A Declaration of Interdependence

PARTNERING IN PLANNING FOR POSITIVE OUTCOMES

NACM
A professional association for service coordination, resource coordination and case management.

Sheraton Society Hill
Philadelphia, PA

12th National and 14th Pennsylvania Case Management Conference

June 4th – 8th, 2005

Drexel University College of Medicine
In the tradition of Woman’s Medical College of Pennsylvania and Hahnemann Medical College

www.yournacm.com
Welcome to Philadelphia

It is with great pride that we welcome you to Philadelphia, PA. The 12th Annual Conference represents a collaboration among NACM, the States of PA and DE, the City of Philadelphia and Drexel University. It truly represents the spirit of partnership that is integral to case management services throughout our country. We invite you to learn about new approaches, celebrate the national spirit surrounding recovery and renew friendships from the past. To help make your visit the best it can be, there will be a Go-Philadelphia table near the registration area that will answer any questions you may have about this historic birthplace of America.

Anita Kinsley
NACM Board Chair
Drexel University College of Medicine Behavioral Healthcare Education

Donna McNelis
Director, BHE
Drexel University College of Medicine

Linda Giesler
NACM COO

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National Association of Case Management
Drexel University College of Medicine Behavioral Healthcare Education

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PA Office of Mental Health and Substance Abuse Services
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Drexel University College of Medicine

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Drexel University College of Medicine

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Sandra Smith
Office of Mental Health/ Office of Behavioral Health

Fred Way
Behavioral Health Special Initiative/ Office of Mental Health

Darnell Wilkerson
Department of Health

Novenia Woodard
Office of Behavioral Health

Conference Objectives

By the conclusion of this conference, attendees will be able to:

- Cite new models of case management services;
- Identify cross-systems approaches that generalize to one’s local setting;
- Explore the uniqueness or personhood and match services respecting that quality;
- Cite principles and values of recovery;
- Review partnership approaches that greatly enhance quality of life for persons with a disability.

APA (Psychology): Drexel University College of Medicine, Behavioral Healthcare Education is approved by the American Psychological Association to offer continuing education for psychologists. This program is offered for 25 credits with the attendance of the Pre-Conference Institutes. DUCOM, BHE maintains responsibility for the program.

ASWB (National Social Work): This organization Drexel University College of Medicine, Behavioral Healthcare Education, provider #1065, has pending approval as a provider for continuing education by the Association of Social Work Boards 400 South Ridge Parkway, Suite 6, Culpepper, VA 22701. http://www.aswb.org www.aswb.org. ASWB Approval Pending. Social Workers should contact their regulatory board to determine course approval. Social workers will receive 25 continuing education clock hours with the attendance of the Pre-Conference Institutes in participating in this course.

CRCC (Certified Rehabilitation Counselors): This [conference] is pending approval by the Commission on Rehabilitation Counselors Certification Board to award a maximum of 25 hours for this conference with the attendance of the Pre-Conference Institutes. Drexel University College of Medicine adheres to the CRCCB Continuing Education guidelines; course approval number is pending.

LSW (PA SBSWE Licensed Social Workers in Pennsylvania): PRE-APPROVED PROVIDER. This training is approved for a maximum of 25 credit hours (includes the Pre-Conference Institutes) through a formal co-sponsorship agreement with Bryn Mawr School of Social Work and Social Research. Bryn Mawr College, as a CSWE accredited school of social work, is an approved provider of continuing education for social workers in Pennsylvania and many other states.

NAADAC (National D&A): This training has been approved by the National Association of Alcoholism and Drug Abuse Counselors a maximum of 25 educational hours with the attendance of the Pre-Conference Institutes. NAADAC Approved Provider #000125.

NBCC (National Counselors): Drexel University College of Medicine is recognized by the National Board for Certified Counselors to offer continuing education for National Certified Counselors. We adhere to NBCC continuing education guidelines. We can award a maximum of 25 hours of continuing education credit.

PA Educators Act 48: Drexel University College of Medicine, Behavioral Healthcare Education is recognized by the Pennsylvania Department of Education to offer continuing education credits under Act 48 guidelines. Drexel University College of Medicine, Behavioral Healthcare Education adheres to Act 48 Continuing Education Guidelines. PA educators will receive a maximum of 25 hours of credit for attending this complete conference including the Pre-Conference Institutes.

PCB (PA Certified Additions Counselor): Drexel University College of Medicine, Behavioral Healthcare Education will award a maximum of 25 PCB Approved Hours of Education for this training including the Pre-Conference Institutes. Our program is certified by the Pennsylvania Certification Board, Provider # 133.

PSNA (Nursing): Drexel University College of Medicine, Behavioral Healthcare Education is an approved provider of continuing nursing education by the PA State Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. Participants will be awarded a maximum of 30 contact hours for attending this conference including the Pre-Conference Institutes.

CEU (Continuing Education Units – if not requesting one of the other types above): The Drexel University College of Medicine, Behavioral Healthcare Education will award a maximum of 2.5 CEU’s with the attendance of the Pre-Conference Institutes to each participant who successfully completes the conference.
The Philadelphia Police Department (HEADS UP) Program

Heroin Education And Dangerous Substance Understanding Program, The HEADS UP PROGRAM was established to attack drug programs from a preventive standpoint. We, in the Narcotics Bureau, have come to realize the importance of presenting a no-holds barred outlook on the true damage and destruction that drugs are causing young and old alike. This program is so important that every effort must be made to present it to as many people as possible.

The Heads-Up Program will reach its four year anniversary on April 10, 2005. Since its inception in April 2001 through January 2005, the program has been viewed by 227,714 people at 1,826 locations, and has been shown across Pennsylvania, New Jersey, Delaware and now Massachusetts. During the calendar year 2004, the program was presented to 74,701 people at 575 locations. None of this would be possible without the dedication and commitment of everyone involved.

Members of the Police Department, along with volunteers from the recovering community and the family members who have lost loved one to drugs and violence, have devoted their time and energy to educate children in order to prevent their involvement in drug use and to give them the tools to build solid character.

Research Symposium, Sunday Morning, June 5, 9:00 a.m. – noon

"WHAT'S All This About Recovery? Using Data To Inform Practice"

This symposium will connect the underpinning research regarding recovery-oriented systems with Case Management. There are many current initiatives that are investigating how publicly-funded systems may be organized to support a person’s recovery or, alternately, present barriers to recovery. All of the presenters have consulted to systems on the local, national and international level and have expertise in methods to translate research to practice for persons who work on the front lines of service and support.

The Symposium will also include a review of the six Evidence-Based Practices identified by the Substance Abuse and Mental Health Services Administration (SAMHSA) that are rooted in clinical research; their relevance to case managers who work with people with mental and/or substance use disorders, co-occurring mental retardation, and/or HIV+ status; and their possible relationship to an individual’s personal journey of recovery.

Laurie Curtis, MA, is an independent consultant and educator specializing in recovery-oriented policies, practices, and lifestyles. She is an Associate Clinical Professor for the graduate program in Community Mental Health, Trinity College of Vermont, and Middlesex, Vermont. She is nationally known for her work with several state systems.


Taylor Anderson, MSW, LSW is the Associate Director of Behavioral Healthcare Education, Drexel University. Ms. Anderson assisted in the development of the first state-wide training for intensive case managers in Pennsylvania and currently is consulting to several PA counties under the President’s New Freedom Initiative Grant.

Keynote Information

Temple Grandin, PhD

Temple Grandin, Ph.D., is the most accomplished and well-known adult with autism in the world. She has been featured on major television programs, such as the "Today Show," "Larry King Live," "60 Minutes," “20/20" and reported in Time magazine. People magazine, Forbes, U.S. News and World Report, and New York Times. Dr. Grandin didn’t talk until she was three and a half years old, communicating her frustration instead by screaming, peeping and humming. In 1950, she was labeled “autistic,” and her parents were told she should be institutionalized. She tells her story of "groping her way from the far side of darkness” in her book “Emergence: Labeled Autistic” which stunned the world because, until its publication, most professionals and parents assumed being diagnosed “autistic” was virtually a death sentence to achievement or productivity in life. Even though she was considered “weird” in her young school years, she eventually found a mentor, who recognized her interests and abilities, which she later expanded into becoming a successful livestock handling equipment designer, one of very few in the world. She has designed the facilities in which half the cattle are handled in the United States, consulting for firms such as Burger King, McDonald’s, Swift and others. She presently works as an Associate Professor at Colorado State University but also speaks around the world on both autism and cattle handling. Dr. Grandin also authored the best seller – “Thinking in Pictures and Other Reports from My Life With Autism” and produced several videos that will be available at the conference.

Iris HeavyRunner, (Blackfeet), ABD

Iris HeavyRunner is an enrolled member of the Blackfeet Tribe in Montana, and has been involved in American Indian Prevention, Education, and Advocacy for much of her career. Her work experience includes coordinating programs in Human Services, Indian Child Welfare, Adolescent Treatment/Aftercare, Family Violence, Community-Based Prevention, Mental Health, Professional Faculty Development, Student Support Services, and Tribal College Academic Affairs.

