2012
RECIPIENT RIGHTS CONFERENCE

THE CULTURE OF RIGHTS

October 23 – October 26, 2012
Troy Marriott Hotel
Troy, Michigan

Session Tracks: Something for Everyone

#	SESSION TITLE	CONSUMERS	COMMITTEE MEMBERS	LPH RIGHTS STAFF	BASIC RIGHTS	ADVANCED RIGHTS (CMH/LPH)	REQUESTED SOCIAL WORK CEU's	RIGHTS CEU
PRE	Linguistic Interviewing and Statement Analysis			X	X	X	5.5	5.5 Category I
1	Effective Training with Small Groups			X	X	X	3.0	3.0 Category I
2	Weathering the Storm			X	X	X	3.0	3.0 Category III
3	So You're New to Rights			X	X		3.0	2.5 Category I
GS1	Vehicles of Change within the Rights System	X	X	X	X	X	1.0	1.0 Category III
4	Consider Yourself Served!			X	X	X	1.5	1.5 Category II
5	Can You Really Do That?		X	X	X	X	1.5	1.5 Category I
6	Child Forensic Interviewing Techniques			X	X	X	1.5	1.5 Category I
7	Journeys in Recovery, Toto, We're Not in Kansas Anymore	X	X	X	X	X	1.5	1.5 Category IV
8	Critical Excel Tools		X	X	X	X	1.5	1.5 Category IV
9	Dealing with Difficult, Disruptive and Distracted Participants			X	X	X	1.5	1.5 Category I
10	Evidence Based Therapies for Individuals with Autism			X	X	X	3.0	3.0 Category IV
11	The Forensics of Interviewing			X	X	X	3.0	3.0 Category I
12	Google-Licious		X	X	X	X	1.5	1.5 Category IV
13	Carrying the Weight of Change		X	X	X	X	1.5	1.5 Category IV
14	Critical Excel Tools		X	X	X	X	1.5	1.5 Category IV
15	Mastering the Annual Report			X	X	X	1.5	1.5 Category II
16	Dymystifying Recent Changes to ADA		X	X	X	X	3.0	3.0 Category II
17	Culture and Interviewing		X	X	X	X	3.0	3.0 Category I
18	Goggle-Licious		X	X	X	X	1.5	1.5 Category IV
19	Identification of Burns and Bruises		X	X	X	X	1.5	1.5 Category I
GS2	Ensuring the Rights of People with Mental Illness: The Essential Role of Cultural & Linguistic Competence	X	X	X	X	X	2.0	2.0 Category IV
GS3	The Good, the Bad and the…DCH-ORR Update of Rights	X	X	X	X	X	1.5	1.5 Category I

Conference Meals:
The Conference is pleased to provide the following meals included with your registration: Tuesday Lunch (if registered for the Pre-Conference Program), Wednesday Dinner, Thursday Lunch and Friday Breakfast. There will be a Continental Breakfast served on Thursday morning. All other meals are on your own.

Pre Conference Workshop

Tuesday, October 23, 2012 9:00 AM – 4:00 PM

Linguistic Interviewing and Statement Analysis

Daniel Mansano

The ability to conduct a thorough and comprehensive interview is the most important skill any investigator needs. This session will provide a firm foundation for extracting maximum information during the interview process, while also exploring proven methods for the detection of deception and/or missing information. Utilizing linguistic analysis techniques, we will discuss ways to find the hidden clues in the subjects own language that present a clearer picture of what happened and what the subject really knows.

Objectives:

1. Conduct more thorough interviews.
2. Utilize more strategic questioning tactics.
3. Recognize and analyze linguistic clues in the subject's words.
4. Identify indicators of deception and/or missing information.
5. Proceed with greater confidence when confronting deceptive subjects.

Daniel T. Marsano is Vice President, Special Investigations, for Prudential Insurance Company, where he has been employed for more than 30 years. He began his career as a police officer, and later a detective, for the Sterling Heights Police Department in the metropolitan Detroit, Michigan area. He moved on to take a position with the Oakland County Prosecutor's Office, Organized Crime Strike Force, before joining Prudential.

