



National Association of **Case Management**

25th Annual Case Management Conference

Supporting the Journey to Independence

October 1-3, 2019

Co-sponsored by



Philadelphia, PA



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DoubleTree Center City

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Conference Objectives

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

- Apply new skills to benefit persons served.
- Create successful collaborations in communities with persons served, as well as other organizations.
- Perform new skills in the practice of case management.
- Identify self-care techniques.
- Implement new evidence-based tools to enhance the practice of case management.
- Develop a professional learning network with meaningful, mutually beneficial connections.
- Choose from participant-driven sessions in order to actively engage in professional development of self and others.

Who Should Attend

- Administrators
- Case Managers/Service Coordinators
- Behavioral Health Practitioners
- Persons in Recovery/Persons Served
- Program Managers
- Nurses
- Social Workers
- Students
- University Professors
- Anyone in the human services field

**Thank You for Sponsoring
Continuing Education**



BHTEN

Behavioral Health Training & Education Network

Welcome

We welcome you to the National Association of Case Management's 25th Annual Case Management Conference—"Supporting the Journey to Independence."

This year, the National Association of Case Management will be offering two and a half days of scheduled sessions and a half-day of CM Camp sessions. During our CM Camp on Wednesday, October 2, 2019, attendee interaction, discussion, and relationship-building will take center stage. Check out page six for additional information.

Our conference venue is a top choice in Philadelphia hotels, the DoubleTree Center City. It is located on the Avenue of the Arts, and only eight miles from the Philadelphia International Airport. Rooms provide views of the Delaware River and downtown Philadelphia. It is close to numerous attractions including City Hall, the Liberty Bell, Reading Terminal, Academy of Music, and many more.

We are offering 16 specialty tracks with 70 workshops. Participants will have the opportunity to learn about multiple program models, best practices, and nationwide resources. The National Association of Case Management will also be offering several experience-based workshops, (pre-registration required) including The Porch Light Program at Mural Arts Philadelphia Tour, Back to Basics: Engagement Essentials in Case Management, Got Trauma?, Homeless in Philadelphia: A Tour of Philadelphia Homeless Services, Case Manager Safety and Awareness, and Pat Deegan's Hearing Voices Simulation. There is also an opportunity for attendees to pre-register for a National Case Management Practice Guidelines and Code of Ethics Review Session.

We enthusiastically thank everyone who has helped plan this amazing conference, including our conference co-sponsors the Philadelphia Department of Behavioral Health and Intellectual disAbility Services, Resources for Human Development, and The Columbus Organization; the Conference Planning Committee; our presenters; volunteers; and sponsors.

Please plan to join us to increase your skills, network with peers, and strengthen your commitment to the persons we serve.

I look forward to meeting you at the conference!

C.J. Johnson
Board Chair, National Association of Case Management

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 or its sponsors, and should not be construed as such.

Schedule and Hotel Information

Tuesday, October 1—Thursday, October 3, 2019

DoubleTree Center City
237 Broad Street
Philadelphia, PA 19107
Telephone—(215) 893-1600

Book Online—www.yournacm.com/training/annual-conference-2019/location-hotel/
Hotel Room Rate—\$189 + tax for single/double occupancy