Iris’ undergraduate work was at Haskell Indian Nations University and the University of Kansas. Her graduate work has been at the University of Minnesota/School of Social Work. In 1994, she was a Bush Fellow in Advanced Studies in Child Welfare, a 1996 Department of Education Experienced Faculty Fellow, a 1999 Bush Foundation Leadership Fellow, a training fellow for the National Institute for Native Leadership in Higher Education (NIINLHE) for four consecutive years (2000-2004), and recently selected as the 2004 Mellon Faculty Enhancement Fellow by the American Indian College Fund (AICF). She is currently the Academic Vice President at Fort Peck Community College in Poplar, Montana. She is also a Doctoral Candidate in Social Work at the University of Minnesota. In addition to speaking about cultural resilience, she will share aspects of the Family Education Model, which was developed as a means of tapping into the inner strengths of tribal students and improving the overall retention rate at Tribal Colleges and Universities (TCUs).

Hikmah Gardiner

Hikmah Gardiner is a longtime community activist who has been involved in many human rights struggles over the past four decades and who has earned a national reputation for her work.

Ms. Gardiner, who has served on a variety of boards and committees, has spoken about her personal struggles with mental illness and substance abuse and the civil rights and mental health advocacy movements at numerous national, statewide and local conferences and in interviews with newspapers, radio and television. She participated in the National Mental Health Alliance’s educational campaign to promote awareness of clinical depression, including participation in a commercial shown nationally on prime-time television. She also testified before the President’s New Freedom Commission on Mental Health.

Ms. Gardiner has organized many self-help groups for people diagnosed with mental illness and/or with substance abuse problems. Currently, she is Senior Advocate of the Mental Health and Aging Advocacy Project (MHAAP) of the Mental Health Association of Southeastern Pennsylvania. In this position, she advocates for better treatment and services for older adults with mental illnesses, testifies before Philadelphia City Council and speaks on a local, statewide and national basis to promote older adult mental health issues. She also trains staff in nursing homes and personal care boarding homes in sensitivity to older adults and in how to identify mental illnesses in older adults and trains older adults in self-advocacy skills. In addition, she serves as First Vice President of the Older Adult Consumer Mental Health Alliance, a nationwide nonprofit organization dedicated to advocacy and public education on behalf of older Americans affected by mental disorders. She is also past president of the MHAAP Senior Advisory Team.

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Herself African-American, Ms. Gardiner has long demonstrated her commitment to minority health issues. As Director of Conferences and Programs of the Pennsylvania Mental Health Consumers’ Association 10 years ago, she targeted trainings toward minority mental health consumers. During the same period, she headed the Minority Mental Health Outreach project at the Mental Health Association of Southeastern Pennsylvania. After a two-year hiatus, Ms. Gardiner returned to MHAAP to work once again in the area of senior advocacy, visiting nursing homes to train staff, teaching nursing home residents how to advocate for themselves and others, doing public speaking and educating local, state and federal governments about the plight of older Americans, particularly those who have mental illnesses.
Saturday, June 4, 2005

**INSTITUTE I**

**Staying Out Of The Mouth Of The Crocodile: A Parenting Toolbox**  
C. J. Johnson, MSW, LCSW, LMFT

“*The Parenting Toolbox*’ takes a look at those essential elements to promote positive child interactions developed by C.J. Johnson over twenty five years of involvement with children and adolescents and their families. C.J. has refined these techniques in ways that are easily implemented by childcare providers, parenting educators and parents and in any setting for any age and for numerous behaviors. These approaches to children promote more time developing relationships with children while maintaining clear and consistent expectations. Understanding challenging children and how to reduce the likelihood of negative behaviors will be included in this workshop presentation. Since no child comes with his or her specific “owner’s manual,” workshop participants will find this workshop to be helpful in addressing one of the most challenging experiences in life, that of interacting with and teaching children and adolescents.

**INSTITUTE II**

**Hope and Choice: A Toolkit for Case Management Practice**  
Brenda J. Weaver, MA, CPRP

Hope, personal responsibility and choice are key elements that facilitate recovery for people living with mental illness and/or addictive diseases. As providers, this means an attitude shift and modifications in how we approach service planning and delivery. This institute, using discussion, practice applications and case analysis, will help bridge the gap between the principles of recovery and the daily work of case managers. Using the Wellness Recovery Action Plan (WRAP) developed by Mary Ellen Copeland, MS, MA and Intentional Care performance standards developed by Patricia Deegan, PhD case managers will have an opportunity to build their recovery-oriented competencies.

**INSTITUTE III**

**The Use of Circle Dialogue Process**  
Donald J. Haldeman, MS, JD

Circles are based on the tradition of talking circles, common among indigenous peoples of North America and modern peacemaking and consensus building processes. They provide a process for bringing people together to build community and to work through conflict or differences. The circle process is being used for decision making, problem solving and conflict resolution in schools, neighborhoods, the workplace, families and the criminal justice system. This workshop will provide participants with the fundamental theory behind circle process and will be interactive and experiential in nature. Please note that this is an introduction to circles and is not meant to replace training in circle process.

**INSTITUTE IV**

**Introduction To Outcome Scales: Capturing Steps Towards Success**  
Margie Dubrow, PhD

You know your consumers are making progress, but how do you capture their success? How do you transform the behavioral changes from individuals into data that captures behavioral changes for a whole group? In this workshop, participants will learn to write outcome scales that will help them measure incremental steps towards success for the participants in their programs and services. Participants will write scales that they can apply in their work sites.

**INSTITUTE V**

**Partnering of Consumers & Professionals in Helping a Person Get Their Voice Back**  
Wilma Townsend, MSW and Martha Hodge, MSW

Have you ever wondered if anyone was listening to you or if you were heard correctly? If you have, then you may need to get your voice back. Regaining your voice is not a program, it is a way to empower yourself to become more active in your mental health services. It is a way for staff to empower themselves to become partners with the people they serve. Issues such as empowerment and mental health recovery will be addressed. Most importantly, the roles of consumer, clinician, system and community in the recovery process will be highlighted with a goal of demonstrating how to actively support recovery.

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This not your typical Scavenger Hunt. The Hunt requires:  
**Wit, widsom and a sense of humor.**

Sign up details and potential clues will be provided at the following events:  
Research Symposia and Conference Kickoff.

Be there for the hunt!
Sunday, June 5, 2005

CONCURRENT WORKSHOPS
3pm – 5pm

**S01**
Blending Clinical Supervision and Case Management
Bobbie A. Harris, LCSW

Clinical supervision focusing on ethical and best practice issues is the most important tool in aiding case managers to provide the most appropriate services to individuals with serious mental illness. However, little training is offered regarding this important role. Clinical supervision is a unique relationship with specific qualities and characteristics of the supervisor and supervisee. This training will be targeted to an audience of those responsible for clinical supervision or aspire to provide such supervision.

**S02**
Allegheny County Mental Health Court
Amy McNicholas Kroll and Freida Reid, EdD

This workshop will emphasize the collaborated effort between the Allegheny County Department of Human Services, Office of Behavioral Health and the offices of the Allegheny County Court of Common Pleas, Public Defenders, District Attorneys, and Probation and Parole. These offices have developed a partnership to assist individuals with behavioral health concerns who are also involved with the forensic system. The presenters will focus on the history of Mental Health Court and the process that one must go through before and following their acceptance into Mental Health Court. Program data and case presentations will be utilized to illustrate the effectiveness of this Court and the decreased recidivism rate of arrest or re-incarceration for this population.

**S03**
SAMHSA’s Confidentiality & Ethics Training (CET) Project
Brian Balicki, MHS and Robin Frazier Kandel, JD

Get “hip” with the Health Insurance Portability and Accountability Act (HIPAA) and 42 CFR Part 2, the confidentiality regulations that protect individuals with substance use disorders! The Substance Abuse and Mental Health Services Administration (SAMHSA), Centers for Substance Abuse Treatment (CSAT), offers cost-free training and assistance to professionals within programs that receive Substance Abuse Treatment Block Grant (SAPT BG) funding. A variety of different programs are provided. Learn about free opportunities and how to apply for training.

**S04**
Incorporating Recovery Principles in Case Management Training
Stephan K. Long, MA and Dennis L. Fisher, MM

Recovery concepts have been in the literature for years. Some of our agencies or some of us individually have provided recovery-oriented services for almost as long. Both common recovery concepts and the unique definitions of recovery will be outlined. Recovery principles will be put into practice using a group activity. Presenters and participants will share recovery-oriented outcomes and best practices. One avenue for best practice is case manager training. We will discuss how to incorporate recovery into case manager training and orientation. This session will underscore the benefits of a recovery focus just as our behavioral health systems adopt more and more of these concepts.

**S05**
What’s Up with Psychopharmacology
Craig Strickland, PhD

This course is designed to review current developments in psychopharmacology in terms of new medications being developed, substances currently in clinical trials and recent changes in route of administration. This overview will include traditional versus atypical anti-psychotic medications, the different classes of anti-depressants and non-FDA approved treatments for depression and medications for treating bipolar affective disorder as well as ADHD. In addition, if time permits, a brief discussion will be provided that focuses on pharmacogenetic development.

**S06**
An Overview of Working with Persons Who Are Sex Offenders
Sam K. Gully, III, MS, CPRP

Many treatment programs offer little to persons with chronic sexually aggressive behaviors and consider such persons intractable and untreatable. However, the research literature indicates some promising approaches to treatment, rehabilitation and personal recovery that can decrease sex offenses and protect potential victims, as well as pointing to areas of future research. With the current prognostic uncertainty, remedies now include civil commitment and “preventive detention”. This seminar invites participants into the process of clarifying the issues and provides relevant information that can be translated into more effective practice.

**S07**
Battling Childhood Obesity & Diabetes: Psychosocial Strategies
Amy Bollenbacher, MA, LPC

National trends show that obesity and diabetes are affecting children at alarming rates. Additionally, the presence of behavioral disorders can increase the risk of management difficulties. Case management can be an integral part of the continuum of care by providing psychoeducational resources and facilitating provider-family communication. Case management also decreases care costs by reducing the need for ER visits and hospitalizations. In this way, case managers play a considerable role in meeting the needs of these children.