Mr. Marsano is an internationally recognized expert in Linguistic and Behavioral Interviewing, Interrogation, and Statement Analysis. He has been a featured speaker at major fraud and educational conferences throughout the United States and Canada. Mr. Marsano has been a regular instructor and trainer for the Michigan State Police and at the Oakland Police Academy and often does consulting work with the Michigan State Police and other county and municipal police agencies on unresolved homicide investigations.

Lunch is provided with Pre-Conference registrations

Educational Sessions
Wednesday, October 24
Morning Sessions

9:00 AM to 12:00 PM

Session 1: Effective Training with Small Groups

This workshop will enhance the training skills of both experienced and novice trainers/speakers. Find yourself needing to talk to small groups? Get the anxious butterflies when talking to groups of any size? This workshop is for you! Our focus will be on designing and conducting in-services and trainings for small groups (under 10 people). Identifying audience needs, selecting content, designing an approach, and doing the small group training will be covered. Creating learning opportunities through activities that work well with smaller groups will be explored. Working with small groups provides us with many options usually not available in larger trainings. Come and discover what they are! This session is a repeat of Jean's 2011 Recipient Rights Conference presentation.

Presenters: Jean Pfaendtner, LMSW, *Director of Training at Training & Treatment Innovations*

Session 2: Weathering the Storm

Weathering the Storm provides participants with tools to manage their own professional or personal "storm". The speaker will review the concept of Emotional Intelligence as a means to improve effectiveness in managing difficult situations, providing strong leadership and advocacy. We will explore the key competencies of Emotional Intelligence: Self-Awareness, Self-Management, Social Awareness, and Relationship Management. The participants will engage in group discussion and small group activities to practice the use of these key competencies to enhance job performance and to build resilience to stress.

Presenter: Wendy Treppa, SPHR, LBSW*, St. Joseph Mercy Health System*

Session 3: "So, You're New to Rights!"

This session is designed for those who began working in Recipient Rights within the past 12 months. Staff from rights offices at state, community mental health and hospital settings will share information on the workings of their offices, the rights conference and the Recipient Rights Officers Association of Michigan, (RROAM). Designed to be both fun and informative, this is a time when you can network with other "new" rights staff and hear tips from "experienced" rights staff, with expertise in your area, who will share their perspectives, offer suggestions and answer questions.

Moderator: Beverly Sobolewski, MDCH, ORR

Appearances by: Andrew Silver, Conference Director, Angie O'Dowd, Community Rights Specialist, Michigan Department of Community Health; Janice Terry, Community Rights Specialist, Michigan Department of Community Health; Jennifer Gorman, Recipient Rights Advisor, St. Mary Mercy Hospital; Kathleen Perkins, Recipient Rights Officer, Gratiot County CMH Services; Raymie Postema, President, Recipient Rights Officers Association and **John Sanford, Director,** Office of Recipient Rights, Michigan Department of Community Health**.**

OPENING GENERAL SESSION

WEDNESDAY, OCTOBER 24, 2012 1:00 PM to 3:00 PM

Kelvin Banks, LMSW

Vehicles of Change within the Rights System

CHANGE is occurring continuously and constantly everywhere. **"CHANGE** is the only permanent thing in the world[1]"! **CHANGE**…Is always accompanied by drawbacks and discomforts"[2]. Successful organizations are seeking ways to become more efficient to achieve more with less. Therefore, organizations that desire to remain viable must **CHANGE!** As Rights Officers and Advisors we often create the change and, yet, we are affected by the changes within our organizations and government. Mr. Banks will help us understand the internal and external drivers of change, the factors that influence change both positively and negatively, and how leadership styles influence changes in our organizations.

