse process.
2. Define key factors to be considered in developing an appropriate response to relapse.
3. Identify the factors to be considered when assessing risk of relapse for the person served.

Biographical Sketches

Look in your registration folder for biographical sketches on all the presenters.

Homelessness

Room - Emerald

Housing Retention Strategies with Tenants Who Were Chronically Homeless

Mollie Lowery, M.A.

Shawn Morrissey, MCAC

Housing Works

Los Angeles, CA

This workshop describes what it takes to successfully house the most vulnerable, multi-diagnosed, chronically homeless persons. This includes persons who are active drug users and persons who are ambivalent about mental health or substance abuse treatment. Minimally, the goal is to help tenants retain their housing, but of equal importance is the ability to share in and facilitate their journeys of recovery.

Participants will be able to:

1. Define harm reduction strategies and theory.
2. Apply new, tangible tools to implement harm reduction strategies.
3. Describe persons challenged by a combination of homelessness, serious mental illness, and addictions, and how best to meet their needs.

Youth Services

Room - Roman

Effectively Linking Vulnerable Underserved Children to Early Intervention Services

Patricia Herrera

211 LA County

San Gabriel, CA

All children do not have equal access to developmental and autism screening in their primary care settings. This workshop will describe a cost-effective, phone-based case management model that involves cross-system collaboration to promote timely and effective early intervention services for the most underserved children.

Participants will be able to:

1. Identify the barriers to the early identification and intervention with developmental delays in underserved children.
2. Define the different components of a phone-based screening and case management model to identify children who may have or be at risk of an Autism Spectrum Disorder or other developmental delay.

3. Implement cross-system collaboration in the early intervention service delivery system.

Housing On-Site Tours

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(Please note that this workshop will go from 1:00—4:00 p.m.)

Ervin Munro, M.S.

SRO Housing Corporation

Los Angeles, CA

This three-hour tour of “Skid Row,” sponsored by SRO Housing Corporation, will provide participants with a first-hand view of the largest concentration of homeless and very low-income individuals in the United States. Participants will see how SRO Housing works to renovate old, single-room-occupancy hotels in order to provide affordable housing as well as supportive services for homeless persons. Transportation will be provided, but workshop is limited to the first 15 people. Sign up early at the Conference Registration Desk to secure your spot.

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2. Identify supportive services for the homeless.
3. Describe a model that blends housing and social services to revive a deprived community.

WORKSHOPS:

Wednesday, October 24, 2012

3:00—4:00 p.m.

Case Management Skills - Track I

Room - Grecian

Self Care and Wellness: A Team Effort

Mary Braheny, M.A., MFT

Diane Halperin, M.A., MFT

Life Designs

Redondo Beach, CA

“The team that plays together, stays together.” This workshop is designed to renew and revitalize your mind, body, and spirit through use of the creative arts. When we take care of ourselves daily, we’re more capable of being vital team players!

Participants will be able to:

1. Define how to balance body and mind in times of transition and change.



2. Identify how to incorporate creative arts into their life style.
3. Acquire skills to interrupt negative behaviors and refocus on the positive.

Case Management Skills - Track II

Room - Florentine

Client Driven Needs Assessment

John Dennem, B.A.

Shannon Parker

Skid Row Housing Trust
Los Angeles, CA

This workshop presents a model of systematic needs assessment in order to meet and understand the needs of persons served who are homeless needs. Presenters will discuss the use of an assessment process that is driven by the person served to assist individuals to obtain necessary services and increase housing stability.

Participants will be able to:

1. Describe a needs assessment model driven by the person served.
2. Define and use limited/supportive/comprehensive categories of needs.
3. Utilize needs assessment to inform and create goals and objectives.

Clinical Skills

Room - Biltmore Bowl

Screening and Assessment for Suicidal Ideation

Jack Mayhall, Ph.D., LMFT

U.S. VETS – Los Angeles
Inglewood, CA

This workshop will explore suicidal ideation from the person served perspective. Risk factors, assessment, and interventions will be addressed. The Presenter will utilize vignettes to give participants real-life scenarios to practice learned skills.

Participants will be able to:

1. Define suicidal ideation.
2. Summarize risk factors and how to identify suicidal behavior.
3. Develop strategies to assist persons served with problem-solving, self-awareness, and tolerance of negative feelings.

Peer

Room - Cordoban

Peer Specialist Supervision

Scott Snedecor, B.S.

Oregon State Hospital
Portland, OR

Peers provide a unique perspective in providing services that traditional providers cannot offer; they also can present unique challenges, particularly in mental health settings. This workshop will be an interactive discussion concerning working with peer specialists in the mental health field.

Participants will be able to:

1. Define issues to consider when working with peers as providers.
2. Identify effective strategies for clinical supervision.
3. Discuss and offer solutions for specific problems that arise when utilizing peers in the workforce.

Administration and Management

Room - Bernard's

Navigating Community Relationships

Helene Anderson, RN, MSN

Ann McFall, RN, BSN

Providence Health and Services
Portland, OR

Case management generally focuses on identifying resources to help persons served succeed. All too often, however, agencies spend little time on developing relationships with these resources. In this workshop participants will learn how successful organizations deliver case management services in a manner consistent with a wider organizational goal of building community relationships.

Participants will be able to:

1. Explain the need to establish ongoing relationships with state and community partners.
2. Translate the knowledge acquired to their work setting and develop a process for staff engagement to improve outcomes.
3. Define and adopt CQI metrics and reporting standards.

Hot Topics

Room - Corinthian

Working Hand in Hand: HIV/STI Testing and Risk Reduction Education

Roxanne Lewis, B.A.

Jackie Padilla, CPT

JWCH Institute, Inc.
Los Angeles, CA

At JWCH Institute in Los Angeles, The Multiple Morbidity Mobile Testing Unit tests persons served for HIV/STI; the H.A.R.R.P. Program (Health Alternatives for Reducing the Risk for HIV) educates individuals who have not tested positive but are at high risk about risk reduction techniques. This presentation will provide an overview of how these two services work together providing quality integrated services within the diverse homeless and substance using community.

Participants will be able to:

1. Demonstrate capacity for building partnerships that integrate services.
2. Identify communication strategies to work effectively across testing, education, and case management services.
3. Define the advantages to working collaboratively.

Veterans

Room - Tiffany

Using Focus Groups to Improve Services for Homeless Veterans

Seth Kurzban, Ph.D., MSW

Suzanne Wenzel, Ph.D.

USC, School of Social Work
Los Angeles, CA

Four focus groups with Skid Row area homeless veterans and two focus groups with service providers were conducted to understand how these services are meeting the needs of persons served. These groups yielded important information about attitudes towards veteran services and gaps in services. This presentation will focus on ways to utilize these findings to improve case management services for veterans. The workshop will also discuss service needs and planning around HIV prevention and treatment.

Participants will be able to:

1. Describe the attitudes and perceptions of homeless veterans on Skid Row about services available to them.

2. Discuss how to address these attitudes in case management and programming.
3. Utilize HIV awareness and prevention strategies in comprehensive treatment.

Housing

Room - Biltmore Bowl Foyer

Case Management in Permanent Supportive Housing

Lou Anne White

Corporation for Supportive Housing
Los Angeles, CA

Working with people in scattered site permanent supportive housing requires a flexible and creative approach. This workshop will present engagement strategies and identification of best practices in such areas as providing safe and respectful in-home services, working effectively with landlords and empowering persons served.

Participants will be able to:

1. Develop strategies to create successful partnerships with persons served.
2. Demonstrate use of strength-based approaches.
3. Define respectful and individualized client-driven services.

Trauma-Informed Practices

Room - Mediterranean

Trauma-Informed Care: A New Perspective

Patricia Grace, M.S.

Kaplan University
Wisconsin Rapids, WI

Trauma-Informed Care provides a new perspective. Services and supports are used to engage and empower persons served, and to help them to understand the effects of trauma, how the past impacts the present.

Participants will be able to:

1. Describe how trauma-informed care changes how we view individuals served.
2. Identify the effects of trauma on persons served.
3. Define the goals of Trauma-Informed Services.

Check out the Resource Table

Located in the exhibit area with copies of extra handouts and other cool stuff.



Substance Abuse/Co-Occurring

Room - Athenian

Working with Transgender Persons in Substance Abuse Treatment

Truett Wright, M.A., LMFT

Tarzana Treatment Centers
Reseda, CA

Persons served who express their gender in an “atypical” way may struggle with increased resistance to substance abuse treatment. This workshop will discuss some issues to consider when treating transgender people to ensure the best possible outcomes. Participants will also gain a greater understanding of how gender issues can impact substance abuse treatment.

Participants will be able to:

1. Identify and address barriers that transgender people encounter when accessing treatment.
2. Define three cultural beliefs about gender that may impede the therapeutic relationship.
3. Implement strategies to make changes in their work environments that can increase the success rate for persons served who are transgender.

Homelessness

Room - Emerald

Transitional Programs: An Integral Part of the Continuum of Care

Francisco Méndez, B.A.

Jeffrey Proctor, B.A.

M. Gabriela Rodríguez-Bustamante, BSW

SRO Housing Corporation
Los Angeles, CA

This presentation will demonstrate how transitional housing programs efficiently and effectively assist homeless individuals in obtaining and retaining permanent housing. Presenters will define how transitional programs fit into the full continuum of care. Participants will learn how collaborations with community agencies create an effective network of care. Presenters will discuss three distinctive transitional programs that target three different populations.

Participants will be able to:

1. Define a “Transitional Program” model within the continuum of care.
2. Adapt methods to efficiently and effectively provide supportive services through linkages.

