2015 RECIPIENT RIGHTS CONFERENCE

September 16-18, 2015
Radisson Hotel and Suites
Kalamazoo, MI

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
GS1							1.5	1.5 Category 1
1	Building Rapport			X	X	X	4.5	4.5 Category I
2	Characteristics of Resilience	X	X	X			3.0	3.0 Category IV
3	Mental Health Court	X					3.0	3.0 Category I
4	Sooo, You're New to Rights				X		3.0	**3.0** Category I
5	Communicating Through a Different Lens	X	X	X	X		3.0	3.0 Category I
6	Retaliation, Harassment and Rights			X	X	X	3.0	3.0 Category I
7	Child Interviewing Protocol			X			3.0	3.0 Category I
8	OMG! I've got to train the staff! What do I do?			X	X		3.0	3.0 Category I
9	Motivational Interviewing – Eliciting Change			X		X	3.0	3.0 Category I
10	Successful Coordination of Care			X	X		3.0	3.0 Category I
11	Body of Truth…Accurate Body Language					X	3.0	3.0 Category I
12	BTPRC II					X	1.5	1.5 Category I
13	Electronic and Digital Evidence			X	X	X	1.5	1.5 Category I
14	Psychotropic Medication	X	X	X	X	X	1.5	1.5 Category I
15	Secondary Trauma for Rights Staff			X	X	X	1.5	3.0 Category III
16	Evidence Analysis			X		X	1.5	1.5 Category IV
17	Ethical Dilemmas in Rights	X	X	X	X	X	1.5	1.5 Category
18	Biased! Who's Biased?	X	X	X	X	X	1.5	1.5 Category IV
19	Making the Appeal Process Work			X	X	X	1.5	1.5 Category IV
GS2	Trauma Informed Approaches- Shifting Perspective	X	X	X	X	X	1.5	1.5 Category IV
20	Six Key Elements for Reducing Restrictive…	X	X	X	X	X	2.0	2.0 Category I
21	Trauma Informed Care – One on One	X	X	X	X	X	2.0	2.0 Category IV
22	Beyond Attachment B			X	X	X	2.0	2.0 Category IV

Conference Meals:
The Conference is pleased to include the following with your registration: Wednesday lunch and reception, Thursday lunch, and Friday Breakfast. Continental Breakfast will be served on Wednesday and Thursday mornings. All other meals are on your own.

OPENING GENERAL SESSION
WEDNESDAY, SEPTEMBER 16, 2015
8:30 AM – 10:00 AM

INFORMATION

EDUCATIONAL SESSIONS
WEDNESDAY, SEPTEMBER 16, 2015
10:15 am – 12:00 pm

Session 1: Building Rapport with Your Interviewees *(NOTE: THIS SESSION CONTINUES AFTER LUNCH 1:45 PM -4:45 PM)*

Presenter: Jack Schafer, Ph.D.

Establishing rapport provides the foundation for building, maintaining, and repairing social and professional relationships. This session provides the basic skills to build rapport quickly, thus increasing the probability of achieving pre-established communication goals. If people like the person they are talking to, the more likely they are to listen and take action. Effective communication can only take place after rapport has been established. This seminar also provides techniques to test for rapport.

Session 2: Characteristics of Resilience

Presenter: Bob VandePol

Life can be very, very difficult…but have you ever noticed how during challenging circumstances some people remain victims, some quickly bounce back as survivors, and some demonstrate post-traumatic growth to emerge as "survivors"? The same trajectories can be observed in organizations experiencing times of high stress. Some systems assume an identity of tragedy and some overcome it. This presentation will describe characteristics of those who bounce back and propose personal and organizational resilience strategies. Crisis leadership communication skills and development of a resilient organizational culture will be emphasized.

Session 3: The Mental Health Court Process

Presenter: Marie Pappas, Robert Butkiewicz

This presentation will review Mental Health Court legislation and the process in which it was developed and relevant factors. Additionally, the presentation will encompass the origins of the Mental Health Court in Genesee County as well as the "nuts and bolts" of everyday operations of the court. Lastly, the presentation will review how a Mental Health Court judge sees the impact of the program in helping participants function better within their community while maintaining the role within the criminal justice system.