Kelvin completed a Masters in Social Work at Wayne State University, in May of 2012 and is licensed in the State of Michigan. He has a Master's Degree in Organizational Management from the University of Phoenix in July of 2005. He received a Bachelor's Degree in Criminal Justice from Michigan State University in December of 1999. Mr. Banks has over fifteen years of experience in working in several private and public, for-profit and non-profit organizations. His many affiliations are: City of Farmington Hills Zoning Board of Appeals, President for the American Federation of State County and Municipal Employee Local 1905, Detroit Service Learning Academy Board of Directors, tutor through Pro Literacy Detroit, facilitator for the Life Skills Training offered through Third Circuit Court of Michigan, licensed Minister through Christian Tabernacle Church in Southfield, and Certified Trauma Specialist through the National Institute of Trauma and Loss in Children.

[1] Munroe
[2] Arnold

Educational Sessions
Wednesday, October 24
Afternoon Sessions

3:30 PM to 5:00 PM

Session 4: Consider Yourself Served!

This session will assist rights offices in navigating through the confusion created by subpoenas. It will cover the following: determining the validity of the subpoena, determining the court of record, responses to subpoenas, how to determine when a release must accompany the subpoena, and other related issues. It will also cover issues of how to respond to police when they arrive with warrants and request to see the individual named.

***Presenter: Dianne L. Baker, J.D.**, is the MDCH ORR Director of Community and Field Operations*

Session 5: Can They Really Do That?

Rights staff are often requested to provide information on what guardians can and cannot do. They are asked about the scope of a plenary guardian's decision making or the role of guardians when there are court orders, or how to respond when a recipient complains about a guardian. This session will cover the legalities of guardianship, what constitutes appropriate actions on the part of guardians, how to know when guardians have overstepped their bounds, and how to assist recipients in navigating the courts with respect to changing or reducing the scope of guardianship.

***Presenter: Cynthia Sherburn, J.D.,** Third Circuit Court of Wayne County*

Session 6: Child Forensic Interviewing Techniques

In Michigan, all child welfare and criminal investigators are required by Child Protection Law to use the Child Forensic Interviewing Technique when interviewing child victims of abuse and/or neglect. It is important for anyone who works with children to understand the dynamics of this protocol when talking with children. This presentation will provide an overview of Michigan's protocol, and give the attendees further insight on how to interview children in a forensic manner. By learning this method, the interviewer can obtain truthful statements in a developmentally sensitive manner to help support decisions made to benefit child welfare and keep children safe.

***Presenter: Matthew Houchlei,** Department of Human Services Child Welfare Training Institute*

Session 7: Adventures in Recovery, Toto, We're Not in Kansas Anymore

Providing mental health education and awareness has been a priority of the Community Network Services Anti-Stigma Program for many years. Using factual information coupled with prose and song the presenters create a "safe" atmosphere for everyone to better understand life with mental health issues through sharing stories of hope and recovery. "Stomp Out Stigma and Adventures in Recovery, Toto, We're Not in Kansas Anymore" are interactive presentation designed to explore stigma and its effects while using the timeless classic "The Wizard of Oz" to illustrate and enlighten people in an imaginative, honest, and humorous way to some of the challenges people with a mental health issue may encounter on their journey "home".

***Presenter: Malkia Newman,** Community Network Services*

Conference Special Event

Welcome Reception and Dinner
Hosted by: John T. Sanford, Director, MDCH-ORR
Wednesday, October 24, 2012
6:30 PM – 8:30 PM

Educational Sessions
Thursday, October 25
Morning Sessions

9:00 AM to 10:30 PM

Session 8: Critical Excel Tools

Excel is the most used desktop software, yet many people only know how to harness a fraction of its' potential. Not only a tool for budgeting, Excel is the perfect tool for many list management needs within an organization. This session is your opportunity to explore all of the functionality that Excel has to offer, and take home with you the tools to save you and your organization time and money. By attending this session and you will work with and receive over 20 pages of Excel how-to's, as well as being able to receive all the sample worksheets utilized during the class.

Presenter: James Spellos, *Meeting U*

Session 9: Dealing with Difficult, Disruptive and Distracted Participants

Difficult, Disruptive, and Distracted participants can show up in any training or meeting. How about in yours? Dealing with these individuals can stress even the most experienced speaker, trainer, and facilitator. Come and explore how to address behaviors that create adverse learning environments. We will focus on both environmental and "people" management. Participants will have the opportunity to practice skill sets for keeping trainings/meetings on track. Let's figure out, together, how to create the best group experiences for all participants!