3. Identify best practices that help persons served achieve and sustain productive independence.

Youth Services

Room - Roman

Working with Children of Divorce

Lori Rice, M.A.

Kaplan University
Los Angeles, CA

Support groups for children of divorce can effectively normalize non-nuclear families for large numbers of children who have experienced divorce or separation. This presentation describes groups that are designed to teach children positive coping skills to deal with the emotions and changes that result from divorce. Participants will learn how to set up, effectively facilitate, and teach skills in a support group.

Participants will be able to:

1. Describe settings that are effective to facilitate psycho-educational support groups.
2. Implement techniques to teach age-appropriate coping skills to children.
3. Design materials to support parents and enhance their understanding of children’s needs.

Housing On-Site Tours

Tour – “Skid Row” Area of Downtown Los Angeles

(Please note that this workshop will go from 1:00—4:00 p.m. See previous listing.)

Welcome Reception

Wednesday, October 24, 2012

5:30—7:30 p.m.

Drinks and Hors d’oeuvres

**Crystal Room on the
Main Galleria Level**

**All Conference Participants and
Guests Welcome!**

PLENARY ADDRESS

Thursday, October 25, 2012

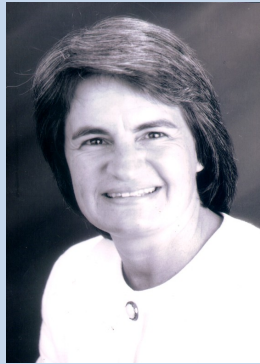
8:00—9:15 a.m.

Room - Biltmore Bowl

The Provision of Individualized, Integrated, and Comprehensive Care

Neva Chauppette, Psy.D.

Woodland Hills, CA



An overarching principle for best practice is evidenced by the provision of individualized, integrated, and comprehensive care. Persons served should be assessed and treated for conditions that co-morbidly present with addiction across multiple domains. Assessment should result in a delineation of placement on the continuum of change. During this session, participants will learn how to use the Stage of Change Model to increase motivation to change, along with awareness, acceptance, and ownership of change. They will also learn to view treatment patterns across all problematic domains from a perspective of offering something different, and how treatment planning should be driven by and tied to ongoing assessment with involvement from the person served at every level.

Participants will be able to:

1. Describe individualized, integrated, and comprehensive care.
2. Define Stage of Change Model and how it is used in both assessment and treatment.
3. Apply integrated awareness, acceptance, and ownership into assessment and treatment planning.

Biography

Dr. Neva Chauppette is a licensed psychologist in part-time private practice in Los Angeles. She is the full-time Project Director of a mobile medical clinic that provides free and comprehensive HIV, Hepatitis ABC, and STD services to at-risk individuals. She is the former Clinical Director of an outpatient mental health clinic for women of color with multiple morbidities. Dr. Chauppette is a consultant to AIDS Healthcare Foundation, assisting physicians with the mental health and addiction needs of their patients. She is also a consultant to numerous HIV, mental health, and addiction treatment providers in California.

As a trainer, Dr. Chauppette provides trainings for both staff and persons served on various topics including addiction, HIV, Hepatitis, and the interactions of multiple morbidities from an assessment and treatment perspective.

Dr. Chauppette has worked in the field of substance abuse and HIV since 1988. She earned her doctorate in psychology from Pepperdine University in 1992.

WORKSHOPS:

Thursday, October 25, 2012

9:30—11:30 a.m.

Case Management Skills - Track I

Room - Roman

Cluster-Based Planning: Supporting Collaboration and Recovery

Bill Rubin, M.A.

Synthesis, Inc.

Columbus, OH

How can we collaborate if partners lack a common understanding of the people to be served? This workshop will describe Cluster-Based Planning, a systematic approach to describing sub-groups (clusters) of people who have shared life histories and similar needs. Having this understanding enhances collaboration on all levels.

Participants will be able to:

1. Describe how persons served can be grouped into clusters based on their bio-psychosocial histories and shared lived experiences.
2. Identify ways that a Cluster-Based Planning approach can enhance service delivery.
3. Describe how Cluster-Based Planning fosters greater collaboration.

Case Management Skills - Track II

Room - Corinthian

Sage: A Case Management Collaboration in Art, Science, History, and Psychiatric Social Work

Melissa McCool, LCSW

Hillel Schwartz, Ph.D.

Sage Case Management

Leucadia, CA

Donna Sasso, Artist

Cardiff, CA

Through the collaboration of an historian of medicine, poet, visual artist, and psychotherapist, Sage Case Management has developed an unusual set of case management tools for sustaining persons served in relation to family, friends, and medical communities. This presentation will explore these tools and teach participants a unique approach to creating and maintaining histories, coordinating specialists, making art, and addressing anxiety, indecision, and depression.

Participants will be able to:

1. Deploy an understanding of the history of science and medicine to improve interactions.



2. Identify ways to encourage art that accommodates a wide scope of expression and that invites others to seek a more acute understanding of needs, perspectives, and circumstances.
3. Apply modified cognitive, behavioral, and mindfulness interventions to help persons served who suffer from anxiety and depression.

Clinical Skills

Room - Bernard's

Utilizing Cognitive Behavioral Interventions to Improve Community Outcomes

Narsimha Pinninti, M.D.

University of Medicine and Dentistry of New Jersey
Cherry Hill, NJ

Cognitive Behavioral Therapy (CBT) is shown to be effective in the treatment of schizophrenia and other serious mental illnesses (SMI). Case managers provide essential services and support for individuals who are seriously mentally ill, and are often the service provider with whom the individuals have the most frequent contact. This workshop will discuss how training case managers basic CBT interventions can assist them to increase engagement, provide more effective services, and improve outcomes.

Participants will be able to:

1. Identify the effectiveness of CBT in serious mental illness.
2. Explain the cognitive method of looking at problems of the person served.
3. Utilize CBT interventions for common problems.

Peer

Room - Mediterranean

Integrated Wellness Model

Delbert Carr, CSA, BHT

Roberta Howard, M.S., M.A., LCS, BHP, BHT

Taylor Newell, B.S.

NAZCARE, Inc.
Prescott, AZ

Integrated wellness services delivered by peers in a clinical or recovery setting address the complete health needs of the individual. This workshop will present a model that uses the Wellness Recovery Plan, Peer Whole Health, SMART Recovery, and Brilliant Health to address recovery, build resiliency, and create significant positive outcomes in behavioral and physical health for the person served.

Participants will be able to:

1. Describe how to integrate wellness concepts and tools into clinical and recovery delivery systems.

2. Analyze the components of delivering whole health goals.
3. Apply wellness skills and concepts to their programs.

Administration and Management

Room - Grecian

Developing System Outcomes for Improved Effectiveness

C.J. Johnson, MSW, LCSW, LMHP

Region V Systems
Lincoln, NE

Continuous quality improvement can become an academic exercise, not engaging employees or stakeholders. This workshop will explore strategies to engage individuals at all levels, while developing meaningful outcomes that promote a sense of responsibility and ownership.

Participants will be able to:

1. Develop a sense of responsibility among stakeholders in program, organization, and system performance improvement plans.
2. Describe practical tools to support the development of performance improvement plans.
3. Identify the difference between causes, barriers, outcome drivers, and outcomes within any system.

Hot Topics

Room - Florentine

Supported Employment Services for Persons with Mental Illness

Guyton Colantuono

Laura Pancake, LCSW

Pacific Clinics
Pasadena, CA

Supported employment encourages people to work within their communities of choice and improves social interaction and integration while decreasing dependence on the social delivery system. This presentation will focus on effective strategies to increase work-readiness in this population, including dispelling common myths about people with psychiatric disabilities, and their ability to work in non-disabled roles.

Participants will be able to:

1. Identify the principles of supported employment.
2. Discuss barriers and solutions to successful employment for consumers.
3. Describe common pitfalls to offering employment services.

Veterans

Room - Biltmore Bowl Foyer

A Collaboration Between Community Agencies and the Veterans Administration

Jeffery Proctor, B.A.
SRO Housing Corporation
Los Angeles, CA

Natalie Wells, LCSW
GLA VAMC
Los Angeles, CA

This presentation will describe the background, purpose, and funding of the VA Grant and Per Diem Program. The presenters will facilitate a panel discussion which will highlight and distinguish roles in the homeless Veterans continuum of care. Participants will learn about services available to homeless Veterans, effective service techniques, and enhancement of services through collaboration.

Participants will be able to:

1. Describe the collaboration between community agencies and Greater Los Angeles Veteran Administration Medical Center (GLA VAMC).
2. Discuss the unique needs of homeless Veterans in Los Angeles.
3. Identify GLA VAMC services specific to homeless Veterans.

Housing

Room - Cordoban

Integrating Care Management and Supportive Housing for Chronically Homeless

Daniel Flaming, Ph.D.
The Economic Roundtable
Los Angeles, CA

Susan Lee, MBA
Corporation for Supportive Housing
Los Angeles, CA

Jonathan López
Kaiser Permanente
Woodland Hills, CA

Mollie Lowery, M.A.
Housing Works
Los Angeles, CA

Debby Maddis

Ocean Park Community Center
Los Angeles, CA

In LA County, major hospitals, FQHCs, housing developers, and homeless service providers are recognizing the need to truly collaborate to improve health outcomes for the most high-need, chronically homeless patients. This presentation will outline how linking care management to supportive housing for this population can improve health outcomes and reduce healthcare costs. It will also define the role of the “navigator,” a person who coordinates all housing and social services needs for the person served.

Participants will be able to:

1. Define how to structure the role of the “navigator.”
2. Identify a process for assessment and coordination among hospitals, clinics, primary care providers, and housing navigators.
3. Analyze why strong communication among providers and persons served, particularly between inpatient and outpatient providers, is so important.