Session 4: Soooo..... You're New to Rights!

Presenters: Beverly Sobolewski, John T. Sanford, J.D.; Cynthia M. Ward, J.D.; Andrew Silver, Angie Lefere, Janice Terry, J.D.; Faye Witte, Melissa Neering, Tamera Varkas, Chris Ward

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.

LUNCH
WEDNESDAY, SEPTEMBER 16, 2015
12:15 pm – 1:15 pm

Featuring the presentation of the

2014-15 "Full Compliance Awards"

Cynthia M. Ward, J.D; Angie Lefere, Janice Terry, J.D.

EDUCATIONAL SESSIONS
WEDNESDAY, SEPTEMBER 16, 2015
1:30 pm – 4:30 pm

Session 5: Communicating Through a Different Lens

Presenter: Lois Smith Owens, MSW

This interactive workshop will use small group discussion and exercises to explore how culture influences our assumptions about the "other" and how we communicate. Participant will examine their own perceptions, values and biases in order to increase their capacity to communicate effectively with individuals from diverse cultures and perspectives.

Session 6: Retaliation, Harassment and Rights

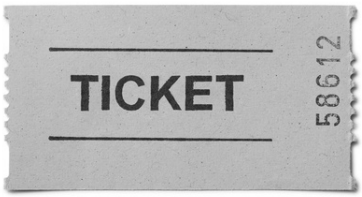
Presenters: Jon Bennett, Jennifer Haselberger, Chad Witcher, Jay Zelenock, JD

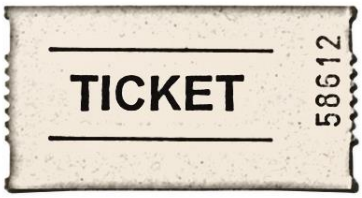
The Michigan Mental Health Code mandates that the Department, licensed psychiatric hospitals and units, and community mental health services programs protect complainants, staff of the office of recipient rights, and any staff acting on behalf of a recipient will be protected from harassment or retaliation resulting from recipient rights activities. But, in reality, what does this provision of law mean and how can it be enforced? How and when do other laws, like the federal and state Whistleblower Protection Acts, the ADA, the Michigan Persons with Disabilities Civil Rights Act, and others come into play? In this session, we will explore the legal issues involved in various fact situations to enable rights officers to investigate complaints and reports of retaliation and harassment and also to protect themselves from it. Using the experiences of real life whistleblowers in various settings, participants will learn what they reported and what happened to them. We will share current research about whistleblowing and discuss possible ways to create a mental health system culture where whistleblowing is not a dirty word.

Session 7: Child Interviewing Protocol

Presenter: Matt Houchlei

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.





Welcome Reception

Hosted by: John T. Sanford, III, Esq, Director, MDHHS-ORR

Wednesday, September 16, 4:45 PM – 6:00 PM

EDUCATIONAL SESSIONS
THURSDAY, SEPTEMBER 17, 2015
9:00 AM – 12:00 PM

Session 8: OMG! I've Got to Train the staff! What do I do?

Presenter: James Ypma, MPA

This session is for rights staff who need to improve their presentation skills. Attendees will learn to use techniques that motivate learners, enhance learning outcomes, and, by using adult learning model and interactive methods, become **effective and inspiring** trainers.

Session 9: Motivational Interviewing – Eliciting Change

Presenter: Mark Lowis, LMSW

This workshop will provide an overview of the basic principles of Motivational Interviewing (MI). Participants will have an opportunity to practice MI skills to increase their ability to develop rapport, identify discrepancies, and enhance the individual's motivation of change. Attendees will learn 2 ways that MI differs from Prescriptive Problem Driven Approaches, about the 5-step process for MI and the 4 dimensions of change motivation.