Presenter: Jean Pfaendtner, LMSW, *Director of Training and Development, Training & Treatment Innovations, Inc.*

9:00 AM to 12:15 PM

Session 10: Evidence Based Therapies for Individuals with Autism

The era of patent medicine and seat of the pant flying is over. Individuals with Autism deserve Evidenced Based Therapies. In this session Dr. Sharp will present a brief overview of history, diagnosis, and epidemiology of Autism. Dr. Allen will discuss the components of a quality evaluation for diagnosis. Ms. Rulison will present an overview of Evidence Based Practice (BSP) and Stand-by Assist Therapy (SBA). Dr. Allen will also provide a summary of State of Michigan response and growing need.

Presenters: Colleen Allen, M.D., Mary Sharp, M.D., and Stacie Rulison, *Autism Alliance of Michigan*

Session 11: The Forensics of Interviewing

Participants will learn that people who are telling the truth and people who are lying have very different linguistic patterns in their speech. Being able to recognize these patterns can assist the investigator in their pursuit of the truth. Participants will learn some proven techniques that will help them better distinguish the truthful person from the deceptive one.

Presenter: H. John Wojnarski, *Wojnaroski Consulting Services, LLC*

10:45 AM to 12:15 PM

Session 12: Google-Licious

Google is the most utilized search engine on the Internet. Millions of people use it daily to find out about almost anything. However, search engines such as Google have dozens of advanced capabilities of which most people aren't even aware. With billions of information-rich websites (a number that's growing daily), the task of finding the piece of information you require for your job is becoming even more arduous. This session is for everyone from Google novices to search engine pros. It will demystify how to use the various search tools to find what you need…and do so in a minimal amount of time.

Presenter: James Spellos, *Meeting U*

Session 13: Carrying the Weight of Change

This session will explore the role that Rights Officers play, sometimes unknowingly and often forced, in the midst of organizational change. We will discuss how to recognize the effects of change on the officers, how to navigate the transition and how rights staff can often turn this role into a positive for both the organization and recipients of services.

Presenter: Mary O'Hare, *Washtenaw Community Health Organization*

Thursday Luncheon
MDCH Director's Awards and Cookie Gant Award Presentation
Featuring MDCH Director, James Haveman

Educational Sessions
Thursday, October 25
Afternoon Sessions

1:45 PM to 3:15 PM

Session 14: Critical Excel Tools

Excel is the most used desktop software, yet many people only know how to harness a fraction of its' potential. Not only a tool for budgeting, Excel is the perfect tool for many list management needs within an organization. This session is your opportunity to explore all of the functionality that Excel has to offer, and take home with you the tools to save you and your organization time and money. By attending this session and you will work with and receive over 20 pages of Excel how-to's, as well as being able to receive all the sample worksheets utilized during the class.

Presenter: James Spellos, *Meeting U*

Session 15: Mastering the Annual Report

The completion of the annual report may seem like a daunting task for rights advisor and officers. One of the biggest challenges can be the day to day issue of dissecting the code category sheet and answering the question, "Where do I put this complaint?" In addition, knowing which sections of the report to complete and which to coordinate can be confusing. The session will thoroughly review the rights in the code, and provide examples for each "code category". Participants will thoroughly review component parts of the report, as well as the timelines for submission. Tools for assisting rights staff in organizing data, and practice in accurately reporting allegations and complaints will be provided.

Presenter: Beverly Sobolewski, *MDCH-ORR*

1:45 PM to 5:00 PM

Session 16: Dymystifying Recent Changes to ADA

2012 marked the 22nd Anniversary of the most sweeping piece of civil rights legislation affecting people with disabilities. Time has shown that the ADA was vulnerable to challenges in the both the judicial courts and the court of public opinion. It was the judicial courts and their interpretation of the definition of disability that brought about the ADA Amendments Act of 2008 reversing the trend of the courts to significantly restrict "who" was covered under the ADA. Technology, experience and lessons learned brought about significant changes to the regulations governing how buildings are constructed and expand the obligations of entities to modify their policies and procedures for communication, service animals, ticketing, mobility devices, etc. This session will explore these changes and provide guidance on how these changes impact the lives of people with disabilities and the environments and places that they live, work, participate and play.