Trauma-Informed Practices

Room - Athenian

The Echo Approach to Supporting Parent and Child Survivors of Trauma

Louise Godbold

Echo Parenting & Education
Los Angeles, CA

The Echo Approach is a nationally recognized model of nonviolent parenting, and has evolved to become a way to inform and shape interactions of service providers with parents and children. We know that empathy and kindness lead to optimal development and functioning of the brain, and that cruelty and trauma damage it. This workshop will look at trauma and the brain in order to gain an understanding of how to break the cycle of violence through nonviolent parenting, how to provide trauma-informed care to survivor and child, and the importance of self-care for survivors and service providers alike.

Participant will be able to:

1. Describe the impact of trauma on brain development.
2. Identify strategies for supporting survivor and child.
3. Apply strategies to prevent re-traumatization through trauma-informed care.

Substance Abuse/Co-Occurring

Room - Biltmore Bowl

Assessment, Conceptualization, and Triage of Persons with Addictions

(Please note that this workshop is a pre-requisite to **Addiction and Trauma** at 1:00 p.m.)

Neva Chauppette, Psy.D.

Woodland Hills, CA

This workshop will focus on assessment of persons served for addiction and co-occurring conditions, how to conceptualize treatment based on the Stage of Change Model, and how to triage persons served in order to formulate appropriate interventions.



Participants will be able to:

1. Assess persons served with various forms of addiction.
2. Describe the different stages of addiction according to the Stage of Change Model.
3. Utilize triage methods to formulate interventions.

Homelessness

Room - Emerald

Screening of the Documentary Film *Humble Beauty: Skid Row Artists*

Lillian Abel Calamari

Letitia Popa Schwartz

Judith Vogelsang

Humble Productions

Los Angeles, CA

Hayk Mahkmuryan, B.A.

Lamp Community

Los Angeles, CA

The documentary is the story of how art changed and saved the lives of homeless, formerly homeless, and indigent participants who attended art workshops in the Skid Row section of Los Angeles. Participants in this event will take away a viable, cost-efficient tool to help persons served regain lost hope, self-esteem, and a sense of accomplishment. Following the screening artists, social workers, and film producers will be available to answer questions and art work will be offered for sale.

Participants will be able to:

1. Explain how creating art leads to a sense of accomplishment, self-esteem and inspiration to greater achievement.
2. Demonstrate how to guide persons served through a motivational art program.
3. Describe how unexpected positive outcomes can result from simply creating art.

Youth Services

Room - Gold

A Collaborative Approach to Truancy: An Innovative Model of Getting Youth to School

Richard Ford, M.S., CSOTS

Jeffrey Marks, M.A.

Service Access & Management, Inc.

Reading, PA

This presentation examines the significant role of case management in empowering youth to return to school

and/or participate in other appropriate vocational activities. Presenters will examine the complex interaction of social, community, economic, familial, ethnic, emotional, and behavioral issues that influence truancy. Using a hybrid of the Clinical Case Management and Psychosocial Rehabilitation Model, the presentation is designed to give individuals working with truant youth a model to engage the families/youth toward career planning.

Participants will be able to:

1. Describe relational methods to engage students/families.
2. Define the role of the Case Manager when working as part of the interdisciplinary team as it relates to truancy.
3. Demonstrate collaborative goal setting using a Motivational Interviewing approach.

Housing On-Site Tours

Participants will meet at the Conference Registration Desk to depart.

Tour – “Skid Row” Area of Downtown Los Angeles

(Please note that this workshop will go from 9:30 a.m.—12:15 p.m.)

Ervin Munro, M.S.

SRO Housing Corporation

Los Angeles, CA

This three-hour tour of “Skid Row,” sponsored by SRO Housing Corporation, will provide participants with a first-hand view of the largest concentration of homeless and very low-income individuals in the United States. Participants will see how SRO Housing works to renovate old, single-room-occupancy hotels in order to provide affordable housing as well as supportive services for homeless persons. Transportation will be provided, but workshop is limited to the first 15 people. Sign up early at the Conference Registration Desk to secure your spot.

Participants will be able to:

1. Explain the development of emergency, transitional, and permanent housing for persons served who are homeless.
2. Identify supportive services for the homeless.
3. Describe a model that blends housing and social services to revive a deprived community.

Parking

Get your Pershing Square parking ticket stamped at the Conference Registration Desk.

WORKSHOPS:

Thursday, October 25, 2012

1:00—2:30 p.m.

Case Management Skills - Track I

Room - Roman

Let's Get Home Safely

Sherry Coker, B.A., CASAC

Ivonne Martinez, B.A.

Rochester Mental Health Center
Rochester, NY

Occasionally you may be in dangerous situations. This workshop is designed to help workers feel safer in the community and in the office. Participants will learn some basic self-defense techniques, and engage in discussions of how to handle difficult situations.

Participants will be able to:

1. Define how to remain safe in the community.
2. Demonstrate simple self-defense techniques to keep them and the persons served safe.
3. Evaluate knowledge about their surroundings when in the community to stay safe.

Case Management Skills - Track II

Room - Corinthian

Engagement Strategies for Culturally Diverse Populations

Narsimha Pinninti, M.D.

University of Medicine and Dentistry of New Jersey
Cherry Hill, NJ

In the United States a quarter of the population is part of an ethnic minority group. There are significant disparities in the quality of care that minorities receive. An understanding of cultural differences, and how different cultures view mental illness, is essential for effective intervention. This presentation will discuss the differences among minority groups and what case managers can do to engage them.

Participants will be able to:

1. Identify demographics of United States and the breakdown of ethnic minorities.
2. Discuss the disparities in care for ethnic minorities and different ways in which diverse cultures view mental illness and care providers.
3. Utilize techniques effective with persons from diverse cultures to engage and keep persons served in services.

Clinical Skills

Room - Bernard's

The Use of Symptom Targeted Intervention (STI)

Melissa McCool, LCSW

Sage Case Management
Leucadia, CA

Symptom Targeted Intervention (STI) is a focused, active approach that helps clinicians to manage depression in persons served who also have a chronic illness. Participants will learn a process for using STI to address the most problematic symptoms, as identified by the person served, using an evidence-based selection of brief cognitive, behavioral, and mindfulness techniques. STI has modified and condensed these techniques for the medical setting to effectively resolve depression in those who might not otherwise receive treatment.

Participants will be able to:

1. Identify depression in persons served.
2. Define STI, how it evolved, and how it is suited to various settings.
3. Apply specific STI interventions and techniques to work settings.

Peer

Room - Mediterranean

A Tenant Perspective: What it Takes to Go from Chronic Homelessness to Obtaining and Sustaining a Home

Mollie Lowery, M.A.

Shawn Morrissey, MCAC

Current Tenants

Housing Works
Los Angeles, CA

In this workshop, a panel of tenants, who were chronically homeless and are now living in permanent supportive housing units, will share their experiences and perspective on what it takes to successfully make these life-changing transitions.

Participants will be able to:

1. Identify the vital role chronically homeless persons themselves play in reaching the goal of establishing a home.
2. Define what services, supports, relationships, and strategies are most effective in assisting chronically homeless individuals to secure a home.



Administration and Management

Room - Grecian

Enhancing Efficiency and Organization in Clinical and Business Practices

Mary Ann Kowalonek, CPA, NHA

Pamela Seaman, MPA

Service Access & Management, Inc.
Reading, PA

Productivity is the product of efficiency and organization in service provision and business practices. Systems are designed to financially encourage and reward sound practices in the provision of services. This presentation will provide an overview of how financial viability and good clinical practice can and do complement each other resulting in a more satisfactory experience for persons served, family, and staff.

Participants will be able to:

1. Define productivity as a collaboration of good clinical practice and fiscal management.
2. Identify the basic premises of productivity when viewed as a process.
3. Apply key tools and strategies for efficiency.

Hot Topics

Room - Florentine

HomeMeds: Collaboration to Reduce Medication Problems for Seniors

Sandy Atkins, MPA

Dennee Frey, Pharm.D.

Partners in Care Foundation
San Fernando, CA

Medication interactions or side effects can result in confusion, dizziness or falls in older adults. HomeMeds is a nationally recognized evidence-based intervention for seniors that uses a web-based risk screening to identify medication-related problems and when needed deploys a pharmacist to review and recommend changes to prescribers.

Participants will be able to:

1. List four common medication-related problems.
2. Describe the HomeMeds program and the evidence behind it.
3. Define the use of software to identify and deal with medication-related problems.

Veterans

Room - Biltmore Bowl Foyer

Community Mental Health and Veterans: Making Connections

Lori Hartman, M.S.

Ray Snyder, B.S.

Service Access & Management, Inc.
Reading, PA

This workshop will address the 2006 Mental Health Task Force finding that mental health professionals are not sufficiently accessible to Veterans and their families. Participants will learn approaches which offer respect, support, and collaboration resulting in improved access and outcomes for Veterans.

Participants will be able to:

1. Define engagement strategies for working with Veterans in their communities.
2. Demonstrate outreach strategies for Veterans.
3. Identify community partners in establishing a network of care and interagency communication when working with the Veteran population.

Housing

Room - Cordoban

Supporting Housing Stability through Critical Time Intervention

Martha Delgado, BSW

Jenn Ma-Pham, MSW

Downtown Women's Center
Los Angeles, CA

Linda Tran, MPP

Harder and Company
Los Angeles, CA

Critical Time Intervention (CTI) is an empirically supported, time-limited case management model designed to prevent homelessness and other adverse outcomes in people with mental illness following discharge from institutions. CTI has been implemented at the Downtown Women's Center (DWC) in Los Angeles since January 2011 to promote housing stability among chronically homeless women in Skid Row. This workshop will review the pilot implementation of CTI and the impact CTI has made thus far.