**S08**
Serving Individuals Experiencing Acute and Chronic Pain
Barbara A. Golden, PsyD

This workshop will present an understanding of the history, science and origins of pain syndromes in several populations. Participants will learn a biopsychosocial model of pain and be able to apply and implement a multidisciplinary team approach to assessment, diagnosis and treatment of individuals experiencing pain. Participants will be able to describe various approaches to the treatment of pain, specifically non-pharmacological interventions to help patients improve pain management.

**S09**
Developing a Cultural Competent and Recovery Oriented System of Care
Wilma Townsend, MSW

This workshop will present an understanding of the difference between a culture-bound system of care that serves the needs of those from specific cultural communities and a recovery oriented system, explains the Recovery Management Plan (RMP) as well as the “Emerging Best Practices in Mental Health Recovery” model developed in Ohio, which includes the four stages of Recovery.
CONCURRENT WORKSHOPS
10:30am – 12:00pm

M01
Stress Management and Burnout in Case Management
Michael B. Zeller, BA and Adina Tillery-Balogh, BS

This workshop is intended to assist case managers identify stress and burnout and to help managers identify burnout in their staff. The presenters will use the FISH! video and principles associated with FISH! in order to help attendees identify causes of stress and burnout as well as learn tools to recover from it. This interactive workshop will be valuable for all staff, but may be especially helpful for managers with increasing retention of staff.

M02
Mental Health Access Point: Unique Partnering
Carlos Davis, BA, Chico Lockhart, BA, Cynthia Richardson, BS and Judy Eubank, MSW, LISW

Mental Health Access Point (MHAP) is the front door for adults and children to access mental health services in Hamilton County, Ohio. MHAP case managers provide transitional services to people until they are connected to ongoing case management services. Their role fosters unique partnering opportunities. This workshop will present an overview of MHAP, a description of the transitional case manager’s role and examples of the unique partnering that could result in some promising practices.

M03
The Needs Of The “Old” And The Needs Of The “New…”
Maura Reese, BSW and Dwayne Wilson, MA

Case management is a profession that involves a great deal of demands that are put upon the case manager. We surveyed over 60 case managers (ICMs, RCs, and ACMs) and discussed issues regarding the skills needed to do this job, as well as concerns about the job. We will compare and contrast the answers of experienced case managers against those of novice case managers. We will discuss how we utilized this information in our agency to improve the way we train case managers.

M04
Integrating Mental Health Services for Adolescents in Juvenile Detention
Robin Teitelbaum, MBA, Jeff Gregro, Renee Harding, MA and Joseph Cirulli

Juvenile detention centers are typically not equipped to meet the needs of incarcerated youth waiting for mental health services. This workshop will provide a description of the Berks County Pennsylvania Youth Center Project, a collaborative endeavor between MH/IR, Juvenile Probation, Juvenile Detention, Children & Youth, and Community Care Behavioral Health. The Project is designed to ensure access to mental health services and effective after-care planning for all youth, while they are resident in the youth detention center.

M05
Moments of Wonder: Emotional and Mental Development from Birth Through Preschool
Teresa Wade, LMHP, LCP, MS

This presentation will outline the changes and growth that begin with birth and progress to preschool age, particularly in the areas of emotional and mental development. It is only in the early years of human life that a person experiences such a great amount of development in such a short period of time, making these years crucial in building a strong foundation. Information will also be presented regarding gaps that can occur during these developmental stages and how those might affect later functioning.

M06
Violence Predictors: Assessing for Dangerousness
Kimberly D. Speakman, LPC-MHSP

Mental health providers struggle to identify consumers who are at-risk of committing harm to themselves or someone else. Although a 100% accurate assessment will never be possible with regard to human behavior, there are guidelines that can be followed to minimize risk. This presentation will focus on helping participants identify violence predictors and encourage the use of risk assessment techniques and risk management tools to curtail the informal, subjective conclusions reached through traditional clinical assessments.

M07
Living in Transitional Housing with a “Secret”
Rosalind Harris, John Garcia and John Frazier

This presentation is designed for Case Managers, Supervisors, Housing Developers, Program Designers and others who work with homeless consumers who present with a wide range of conditions and needs. Participants will learn how the Golden West Program, designed for persons living with mental illnesses and substance use disorders, transition individuals from homelessness to permanent, independent living.

M08
Integrated Treatment for Adolescents with Co-occurring Mental Illness and Substance Abuse Disorders
Joan Buninski Groves, MA, Cheryl Knepper, MA, ATR-BC, LPC, CCDP, Sarah Lengel, MA, CAC, LPC, CCDP and Robin Teitelbaum, MBA

This workshop will provide a clinical overview of the Department of Health and the Department of Public Welfare’s MISA pilot project in Berks County with a specific emphasis on the development and implementation of comprehensive, integrated services for adolescents. A brief historical review of the project will highlight steps necessary for program development and replication. Clinical staff will concentrate on practical strategies for providing treatment to this population. Also, an overview of the inclusion of an integrated case management protocol to fortify the adolescent and family service plan will be presented. Additionally, representatives will discuss the incorporation of the CASSP principles into the program design and the integrated service delivery system for adolescents.
M11
Gaming and Gambling.
Linda Graves, MS

The gambling industry is growing at an unprecedented rate throughout the nation. Only two of 50 states do not have gambling that is state endorsed. Because of the proximity of gambling venues, and the ease with which these facilities may be accessed, more and more clients are exposed to gambling as a form of entertainment. However, those who have a history of addiction or mental illness are statistically more at risk to develop a problem with gambling behaviors. This workshop will identify some “red flags” that might alert a caseworker that this area of recreation needs to be explored with the client. Two short screening instruments will be shared. The participants will have opportunity to brainstorm with the facilitator about behavioral techniques to address gambling issues from a harm reduction model. Abstinence will also be addressed as a treatment goal.

M12
Implementing Field Based Learning In Case Management
Paula Newby, BA, Michaela Bishop, MS, Sheila Gibson, MEd, Emma Sawyer, BS and Jon Holder, BA

Come see how case managers working in the Oklahoma Developmental Disabilities System adapted a training curriculum for case managers, from a training manual written by Dr. Joseph Patterson. This workshop will provide an overview of the statewide Developmental Disabilities Field Based Learning manual that the state of Oklahoma uses as a mentoring guide along with formal training for new case managers. Presenters will discuss mentoring from the perspective of the unit supervisor, the mentor and the mentee. Participants will receive a copy of the manual. Editable, electronic versions of the manual will be provided via email after the conference to participants who request it.

M13/M23 – (Part I)
Trauma as a Factor in Behavioral Health Case Management
Kalma Kartell White, MEd, CPRP

Research indicates that up to two thirds of persons receiving mental health and/or substance abuse services and treatment have histories of childhood abuse. Approximately 40% of persons being seen for mental health services and women being seen for substance related services meet the criteria for Posttraumatic Stress Disorder (PTSD). Only a small percentage of those with PTSD receive the diagnosis at this time. Whether manifesting features of posttraumatic stress or meeting the criteria for trauma-caused and trauma related disorders case managers need to examine the frame in which they provide service. This workshop will examine information regarding the role and impact of trauma and histories of childhood abuse in the lives of persons with co-occurring disorders as well as how case managers can be more responsive to these factors without doing harm.

M14/M24 – (Part I)
Creating Partnerships: Hispanics/Latinos and Case Management
Paula Sanchez, MEd, NCC, PLC

As the Hispanic/Latino(a) population increases, there are a number of questions/challenges that arise for case management services. Will programs meet unique service needs? Will strengths of close and interested family be incorporated into services? And can case managers negotiate the systems confidentiality guidelines and still honor the traditions of “la familia” and elders making decisions? This workshop will address these values and more. Participants will be given an opportunity to explore their own cultural values and bias which may promote or inhibit development of partnerships.

M14/M25 – (Part I)
“Queer Eye” for a Heterosexist Mental Health System: Challenging and Supporting the Needs of Mental Health Consumers from Sexual and Gender Minority Communities
Mark A. Davis, MA

This workshop will address the diverse issues of Bisexual, Gay, Intersex, Lesbian, Transgender and Questioning Mental Health Consumers while challenging the design of a heterosexist system of care. Case Managers, peers and allies are encouraged to join in a lively discussion about the health, psychosocial and behavioral health needs and issues of people from sexual and gender identity cultures. Historical information, current trends and gaps in service will be highlighted so attendees will be understanding of and open to diversity.

M15
Documentation “Fun”amentals
Richard P. Stephens, MA

This workshop will provide participants with information regarding documentation - its content, purpose, and legal requirements will be examined. The advantages of good documentation and the potential consequences of inadequate documentation will be discussed.

M16/M26 – (Part I)
Separating The Wheat From The Weeds: Promoting Children and Youth and their Families through Effective Planning
C. J. Johnson, MSW, LCSW, LMFT

There are many influences on our youth throughout their childhood and adolescence. These influences, both effective and ineffective are present everyday. The greatest challenge to any case planning or treatment intervention is ensuring that the wheat in a young person’s life is being nurtured and allowed to prosper, while keeping the weeds from overwhelming these efforts. This challenge can be best addressed if one has the proper tools to nurture, fertilize and cultivate the wheat and the proper tools to keep the weeds at bay. This workshop will explore the tools for nurturing the wheat in a young person’s life and incorporating these tools in case planning and treatment interventions. Additionally, those factors necessary to protect the wheat from the weeds will be considered and factored into the overall planning process. This presentation will be valuable to any individual who provides case management activities, therapy, supervises employees or facilitates case planning teams.