Presenter: Robin Jones, *Director, Great Lakes Center, University of Illinois*

Session 17: Culture and Interviewing

This workshop will make a firm distinction between culture and race to better understand the challenges of interviewing and providing human services in a "multicultural but racialized" society. Cultural competency will be distinguished from racial responsiveness but both are necessary for effective interviewing and delivery of human services within the American context. A combination of storytelling, lecture, and safe experiential exercises designed for adult learners will be utilized.

Presenter: D. John Lee, Ph.D., *Coordinator, Multi-Ethnic Counseling Alliance*

3:30 PM to 5:00 PM

Session 18: Google-Licious

Google is the most utilized search engine on the Internet. Millions of people use it daily to find out about almost anything. However, search engines such as Google have dozens of advanced capabilities of which most people aren't even aware. With billions of information-rich websites (a number that's growing daily), the task of finding the piece of information you require for your job is becoming even more arduous. This session is for everyone from Google novices to search engine pros. It will demystify how to use the various search tools to find what you need…and do so in a minimal amount of time.

Presenter: James Spellos, *Meeting U*

Session 19: Identification of Burns and Bruises

This presentation will provide a review of the State of Michigan Child Protection Law. Mandated reporting will be discussed along with the process of reporting to Child Protective Services. The distinguishing factors between accidental versus non-accidental injuries will be described, with special attention to burns and fractures. Some of the controversies in making the diagnosis of child abuse will be presented. There will be some discussion of how to approach a family for an interview, when they may have harmed their child.

Presenter: Mary Lu Angelilli, M.D., *Children's Hospital of Michigan*

Full Breakfast Buffet
Served from 8:00 AM to 9:00 AM

Educational Sessions
Friday, October 26

9:00 AM to 11:00 AM

Cultural competence and linguistic competence are widely recognized by policy makers, researchers, educators, clinicians, and service providers as fundamental aspects of quality in health, mental health, and human services, particularly for diverse populations. Cultural competence and linguistic competence are viewed as essential approaches for reducing disparities and promoting equity by improving access, utilization, service delivery, and the outcomes and well-being of individuals, families, and the communities in which they live. While the evidence suggests the efficacy of these approaches in health and mental health care, many systems and organizations continue to struggle with the full integration of cultural and linguistic competence into their policies, structures, practices, and procedures. This presentation will: (a) delineate the multiple dimensions of culture within the systems that provide care, services, and supports to individuals with mental illness, and (b) describe conceptual frameworks for advancing and sustaining cultural and linguistic competence at both the individual and organizational levels.

Tawara is the Director of the National Center for Cultural Competence. She has developed initiatives/programs to facilitate the design, implementation, and evaluation of cultural and linguistic competency that address the needs of diverse audiences (e.g. health care, mental health, community organizations, professional societies, institution of higher education). She is recognized as a thought leader in the area of cultural and linguistic competency and had a primary role in: creating four instruments and protocols to assess organizational cultural and linguistic competency; a checklist series for professionals in the health, mental health, and education fields; conceiving and writing a curricula enhancement module series for leadership education for health professionals; developing the Policy Brief Series that delineates organizational policy and structures to support cultural and linguistic competency as essential approaches in the goal to eliminate disparities; and building the NCCC into a nationally and internationally recognized and award winning program.

11:00 AM to 12:30 PM: The Good, the Bad, and the…DCH-ORR Update on Rights

Join the staff of MDCH-ORR as they provide updates into legislative, contractual, and educational requirements for recipient rights officers and advisors.