Participants will be able to:

1. Define the CTI model.
2. Describe the implementation of CTI at DWC.
3. Analyze data on the impact and outcomes of CTI.

Trauma-Informed Practices

Room - Athenian

Trauma and Addiction

(Please note that **Assessment, Conceptualization, and Triage of Person with Addictions** at 9:30 a.m. is a pre-requisite to this workshop.)

Neva Chauppette, Psy. D.

Woodland Hills, CA

This workshop will focus on the role of trauma in persons served with addiction, with a specific focus on women. The interactions between trauma, addiction, shame, and guilt will also be discussed. The issue of trauma processing will be presented, including safety, provider skill sets, and assessing the readiness of the person served.

Participants will be able to:

1. Describe the interaction of trauma and addiction.
2. Identify readiness of the person served, safety, and provider skill set.
3. Develop an enhanced understanding of the role guilt/shame plays in both trauma and addiction.

Substance Abuse/Co-Occurring

Room - Biltmore Bowl

Substance Use and Harm Reduction in Case Management Services

Guyton Colantuono

Pacific Clinics
Pasadena, CA

This workshop focuses on Harm Reduction strategies and principles aimed at reducing the harmful effects of substance use in persons served that choose to continue their use. A person-centered approach will be taught enabling participants to work with persons served regardless of where they are in the change process. Participants will leave with tools, principles, and information that will enhance their current capacity to work with active drug and alcohol users.

Participants will be able to:

1. Identify the principles of harm reduction.
2. Define strategies that are congruent with engagement, education, and empowerment.
3. Explain options for treatment other than abstinence.

Homelessness

Room - Emerald

Homeless Innovations Project: Integrated Services for the Homeless

Lesley Braden, RN

Kaney Fedovskiy, M.D., MPH

Mental Health America of Los Angeles
Long Beach, CA

The Homeless Innovations Project (HIP) is a new collaboration between a mental health services agency and a federally qualified health center. This workshop will provide an overview of this innovative approach to integrating mental health care, physical health services, substance abuse recovery, and permanent housing options for the most vulnerable homeless individuals.

Participants will be able to:

1. Define an innovative approach for integrating mental and physical health services and overcoming systems barriers to creating successful collaboration.
2. Describe the elements of a mobile team approach when reaching out to, engaging, and providing services to vulnerable homeless individuals.
3. Identify the evidence-based practices that have been most useful in offering integrated health services to the homeless.

Youth Services

Room - Gold

Creating a Collaborative LGBTQ Brave Space

Megan Benton, MFTI

Penny Lane Centers
North Hills, CA

Creating a brave space or safe environment in which LGBTQ youth can express their differences and case managers can challenge their own biases is a collaborative process between youth and case managers. This workshop will assist participants to create such a space by presenting basic information about LGBTQ issues, providing tools to assist LGBTQ youth with coming out and coping with harassment, and ways to assess cultural environment.

Participants will be able to:

1. Describe LGBTQ youth language and lifestyle.
2. Identify strategies to assist LGBTQ youth with coming out and harassment/bullying.
3. Demonstrate methods to assess and improve the culture at their own agencies.



Housing On-Site Tours

Participants will meet at the Conference Registration Desk to depart.

Tour – “Skid Row” Area of Downtown Los Angeles

(Please note that this workshop will go from 1:00—4:30 p.m.)

Ervin Munro, M.S.

SRO Housing Corporation
Los Angeles, CA

This three-hour tour of “Skid Row,” sponsored by SRO Housing Corporation, will provide participants with a first-hand view of the largest concentration of homeless and very low-income individuals in the United States. Participants will see how SRO Housing works to renovate old, single-room-occupancy hotels in order to provide affordable housing as well as supportive services for homeless persons. Transportation will be provided, but workshop is limited to the first 15 people. Sign up early at the Conference Registration Desk to secure your spot.

Participants will be able to:

1. Explain the development of emergency, transitional, and permanent housing for persons served who are homeless.
2. Identify supportive services for the homeless.
3. Describe a model that blends housing and social services to revive a deprived community.

WORKSHOPS:

Thursday, October 25, 2012

3:00—4:30 p.m.

Case Management Skills - Track I

Room - Roman

Implications for Education in Case Management

Rafael Ventura III, CAS, BSW, MPA

Union Station Homeless Service
Pasadena, CA

Education can foster higher levels of confidence, motivation and self-sufficiency in persons served. This presentation will provide social service practitioners with a framework for considering the cognitive development of homeless persons and other at-risk populations. The presenter will also discuss education policy as it relates to the homeless.

Participants will be able to:

1. Define cognitive development.
2. Describe education policy in practice.
3. Identify ways to use education to assist persons served.

Case Management Skills - Track II

Room - Corinthian

The Effective Use of Genograms and Sociograms

Roberto Murillo, MSW

DaVita USC Kidney Center
Los Angeles, CA

This presentation will give participants an opportunity to learn about themselves and persons served through the effective use of genograms and sociograms. Participants will broaden their understanding of how the socio-historical process has influenced their unique perception of the world as well as how culture, ethnicity, and generational differences create unconscious bias. Attendees will be asked to reconstruct their own family tree and assess community interactions.

Participants will be able to:

1. Illustrate genograms and sociograms.
2. Distinguish between the concepts of culture and ethnicity.
3. Define generation, cultural competency, and cultural humility.

Clinical Skills

Room - Bernard's

Coping with Chaos: Working with Individuals with a Borderline Personality Disorder (BPD) Diagnosis

Paula McClucky, B.A.

Mary Spaker, B.A.

Brandon Switzer, B.A.

Rochester Mental Health Center
Rochester, NY

This presentation will provide an overview of how to effectively utilize Dialectical Behavioral Therapy (DBT) practices in a case management context to assist persons served who have a BPD diagnosis. Participants will learn how DBT teaches skills that enhance the capabilities of persons served and decrease self-harm behaviors. A description of ways to coordinate case management, DBT, and other services will be discussed.

Participants will be able to:

1. Define how to work with Borderline Personality Disorder in a case management context.
2. Describe how DBT is used to decrease self-harm behaviors and utilization of emergency rooms.
3. Implement case management functions with persons receiving DBT, supporting and enhancing therapy.

Peer

Room - Mediterranean

Opportunities and Challenges of Incorporating Peers

Leah Carroll, LCSW

Donna Gallup, MSW

Lamp Community
Los Angeles, CA

Terry Hughes

Monica Potts

Peers can provide invaluable benefit to community service programming, however there are often many issues that arise in incorporating peers in volunteer or employee positions. By understanding the organizational and direct practice issues involved, participants will be able to support the personal growth of peers while fostering programmatic success. This workshop will provide participants a forum to discuss the opportunities and challenges that present with the inclusion of peers in service capacities.

Participants will be able to:

1. Identify the organizational requirements to support the development of a peer program.
2. Discuss issues that arise for peers and organizations.
3. Describe methods for inspiring peers to contribute successfully and how peer programming benefits everyone.

Administration and Management

Room - Grecian

Change Management: Providing Effective Case Management Within a Short Timeframe

Helene Anderson, RN, MSN

Ann McFall, RN, BSN

Providence Health and Services
Portland, OR

In our current healthcare system, managed care and reduced funding have resulted in shorter hospital stays, demanding more efficient discharge planning. This presentation will discuss the ways in which case management services must shift to function effectively within this new timeframe.

Participants will be able to:

1. Define the need to transform case management in accordance with Accountable Care Organizations.
2. Develop a process for staff engagement to improve outcomes and decrease readmissions.
3. Apply the use of caring behaviors as a means to improve Value-Based Purchasing metrics.

Hot Topics

Room - Florentine

Coming of Age

Patricia Grace, M.S.

Kaplan University
Wisconsin Rapids, WI

The Baby Boomer generation is entering a new era - this past year, the oldest baby boomer turned 65 years old. The Baby Boom population, instrumental in creating cultural shifts in civil rights and technology, is eager to explore what is available to them in the next stage.

Participants will be able to:

1. Describe characteristics of the Baby Boomer generation.
2. Identify the expectations of this population.
3. Explore the field of gerontology.

Veterans

Room - Biltmore Bowl Foyer

Managing Professional Boundaries

Bromwell Reid, MA, MFTI

U.S. VETS – Los Angeles
Inglewood, CA

Maintaining healthy boundaries is essential to working in the social service field. In this workshop participants will learn about the importance of boundaries from both the provider's and person served's perspective. A decision making model to assist in creating and maintaining boundaries will also be presented.

Participants will be able to:

1. Define boundaries and why they are important.
2. Identify ethical standards for creating boundaries.
3. Explain Herlihy and Corey's decision making model.

Housing

Room - Cordoban

Transitioning from Homelessness to Permanent Supportive Housing on Skid Row

Benjamin Henwood, Ph.D., MSW

Hsun-Ta Hsu, MSW

Suzanne Wenzel, Ph.D.

USC, School of Social Work
Los Angeles, CA

Moving from life on the streets into permanent supportive housing is a welcomed but difficult transition. Although a Housing First approach has enabled greater numbers of people to experience this transition, success is not



guaranteed. This presentation will discuss the Housing First approach and its challenges, using case examples from a pilot study conducted in the Skid Row area of Los Angeles.

Participants will be able to:

1. Define the Housing First model.
2. Identify key challenges involved when transitioning from homelessness.
3. Apply strategies to maximize housing retention and recovery potential.

Trauma-Informed Practices

Room - Athenian

Trauma: It Complicates Everything!