M17/M27 – (Part I)
The Effects of Supervision on Staff Productivity for ‘First Time Supervisors’
Janise Chisholm, BS

Supervision is meant to oversee or manage employees and their overall performance. In assessing each worker’s level of productivity, one must consider dependability, quality and quantity of work, cooperation, attitude, and knowledge of the job itself. A second facet to supervision is staff development which entails the training of employees to further educate the worker on the modus operandi of the agency and enhancing their current and future knowledge. This session will address the “trickle down effect”, i.e., whatever approach the chief leader operates in, is exhibited, in some fashion, amongst all the managers, directors, supervisors, etc. First time supervisors need to apply techniques that can prove to be beneficial to themselves and their staff.
**M19**
Ask the Doc: Things You Wanted to Know but Were Afraid to Ask about Child & Adolescent Mental Health
William A. Sonis, MD and Donna N. McNelis, PhD

This interactive session will address child and adolescent medical and psychiatric questions and concerns that arise in your case management practice. The process of diagnosis and therapeutic formulations will be highlighted. It is anticipated that this workshop will be fueled by issues, examples, problems and other dilemmas and successes from participants, so bring your questions and challenging issues from the children and adolescents that you serve!

**M20**
Balanced and Restorative Justice, Model and Application
Donald J. Haldeman, MS, JD

In the past, the criminal justice system was only interested in answering three questions: Who did it? What laws were broken? How will we punish the offender? While those questions are still being raised and answered in criminal courts all over this country, a new philosophy has become entrenched in justice systems, i.e., the philosophy of restorative justice. It took root in Pennsylvania’s Juvenile Justice System in 1995 and it is still evolving. Restorative Justice asks: What is the harm? What needs to be done to repair the harm? And who is responsible for the repair? This workshop is an introduction to the philosophy.

**CONCURRENT WORKSHOPS**
3:15pm – 4:45pm

**M21**
Strengthening Cross-Systems Partnership through Outcomes-Based Service Planning
Christine Michaels, MSHSA, Barbara Bruner, BA and Phyllis Knott, BA

This presentation offers an overview of a comprehensive case management service plan model that has universal appeal. Whether the program is mental health forensic, youth employment or geriatric outreach, this consumer driven, strength-based, outcomes-focused model offers hope that change is possible. Class activities will provide an experiential exercise in assessment, service plan development and outcomes evaluation.

**M22**
Case Management and Victims of Violent Crime: VOCA Together Making a Difference
Carol Gibbs, BS, Tiffany Walker, MA and Betsy Price, BS

This session focuses on case management with individuals who have been a victim of a criminal act. Assisting with problem solving skills, having the right tone of voice and using comforting words during such a crisis are all critical elements. Additionally, concepts such as mainstreaming and methods to ensure success with legal outcomes and placement into a safe environment will be highlighted. This session will present ways to effectively provide services to people who suffer from serious mental illnesses, and demonstrate strategies to fight for better services to end criminalization of people with mental illnesses.

**M23** - (Part II)
Trauma as a Factor in Behavioral Health Case Management
Kalma Karetell White, MEd, CPRP

SEE DESCRIPTION UNDER WORKSHOP M13

**M24** - (Part II)
Counseling Hispanics/Latinos in America
Paula Sanchez, MEd, NCC, PLC

SEE DESCRIPTION UNDER WORKSHOP M14

**M25**
The "Art" of Social Skills: "Meet the Masterpieces" Groups to Develop Social Skills
Marilyn R. Siebold, MS

This workshop will demonstrate how anyone - especially non-artistic types! - can use simple materials in a group setting. The "Meet the Masterpieces" group helps individuals become more confident in an array of social skills, including conversation and conflict management skills. Secondly, participants will be able to test new and improved perceptual and cognitive skills in a safe environment. As an added benefit, art appreciation is presented as a positive leisure time activity.

**M26** - (Part II)
"Queer Eye" for a Heterosexist Mental Health System: Challenging and Supporting the Needs of Mental Health Consumers from Sexual and Gender Minority Communities
Mark A. Davis, MA

SEE DESCRIPTION UNDER WORKSHOP M16

**M27** - (Part II)
Separating The Wheat From The Weeds: Promoting Children and Youth and their Families through Effective Planning
C. J. Johnson, MSW, LCSW, LMFT

SEE DESCRIPTION UNDER WORKSHOP M17

**M28**
Wellness: Improving the Physical Health of Persons with Schizophrenia
Margaret Benner, PhD, APN, BC

Typically, individuals with a severe psychiatric disorder, such as schizophrenia, have higher rates of cardiovascular and metabolic disorders and a 20% shorter life expectancy than the general public. In this workshop, the heightened modifiable risk factors for these disorders which are associated with schizophrenia and antipsychotic medications are discussed. Successful strategies for reducing risk factors in the general population are identified and the potential use of these strategies to improve the physical health of adults with schizophrenia will be discussed.

**M29**
Homeless Outreach and Coordination of Care
David Wilkinson, BA and Genny O’Donnell, BA

Homelessness has grown significantly during the past decade which has resulted in many communities struggling to resolve the hugely complex crisis. This workshop will discuss the homeless outreach efforts and the Coordinated Homeless Outreach Center’s (CHOC) work in Montgomery County Pennsylvania. Case Managers are an important part of the initiative. The CHOC has staff providing case management and Central Montgomery MH/MR Center has case managers doing community outreach and collaborating with CHOC. There have been positive outcomes as well as barriers to success in reaching out to the homeless. Come hear about ways you can avoid some of the barriers encountered by the program and how you can capitalize on the CHOC’s positive outcomes.
The presenters, two individuals actively involved in the Pennsylvania Drop-In Center Coalition, will describe the role and purpose of the coalition. In addition, they will describe how drop-in centers provide a voluntary culturally competent peer support service that complements traditionally professionally run mental health programs. The goal of a drop-in center is to help prepare individuals on their road to recovery to live successfully in an integrated community setting that promotes access to scattered site housing, employment, recreational/social activities and spirituality through faith-based initiatives.

T05 Club/Rave Drugs
Kenneth A. Dickinson, MS, RPh
Dissociative, predatory drugs, hallucinogens, and stimulants that are today's street drugs were first abused in the “Raves”, Clubs, and special “Parties”. This workshop will discuss the etiology, epidemiology, populations who use them, as well as how they are used. Current drug paraphernalia will be discussed. The desired mental, physical, and emotional components will be explored as well as issues around adverse or withdrawal effects. In conclusion, prevention and treatment issues associated with the so-called Rave Club drugs will be presented.

T06 The Integration of Case Management in a Children’s Partial Hospital
Nicholas Bisaccia, MSED, Janet Caputo, MS, LPC, Belinda Gillem, MA, DTR and Christine Raab, BA
This workshop will describe the uniqueness of the Children’s Crisis Treatment Partial Hospitalization Therapeutic Nursery. We will specifically address the structure of the Therapeutic Nursery, components of the program, treatment modalities, and criteria for and process of admission. We will focus on the importance of case management in a multi-disciplinary team approach as well as the significance of the case manager’s position as a liaison to caregivers, Department of Human Services, schools and other agencies.

T07 Case Management Services for West African Refugees
Claudia Spiller-Jargbah, BA and Moses D. Sandy, BA
This presentation will discuss Project Tamaa, Children’s Crisis Treatment Center’s (CCTC) West African Refugee Assistance Program. Among other things, Project Tamaa provides case management services to West African refugee children and their families residing in Southwest Philadelphia who may have experienced traumatic events in their homelands and refugee camps and who may now be struggling with acculturation issues. Project Tamaa’s case management services seek to assist parents/caregivers in securing additional resources for themselves or their families if needed.

T08 Co-Occurring Mental Illness/Intellectual Disability: Negotiating Systems and Services
Robert J. Fletcher, DSW, ACSW, FAAMR
This presentation will provide an overview of barriers as well as promising trends and practices in the service delivery systems for individuals who have co-occurring mental illness/intellectual disabilities (mental retardation). The role of service coordination is key to accessing appropriate services across systems. Strategies for effective coordination will be highlighted. There will be time allotted for questions and answers.