Conference Schedule*

Monday, September 30, 2019

2:00 p.m.—4:00 p.m. Registration Desk Open

Tuesday, October 1, 2019

8:00 a.m.—4:30 p.m. Registration Desk Open

8:00 a.m.—4:30 p.m. Exhibit Hall Open

8:30 a.m.—9:00 a.m. Networking Breakfast

9:00 a.m.—10:15 a.m. Opening Address

10:30 a.m.—12:30 p.m. Breakout Sessions

12:30 p.m.—1:30 p.m. Lunch

1:30 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

Wednesday, October 2, 2019

8:00 a.m.—4:30 p.m. Registration Desk Open

8:00 a.m.—4:30 p.m. Exhibit Hall Open

8:30 a.m.—9:00 a.m. Networking Breakfast

9:00 a.m.—10:15 a.m. Plenary Address

10:15 a.m.—10:45 a.m. CM Camp Address

11:00 a.m.—12:30 p.m. Breakout Sessions

12:30 p.m.—1:30 p.m. Lunch

1:30 p.m.—2:15 p.m. CM Camp Sessions

2:15 p.m.—2:45 p.m. Break — Exhibit Hall

2:45 p.m.—3:30 p.m. CM Camp Sessions

3:45 p.m.—4:30 p.m. CM Camp Sessions

Thursday, October 3, 2019

8:00 a.m.—12:00 p.m. Registration Desk Open

8:00 a.m.—12:00 p.m. Exhibit Hall Open

8:30 a.m.—9:00 a.m. Networking Breakfast

9:00 a.m.—10:00 a.m. Breakout Sessions

10:15 a.m.—11:15 a.m. Breakout Sessions

11:30 a.m.—12:30 p.m. Breakout Sessions

12:30 p.m.—3:30 p.m. Lunch and Closing Address

*Conference and workshop schedule subject to change.

Questions?

E-mail—nacm@yournacm.com

Website—www.yournacm.com

Phone—(402) 441-4385

Conference Site and Hotel

The DoubleTree by Hilton Philadelphia Center City is a top choice in Philadelphia hotels. Located on the Avenue of the Arts, the hotel provides views of the Delaware River and downtown Philadelphia. Conference attendees will be within walking distance of several area attractions and just minutes from 30th Street Station.

Additional amenities for conference participants include:

- Free basic wireless internet in guest rooms
- Negotiated rate available 3 days prior and 3 days after conference dates based on hotel availability

Room rates of \$189 for single or double occupancy will be honored on a space-available basis until **Friday, August 26, 2019, at 5:00 p.m.**, or until the National Association of Case Management room block sells out. Book online by visiting our website at www.yournacm.com and utilizing the direct reservation link. Hotel rates are subject to applicable state and local taxes, currently 16.25%.

Hotel room reservations are subject to availability! Please BOOK EARLY!

CM Camp

On Wednesday, October 2, 2019, the National Association of Case Management will host its fifth annual CM Camp, an innovative, highly interactive, participant-driven event. We look forward to working with you to create a schedule that is based on your needs and expertise which further develops your professional learning network. See page six for additional details.

About the National Association of Case Management

We advance the professional growth of those who provide support and coordination services to individuals and families. We support people who improve the lives of others.



OPENING ADDRESS Senator Vincent Hughes

Senator Vincent Hughes is a leading progressive voice on local, state, and national issues. His colleagues elected him to be the Democratic Chairman of the Senate Appropriations Committee in 2010 and he continues to bring proactive leadership to that role.

As a key member of the Senate's Democratic leadership team, Senator Hughes is a champion for major policy issues such as expanding healthcare for low-income workers, raising the minimum wage, defending the right to vote, fighting for increased funding for public education, and rebuilding the state's distressed communities. As Democratic Chairman of Senate Appropriations Committee, Senator

Hughes holds a major role in developing Pennsylvania's annual budget of more than \$32 billion, carefully guiding the state's spending priorities.

Senator Hughes is one of Pennsylvania's leading legislative advocates in the fight for education equity. He works locally and nationally in the effort to rebuild crumbling school infrastructures across the state and around the nation.

Though his work has taken him all over Pennsylvania, the U.S., and around the world, Senator Hughes remains extremely dedicated to the progress of his 7th Senatorial District, which is comprised of parts of Philadelphia and Montgomery County. He is a member of Mt. Carmel Baptist Church, and is supported by his loving wife, actress, entertainer, and activist Sheryl Lee Ralph, and their blended family of four children.