Presenters: John T. Sanford, J.D.; Dianne L. Baker, J.D.; Andrew Silver, Angie O'Dowd, Beverly Sobolewski, and Janice Terry

As a cost-saving effort registration for the conference is being done online. **To register for the conference** paste the following link in your browser: http://www.regonline.com/2012rightsconference

OPTION	REGISTRATION OPTIONS	BEFORE 10/05/12	ON OR AFTER 10/05/12
I	**Pre-Conference:** **Tuesday, 10/23/12, 9:00 AM - 4:00 PM** Includes luncheon	$99.00	$150.00
II	**Main Conference: 10/24/12 thru 10/26/12** **Includes Wednesday reception, Thursday luncheon, Friday breakfast**	$249.00	$305.00
III	BEST VALUE **Pre-con and Full Conference: 10/23/12 thru 10/26/12** **Includes Tuesday luncheon, Wednesday reception,** **Thursday luncheon, Friday breakfast**	$324.00	$400.00
IV	**Wednesday only 10/24/12** Includes sessions 1-7, general session, and reception/dinner	$179.00	$200.00
V	**Thursday only 10/25/12** Includes sessions 8-19, and luncheon	$159.00	$200.00
VI	**Friday only 10/26/12** Includes breakfast, Friday general sessions	$129.00	$150.00
VII	**Pre-Con and Wednesday** Includes pre-con, sessions 1-7, general session and reception	$259.00	$325.00
VIII	**Pre-con and Thursday** Includes pre-con, sessions 8-19, and luncheons	$239.00	$300.00
IX	**Wednesday and Thursday only** Includes sessions 1-19, Wednesday general session, reception/dinner and Thursday luncheon	$279.00	$325.00
X	**Thursday and Friday** Includes sessions 8-19, Friday general sessions, luncheon and breakfast	$269.00	$275.00
	Wednesday reception/dinner - GUEST	$45.00	$75.00
	Thursday luncheon – GUEST	$25.00	$40.00
	Friday breakfast - GUEST	$25.00	$40.00
Five or more staff registering from the same agency Ten or more staff registering from the same agency Register for the Pre-Conference and Full Conference		2% discount for each 5% discount for each 7% discount	

Conference Registration Desk Hours

Tuesday 8:00 AM – 6:00 PM
Wednesday 8:00 AM – 4:00 PM
Thursday 8:00 AM – 4:00 PM
Friday 8:00 AM – 12:00 Noon

Refund Policy:
Refund requests or cancellations must be received in writing by October 5, 2012 and are subject to a $35.00 processing fee. Refunds will not be processed until after the event. There will be no cancellations accepted after October 5, 2012. No-shows will be billed the full amount.

2012 RECIPIENT RIGHTS CONFERENCE PAYMENT VOUCHER PAGE

TO ENSURE PROPER CREDIT AND ATTENDANCE AT THE CONFERENCE YOU MUST MAIL YOUR CHECK OR MONEY ORDER WITH THIS COMPLETED PAGE TO:

Michigan Department of Community Health
Accounting Office
4th Floor, Lewis Cass Bldg.
320 S. Walnut St., Lansing, MI 48913

PAYMENTS MAY BE DELAYED UNTIL OCTOBER 1, 2012,

BUT MUST BE RECEIVED NO LATER THAN OCTOBER 31, 2012

To Pay by Credit Card:
https://www.thepayplace.com/mi/dch/conference
2012 Conference Code: ORR12

AGENCY NAME: _____

Please list all those attending (use additional sheets as necessary):

Attendee Name: _____ Amount: _____

Attendee Name: _____ Amount: _____

Attendee Name: _____ Amount: _____

Attendee Name: _____ Amount: _____

Attendee Name: _____ Amount: _____

Attendee Name: _____ Amount: _____

Total Amount Enclosed: _____
(Make check payable to: State of Michigan)

Attention: State of Michigan Employees and MDCH Finance Staff
Index # 20140 PCA # 00110 Object Code # 7666

MDCH ACCOUNTING STAFF: Payment confirmations should be sent by Inter-Departmental mail to:

Veronica Ryan
Office of Recipient Rights, Training Division
Hawthorn Center
18471 Haggerty Road
Northville, MI 48168-8513