T09 Solving the Problems of Mentalism: Recognizing and Overcoming Treatment Induced Oppression, Discrimination and Trauma
Pat Risser, BA
This workshop will identify several different forms of oppression, discrimination and trauma related to mental health treatment with an exploration of how and why these occur. Mentalism and prognostication, as well as mentalism as it relates to psychotropic medications, physical environment, and language will be covered. In addition, the consumer/survivor perspective of decontextualization will be explored. The workshop will conclude with a discussion of how to overcome problems of mentalist attitudes.
# Conference Schedule

### JUNE 3

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tr>
<td>6:00 pm - 8:00 pm</td>
<td>Pre-Registration</td>
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### SATURDAY, JUNE 4

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<th>Time</th>
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<tr>
<td>8:30 am</td>
<td>Registration &amp; Continental Breakfast</td>
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<tr>
<td>10:00 am - 12:00 pm</td>
<td>Pre-Conference Institutes (Part I)</td>
</tr>
<tr>
<td>12:00 pm - 1:30 pm</td>
<td>Lunch - On Your Own</td>
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<tr>
<td>1:30 pm - 3:30 pm</td>
<td>Pre-Conference Institutes (Part II)</td>
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<tr>
<td>8:30 am</td>
<td>Registration &amp; Continental Breakfast</td>
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<tr>
<td>9:00 am - 12:00 pm</td>
<td>Research Symposium - “What’s all this about recovery? Using Data to Inform Practice”</td>
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<tr>
<td>12:00 pm - 1:30 pm</td>
<td>Lunch - On Your Own</td>
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<tr>
<td>1:00 pm - 1:45 pm</td>
<td>Welcome</td>
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<tr>
<td>1:45 pm - 2:45 pm</td>
<td>Heads Up Presentation</td>
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<td>2:45 pm - 3:00 pm</td>
<td>Break</td>
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<tr>
<td>3:00 pm - 5:00 pm</td>
<td>S01 Blending Clinical Supervision and Case Management</td>
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<td>S02 Allegheny County Mental Health Court</td>
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<td>S03 SAMHSA’s Confidentiality &amp; Ethics Training (CET) Project</td>
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<td>S04 Incorporating Recovery Principles in Case Management Training</td>
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<td>S05 What’s Up with Psychopharmacology</td>
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<td>S06 An Overview of Working with Persons Who Are Sex Offenders</td>
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<td>S07 Battling Childhood Obesity &amp; Diabetes: Psychosocial Strategies</td>
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<td>S08 Serving Individuals Experiencing Acute and Chronic Pain</td>
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<td>S09 Developing a Cultural Competent and Recovery Oriented System of Care</td>
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<tr>
<td>5:30 pm - 7:30 pm</td>
<td>Reception</td>
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### SUNDAY, JUNE 5, 2005

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<th>Time</th>
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<tr>
<td>8:30 am</td>
<td>Registration &amp; Continental Breakfast</td>
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<tr>
<td>9:00 am - 10:15 am</td>
<td>Keynote Speaker – Temple Grandin, PhD</td>
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<tr>
<td>10:15 am - 10:30 am</td>
<td>Break</td>
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<tr>
<td>10:30 am - 12:00 pm</td>
<td>M01 Stress Management Burnout in Case Management</td>
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<td>M02 Mental Health Access Point: Unique Partnering</td>
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<td>M03 The Needs Of The “Old” And The Needs Of The “New…”</td>
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<td>M04 Integrating Mental Health Services for Adolescents in Juvenile Detention</td>
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<td>M05 Moments of Wonder: Emotional and Mental Development from Birth Through Preschool</td>
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<td>M06 Violence Predictors: Assessing for Dangerousness</td>
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<td>M07 Living in Transitional Housing with a “Secret”</td>
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<td>M08 Integrated Treatment for Adolescents with Co-occurring Mental Illness and Substance Abuse Disorders</td>
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<td>12:00 pm - 1:30 pm</td>
<td>Lunch - On Your Own</td>
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<tr>
<td>1:30 pm - 3:30 pm</td>
<td>M11 Gaming and Gambling</td>
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<td>M12 Implementing Field Based Learning In Case Management</td>
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<td>M13/M23 Trauma as a Factor in Behavioral Health Case Management (Part I)</td>
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<td>M14/M24 Creating Partnerships: Hispanics/Latinos and Case Management (Part I)</td>
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<td>M15 Documentation “Fun”-damentals</td>
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<td>M16/M17 Separating The Wheat From The Weeds: Promoting Children and Youth and their Families through Effective Planning (Part I)</td>
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<tr>
<td>07:45 am</td>
<td>Registration &amp; Continental Breakfast</td>
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<tr>
<td>08:45 am</td>
<td>Welcome - Iris HeavyRunner, ABD</td>
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<td>10:15 am</td>
<td>Keynote Speaker - Iris HeavyRunner, ABD</td>
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<td>10:45 am</td>
<td>T01: Initiating Therapeutic Partnerships: Customer Service-Oriented</td>
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<td>T02: Creative Case Management: Women with Co-occurring Disorders</td>
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<td>T03: Developing and Leading Social Skills Groups</td>
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<td>T04: Peer Support Drop-In Centers: An Integral Part of One's Recovery</td>
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<td>T12: Partnerships for Successful Community Integration: Developing Effective Strategies to Assist Individuals Following Incarceration</td>
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<td>T13: Utilizing Theater Improvisation For Teambuilding</td>
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<td>T14: Children's Future Hillsborough: An Innovative Early Childhood System of Care Created through Collaboration and Partnership</td>
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<td>T15: Prison to Community: Reducing Recidivism Through Peer Support and Continuity of Care</td>
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<td>T16: Working with Asian and Southeast Asian Children &amp; Families</td>
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<td>T17: Multisystemic Treatment of Antisocial Behavior in Children and Adolescents</td>
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<td>T18: Work is Everybody's Business</td>
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<td>T27: Men and Trauma: the Silent Victims</td>
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<td>T28: Developmental Disability and Genetic Syndromes: Implications for Case Managers</td>
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<td>T29: Is it Bipolar Disorder or ADHD?: Distinguishing them in Children and Adolescents</td>
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<td>03:30 pm</td>
<td>T30: HIV Case Management: Issues and Approaches</td>
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Evening - Camden Riversharks Game
T11 Case Management in a Supportive Living Environment: Working with Individuals in Assisted Outpatient Programs
Stacey Heuer, MSW
Supportive Living with case management services is provided to individuals on a voluntary basis to assist them in their recovery. These services include teaching daily living skills, medication management, money management, symptom management, substance abuse services, assertiveness/self advocacy training, etc. Providing these same services to individuals who are court ordered becomes a new challenge, as it is a voluntary program providing services to a non-voluntary clientele.

T12 Partnerships for Successful Community Integration: Developing Effective Strategies to Assist Individuals Following Incarceration
Amanda Myatt, LCSW and Dawn Ducote, LCSW
During the past several years the number of individuals with mental disorders in jails and correctional facilities across the country has increased dramatically and is currently at crisis proportions. In an effort to combat this problem, mental health providers and local criminal justice departments in Nashville, TN have partnered to develop a system of care to assist individuals in the re-entry process. Through utilization of formal and informal systems and partnerships, the community based agencies and local criminal justice agencies have been able to successfully reintegrate many of the city’s most severely and persistently mentally ill individuals back into the community.

T13 Utilizing Theater Improvisation For Teambuilding
Jeff DeSantis, MM
This presentation utilizes a simple challenging but non-threatening theatrical improvisation “game” to illustrate situations that are commonly found in case management. Attendees will be participants in this often humorous game and then discussion will follow so that participants can learn how to adapt the game to their own work environment.

T14 Children’s Future Hillsborough: An Innovative Early Childhood System of Care Created through Collaboration and Partnership
Stephen C. Martaus, MS, Karen Ryals, MS, Bill Chisholm, MBA and Mike Cornelius, MS
This presentation will take the audience through the journey of creating a collaboration comprised of twenty member organizations designed to meet the needs of children and families through a case management and family support model. This model engages and empowers parents to be part of the system of care, through a creative and galvanizing process. Children’s Future Hillsborough has initiated a county wide partnership of social service agencies that sets a standard of excellence for the state of Florida.

T15 Prison to Community: Reducing Recidivism Through Peer Support and Continuity of Care
Greg Mungan, MA, Amy Blank, PhD, Earl Driscoll, AA, Michael Nelson and John Rogers, BA
Conservative estimates report that as many as twenty percent of people who are incarcerated in jails and prisons throughout the United States have a serious and persistent mental illness. Recidivism rates are alarmingly high and on the rise. The Prison to Community Project, a program of the Mental Health Association of Southeastern Pennsylvania, is a brand new community reentry initiative designed to support mental health consumers with a co-occurring addiction and who are incarcerated at the county prison in Philadelphia, PA. The workshop will discuss: program design, implementation and goals, application of both a peer support and continuity of care model and data collection design and implementation.

T16 Working with Asian and Southeast Asian Children & Families
Helen Luu, MSW, LSW, An D. Thach, BSW, MFT, LMFT, Ann Reid, LCSW and Ray Ling Hou, MSN, LMFT
In the past few years, mental health providers in the Philadelphia area have been modifying services and support for adults, children and families in the Asian and Southeast Asian communities. In attempting to address some of these issues, service providers have found that case managers must be willing to find a way to become embedded enough in the culture to join with the family in a manner that is respectful of Asian and Southeast Asian “cultural integrity.” There are also other unique challenges, such as immigration issues, language barriers and the impact of coming to this country as refugees. Participants in this workshop will begin to explore the impact of these issues and discuss how these issues can be managed in a meaningful and helpful manner.

T17 Multisystemic Treatment of Antisocial Behavior in Children and Adolescents
Todd C. Provenzano, MEd, LPCC
Multisystemic Therapy (MST) is an intensive, family and community-based treatment that addresses the multiple determinants of serious antisocial behavior and emotional disturbance in juvenile offenders. MST views individuals as being nested within a complex network of interconnected systems that encompass individual, family, and extrafamilial factors, and implements interventions accordingly. This session will evaluate the empirical, philosophical and conceptual underpinnings of MST and review MST clinical foundations and service delivery. In conclusion, the unique methods of delivering MST clinical procedures will be highlighted.

T18 Work is Everybody’s Business
Kate Donegan, PhD
An important aspect of an individual’s efforts in the process of Rehabilitation and Recovery is the resuming of normal community roles, especially that of, “worker”. This session will provide an overview of the evidence based practice of Supported Employment, which has proven to be so effective in helping people return to or become part of the workforce. The presentation will focus on the very important roles played by non - employment/non-vocational staff in promoting, supporting, and encouraging such efforts.