Track	8:30	9:00	10:30—12:30	12:30
Academic	Networking Breakfast	Welcome and Opening Address	Students with Autism Spectrum Disorders: Considerations and Resources for Case Managers John Vafeas, DSW, LSW Mary Rita Weller, PhD, LSW	Lunch
Administration & Management			Building the Continuum in Case Management: Unique for Each Person, Standardized for Best Practice Bonnie Geld, MSW	
Case Management Skills I			Addressing Challenging Behaviors Ervin Munro, MS	
Case Management Toolbox			Using Charting the LifeCourse to Identify and Enhance Support Coordinator Competencies Jennifer Turner, LCSW	
Clinical			Developing Empathy Through Self-Reflection Janice Gasker, DSW, LCSW	
Hot Topics			Improving Outcomes by Recognizing Individuals with Fetal Alcohol Spectrum Disorders Dan Dubovsky, MSW	
Intellectual/Developmental Disabilities			An Overview of Dementia Capable Care for People with ID/DD Dave Maloney Frank Schweigert	
Lived Experience			Pat Deegan's Hearing Voices Simulation: Developing Empathy for the Lived Experience of Psychiatric Disability* Tristan Bentch, MS, CPRP, CCTP	
Trauma-Informed Care			The Community Resilience Model: An Introduction Katherine Connelly, PsyD Kalma Kartell White, MEd, CPRP Monica Sullivan, MEd	
Engagement Essentials			Back to Basics: Engagement Essentials in Case Management Practice*	

Conference and workshop schedule subject to change.

* Indicates a session with limited seating and may last longer than one workshop. Pre-registration required. See page nine for additional information.

Afternoon

Track	1:30—2:30	2:30	3:00—4:30
Academic	Maximizing Post-Secondary Educational Opportunities for People with Disabilities Jennifer May, DEd	Break	Advancing School Attendance Program: Program Development and Effectiveness Measures Stephanie Esser, MEd Marc Maddy, MSW, LSW
Administration & Management	What Makes a Good Leader? Carolyn Underwood, BA		Organizational Self-Care: Become a Trauma-Informed Organization Susan Hunt, PsyD Pam Kasinetz, LCSW
Case Management Skills I	Maintaining Safety in the Community for Staff and Persons Served John Eliyas, MA		HIPAA Privacy Made Simple Chris Ambrose, MBA, CHC, CHPC
Case Management Toolbox	A Lesson in Restraint: Creating an Environment of Comfort vs. Control for Individuals in Crisis Kim Sanders, MS		Drug and Alcohol Awareness Joshua Reager
Clinical	Co-Occurring Case Management Approval: Everyday Implementation & Support James Kimenour, MA, LPC, CPRP Valerie Klingerman, BA Courtney Middleton, BS		The Healing Art of Creative Expression Thandiwe Gregory, LCSW Elsa Rodriquez, BSN
Hot Topics	Maximizing Time: How to Gain Independence in Time Management Heather Sorrells, BS		Healthy Sexuality: Rights, Responsibilities, and Risks Beverly Frantz, PhD
Intellectual/Developmental Disabilities	Keeping the Person in Person-Centered Planning Colleen McLaughlin, MEd Jamie Zahid, BA		Dignity of Risk Lynda DeBenedet, BS Rebecca Spadola, BSW
Lived Experience	Motivating Our Peers: Practical Approach Strategies Mustafa Al-Gasas, CPS, FPS, BS Michael Van der zee, MA		Hearing Voices Movement: A Recovery Approach Jason, Matlack, CPS Tracey Riper-Thomas, BA, CPS
Porch Light Tour			Participatory Public Art Approach to Wellness Nadia Malik, MSW
Self-Care			Smiles, Giggles, and Laughter: Strategies for Caregiving Ronald Dolon, EdD, MSW, BA Kim Taylor, MSW
Trauma-Informed Care	Trauma-Informed Care: Human Service Professionals Response Saul Singleton, BA		Who's Watching the Watchers: Trauma Support for Clinicians Nyshaunté Randall, LPC-S Allison Ledbetter, LCSW, MPH
Engagement Essentials	Back to Basics: Engagement Essentials in Case Management Practice* Continued from Previous Session		

Conference and workshop schedule subject to change.