Session 10: Successful Coordination of Care

Presenters: Beverly Sobolewski, Jennifer Gorman, Meghan Launius

Admissions are not usually a process completed at a CMH alone, or at a hospital without outside interaction. Does the admission process and required integration between hospital and CMH seem confusing to staff? When confusion arises regarding a process that is in the Mental Health Code it can often lead to tension between staff and a call to the rights office for clarification and advice. This session will help you respond to those calls with confidence. Participants will learn the time

frames, processes and paperwork required for successful voluntary or involuntary admission/hospitalization. In addition, rights officers from both a CMH and LPH who have completed training on Chapter 4 with their staff, will discuss the sections that required follow up, the work groups that were established, and a successful outcomes experienced at their agencies. This session is a great opportunity for you to gain the expertise necessary to provide the guidance your agency may need for future success in voluntary and involuntary admission, and the coordination of care.

Session 11: Body of Truth: Accurate Body Language

Presenter: Janette Ghedotte, PhD

Attendees will learn the Accurate Body Language Five-step process to maximize non-verbal communication advantage and detect potential deception in the interviewee's facial expression, body language, voice and speech qualities. The speaker will address motivation, how to ask strategic questions, identifying gesture clusters, interpretive indicators and how to compare congruency, capture contradictions in context.

LUNCH
THURSDAY, SEPTEMBER 17, 2015
12:15 pm – 1:15 pm

PRESENTATION OF THE 2015 COOKIE GANT SPIRIT AWARD

MARK REINSTEIN, CHAIR,
MDHHS RECIPIENT RIGHTS ADVISORY COMMITTEE

Cookie Gant was a Michigan-grown, but nationally known, advocate for human rights. She was a disability activist, a performance artist, a diversity specialist in every aspect of life. Cookie fought for human rights in the mental health system every day, never giving up her tough spirit, her love for others, or her sense of humor. She was an unstoppable, irreverent activist, who always maintained loving support and affection for people in "the movement." Shortly after her death in 2003, the State Recipient Rights Advisory Committee established an award in her honor and indicated that it be presented annually to a person who exhibits the dedication, demonstrates the tenacity, and advocates diligently for persons with mental illness or developmental disabilities - just the way Cookie lived her life.

EDUCATIONAL SESSIONS
THURSDAY, SEPTEMBER 17, 2015
1:30 PM – 3:00 PM

Session 12: BTPRC II

Presenters: Brandy Goodwin-Kreisler, M.A., Becke Browne

This presentation will provide an overview of the implementation of the Michigan Department of Health and Human Services Technical Requirement for Behavior Treatment Plan Review Committees at a local level. A detailed description of the Committee Standards, the functions of the committee, and the role of each member, including the role of the Recipient

Rights Officer or Advisor on the committee will be discussed. Information will be provided on Functional Behavioral Assessment and Behavior Treatment Plans and how Recipient Rights Officers can ensure that such plans remain in compliance with MDHHS Technical Requirement.

Session 13: Electronic and Digital Evidence

Presenter: Peter Mouhot, Chad Witcher

Recipient Rights Offices are increasing faced with receiving, using, and storing electronic and digital evidence in the conducting of investigations. This session will explore possible software application and process solutions.

Session 14: Psychotropic Medication

Presenter: Robert Lagrou, DO

This presentation will review both FDA indications for, as well as, common clinical uses of most commonly prescribed psychotropic medications. We will discuss dosage ranges and possible side effects associated with each medication. An emphasis on cognitive side effects will inform participants regarding medication's effects on patient's ability to participate fully in investigations.

Session 15: Secondary Trauma for Rights Staff

Presenter: Lindsay Yeager-Carr, PhD

As helping professionals, we run the risk of developing symptoms of secondary trauma while completing duties associated with our jobs. Firsthand exposure to trauma stories can lead to emotional distress, which can compromise our professional functioning and diminish our quality of life. Helping professionals who work with traumatized and vulnerable consumers tend to focus almost exclusively on others' needs at the expense of their own. Awareness of the warning signs associated with secondary trauma can help us to address any problems as they arise. By establishing personal and professional boundaries and practicing self-care techniques, we can effectively achieve and maintain health and wellbeing.