T19 Providing Case Management with a Recovery Orientation: Implications, Challenges and Promise
Elizabeth Gorski, LSW, Joan Kenerson King, MSN, and Nancy Wieman, MS
Participants will be introduced to the basic concepts of recovery. The ways in which this philosophy informs case management and its delivery will be examined. Practices that are currently inconsistent with a recovery orientation will be examined. The workshop will include suggestions for change including service redesign.
CONCURRENT WORKSHOPS
3:15pm – 4:45pm

T21
Dialectical Behavior Therapy: Practical Use of Skills in a Community Setting
Diane Johnson, RN, BSN, and Alicia M. Reed, BA

This is a workshop that focuses on the skills used in Dialectical Behavior Therapy (DBT). It will be an overview of the four skill modules taught in DBT and practical ways for clinicians in the community to utilize the skills and teach them to consumers. There will be discussion about the value of skills being taught in a group vs. individual setting. The workshop will also focus on the unique opportunity of the community clinician to reinforce the skills being learned in an individual’s natural environment.

T22
Working with Difficult People: Maybe It Is a Personality Disorder
Bobbie A. Harris, LCSW

Some case managers as well as mental health professionals are not trained to identify, recognize, and/or assess when individuals present with personality disorders. Yet these disorders present some of the greatest challenges in promoting recovery. Unfortunately, these people get labeled difficult or high risk because they are difficult to manage and they present the greatest challenge to staff causing stress and burnout. This session will present strategies for assessment and intervention.

T23
Independence through Employment: Knowing How The Ticket to Work affects SSDI/SSI Medicare and Medicaid
Kris Byron McNutt, MA

This workshop will assist case managers in understanding the importance of the Ticket to Work and Self Sufficiency Act and how it impacts upon SSDI-SSI-Medicare-Medicaid. It will also highlight other work-incentives that the Social Security Administration has implemented to assist individuals to return to work. Additionally, the need for benefits planning will also be discussed.

T24
The Implementation of IMR (Illness Management and Recovery) in a Group Format
Tonya J. Eiden, MS, LMHC

This workshop will demonstrate how an Illness Management and Recovery model (IMR) was implemented in a group format at a community mental health setting. IMR is one of the six national evidenced-based practices. IMR will be explained in detail, as well as the strengths and limitations of implementing it in a group format. Finally, the obstacles that needed to be addressed during this process, and current trends and areas of learning will be discussed.

T25
Partnering in Planning for Positive Outcomes
Audrey L. Merke and Cynthia L. Shirley, MSW

Partnering in planning for positive outcomes is a foundational concept for engaging the parents/caregivers of the children. Individuals providing direct services to children frequently underestimate the importance and value of parents’ input. Parental participation in the service delivery process is imperative, although there may be some barriers to overcome. To effectively partner with parents/caregivers for positive outcomes, the definition of parental involvement will be discussed as well as methods to assist service providers in becoming more culturally sensitive and flexible.

T26
Succession Planning for Organizational Effectiveness: Interpreting the Handwriting on the Wall
James P. Flynn, EdD

Succession planning has gained significant notoriety as a strategic organizational practice and effective management tool - particularly in light of a “graying” workforce and high turnover among critical job categories. However, succession planning has pitfalls; applications popular in a corporate environment may produce mixed/poor results in government, human services or non-profit settings. This workshop clarifies several succession planning models and introduces workforce analysis techniques managers can utilize to determine which, if any, succession planning applications may be appropriate for their human service organization.

T27
Men and Trauma: the Silent Victims
Pasquale Russoniello, MA, MFA

There are many misconceptions surrounding the physical, sexual, and emotional abuse of men, which result in the under-reporting of past and present abuse, and secondary traumatization of male survivors in various treatment settings. This session will examine the traditional roles that men learn and society reinforces which impede the reporting, treating, healing and recovery for men who have been abused. Using lecture and video presentation, this institute will look at the environments where trauma occurs for men, such as the family, community, gangs, prison, the workplace, and the military and combat saturations. Discussion will include methods for effectively interviewing and assessing men for trauma and incorporating this information into service planning.

T28
Developmental Disability and Genetic Syndromes: Implications for Case Managers
Donna N. McNelis, PhD, CPRP and Terrence McNelis, MPA

The human genome study has revealed extensive information about causation of developmental disabilities and more importantly, has reversed a good deal of traditional thinking about developmental disabilities. Several of the prevalent genetic disorders that cause mental retardation will be highlighted. Puzzling behaviors may be due to genetic underpinnings. Discovering such etiology-based approaches will change the current supports and case management services that may be best fitted to the person.

T29
Is it Bipolar Disorder or ADHD?: Distinguishing them in Children and Adolescents
Amy Bollenbacher, MA, LPC

Children and adolescents who were once diagnosed with ADHD are now being diagnosed as having Bipolar Disorder with increasing frequency. Correct diagnosis can be difficult given that both disorders can share symptoms of impulsivity, inattentiveness, irritability, hyperactivity, and emotional lability. Moreover, the clinical presentation, particularly when of early-onset, is more often atypical, co-morbid, and lacking in discrete episodes. This session will identify the features that can help in distinguishing these disorders as well as the most empirically-supported treatment.

T30
HIV Case Management: Issues and Approaches
ActionAids, Inc.

Providing case management services to persons who are HIV+ can be both rewarding and challenging. Fortunately, being HIV+ no longer carries the specter of dying within a few years of being diagnosed. However, persons who are HIV+ need to learn to manage their medications and often make a number of lifestyle adjustments that promote wellness. This workshop discusses issues encountered by case managers, including working with persons having other mental and substance use disorders, and the use of strengths-based approaches for partnering with the person as they struggle with needed changes.
Wednesday, June 8, 2005

CONCURRENT WORKSHOPS
8:30am – 10:00am

W01/W11 - (Part I)
Psychotropic Medication Overview
Michelle M. Barwell, MD
This overview session will briefly describe the different classes of psychotropic medications and then review individual medications within each class. The typical uses, doses, side effects, monitoring parameters and unique properties will be discussed in this interactive session. There will also be a focus on how case managers can interact with individuals about medication education and worksheets will be provided to help guide these interactions.

W02
Assessing Lethality – Suicide
Dennis M. Kerr, MEd
The assessment of lethality is a necessary component of many interactions that a case manager has with their consumers. This presentation provides an outline and detailed information concerning what information is needed for a complete risk assessment, how to gather it and develop an understanding of risk factors.

W03
Grief and Mental Illness/Addictions: Mourning the Losses
Lillian L. Meyers, PhD, CT and Joanne Slappo, PhD, CPRP
The concept of grief also applies to non-death losses, i.e. a diagnosis. A diagnosis of mental illness or addictions is a grievable event. This presentation will discuss losses across the life cycle with a special focus on primary and secondary losses resulting from a mental illness and/or substance abuse disorder. In addition, the effect on family members and supports available to families will also be discussed.

W04
You Got Game? Using Interactive Activities with Families to Promote Change
Muriel Carpenter, JD, MEd
Games and other interactive activities are concrete, visible, quick and fun, yet they provide great insight and can help families reach their therapeutic goals. They are effective tools to get family members of all ages involved. Participants will learn how to use experiential activities with families. They will leave with directions for specific family-tested activities, as well as with understanding of how to do necessary follow-up so that the activities really are catalysts for change.

W05
Training – Case Managers in Cultural Competence
Dennis L. Fisher, MM and Stephan K. Long, MA
Virtually every case management expert and behavioral health organization acknowledges the importance of offering culturally competent case management services. The “in vivo” nature of providing services in the community and the focus on natural supports emphasize the need for cultural sensitivity of case managers and case management agencies. This session will offer some definitions of cultural competence, discuss the importance of providing culturally competent services, and demonstrate some of the training activities used to train case managers in a very diverse urban setting.

W06/W16 – (Part I)
Struggles in Traditional Treatment? How Unrecognized Co-occurring Fetal Alcohol Spectrum Disorders (FASD) May Interfere with Successful Outcomes
Dan Dubovsky, MSW
Many people have difficulty with traditional treatment approaches. They are often identified as “unmotivated, uncooperative, and non-compliant.” Many of these individuals may have a co-occurring fetal alcohol spectrum disorder. This session examines difficulties that individuals with FASD have in various settings. It highlights reasons traditional treatment approaches are frequently unsuccessful for individuals with co-occurring disorders. It describes interventions that can optimize outcomes for the individual and the success of the agencies and programs that serve them.

W07/W17 – (Part I)
Law Enforcement and Persons with Mental Illnesses: Bridging the Gap
Carol Wiener, MA, RN, CAC
Between August 2003 and March 2004 four persons with mental illnesses were killed by Philadelphia police. Yet, few people are aware of the issues and concerns that are woven into these tragic encounters. In order to reduce injures and improve the management of persons with mental illness by the police, there must be more effort by those working in both behavioral health and law enforcement to collaborate with and support one another. The first step toward bridging the gap is to offer educational materials to those who express an interest in this area. This workshop will introduce those working in the field of behavioral health to clinical aspects, system barriers and successes as well as real life crisis situations, which must be resolved.

W08
Reaching Across Systems: Innovative Strategies to Support Families of Women in Substance Abuse Treatment
Ellen C. Walker, MSW, Michelle M. Heyward, MEd, David Dan, MSW
This workshop will describe and discuss the process and structure of an innovative approach to addressing a significant cross-system problem: how to support family functioning of women in substance-abuse treatment by identifying and addressing the needs of their children. Views from Philadelphia’s child welfare and drug treatment communities will be presented.