* Indicates a session with limited seating and may last longer than one workshop. Pre-registration required. See page nine for additional information.

Thank You to Our Charter Members



Afternoon

CM Camp Schedule

1:30—3:30 p.m.	The Porch Light Program at Mural Arts Philadelphia Tour*	1:30—2:15 p.m.	CM Camp Sessions
1:30—4:30 p.m.	Homeless in Philadelphia: A Tour of Philadelphia Homeless Services*	2:15—2:45 p.m.	Break — Exhibit Hall
1:30—4:30 p.m.	Case Manager Safety and Awareness*	2:45—3:30 p.m.	CM Camp Sessions
		3:45—4:30 p.m.	CM Camp Sessions

Conference and workshop schedule subject to change.

* Indicates a session with limited seating and may last longer than one workshop. Pre-registration required. See page nine for additional information.

CM Camp Overview

In commitment to advancing the professional growth of case managers and other service coordination practitioners, the National Association of Case Management is integrating an innovative, highly interactive, attendee-driven CM Camp into its annual Conference. The CM Camp will take place on the afternoon of Wednesday, October 2, 2019 and is intended to leverage attendee expertise and experience to create a conference that meets the needs of all attendees.

During the CM Camp, all attendees are potential speakers and there is no pre-set workshop schedule. Instead, attendees will be asked to bring potential workshop topics to the Keynote Address where the workshop schedule for the afternoon will be created based on overall needs of the group. CM Camp sessions are typically open discussions focused on attendee interaction, discussion, and relationship building.

Key Features of the National Association of Case Management's CM Camp

- Designed for individualized learning and sharing.
- Meaningful and useful interaction between attendees is our overall goal.
- To truly benefit from the CM Camp attendees need to be active participants.
- Facilitators may be a teacher one moment in their sessions and a learner in the next.
- The experience and expertise of all attendees is harnessed for each session.
- Attendees have complete control over their own learning. Use the "Law of Two Feet."

"Law of Two Feet"

The National Association of Case Management's CM Camp will be governed by the "Law of Two Feet"...

"Any time you're in a workshop session where you're not contributing or adding value—you are encouraged to use your two feet and respectfully find a session where you can."

The National Association of Case Management is asking attendees to go when and where you want to go in order to be the driver of your own learning. Attendees who stay in a session they don't enjoy or find value in, bring the energy down for the rest of the group. In following the "Law of Two Feet," you give yourself permission to change your mind and re-engage in something more meaningful to you and your professional development.

If someone in your session decides to use the "Law of Two Feet," remember they are not being rude and don't take it personally. They need to explore a different, more meaningful topic for themselves and they are making space for others to contribute energy to the session.

Additional Information

For biographical sketches of any of the presenters, objectives, or additional information on workshop tracks or keynote speakers, visit our website at www.yournacm.com.