EDUCATIONAL SESSIONS
THURSDAY, SEPTEMBER 17, 2015
3:30 PM – 5:00 PM

Session 16: Evidence Analysis

Presenter: Lewis Langham, Jr., JD

This session will focus on the skills you need to know in order to present the evidence discovered in your investigation, to a governing body, panel or individual, whether orally or in a report. The presentation will focus on storytelling as a way to organize, develop and understand the evidence you gathered in your investigation. Participants will learn to understanding on how to present the evidence discovered, how to determine whether the evidence uncovered is relevant and if reliable to meet the preponderance standard, and increase their understanding of circumstantial evidence and related evidence to develop their case.

Session 17: Ethical Dilemmas in Rights

Presenter: G. Jerry van Rossum, MA

In our current Market-Oriented Society, it is often difficult to understand why ethical behavior is critical. We tend to operate in a way that we wish to incentivize behavior and then wonder why the outcomes feel wrong. In this session participants will review how ethical and moral behavior is critical to the process of rights investigations. Specifically participants will be able to define and apply the following outcomes: the hidden and actual costs due to unethical behaviors, the strengths and weaknesses for using incentives for moral decisions, and strategies for ethical behavior.

Session 18: Biased! Who's Biased?

Presenter: Cynthia M. Ward, JD

Do you have an implicit bias towards a group whose rights you are charged to protect and promote? An implicit bias is a mental attitude, positive or negative, toward a person, group, or thing that you hold at an unconscious level. This differs from an explicit bias, which is an attitude that a person is consciously aware of having. Our implicit biases and explicit biases often diverge. A person may consciously convey a positive opinion about a person that he or she unconsciously holds a negative opinion about. In this session participants will learn about implicit bias; recognize stereotypes that lead to bias and discrimination; consider how decision points are impacted by implicit biases, and discuss strategies for debiasing.

Session 19: Making the Appeals Process Work

Presenters: Michelle Milligan, MSW, LMSW, Sue Witting

This session will provide first-hand knowledge from members of the State ORR Appeals Committee on the appeals process, how to handle cases that are returned and how to prevent some errors in investigations and report writing that cause cases to be sent for appeal. The panel will also share often seen areas of concern which cause cases to be returned for further action.

BREAKFAST AND GENERAL SESSION
FRIDAY, SEPTEMBER 18, 2015
8:00 AM – 10:15 AM

PRESENTATION OF THE 2015 MDHHS DIRECTOR'S AWARDS

NICK LYON, MDHHS DIRECTOR

TRAUMA INFORMED APPROACHES: SHIFTING OUR PERSPECTIVE

Traumatic experiences can be dehumanizing, shocking and terrifying. Often a traumatic experience includes the betrayal of a trusted person or institution and a loss of safety. Trauma can result from experiences of violence, abuse, neglect or disasters that induce powerlessness, fear and recurring hopelessness. Trauma impacts one's spirituality and relationships often resulting in ongoing feelings of shame, guilt, rage and isolation. Despite all of this, healing is possible.

Raul Almazar, RN, *has many years of experience as a direct care provider, administrator, organizational and clinical consultant, trainer and speaker. Prior to working as a full-time consultant in 2009, he served as Deputy Director for the State of Illinois Division of Mental Health where he was charged to facilitate an organizational culture shift in all 10 State-operated facilities towards person-centered, trauma-informed, recovery-promoting, non-coercive treatment settings. He currently serves as Senior Consultant to SAMHSA's National Center for Trauma-Informed Care and Promoting Alternatives to Seclusion and Restraints through Trauma Informed Practices.*

EDUCATIONAL SESSIONS
FRIDAY, SEPTEMBER 18, 2015
10:30 AM – 12:30 PM

Session 20: Six Key Elements for Reducing Restrictive Strategies for Those with Complex Needs

Presenter: Kym Juntti

Supporting individuals with complex emotional needs and the care givers that support them can be expensive and often time's strategies are ineffective in brining long term success. By examining factors that affect the formation of positive relationships we can build a foundation of support for those we serve and those who serve. We will examine common barriers to achieving long term success and 6 Key Elements in creating supports that reduce costs and increase positive outcomes.