W09
Juvenile Sex Offenders: Development, Treatment and Correction
Sam K. Gully, III, MS, CPRP
Significant differences exist among male sex offenders as compared to non-offenders in the areas of aggression, clarity and attention to feelings. The developmental nature of sexually abusive behaviors, socialization and victimization are discussed. The sexual assault cycle will be explored along with cognitive-behavioral and other treatment modalities. Actuarial procedures for assessing risk with youth who are sex offenders will be reviewed for their practical and predictive value.

W10
The Challenges of Hiring Consumer/Survivors
Joshua Koerner
A close collaborate between providers, recipient providers and clients, while desirable, brings with it a Gordian knot of contradictory interests. Often they are worked out case by case, without a view toward the more challenging goal of developing a standard of conduct. This workshop will examine a variety of conflict of interest situations, with the goal of articulating a set of standards. Audience members will share experiences, problem-solve, and develop a set of standards for dealing with conflicts of interest.
W11 - (Part II)  
Psychotropic Medication Overview  
Michelle M. Barwell, MD  
SEE DESCRIPTION UNDER WORKSHOP W01

W12  
Safety  
Dwayne Wilson, MA and Maura Reese, BSW  
This presentation will address the safety issues that case managers face on a daily basis in their respective communities. We will discuss several real-life scenarios, in urban and rural settings and examine what went right and what went wrong in each scenario. Using these case studies as a starting point, we will discuss what resources could have been brought to bear on the situations to proactively affect the outcome in a positive manner.

W13  
Improving Quality Outcomes the “Gung Ho!” Way  
Christine Michaels, MSHSA and Anne Bell, MSHSA  
In an environment that stresses the importance of continually improving the quality of services, this workshop will provide a simplistic model to accomplish this. The presentation will review the concepts outlined in the Ken Blanchard/Sheldon Bowles book – "Gung Ho!" The presentation will review the three principles of "Gung Ho!" The Spirit of the Squirrel; The Way of the Beaver; The Gift of the Goose; and describe methods to incorporate these concepts into development of an environment of quality.

W14  
Advocacy and Programming for Transition Age Youth and Young Adults: Needs and Proposed Solutions  
Christine Cary, BS and Kelly O'Connor, BS  
The ages of 14-25 are now being recognized as a critical developmental stage. The unique needs of these young adults have challenged both the children’s and adult service systems. This workshop will explore how one program in Delaware County Pennsylvania has worked to address the unique needs of young people with serious emotional disturbance or mental illness. System barriers will be examined as will system solutions. Participants will be provided with an overview of the Delaware County Transition Age Project (TAP) as well as outcome information.

W15  
Addressing Vicarious Traumatization and its Impact on Behavioral Health Staff  
Kalma Kartell White, MEd, CPRP and Veronica O. Bowlan, LSW  
Vicarious Traumatization (VT) is a reality that case managers and other behavioral health practitioners have been dealing with for some time. The result of working with consumers who have histories of and/or are experiencing interpersonal violence and trauma, VT must be addressed in order to protect staff, as well as ensure effective service and positive outcomes. This workshop presents self-assessment instruments and coping strategies to deal with VT. A model of peer supervision is presented that can be used by staff in community behavioral health settings.

W16 – Part II  
Struggles in Traditional Treatment? How Unrecognized Co-occurring Fetal Alcohol Spectrum Disorders (FASD) May Interfere with Successful Outcomes  
Dan Dubovsky, MSW  
SEE DESCRIPTION UNDER WORKSHOP W06

W17 – Part II  
Law Enforcement and Persons with Mental Illnesses: Bridging the Gap  
Carol Wiener, MA, RN, CAC  
SEE DESCRIPTION UNDER WORKSHOP W07

W18  
Communication….Does the Right Hand Know What the Left Hand is Doing?  
Melissa Medice, BA and Audra A. Dudek, MS  
The purpose of this training is to focus on the need for open and timely communication. It will also assist consumers and their support systems in understanding the need to have open minded and honest communication with the treatment team so that the consumer’s needs and goals can be established and/or met in the most efficient manner possible. The training will be presented utilizing open discussion, information sharing, and some fun role playing.

W19  
Community Teams: The Good, The Bad, and The Ugly  
Dona Bailey, MSW, Jamie Buzek, BS and Nikki Mairose, LSW  
This training is designed to help care coordinators or case managers become more effective team facilitators. Characteristics of teams that work effectively and those that don’t work will be demonstrated via using specific examples and role play. The teams in one agency will be used to suggest how to use teams in many different capacities, internally, and externally, and how team work is at the core of many successful agencies.

W20  
Serious Emotional Disorder and Mental Retardation: Getting It Right  
Donna N. McNelis, PhD, CPRP  
Children with co-occurring serious emotional disorders and mental retardation pose a challenge to families and providers of services and supports. In too many instances, case managers and families must navigate between several service systems and this navigation may unwittingly delay services or negate some essential features that may be connected with only one system. This session will present information on assessment and optimal mental health and developmental disability services. A best practice model, utilizing real partnering with families/caregivers, practitioners and teachers will be suggested.

BRING YOUR QUARTERS AND LET’S HEAD DOWN TO THE CASINOS OF ATLANTIC CITY, N. J.  
Slot machines and gaming tables await us for an evening in Atlantic City. The bus will escort you right to the casino or you can take a walk on the Boardwalk! See the ocean or see a show. Shop till you drop at the newest outlet center. Delicious buffets. It’s all there in Atlantic City. The price of this trip is $20 which includes cash back from the casino and a food voucher. Sign up for an evening of excitement on the registration form.
NACM SEeks 2005 Xcel Award Nominations

In order to recognize the outstanding achievements of case management/service coordination programs and those whose tireless efforts make these programs successful, NACM is seeking Xcel award nominations. There are four award categories:

- Case Manager/Service Coordinator of the Year
- Consumer Case Manager/Service Coordinator the Year
- Case Management/Service Coordinator Supervisor of the Year
- Case Management/Service Coordination Program of the Year

When submitting the name of an individual please be sure to describe the personal qualities of the nominee that are worthy of recognition, such as how well the individual works with others, demonstrates skills in creative problem solving, advocacy, advancing self-determination, recovery and/or resiliency. When submitting a program for consideration, please describe distinct qualities of that program that merit recognition.

In all cases, please describe an event(s) or action(s) which exemplifies how the person incorporates the practice of self-determination, recovery, resiliency values in their work.

The recipients of the 2005 Xcel award will be the VIP guests of NACM at the Philadelphia Conference. Award winners will have their registration fee waived; hotel room expenses paid and will receive a plaque to commemorate their unique accomplishments. The Executive or Program Director or his/her designee of the case management/service coordination organization of the year will receive the same benefits. The winners of the 2005 awards will be honored at the conference luncheon on Wednesday June 8, 2005 in Philadelphia. Submissions should be received by April 30, 2005.

Nominations can be e-mailed to: Debra.Thompson@DrexelMed.edu

Philly Go-Team

In order to make your visit to Philadelphia memorable, educational and fun, we have assembled a Philly Go-team. This team will be located near the registration desk, and will have information about the NACM group events (bus trip to Atlantic City and Riversharks Baseball game) as well as information about places to eat and be merry, nightlife and several of the Philadelphia landmarks which are located within the most historic square mile in the country.

Travel and Transportation

The Sheraton Society Hill is accessible by airplane, car or train. Philadelphia International Airport is the hub for U.S. Air. To book your reservations you can call toll free to U.S.Air at 1-800-428-4322 or visit www.usairways.com. Delta, Southwest, AirTran and American Airlines also fly into Philadelphia and the travel websites frequently offer special deals to Philadelphia. Transportation from the airport is available by cab ($20.00 flat rate from the airport to the hotel); shuttle (The Center City Hotel Shuttle or the USA Limousine) is located on the baggage claim level of the airport and stops at the Sheraton Society Hill between the hours of 7am and 7pm on the half-hours; $10.00 each way per person (1-800-872-6070 or 215 937-6958.) SEPTA runs a high speed rail line (R1) with an entrance on the pedestrian bridges at the airport and is $5.50 to Market East/The Gallery.

If you are traveling by car, I-95 North or South, the NJ Turnpike or I-76 (Schuylkill Expressway) will bring you within blocks of the hotel. Directions to the hotel by car will be mailed with your registration confirmation letter.

Train service is also available coming into 30th Street Station in Philadelphia. Taxis are available at the train station. Amtrak provides extensive service to Philadelphia's 30th Street Station (30th and Market Streets). For schedules and fares, contact Amtrak at 800-USA-RAIL or www.amtrak.com.

Conference Location

The Sheraton Society Hill
One Dock Street
Philadelphia, PA. 19106
Phone (215) 238-6000
www.sheraton.com/societyhill

Sheraton Society Hill is located in the heart of America’s most historic neighborhood, just around the corner from the Liberty Bell and Independence Hall. Guests are also within close proximity to world-class restaurants, shopping, galleries, theaters and museums. Lush landscaping surrounds the hotel and cobblestone streets take you back in time to Colonial Philadelphia.

The Sheraton Society Hill has three on-site restaurants featuring either unique cuisine in a relaxed setting, or a casual dinner, cocktails or late-night snack in a pub or courtyard atmosphere. The hotel also offers 24-hour room service, valet parking, a healthy club and indoor pool.

Conference Etiquette

It is difficult to maintain room temperatures that are comfortable for all participants and conference attendees should be aware that room temperatures will vary throughout the conference center. A light sweater or jacket is helpful when room temperatures become too cool.