Track	8:30	9:00—10:00	10:15—11:15
Administration & Management	Networking Breakfast	Case Management Supervision: The Road Ahead Rachel Bernini, MSW, LSW	Changes Again, No Problem Nyshaunté Randall, LPC-S Allison Ledbetter, LCSW, MPH
Case Management Skills I		Understanding the Needs of Individuals with Autism in Navigating and Coordinating Care Stacy Nonnemacher, PhD	Strategic Engagement in the Community with Challenging Populations Orlando Figueroa, BSW Donielle Harrison, BA Jon Oickle, MPA, CAADC
Case Management Skills II		Embedding Community-Based Case Management in a Hospital System Barry Granek, LMHC Lukisha Homer, PhD Monisa Lane, MA	Professional Boundaries Tristan Bentch, MS, CPRP, CCTP
Case Management Toolbox		Sensory Rooms: What We Know and What Is To Come Amber Weber, BSW	Motivational Interviewing and Case Management: A Winning Combination Catherine Breneman, MSW, PhD, CPRP
Conflict Management			Novel Conflict Management Strategies for Case Managers and Teams Eduardo Esquivel, MSW James Peightel, MD
Hot Topics		Value Based Contracting Bill Maroon, MSW	Developing a Successful Social Media and Communications Strategy: How to Pack a Punch on a Shoestring Budget Lana Hunt, BSW
Housing		Sharing HOPE – Finding Purpose Kasey Moyer, BA	Philadelphia Encampment Resolution Pilot: Resolving Opioid Driven Homeless Encampments Sam Santiago Tim Sheahan, MS Bridgette Tobler
Intellectual/Developmental Disabilities		Community Treatment Teams: A Behavioral Health Intellectual disAbility Program Samantha Appel, PsyD, MEd Safula Lewis, MA Bryan Mitchell, MHA, MSW, LSW	Addressing Behavioral Challenges: A Behavior Case Management Approach Melissa Richards, PhD, LBA, BCBA-D
Lived Experience			Certified Peer Specialist Teaching from a Peer's Perspective Harold Mitchell, MS Michael Van der zee, MA
Self-Care		Stress Management and Self-Care for Case Managers Dennis Fisher, MM	
Safety		Case Manager Safety and Awareness* Sandi Bellis Ron Frederick	
Trauma-Informed Care		Got Trauma?* Daphne Alroy-Thiberge, MSW, LCSW Katie Tracy, MSW, LCSW	

Conference and workshop schedule subject to change.

* Indicates a session with limited seating and may last longer than one workshop. Pre-registration required. See page nine for additional information.

Marketing Opportunities

The 25th Annual Case Management Conference is a great opportunity for your organization to reach hundreds of case managers, service coordinators, social workers, mental health practitioners, supervisors, program managers, administrators, and more. A range of exhibit, advertisement, and sponsorship options afford you the opportunity to reach numerous attendees in a variety of ways. A limited number of tables and advertisement spaces are available. Information and registration forms are available at www.yournacm.com or by calling (402) 441-4385.

Experiential Workshops

This year at the National Association of Case Management's 25th Annual Case Management Conference, Supporting the Journey to Independence co-sponsored by the City of Philadelphia Department of Behavioral Health and Intellectual disAbility Services, Resources for Human Development, and The Columbus Organization, the Association will be offering a variety of experiential workshops where participants have an opportunity to participate in role plays and other hands-on learning experiences. Each of these sessions have a limited number spots. Attendees should indicate interest in sessions during registration to ensure ability to participate. Please see below for a brief description of each experiential workshop.

Pat Deegan's Hearing Voices Simulation: Developing Empathy for the Lived Experience of Psychiatric Disability

The Hearing Voices Simulation is a tool to help develop empathy for the challenges people with psychiatric disorders face. During the simulation, participants listen to distressing voices through headphones while completing a series of tasks, such as taking a mental status exam in a mock emergency room.

This workshop is offered on
Tuesday, October 1, 2019 10:30 a.m.—12:30 p.m.

National Case Management Practice Guidelines and Code of Ethics Review Session

Review the code of ethics of the National Association of Case Management utilizing case scenarios to identify ethical principles and values. An ethical decision-making model will be utilized to instruct case managers in the application of ethical decision making. Participants will have the opportunity to comment on all aspects of the Code of Ethics and make suggested revisions.

This workshop is offered on
Wednesday, October 2, 2019 11:00 a.m.—12:30 p.m.

The Porch Light Program at Mural Arts Philadelphia Tour

The Porch Light Program builds teams of artists, service providers, program participants, community members, and city-wide stakeholders to collaborate on a transformative public art project. Participants will learn how the murals are created, hear the stories of those involved, and witness their scale and depth first hand on this exciting mural trolley tour.

This workshop is offered on
Wednesday, October 2, 2019 1:30—3:30 p.m.

Back to Basics: Engagement Essentials in Case Management

This experiential, skills-based workshop considers engagement as a vital function within a professional service delivery process. Activities, discussions, and skills practice are utilized to facilitate the participants' understanding and articulation of concepts and application of skills relative to engagement and other functions in case management practice.