Denise Packard, LMHP, LADC

CenterPointe
Lincoln, NE

In today's day and age, those who work in the behavioral health field frequently encounter persons who have experienced trauma. Substance use and mental health issues often exacerbate the effects of trauma. This workshop will explore forms of treatment and natural supports that can assist individuals to deal with these challenges.

Participants will be able to:

1. Define trauma.
2. Identify how trauma impacts lives.
3. Explain forms of treatment within natural and professional settings.

Substance Abuse/Co-Occurring

Room - Biltmore Bowl

Relapse Prevention: What are you doing?

Thomas Coyne, Ed.D., LCSW

New Hyde Park, NY

There are many powerful tools that can be used to prevent recovering persons from relapsing. Learn how to develop and/or enhance relapse prevention programming in your agency utilizing existing readily available, no-cost materials.

Participants will be able to:

1. Recognize relapse, and identify the Biopsychosocial factors that influence the relapse process.
2. Define relapse prevention, and identify the key components of relapse prevention programming.
3. Utilize existing free resources to develop and/or enhance relapse prevention programming in your agency.

Homelessness

Room - Emerald

Performance Targets in Homeless Services

Chris Ko

United Way of Greater Los Angeles
Los Angeles, CA

Steve Renahan

Shelter Partnership
Los Angeles, CA

David Howden, MPA

Lou Anne White

Corporation for Supportive Housing
Los Angeles, CA

This presentation will introduce a set of performance targets and operating standards developed for homeless services in Los Angeles, CA, the Home For Good Standards of Excellence. Examples of challenges and opportunities in focusing on outcomes will be shared.

Participants will be able to:

1. Identify performance measures in homeless services.
2. Define the Home For Good Standards of Excellence.
3. Discuss the use of performance measures to improve individualized care.

Youth Services

Room - Gold

Understanding the Needs of Persons Served who are Gay or Transgender

Joseph García, B.A.

AltaMed Health Services Corporation
Los Angeles, CA

This presentation will explore the disfranchised gay and transgender population, their unique needs and successful interventions. Gay and transgender individuals deal with many challenges, including discrimination, hate crimes, and family rejection. Participants will learn strategies to work closely, effectively, and successfully with the gay and transgender population.

Participants will be able to:

1. Define Lesbian, Gay, Bi-sexual, and Transgender (LGBT) terminology.
2. Compare the difference between sexual orientation and gender identity.
3. Illustrate LGBT competency and sensitivity.

Housing On-Site Tours

Tour – "Skid Row" Area of Downtown Los Angeles

(Please note that this workshop will go from 1:00—4:00 p.m. See previous listing.)

WORKSHOPS:

Friday, October 26, 2012

8:00—9:00 a.m.

Case Management Skills - Track I

Room - Roman

Focused Discharge Planning for Persons Served with Schizophrenia

Donna Zubek, BSN, MBA

Otsuka American Pharmaceutical, Inc.
Princeton, NJ

A case-study-based review of discharge planning/case management during hospital discharge to outpatient community care following an acute psychotic relapse of schizophrenia. The presentation will review challenges faced by the person served, case managers, nurses and other treatment team members during this critical transition period. A person-centered discharge plan based on a strong caregiver-person served therapeutic alliance can improve continuity of care and improve long-term outcomes.

Participants will be able to:

1. Identify challenges for the person served during discharge from hospital to outpatient community care after an acute episode of schizophrenia.
2. Implement improved discharge planning.
3. Describe medication options to improve adherence and reduce relapse/remissions.

Case Management Skills - Track II

Room - Corinthian

Bringing Families Together

Lucretia Rashad, B.A.

Deirdre Watson, B.A.

Rochester Mental Health Center
Rochester, NY

This presentation will focus on the importance of family reunification as a tool to assist persons served in becoming self-sufficient. Enhancing the person's ability to identify and develop relationships with family, extended family and other natural supports in the community can strengthen self-reliance and maximize independence.

Participants will be able to:

1. Define family development tools.
2. Identify core principals in reconnecting family members.
3. Implement strategies to improve relationships with persons served and their families.

Case Management Skills - Track III

Room - Moroccan

An Effective Tool for Medically Frail Persons Served

Anat Louis, Psy.D.

City of Los Angeles Department of Aging
Los Angeles, CA

This presentation is designed for those who work with people who are medically vulnerable or frail. The workshop will present a useful tool to assist these persons to be prepared for medical emergencies, with easily completed forms for both the home and "on the go" to provide critical medical information to emergency response personnel or others assisting during a crisis.

Participants will be able to:

1. Utilize forms to assist medically frail person in the event of an emergency.
2. Identify how these forms help emergency personnel.
3. Implement techniques to assist persons served in completing forms.

Clinical Skills

Room - Bernard's

Keeping People Safe: Suicide Prevention

Dennis Fisher, M.M.

The Behavioral Health Training and Education Network
Philadelphia, PA

Carol Kuprevich, Ed.D.

Delaware Department of Health and Social Services, Division of Substance Abuse and Mental Health
New Castle, DE

This interactive training will focus on suicide prevention, helping case managers observe and respond to verbal and non-verbal cues to escalating anxiety and risk of suicide. Participants will learn the warning signs of suicide and common interventions to prevent someone from taking their own life. This session will help case managers gain confidence and remain professional in difficult crisis situations.

Participants will be able to:

1. List at least five risk factors of suicide.
2. Identify five warning signs that someone may be thinking of hurting themselves.
3. Discuss at least three steps staff can take to keep themselves and others safe in crisis situations.



Peer

Room - Mediterranean

Peer Employment Training

Delbert Carr, CSA, BHT

Roberta Howard, M.S., M.A., LCS, BHP, BHT

Taylor Newell, B.S.

NAZCARE, Inc.

Prescott, AZ

This workshop will provide an introduction to Peer Support Certification. This three-tiered certification trains peer mentors, supporters, and specialists to serve individuals in peer support and supported employment programs.

Participants will be able to:

1. Define the cost effectiveness of peer support services.
2. Outline how peer support services can be used.
3. Discuss effective outcomes for peer support services.

Administration and Management

Room - Grecian

Coaching Concepts: Maximizing Staff Performance

Carolina Leverette, CIRS, CAA

Elizabeth Ruiz, CIRS, CAA

211 LA County

San Gabriel, CA

This interactive presentation will provide a variety of strategies for coaching and training staff. Participants will return to their organizations having practiced coaching in a fun and safe learning environment and better able to improve staff productivity and quality of services delivered.

Participants will be able to:

1. Define coaching best practices and incorporate them to their organizational culture.
2. Discuss different coaching techniques and styles.
3. Identify how to apply coaching tools to different situations.

Want to be a NACM Presenter?

If you are interested in presenting at the 2013 conference, please call NACM at 402-441-4385.

Hot Topics

Room - Biltmore Bowl

Sustainable Work-Life Balance

Joe Robinson

Work to Live

Santa Monica, CA

With more work to do, faster and with fewer resources, more and more of us are stretched to the limit. In a 24-7 world driven by instant technology, the default is to reflex and retaliatory behavior, which drives automatic stress, burnout, and overload. Work-life leader and author Joe Robinson shows how we can manage stress with key adjustments to how we work, set boundaries, manage information, and control stressors. His workshop shows how a "sustainable performance" approach cuts stress and increases job satisfaction with the secret of success, an engaged and energized brain.

Participants will be able to:

1. Apply skills to manage stress and time urgency.
2. Identify how to control email overload, end work guilt, set boundaries, and improve time management skills.
3. Describe how to build attention and focus, and refuel energy and vitality

Housing

Room - Cordoban

Empowering Persons Served with Budgeting and Financial Management Skills

Michelle Strong, M.S.

Bendu Zoryeah, B.S.

Pathways to Housing PA

Pennsylvania, PA

This presentation will explore ways to empower persons served to gain control over their own personal finances. Participants will learn why financial literacy is important, common issues that arise and strategies to assist persons served understand budgeting and other financial matters.

Participants will be able to:

1. Demonstrate the need to empower persons served to gain control over their own personal finances.
2. Explain strategies for educating and empowering persons served with financial management skills and practices.
3. Examine ideas on how agencies can approach this topic with persons served.

Trauma-Informed Practices

Room - Corsican

Creating Trauma-Informed Systems of Care for Human Service Settings

Raul Almazar, RN, M.A.

National Association of State Mental Health Program Directors
Alexandria, VA

Coercive interventions still exist in many human service systems. This workshop will discuss strategies to prevent the use of coercive interventions through the Six Core Strategies. Additionally, the program will discuss trauma-informed principles that facilitate organizational culture change to support and sustain the move towards developing non-coercive treatment environments.

Participants will be able to:

1. Define the Six Core Strategies© as a change model.
2. Outline steps to apply the principles related to the Six Core Strategies.
3. Identify implementation strategies and how to deal with barriers.

Substance Abuse/Co-Occurring

Room - Athenian

The American Society of Addiction Medicine Patient Placement Criteria (ASAM-PPC): Widely Used and Misused

Thomas Coyne, Ed.D., LCSW

New Hyde Park, NY

ASAM-PPC is one of the most widely used Uniform Patient Placement Criteria's (UPPC) in the country. The workshop provides an overview of the key components involved in making patient placement decisions using ASAM's PPC, identifies some of the systemic factors contributing to its misuse and recommendations to address them.

Participants will be able to:

1. Identify rationale and benefits of correctly using Uniform Patient Placement Criteria.
2. Define at least three key components involved in making patient placement decisions.
3. Describe the systemic factors contributing to its misuse and recommendations to address them.