Participants are asked to turn off cell phones and beepers when attending a workshop, or to change them to a silent signal if necessary. Please step outside of the room when responding to a page or a call.

Guest Accommodations

A block of guest rooms has been reserved at the Sheraton Society Hill at a special conference rate of $129 per night single/double occupancy plus 14% sales tax. These conference rates are available two (2) days prior and two (2) days after the meeting dates, subject to availability of rooms at the time of registration.

CONFERENCE RATES ARE AVAILABLE UNTIL MAY 10, 2005. Please make your reservation by this date for guaranteed rate availability. Be sure to mention the National Association of Case Management/Drexel University conference when registering.

Valet parking is available at a discounted conference rate of $15.00 per day (24 hours in and out).

Hospitality Rooms

This year the conference will have two hospitality rooms—one is non-smoking and the other for smokers. The intent of the hospitality rooms is to offer individuals welcoming support and assist people to maximize conference attendance. It will be open from 8:00 am until 8 pm and will offer a break from the stress of conference activities. Coffee, juice and snacks will be provided.

Reception

Join us on Sunday evening from 5:30 to 7:30 at our reception where you can meet new folks, have fun with old friends or network while enjoying Philadelphia fare. We will make it easy for you by offering a tantalizing smorgasbord of hors d’oeuvres and soft drinks. As if that isn’t enough, there will be ample time to dance to great tunes both old and new.


**Easy Ways to Register:**

Registration by mail or fax (215) 537-1789 will be accepted until May 31, 2005. Faxed forms must have credit card information to be processed. Please DO NOT fax and then mail the same registration form. We urge people to pre-register to ensure your choice of concurrent sessions.

1. Please Print Name Legibly for ID Badge
   
   First ___________________________________________ Last ___________________________________________
   
   Credentials ___________________________________________ SS# XXX - XX - (Last 4 digits only)
   
   Employer/Agency/Organization ____________________________
   
   Address ______________________________________________
   
   City ___________________________ State/Province ___________ Zip + 4 __________________________
   
   Country: [ ] USA [ ] Canada [ ] Other: __________________________
   
   In case we need to contact you about your registration:
   
   Daytime telephone ___________________________ Daytime fax __________________________
   
   E-mail address __________________________________________

2. **Type of CE credit desired**
   
   [ ] APA [ ] ASWB [ ] CRCC [ ] LSW [ ] NAADAC [ ] NBCC [ ] PA Educators Act 48 [ ] PCB [ ] PSNA [ ] CEU

3. **SPECIAL REQUESTS**
   
   [ ] I require special assistance – please contact Anne Finan on 215-831-4055 or 1-877-443-3033.

4. **EVENTS** (Please check all events you plan on attending.)
   
   [ ] Sunday Reception June 5, 2005 [ ] Monday Trip to Atlantic City June 6, 2005
   [ ] Tuesday Baseball Game June 7, 2005 [ ] Wednesday Awards Luncheon June 8, 2005

5. **Workshop Choices**
   
   (Please check your choices below and be sure to select an alternate workshop in case your 1st choice is full)
   
   Pre-Conference Institutes (Indicate which session you will be attending)
   
   [ ] Pre-Con I [ ] Pre-Con II [ ] Pre-Con III [ ] Pre-Con IV [ ] Pre-Con V

   Please register for the following concurrent sessions:

   "If you choose a concurrent session that is a continuation you will automatically be registered for Part II-

   **Sunday**
   
   3:00 PM – 5:00PM [ ] S01 [ ] S02 [ ] S03 [ ] S04 [ ] S05 [ ] S06 [ ] S07 [ ] S08 [ ] S09 [ ] Alternate

   **Monday**
   
   10:30AM – Noon [ ] M01 [ ] M02 [ ] M03 [ ] M04 [ ] M05 [ ] M06 [ ] M07 [ ] M08 [ ] Alternate

   **Tuesday**
   
   10:30AM – Noon [ ] T01 [ ] T02 [ ] T03 [ ] T04 [ ] T05 [ ] T06 [ ] T07 [ ] T08 [ ] T09 [ ] Alternate

   **Wednesday**
   
WHO SHOULD ATTEND

- Those working in the fields of Mental Health, Substance Abuse, Development Disabilities, Physical Health Care, Children and Youth, Juvenile Justice who are:

  Case Managers, Service Coordinators and Resource Coordinators
  Consumer, Family Members and Advocates
  Supervisors and Administrators
  Managed Care Providers
  State and Local Behavioral Health Planners and Managers
  Faculty preparing students in Human Services
# Registration Form

Please register me in the following manner:

**NACM/Drexel Case Management Conference Rates**

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<thead>
<tr>
<th></th>
<th>Early Bird</th>
<th>After May 6</th>
<th>Amount Due</th>
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<tr>
<td></td>
<td>Prior to May 6</td>
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<tr>
<td>6a. Complete Conference – Sunday thru Wednesday</td>
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<td>NACM Member</td>
<td>$275.00</td>
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<tr>
<td>Non-Member</td>
<td>$290.00</td>
<td>$325.00</td>
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<tr>
<td>Organization fee per registrant</td>
<td>$225.00</td>
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<td>(See information on NACM Membership page)</td>
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<td>6b. Complete Conference and NACM Individual Membership</td>
<td>$340.00</td>
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<td><strong>See Special Notice Below</strong></td>
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<td>6c. Daily Registration</td>
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<td>NACM Member</td>
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<td>Non-Member</td>
<td>$ 95.00</td>
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<td>6d. Saturday Pre-Conference Institutes</td>
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<td>NACM Member</td>
<td>$ 45.00</td>
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<tr>
<td>Non-Member</td>
<td>$ 60.00</td>
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<td>6e. Student Rate – Must present valid ID for this rate.</td>
<td>$199.00</td>
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<td>6f. Organizational Membership Fee</td>
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**7. SPECIAL EVENTS**

- Trip to Atlantic City – Monday – June 6, 2005 | $20.00
- Baseball Game – Camden River Sharks – June 7, 2005 | $6.00

**TOTAL REGISTRATION**

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<tr>
<td>Luncheon on Wednesday is included with all registrations</td>
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<tr>
<td><strong>Membership fee covers 18 month membership – July 1, 2005 thru December 31, 2006</strong></td>
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**Payment Information**

- Enclosed is a check for the total amount of $________. Please make checks payable to: NACM
- Please charge $__________ to my: **
  - VISA
  - Mastercard

Cardholder’s Name ____________________________________________________________

Credit Card Number ___________________________ Expiration Date ____________

**This Charge will appear on your billing as coming from Region V Systems.**

**Mall Registration Form with Payment to:**

Registrar • Drexel University College of Medicine/BHE
Friends Hospital • PO Box 45357 • Philadelphia, PA 19124

Or call: Anne Finan at 215-831-4055 for further information
**NACM MEMBERSHIP INFORMATION**

The most important reasons to join The National Association

Your National Association needs your knowledge, your questions, and your concerns: To become part of the process of applying case management process to other human service needs in the community. To become a leader in advocacy for community based case management systems. To continue your professional growth in your chosen field.

What you receive as an Association Member!

An invitation to attend the national conference, discounted registration fees and preferred consideration as a speaker and presenter to all NACM conferences and meetings. The publication, Case Management Reports filled with new developments and ideas to make the program stronger. An opportunity to make nominations for the Xcel award for extraordinary achievement as a case manager. All NACM publications for the cost of postage only. Support and assistance to form state chapters. A membership certificate suitable for framing announcing that you subscribe to the standards of the National Association of Case Management.

NACM memberships include an individual Professional Membership for $79 per year (Special rate offered for this conference) or an Organizational Membership at $245 per annum. Some of the benefits of an Organizational Membership are discounted registration fees to all NACM conferences and meetings for up to ten staff members within the organization; multiple copies of all NACM bulletins including the bimonthly periodical; Case Management Reports, and the opportunity to participate in the development of national policy plus all of the advantages of the individual membership.

**MEMBERSHIP REGISTRATION**

Join NACM now and receive an extended membership through December 31, 2006.

Individual Professional Membership Application

Conference Registration & Membership for 18 months $340.00

Fill out this application along with the conference registration pages if you are registering for the conference and applying for the NACM Individual Professional Membership

Name__________________________________________Job Title________________________

Agency____________________________________________________Address____________________________________________

City, State, Zip___________________________________________________________________________________________________

Phone (work)____________________________________________________(home)_________________________________________

E-mail_________________________________________________________________Fax______________________________________

I am a: (check all that apply)

- Case Manager
- Case Manager Supervisor
- Executive Director
- Faculty in Human Services
- Psychiatrist
- Student
- Consumer
- State or Local Administrator in:
- Mental Health
- Mental Retardation
- Aging
- Health
- Other _____________________

Fill out this portion of the membership application if you are applying for the NACM Organization Membership

Organization Membership Application (Please print clearly or type)

Name of Organization:_____________________________________________________________________________________________

Name of Contact: ________________________________________________________________________________________________

Address: _______________________________________________________________________________________________________

City: ______________________________________________ State: ______________________________ Zip: _____________________

Phone #:_________________________________ E-Mail: ______________________________Fax #: _________________________________

Annual Dues: $245.00

Our organization is: (check all that apply)

- State Department of MH
- State Department of MR/DD
- Local MH Entity
- Local MR/DD Entity
- Local Governmental Unit
- CMHC
- Substance Abuse Agency
- PsychoSocial Rehab Agency
- Other: _____________________