This workshop is offered on
Tuesday, October 1, 2019 10:30 a.m.—4:30 p.m.

Homeless in Philadelphia: A Tour of Philadelphia Homeless Services

Philadelphia has a comprehensive service system for individuals who are homeless. Participants will start with understanding the specialized street homeless services that focus on engagement and work their way through the continuum of two emergency housing models. They will finish with learning about permanent supportive housing. While on the tour participants will learn how Philadelphia has adopted a housing first philosophy throughout their homeless system.

This workshop is offered on
Wednesday, October 2, 2019 1:30—4:30 p.m.

Got Trauma?

Participants will learn to identify different types of trauma with a special emphasis on the Adverse Childhood Experience Study (ACE) and complex trauma. This workshop will discuss the effects of trauma on the brain, explore therapeutic techniques relevant to different brain stages, and address the relationship between ACE and health and social outcomes. Concrete assessments and clinical tools to use in professional working environments will be provided.

This workshop is offered on
Thursday, October 3, 2019 9:00 a.m.—12:30 p.m.

Case Management Safety and Awareness

Participants will demonstrate proper field assessment skills and safety techniques during three scenarios. The scenarios address identification of illegal substances and related paraphernalia, opiate or alcohol intoxication, suicidal or agitated persons, child welfare issues, and various other potential risks to staff or persons served in a real-life setting. As participants progress through the scenarios, role players interact with the participants while they perform the duties/tasks required in the field, including orienting individuals to services and contacting supervisors, crisis/emergency services, or law enforcement. Upon completion of each scenario, the participants, evaluators, and role players will engage in a de-briefing. The program will conclude with further debriefing.

This workshop is offered on
Wednesday, October 2, 2019 1:30—4:30 p.m. and Thursday, October 3, 2019 9:00 a.m.—12:00 p.m.

Travel and Visitor Information

Continuing Education

The National Association of Case Management in partnership with Behavioral Health Training & Education Network are submitting applications for approval of the following continuing education credits. A complete list of approved credits is expected in August.

- Addiction
- APA
- CCMC
- CPRP
- General
- Nursing
- Social Work

**Thank You for Sponsoring
Continuing Education**



BHTEN

Behavioral Health Training & Education Network

Awards

Each year, the National Association of Case Management honors outstanding achievements by individuals and organizations providing case management and service coordination through XCEL Awards. Nominations for individuals/organizations can be made by any Association member in good standing or by any non-member who registers for the conference.

This year, in partnership with Service Access and Management, Inc., the National Association of Case Management will also be offering the Innovations in Case Management Practice Award. This award, sponsored by Service Access and Management, Inc., is intended to:

- Encourage, facilitate, and acknowledge the development of innovation in the practice of case management.
- Facilitate the implementation of innovative practices on a consistent basis.
- Create the best, most effective and innovative case managers possible.
- Improve the quality of case management services and job satisfaction of case managers.

Award recipients will be selected by a committee appointed by the National Association of Case Management Board of Directors; categories awarded will depend on nominations. Award winners will be honored during the Conference. Recipients of the XCEL Awards will receive a free one-year membership to the National Association of Case Management and free registration to a future conference. Recipients of the Innovations in Case Management Practice Award will receive free registration and travel reimbursement to the 2020 conference including airfare, hotel, and meals as applicable.

For additional information or to nominate someone, please visit www.yournacm.com or contact Theresa Henning at (402) 441-4385.

All nominations are due to Theresa Henning at nacm@yournacm.com by August 23, 2019.

Travel and Visitor Information

The DoubleTree Center City is easily accessible by car from all major highways, just minutes from 30th Street Station, and only eight miles north of the Philadelphia International Airport. The hotel is also near Metro transit and numerous popular tourist destinations. For conference participants who drive to the site, daily self-parking is available at the hotel for \$30 per day.