Homelessness

Room - Biltmore Bowl Foyer

Recuperative Care Center: Effective Outcomes for Individuals who are Homeless

Jeannine Pugliese, BSW

Elizabeth Yang, M.A.

National Health Foundation
Los Angeles, CA

Hospitals and case managers often face the challenging task of discharging a person served who is homeless and lacks a safe environment in which to recover. The Recuperative Care Center of Los Angeles is designed to care for people who are faced with illness or injury and do not have a place to recuperate. Participants will learn how to assess the needs of a person served, determine whether a recuperative care program is appropriate, and guide the persons served through a process that will assist their recovery.

Participants will be able to:

1. Define the benefits of recuperative care.
2. Identify the role of recuperative care in the healthcare system.
3. Assess whether recuperative care is appropriate for a person served.

Youth Services

Room - Florentine

Teamwork & Transition Age Youth Program

Tara Reed, Psy.D.

Mental Health America of Los Angeles
Long Beach, CA

This interactive workshop will describe a Transitional Age Youth (TAY) Program. We will discuss the complexities of working with this population, developmentally appropriate interventions to address wellness and self-sufficiency, and staff issues, including maintaining emotional connections, teaching responsibility, and maintaining accountability, morale, and cohesion.

Participants will be able to:

1. Discuss challenges that often arise when working with TAY.
2. Describe a program structure for a TAY program that addresses individuals' needs.
3. Identify key staffing issues.



WORKSHOPS:

Friday, October 26, 2012

9:15—10:15 a.m.

Case Management Skills - Track I

Room - Roman

Maximizing Safety and Utilizing Critical Incident Debriefing Techniques for Staff

Kevin Flynn, Ph.D.

SRO Housing Corporation

Los Angeles, CA

Too often caring people in the human services field are not mindful of the risks they face on a daily basis. By learning basic problem-solving techniques, participants will be able to effectively minimize risk to their physical health and mental well-being at work. Since occasional critical incidents are inevitable in our work, the workshop will also discuss critical incident debriefing, giving participants the skills to organize and participate in effective responses to critical incidents that occur in their organizations.

Participants will be able to:

1. Assess and minimize possible risks within organizations and working environments.
2. Apply problem-solving/decision-making processes to issues of workplace safety.
3. Outline the elements of a critical incident debriefing technique.

Case Management Skills - Track II

Room - Corinthian

Ethics and Boundaries: Professional Standards Between Case Managers and Persons Served

Leigh Zweig, MSW, LCSW

Project New Hope

Los Angeles, CA

It is not uncommon for social service staff to want to build close relationships with persons served. This desire to help and establish trust can at times make the establishment of professional boundaries challenging. This presentation will assist professionals in helping persons served while working in a fair, respectable, and objective manner.

Participants will be able to:

1. Define the difference between personal and professional ethics.

2. Identify signs of crossing professional boundaries.
3. Describe the difference between being friendly and being a friend in relationships with persons served.

Case Management Skills - Track III

Room - Moroccan

How Does New Health Care Reform Impact the HIV Community?

Eileen Pagán

Positive Health Care Managed Care Division

Los Angeles, CA

The HIV/AIDS community is faced with many complex problems, including fragmented or inadequate care due to restrictive insurance regulations. In 2012, many MediCal recipients were transitioned to Managed Health Care Plans (HMOs), at times being assigned to providers who do not have the experience or expertise necessary to provide effective HIV/AIDS care. Further changes in the Medicare/MediCal systems are planned for 2013-2015. This workshop will familiarize participants with these changes, enabling them to assist persons served to navigate through the new health care processes.

Participants will be able to:

1. Describe recent and upcoming changes in the health care systems.
2. Explain difficulties that have arisen from current transitions to Managed Care Plans.
3. Identify strategies to assist persons served to cope with health care changes.

Clinical Skills

Keeping People Safe: Suicide Prevention

(Please note that this is a 2-hour session. See previous listing.)

Peer

Peer Employment Training

(Please note that this is a 2-hour session. See previous listing.)

Thank you!

**SRO Housing Corporation and
Volunteers** for all your hard work and
support. The conference would not
be successful without you!

Administration and Management

Room - Grecian

Medicare/MediCal Dual Eligibility: The Vital Role of Home and Community-Based Services

Terrie Stanley RN, MPA, CCM, CPHQ

Partners in Care Foundation
San Fernando, CA

Individuals who have dual eligibility have benefits under both Medicare and MediCal. It is anticipated that in June of 2013 a demonstration initiative will begin in Los Angeles County to transition these individuals to existing Managed Care Programs. This workshop will identify how home and community-based services will be vital in keeping these individuals out of higher levels of care.

Participants will be able to:

1. Identify key characteristics of individuals with dual eligibility.
2. Explain the role community organizations play in addressing and improving health outcomes.
3. Define strategies for long term support services that impact Medicare and MediCal.

Hot Topics

Sustainable Work-Life Balance

(Please note that this is a 2-hour session. See previous listing.)

Housing

Room - Cordoban

Holistic Understanding and Approaches to Housing

Miguel Fernandez, M.S.

Vicki Freda

Alliance for Housing & Healing
Eagle Rock, CA

Housing plays a major role in the physical, mental, social, and economic well-being of persons served. This workshop will help participants develop a holistic understanding of housing and its importance. Participants will learn how to assess housing needs and how to effectively utilize rental assistance programs to help persons served achieve their goals.

Participants will be able to:

1. Define a holistic understanding of housing and housing issues.
2. Assess housing needs of persons served.
3. Explain how to effectively utilize short-term rental assistance programs.

Trauma-Informed Practices

Room - Corsican

Healing the Healers

Raul Almazar, RN, M.A.

National Association of State Mental Health Program Directors
Alexandria, VA

Individuals working with people affected by trauma may experience vicarious trauma or secondary traumatic stress. These experiences can impact existing issues related to trauma and chronic stress in the personal lives. This workshop will address the effects of secondary stress and discuss strategies for self-care.

Participants will be able to:

1. Identify causes of organizational and staff trauma..
2. Describe implications of organizational and staff trauma.
3. Implement strategies to develop organizational and personal resilience.

Substance Abuse/Co-Occurring

The American Society of Addiction Medicine Patient Placement Criteria (ASAM-PPC): Widely Used and Misused

(Please note that this is a 2-hour session. See previous listing.)

Homelessness

Room - Biltmore Bowl Foyer

Increasing Access to SSI/SSDI Benefits: A Collaborative Effort

Debra Dennis, M.A.

Policy Research Associates, Inc.
Delmar, NY

Kris Kuntz

St. Vincent de Paul Village
San Diego, CA

Learn about ways that SSI/SSDI Outreach, Access, and Recovery (SOAR) and other SSI outreach approaches can bring new hope to your case management practice, increased funding for health/mental health care providers, and most importantly essential income and health insurance to the people you serve. National and local examples will be shared along with post-workshop support.

Participants will be able to:

1. Describe ways to expedite access to disability benefits for people who are experiencing homelessness or are at risk.
2. Discuss how increased access to disability benefits can help agencies and communities recoup general assistance funds and Medicaid/Medicare payments.
3. Identify their local SOAR projects and how to access ongoing support and technical assistance.



Youth Services

Teamwork & Transition Age Youth Program

(Please note that this is a 2-hour session. See previous listing.)

CLOSING ADDRESS

Friday, October 26, 2012

10:30—11:30 a.m.

Room: Biltmore Bowl

Don't Miss Your Life

Joe Robinson

Work to Live
Santa Monica, CA



Many lives these days are missing in action, caught up with e-devices, work, and stressing about work. Life is the best stress buffer; however accessing it requires skills that are never taught. Joe Robinson, author of "Work to Live" and "Don't Miss Your Life," shows how to activate the most gratifying life with the tools of life intelligence. Like emotional intelligence, life intelligence is savvy beyond IQ and essential for skillful living. A separate skill-set is needed to live fully, one based on intrinsic motivation, not the usual external yardsticks. Joe's presentation provides the tools and inspiration to activate the fullest life through the power of engaged experience.

Participants will be able to:

1. Identify their three core psychological needs and how to satisfy them.
2. Identify passions and how to enjoy life to the fullest.
3. Create living time from a busy schedule.

Biography

A work-life trainer, speaker, consultant and author, Joe Robinson is one of the most quoted experts on work-life balance. He has appeared on The Today Show, CNN, NBC Nightly News, National Public Radio's All Things Considered, and in dozens of newspapers and radio stations around the country to discuss how Americans can work smarter and break out of the burnout cycle.

He has conducted work-life training programs for organizations from IBM to Genentech, LEGO, Homeland Security, McDonald's, and the National Council for Community Behavioral Health. His articles have appeared in publications from the New York Times, to the Los Angeles Times, Fast Company, and National Geographic Adventure.

He is author of Work to Live, a roadmap out of stress and overload. His latest book, Don't Miss Your Life, explores the science and skill-set of the missing link to life satisfaction: engaged experience.