MDCH Director's Award
Previous Honorees

The Director's Award for Innovation in Recipient Rights Protection

2000 Oakland County Community Mental Health Authority
2001 Woodlands Behavioral Health
2002 Jonathon Bennett, North Central Community Mental Health
2003 West Michigan CMH System
2004 Cheryl Parker, Bea Stevens, Newaygo County Mental Health
2005 Pat Jolly, MDCH-Office of Recipient Rights
2006 Community Network Services - "The Stigma Busters"
2007 John McKevitz, Oakland County CMH Authority
2008 Shane Ray, CMH Partnership of SE Michigan
2009 James Tenuta, Doctor's Hospital of Michigan
2010 Lisa Jolly, Lapeer CMH Office of Recipient Rights
2011 Linda Maze, Bay-Arenac Behavioral Health Rights Office

The Director's Award for Advocacy on Behalf of Mental Health Recipients

2000 MDCH-Mt. Pleasant Office of Recipient Rights
2001 Macomb County Community Mental Health Services
2002 Borgess Medical Center and Kalamazoo Valley Community College
2003 Sanilac County Community Mental Health Services
2004 Dianne Baker, MDCH-Office of Recipient Rights
2005 Kevin Oosterhouse, Network 180
2006 Judy Tucker, MDCH Office of Recipient Rights
2007 Newaygo County CMH
2008 Sue Witting, Henry Ford Kingswood Hospital
2009 Les Behnken, Oakwood Heritage Hospital
2010 Jonathan Bennett, Northern Lakes CMH
2011 Christina Wilkins, War Memorial Hospital

The Director's Award for Consumer Empowerment

2000 Tuscola Behavioral Health Systems
2001 Lifeways
2002 Oakland County Community Mental Health Authority
2003 Chad Witcher, MDCH Office of Recipient Rights
2004 Cindy Tewksbury, Tuscola Behavioral Health Systems
2005 Robert E. Chadwick, Tuscola Behavioral Health Systems
2006 William Allen, Oakland County CMH Authority
2007 Jeff Patton, Kalamazoo County CMH & SA Services
2008 Jack Donaldson, Oakland County CMH Authority,
Marc DeRush, Macomb County Community Mental Health
Eunice Howard, Detroit-Wayne County Community Mental Health Agency
2009 Shannon Kaufmann, InterAct of Michigan
2010 Lisa Cook-Gordon, Family-to-Family Health Information and Education Center
2011 Renee Uitto, Community Living Services

The Cookie Gant Spirit Award

2003 Cookie Gant (posthumously)
2004 Marty Raaymakers
2005 Jamie Armstrong
2006 Linda Rama
2007 James Lindsey
2008 Donna Nichols
2009 Nancy Lewis
2010 Pamela Stants
2011 Malkia Newman

LODGING INFORMATION

Troy Marriott Hotel
Troy, MI

- **Hotel Reservations must be prior to 5:00 PM on October 7, 2012; cost is $91.00 per night plus taxes**
- **To reserve a room book online at http://tinyurl.com/c9nol4k or call the hotel direct at (248) 680-9797**
- **Check in time is 3:00 PM Check out: 12:00 PM**

- **Tax Exempt Organizations**
  In order to be exempt from payment of the 6% state tax, payment must be made by agency check or agency credit card. You must also present your agency's tax-exempt form, signed by the appropriate official, at the time of payment. *There is no exemption from the 7% county assessment.*
- **Paying with an agency credit card?**
  You must either have the credit card with you at check in or have photocopy of both sides of the card with completed credit card authorization form. This form is available from the hotel, or on the conference website, www.michigan.gov/recipientrights.
- **Paying with a debit card?**
  If you are paying with a debit card you should be aware **that there will be a hold put on your checking account for the entire amount of room and tax charges for the length of your stay, plus $20 per day for incidentals.** Additionally, it may take up to 15 days for any funds, in excess of the amount you owe, to be released. Furthermore, if this amount exceeds the funds on deposit in your account you may be subject to overdraft charges by your bank**. Therefore, use of a debit card at check-in IS DISCOURAGED**. You may want to provide a credit card at check-in, and then switch to a debit card at check out to avoid any inconvenience and penalties.