Session 21: Trauma Informed Care - One on One

Presenter: Raul Almazar, RN

According to SAMHSA's concept of a trauma-informed approach, "A program, organization, or system that is trauma-informed: 1.Realizes the widespread impact of trauma and understands potential paths for recovery; 2.Recognizes the signs and symptoms of trauma in clients, families, staff, and others involved with the system; 3.Responds by fully integrating knowledge about trauma into policies, procedures, and practices; and 4.Seeks to actively resist re-traumatization."
This session continues from the general session with a more in-depth look at what trauma informed care can mean for the recipients in our agencies and how that may influence what we do when we are conducting investigations.

Session 22: Beyond "Attachment B"

Speaker: Beverly Sobolewski

Attachment B is a critical element in the life of every rights officer. It's the tool that helps keep policies compliant with the mental health code. When new policies are introduced or old policies revised, it's Attachment B that keeps the CMH/LPH on the right path. But over time, every Rights office discovers that the Mental Health Code is so much more than Attachment B. In this session, the nuances in policies, practices and protocols that the Code mandates - either explicitly or implicitly - will be explored.

ABOUT OUR SPEAKERS:

Jonathan Bennett *is a Patient Rights Advocate, Educator, and Consultant. He has worked in the field of client/patient rights for more than 16 years. He is currently in private practice. He was previously director of recipient rights for Northern Lakes CMHSP, where he was twice recognized by the State for innovation and advocacy in rights protection, until he was terminated after blowing the whistle on systemic and widespread neglect of numerous recipients.*

Rebecca Browne *is the Rights Director at Shiawassee County Community Mental Health with a Bachelor's degree in Business Administration. Rebecca worked as the Senior Legal Assistant/Office Manager at The Law Firm of Stevens and Stevens from 1988 through 1989 managing the Genesee and Shiawassee County branches. Rebecca began work in community mental health at Shiawassee County Community Mental Health Authority in 1989. With over twenty-six years of experience at community mental health, Rebecca has worked protecting recipient's rights for thirteen years and serves as a member of the Behavior Review Treatment Committee team.*

Janette Ghedotte *is a Clinical Psychologist, an Imago Relationship Therapist, and a Body Language Expert, Janette Ghedotte specializes in helping others learn the skills required to achieve interpersonal communication, relationship and business SUCCESS. Janette has a M.A. in Humanistic and Clinical Psychology, M.S., Marketing Research, B.A. in Psychology.*

Brandy Goodwin-Kreisler *is the Supervisor of the Applied Behavior Science Department at Shiawassee County CMH. Prior to transitioning to that role, Brandy worked as a home based family therapist as well as the behavioral specialist writing behavior intervention plan for adults and children who displayed harmful behaviors to themselves and others. She has been*

appointed as the Chair of the Behavior Treatment Plan Review Committee at Shiawassee County Community Mental Health Authority for numerous years. Brandy received her Bachelor's Degree from Central Michigan University in 2001 and completed her Master's degree with an emphasis in Applied Behavior Analysis in 2003 under the supervision of Dr. Richard Malott. Brandy became a Board Certified Behavior Analyst in 2004 and has maintained this certification.

Jennifer Gorman, *Recipient Rights Advisor, Patient Relations Coordinator, Mrs. Gorman is currently working at St Mary Mercy Hospital and St. Joseph Mercy Hospital, Ann Arbor. She is the Recipient Rights Advisor, Patient Relations Coordinator, Investigator of Abuse and Neglect and VOICE administrator. Mrs. Gorman has worked for Trinity Health for the last 20 years working in customer services before coming to rights. She also spent time at St Joes Oakland as the interim rights advisor. Mrs. Gorman holds a Bachelor's degree in Sociology and Social Work from Eastern Michigan University.*

Dr. Jennifer Haselberger *is a canon lawyer who received her licentiate degree in canon law from the Catholic University of Leuven, Belgium, in 2004. She also has a Doctorate in Philosophy from the University of London, England, She is a member of the Canon Law Society of America and served as Chair and as a member of the Resolutions Committee of that Society. She has practiced as a canon lawyer in the United States and internationally.*