Philadelphia is full of history, art, shopping, parks, and much more. To locate area attractions before you arrive and plan your trip, visit the Philadelphia Convention & Visitors Bureau website at www.discoverphl.com.

Conference Meals

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

- Breaks and refreshments
- Light continental breakfast
- Lunch

Special Needs

If you have special needs while attending our conference (i.e. mobility, reader, sign language interpreter) please attach a letter outlining those needs and submit it along with your registration form or write to nacm@yournacm.com. If you have special hotel needs, please contact the hotel directly.



National Association of Case Management

25th Annual Case Management Conference Registration
October 1-3, 2019 · DoubleTree Center City · Philadelphia, PA
Phone 402-441-4385 · Fax 402-441-4335 · nacm@yournacm.com

PLEASE COMPLETE ONE FORM PER PERSON. DUPLICATE AS NEEDED OR REGISTER ONLINE.

Name _____ Organization _____

Job Title Administrator Assistant Director Care Manager Case Manager
 Care Navigator CEO CFO Clinical Director Director
 Executive Director Professor Program Manager Service Coordinator
 Supervisor Trainer Other _____

Address _____ City _____ State _____

ZIP _____ Phone _____ E-mail _____

Registration confirmation will be sent via e-mail only. Please print clearly.

What type of Continuing Education do you wish to earn?
 Addiction APA CCMC CPRP General Nursing Social Work

Is this your first NACM Conference? Yes No

How did you hear about this conference?
 E-mail Website Mail Word-of-mouth Co-Sponsor _____

Any special dietary restrictions?
 Vegetarian (may include dairy)
 Special request (will be accommodated if possible) _____

CONFERENCE — October 1-3, 2019

	Early Bird Before Sept. 19	Regular After Sept. 19
Member	<input type="checkbox"/> \$399	<input type="checkbox"/> \$449
Non-Member*	<input type="checkbox"/> \$439	<input type="checkbox"/> \$489
Student**	<input type="checkbox"/> \$349	<input type="checkbox"/> \$399
One Day Pass	<input type="checkbox"/> \$215	<input type="checkbox"/> \$230
Date _____	**Attach proof of enrollment.	

Registration Information

Payment Policy — Checks and credit cards are welcome. If paying with a credit card, please complete Payment/Billing Information box below.

Online — www.yournacm.com

Mail — National Association of Case Management
1645 'N' Street
Lincoln, NE 68508
Fax — (402) 441-4335 (credit card)

Cancellation Policy — Cancellations will only be considered when received in writing. For the full cancellation policy, visit www.yournacm.com.

EXPERIENTIAL WORKSHOPS

Please select any experiential workshops you would like to register for. Workshops are based on availability, see website for additional details.

Pat Deegan's Hearing Voices Simulation
 Back to Basics: Engagement Essentials in Case Management
 National Case Management Practice Code of Ethics Review Session
 The Porch Light Program at Mural Arts Philadelphia Tour
 Homeless in Philadelphia: A Tour of Philadelphia Homeless Services
 Case Management Safety and Awareness
 Got Trauma?

Tuesday, October 1
 10:30 a.m.—12:30 p.m.
 10:30 a.m.—4:30 p.m.

Wednesday, October 2
 11:00 a.m.—12:30 p.m.
 1:30—3:30 p.m.
 1:30—4:30 p.m.
 1:30—4:30 p.m. -or-
 9:00 a.m.—12:00 p.m.
 9:00 a.m.—12:30 p.m.

Thursday, October 3

PAYMENT/BILLING INFORMATION

Check # _____ -or- Credit Card Credit Card # _____

3-digit verification code _____ Exp. Date ____/____ Signature _____

Name as appears on card _____ Total Amount \$ _____

Contact Person _____ E-mail _____

- Registration confirmations are sent via e-mail to registrants who provide a legible, accurate addresses. This e-mail serves as receipt of registration.
- On-site registration will be available as space allows.
- The conference fee includes breakfast, lunch, and breaks on all three days.
- A complete list of NACM's Registration Polices can be found at www.yournacm.com