NACM Personal Practice Guidelines

I, _____, as a Case Manager:

- Am committed to respect the dignity and autonomy of all persons and to behave in a manner that communicates this respect.
- Am committed to each individual's right to self-determination and the rights of people to make their own life choices.
- Am committed to embarking hopefully with each person I serve on their personal recovery journey.
- Am committed to fighting stigma, educate the community, and promote community integration.
- Will not allow my words or actions to reflect prejudice or discrimination regarding a person's race, culture, creed, gender, or sexual orientation.
- Strive to both seek and provide culturally sensitive services and to continually increase my cultural competence.
- Am committed to helping persons achieve maximum self-responsibility and to find and use services that promote increased knowledge, skills and competencies.
- Acknowledge the power of self-help and peer support and encourage participation in these activities.
- Am honest with myself, my colleagues, the people I serve, and others involved in their care.
- Keep confidential all information entrusted to me, except when to do so puts the person or others at grave risk.
- Am obligated to explain the limits of confidentiality.
- Am committed to a holistic perspective, seeing each person in the context of their family, friends, other significant people in their lives, community, and culture.
- Must strive to maintain healthy relationships with the people I serve, avoiding confusing or multiple relationships and keeping the relationship focused on the individual's needs, not my own.
- Have an obligation to consult with my supervisor, obtain training, or refer to a more qualified case manager any individual with a need I do not feel capable of addressing.
- Am committed to a regular assessment of my service recipients' expectations of me and to consistently improve my practice.
- Have an obligation to advocate for the people I serve.
- Am obligated to learn the laws and regulations governing my practice and to abide by them.
- Am obligated to work supportively with my colleagues and to keep their confidences.
- Am obligated to urge any colleague who appears impaired to seek help and, failing this, to discuss my concerns with the appropriate agency authority.

2nd Chance for Recovery

Contact - Mariam Hakopyan

Telephone - (213) 537-0110

E-mail - Mariam@2ndchanceforrecovery.com

Website - 2ndchanceforrecovery.com

2nd Chance for Recovery is a non-profit, outpatient, substance abuse program servicing both adults and adolescents. We offer cost-free services for those who qualify. Our mission is to provide the highest standard of drug and alcohol addiction treatment.

A Community of Friends

Contact - Lani Shotlow-Rincon

Telephone - (213) 480-0809 ext. 226

E-mail - Lshotlow-rincon@acof.org

Website - www.acof.org

A Community of Friends (ACOF) is one of the premier nonprofit affordable housing developers in Los Angeles County. Founded in 1988, our goal is to end homelessness through the provision of quality supportive housing.

CHIRP-LA

Contact - Winter Speyer

Telephone - (213) 741-1951 ext. 201

E-mail - wspeyer@chirpla.org

Website - www.chirpla.org

CHIRP/LA is a housing information and referral program dedicated to preventing homelessness and improving the quality of life of people living with HIV/AIDS in Los Angeles County. CHIRP/LA has collaborated with local AIDS Service Organizations and community-based organizations to develop an extensive clearinghouse of information and referrals for housing options as well as other related support services.

Corporation for Supportive Housing (CSH)

Contact - Louanne White

Telephone - (213) 623-4342 ext. 13

E-mail - Louanne.white@csh.org

Website - www.csh.org

CSH strives to solve homelessness by making supportive housing work for the most vulnerable people in our communities, including chronically homeless people, veterans, kids in foster care, Native Americans, the elderly, and people involved in the criminal justice system.

City of Los Angeles Department of Aging

Contact - Anat Louis

Telephone - (213) 252-4007

E-mail - Anat.louis@lacity.org

Website - aging.lacity.org

To improve the quality of life, independence, health and dignity of Los Angeles' older population by managing community based senior programs that are comprehensive, coordinated and accessible, and to advocate for the needs of older citizens.

Los Angeles County Department of Mental Health

Contact - Larry Hurst

Telephone - (213) 633-2903

E-mail - lhurst@DMH.co.la.ca.us

Website - dmh.lacounty.gov

In partnering with clients, families and communities to create culturally competent opportunities for Hope, Wellness and Recovery, the Los Angeles County Department of Mental Health is committed to serving, improving and making a difference in the lives of Los Angeles County residents diagnosed with mental illness.

Department of Veterans Affairs

Contact - Renee Andreassen

Telephone - (310) 478-3711 ext.48020

E-mail - Renee.andreassen@va.gov

Downtown Women's Center

Contact - Cheryl Castillo/Jennyfer Gramajo

Telephone - (213) 680-0600

E-mail - CherylC@DWCweb.org /

JennyferG@DWCweb.org

Website - dwcweb.org

The mission of the Downtown Women's Center is to provide permanent supportive housing and a safe and healthy community fostering dignity, respect, and personal stability, and to advocate ending homelessness for women. Founded in 1978, DWC is the only resource in Los Angeles that is exclusively dedicated to serving the unique needs of homeless and very low-income women in downtown Los Angeles' Skid Row community.

Exhibitors



SRO Housing Corporation
Opening Doors and Transforming Lives...

Enterprise

Contact - Marc Tousignant

Telephone - (213) 833-7988 ext. 32

E-mail - mtousignant@enterprisecommunity.org

Website - www.enterprisecommunity.com

Our family includes Enterprise Community Partners, Inc, a national Section 501(c)(3) that provides affordable housing & sustainable communities; Enterprise Community Loan Fund, Inc., providing financing for affordable housing; Enterprise Community Investment, Inc., providing equity financing; Enterprise Homes, Inc., providing housing development; and Bellwether Enterprise Real Estate Capital, LLC providing multifamily and commercial real estate financing.

Homeboy Industries

Contact - Alison Camacho

Telephone - (323) 526-1254 ext. 313

E-mail - acamacho@homeboyindustries.org

Website - homeboyindustries.org

Homeboy Industries serves at-risk and gang involved youth with a continuum of services and programs designed to meet their multiple needs, and runs four businesses that serve as job-training sites.

Humble Productions

Contact - Judy Vogelsang

Telephone - (323) 874-2220

E-mail - stoneharborfilms@aol.com

Website - www.humblebeauty.com

An hour documentary that tells the stories of a group of talented homeless and formerly homeless men and women who create art—fine arts painting—in the worst area of LA known as Skid Row. People strive to make art, no matter how humble the circumstances.

JWCH Institute, Inc.

Contact - Al Ballesteros

Telephone - (213) 488-1186

E-mail - aballesteros@JWCHInstitute.org

Website - jwchinstitute.org

The mission of JWCH Institute is to improve the health status and well-being of under-served segments of the population of Los Angeles County through the direct provision or coordination of health care, health education, services, and research.

MERCK

Contact - Catherine Elliott

Telephone - (800) 737-2088 ext. 68052

E-mail - catherine.elliott@merck.com

Website - www.merck.com

Merck has a long and rich history of working to improve people's health and well-being. Through the years, its researchers have helped to find new ways to treat and prevent illness—from the discovery of vitamin B1, to the first measles vaccine, to cold remedies and antacids, to the first statins to treat high cholesterol.

MOMS Pharmacy

Contact - Gayle Rutherford

Telephone - (866) 993-6337

E-mail - Gayle.Rutherford@aidshealth.org

Website - www.momsparmacy.com

MOMS Pharmacy is committed to providing the best HIV/AIDS pharmacy care available. MOMS offers expert pharmacy care and delivery through its locations in California, New York, Washington, Florida and Massachusetts. Medications can be delivered directly to homes, offices or other requested locations.

Pacific Clinics

Contact - Jelani Dunn

Telephone - (626) 793-5141

E-mail - jdunn@pacificclinics.org

Website - www.pacificclinics.org

Pacific Clinics provides leading-edge behavioral healthcare services across the life-span to diverse populations in Los Angeles, Orange, Riverside, San Bernardino and Ventura counties. Through its dedicated Pacific Clinics provides innovative leadership in numerous communities, offering treatment, prevention and early intervention, program development and evaluation, research, training, and public education and advocacy.

Travel Information

Visit discoverlosangeles.com for area attractions or check out the Visitors Guide in your conference folder.

Positive Healthcare

Contact - Eileen Pagan

Telephone - (323) 363-0553

E-mail - eileen.pagan@positivehealthcare.org

Website - www.positivehealthcare.org

Positive Healthcare, AIDS Healthcare Foundation's Managed Care Division, has provided people living with HIV quality health care since 1995 when it started the nation's first Medicaid health plan for HIV-positive people living in Los Angeles. Today, Positive Healthcare cares for more than 7,000 lives in California and Florida.

Service Access & Management, Inc.

Contact - Jonathan Heintzman

Telephone - (855) 737-2223

E-mail - jheintzman@sam-inc.org

Website - www.sam-inc.org

The mission of Service Access and Management, Inc. is to help people throughout our service area enhance the quality of their lives by effectively and efficiently managing and/or providing needed, accessible and individually satisfying human services.

Social Security Administration

Contact - Julissa Parra

Telephone - (877) 897-0599

E-mail - Julissa.Parra@ssa.gov

Website - www.socialsecurity.gov

The SSA delivers Social Security services that meet the changing needs of the public. We deliver services through a nationwide network of over 1,400 offices. To the public, we are the "face of the government." The rich diversity of our employees mirrors the public we serve.

SRO Housing Corporation

Contact - Ervin Munro

Telephone - (213) 229-9640 ext. 41

E-mail - ervinm@srohousing.org

Website - www.srohousing.org

SRO Housing Corporation is dedicated to building a vibrant community for homeless and low-income individuals. We pursue our mission of community revitalization and economic development by providing clean, safe, and affordable housing; managing public spaces; and administering needed supportive services.

Tarzana Treatment Centers

Contact - Truett Wright

Telephone - (818) 342-5897 ext. 2148

E-mail - twright@tarzanatc.org

Website - www.tarzanatc.org

Tarzana Treatment Centers, Inc. is a full-service behavioral healthcare organization that provides high quality, cost-effective substance abuse and mental health treatment to adults and youths. We are a non-profit, community-based organization that operates a psychiatric hospital, residential and outpatient alcohol and drug treatment centers and family medical clinics. All facilities are licensed and certified by the State of California and the County of Los Angeles and are accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO).

Universal Protection Service

Contact - Brady Metcalfe

Telephone - (213) 276-3308

E-mail - bmetcalfe@universalpro.com

Website - www.universalpro.com

Universal Protection Service is a Security Provider under the umbrella of Universal Services of America. Universal Services of America is a National Facility Services leader providing Security Officers, Security Systems, Fire and Life Safety Services and Janitorial Services. We were founded in 1965 and we are headquartered in Santa Ana, California.

Weingart Center

Contact - Monica Guthrie-Davis

Telephone - (213) 689-2121

E-mail - monicad@weingart.org

Website - weingart.org

Weingart Center's mission is to empower and transform lives by delivering innovative solutions to combat poverty and break the cycle of homelessness. Located downtown Skid Row, this organization provides housing and services focused on Employment/Educational, Re-Entry, Veterans, Substance Abuse, Medical, Mental Health, Short-Term/Transition Housing.



Compassionate and Expert Care

If you are caring for Medicare-eligible patients who are living with HIV, you have a powerful ally in care — Positive Healthcare Partners.

Positive Healthcare Partners is a Medicare Advantage special needs health plan with prescription drug coverage just for Medicare beneficiaries in Los Angeles County with HIV. The plan's benefits are designed around the needs of HIV patients and provides them easy access to the medical care and prescription drugs they need to stay healthy:

- Plan's PCPs are HIV specialists
- Zero cost sharing for all covered medical services
- Antiretrovirals (ARVs) are on the lowest cost tier of the formulary
- Dental, vision, hearing benefits at no additional cost
- Choice of gym membership or nutritional products
- Provider network that includes leading specialists and hospitals

Enrollees are assigned a personal RN to help navigate and coordinate their health care needs which supports successful health outcomes.

Positive Healthcare Partners is from AIDS Healthcare Foundation, which has more than 25 years experience caring for people living with HIV.

**For more information or to enroll, call (800) 263-0067,
8 a.m. to 8 p.m., seven days a week.**



A Pharmacy that Puts Your HIV Patients' Needs First

AHF Pharmacy is a community leader in serving the needs of people living with HIV. Its pharmacists are expert at antiretroviral drugs and the many other medications that HIV patients tend to need. The pharmacy offers services not available at the big chains:

- Approved California ADAP dispenser
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- Same-day cycle prescription refills
- Private medication consultation
- Medicare, Medi-Cal and most commercial insurance plans accepted

While AHF Pharmacy is a leader in HIV care, it is open to everybody. All customers receive the same great customer service.

Revenues generated from AHF Pharmacy go to caring for people living with HIV and HIV testing and education programs.

For more information, visit ahfpharmacy.org

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**For More Information Call
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www.TarzanaTC.org

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SAM, Inc. also provides a variety of fiscal and administrative services including Fiscal and Technical Oversight, Audit Preparation, Budgeting, Contract Development/Monitoring, Corporate Compliance, and other services. Our case management and crisis services have been accredited by the Commission on Accreditation of Rehabilitation Facilities.



Helping People Improve Their Lives - Every Day



The Weingart Center Association transforms lives by providing comprehensive services to homeless men and women, giving them the skills, resources, and hope they need to lead productive lives off the streets. The Weingart Center is a 501(c)(3) non-profit organization, located in the heart of downtown Los Angeles' Skid Row.

"The Weingart Center Association helped me to get my life back."

As one of the largest and most comprehensive facilities of its kind in the U.S., the Weingart Center partners and collaborates with a multitude of public and private agencies, maximizing expertise, to provide on-site services in these areas:

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Congratulations on your 18th Annual Case Management Conference... and a special thanks to everyone who works so diligently each day to assist those in need.

You are all greatly appreciated.

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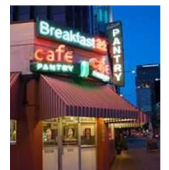
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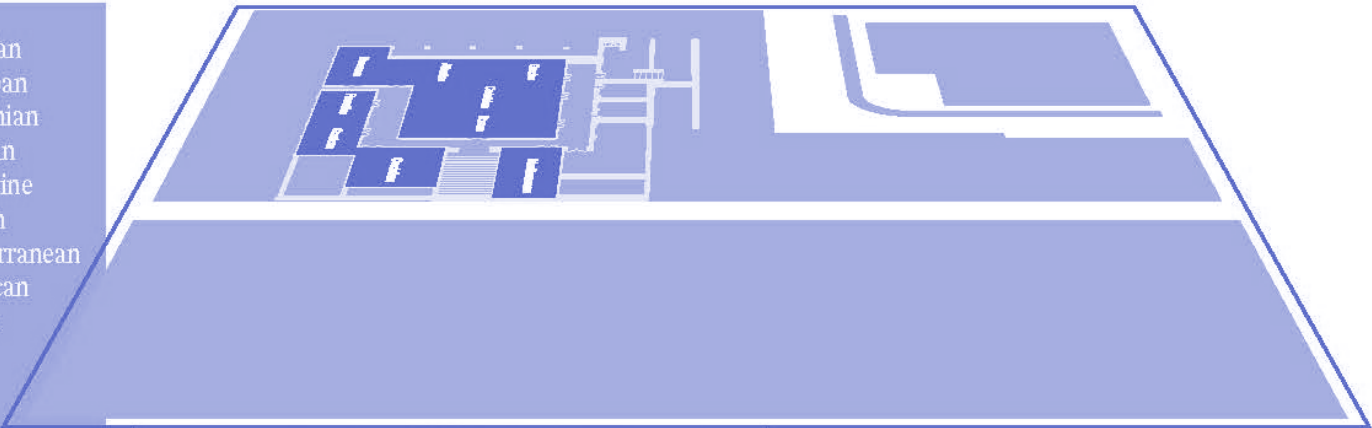


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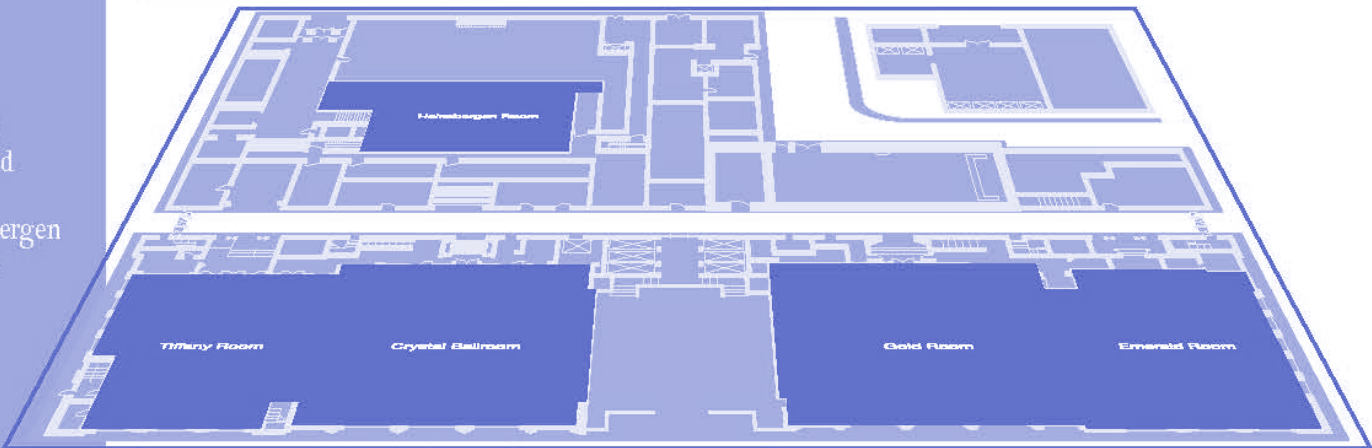
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Florentine
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Mediterranean
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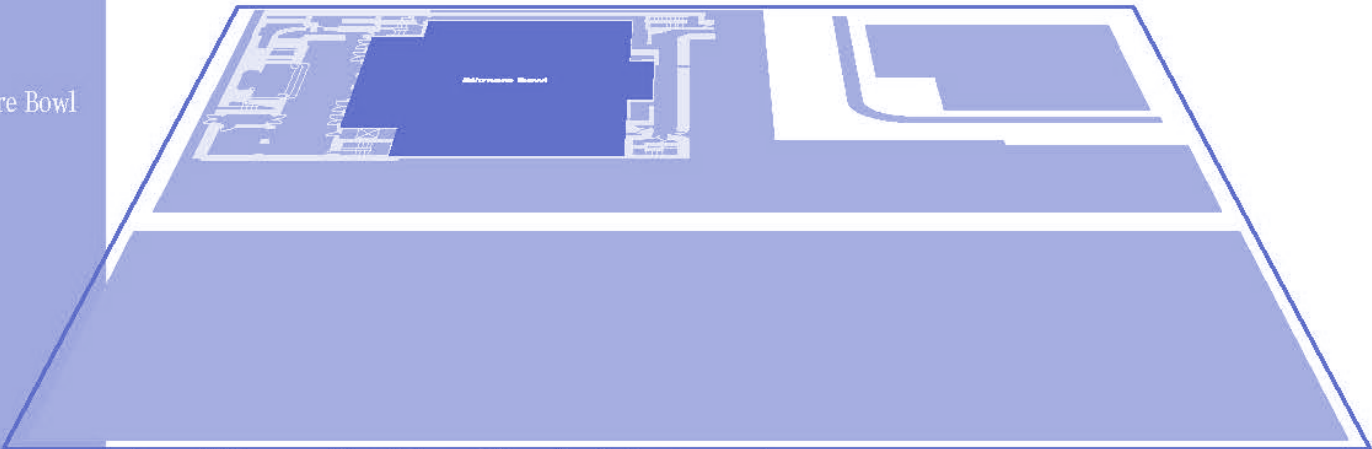
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Main Galleria Level

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