Matt Houchlei, *is a senior trainer for the Department of Human Services Child Welfare Training Institute - Office of Workforce Development and Training. Matt has been a trainer for DHS for the last 4 years. Prior to training, Matt was a Child Protective Services field worker for 3 years in Barry County. Matt is also a retired police officer with 27 years of experience in the criminal justice field, with the last 8 years serving as a detective with the Eaton County Sheriff's Department. For the last 10 years, Matt has been training Child Forensic Interviewing for not only DHS, but for the Prosecuting Attorneys Association of Michigan. During this time, Matt has trained Forensic Interviewing across the State of Michigan to both child welfare and law enforcement, and has also been asked to speak in the State of Nevada about Michigan's Child Forensic Interviewing protocol.*

Kym Juntti, *is the Director of MORC-Training and the Center for Positive Living Supports. She has supported those with complex needs for over thirty years and has trained 15,000 caregivers and professionals in the concepts of Positive Behavior Supports and a Culture of Gentleness. Kym travels nationally and internationally working as a trainer, speaker and consultant.*

Dr. Robert Lagrou *is the medical director for inpatient psychiatry at Henry Ford Health System. He is a graduate of Michigan State University College of Osteopathic Medication and completed his general psychiatry residency at Henry Ford Health System. He went on to complete a fellowship in Child and Adolescent Psychiatry at the University of Michigan. Dr. Lagrou is double board certified in both General and Child and Adolescent Psychiatry through the American Board of Psychiatry and Neurology. He has been an active member of Michigan Army National Guard where he has served as the Chief Behavioral Health Officer for the past 7 years, in addition, to serving one tour in Iraq in 2011. His academic interests include pediatric bipolar disorder, autism spectrum disorders, and the effect of military deployment on children and families.*

Meghan Launius *is the Rights Officer for Allegan County Community Mental Health Services. She has provided community based services for persons with disabilities for 18 years across Michigan, Indiana, and Kentucky. In addition to professional experience, Meghan advocates for quality services for her sibling who receives services through a local CMH. As a board member for Safe Harbor in Allegan, Meghan continues her years of support for local CASA (court appointed special advocate) programs which train volunteers to provide a voice for abused and neglected children*

Mark Lowis, LMSW, *is the Evidence Based Practices Implementation Specialist for the Michigan Department of Health and Human Services. He is also a member of the international Motivational Interviewing Network of Trainers and teaches this topic at U of M and MSU, as well as conferences and training all around the country.*

Michelle Milligan, MSW, LMSW, *is the Director of the Clinic for Child Study, a part of the Third Circuit Court of Michigan. As the Clinic Director she has the overall responsibility of leading a staff of 65 clinicians, case managers and support staff. She has served on the State of Michigan Department of Health and Human Services Recipient Rights Appeals Committee since September 2007. At present she is the longest standing Appeal Committee member.*

Peter Mouhot *is a Microsoft, Certified Systems Engineer; MCSE and Certified HIPAA Professional; CHP Oakland County Community Mental Health Authority for 14 years as the Systems Engineer and HIPAA Security Officer. Current duties include training of all new staff on HIPAA Security and membership on the corporate compliance committee. Peter is the supervisor of the help desk for all computer operations for 175 users at two physical sites and a growing mobile workforce. OCCMHA is on the bleeding edge of hosted services as one of the first agencies to go Google Enterprise Apps for E-mail/Calendar/Drive with a business associate agreement with Google. Using 100% hosted services was able to birth a fully qualified health center; FQHC in 30-45 days for medical and dental services in Oakland County as part of Integrated Healthcare.*

Marie Pappas *is a Management Analyst for the Michigan Supreme Court State Court Administrative Office. She received her B.A. from Sienna Heights College in Human Services with a concentration in Psychology and Criminal Justice. After graduation, she moved to New Jersey and worked in the State prison system providing orientation and intake for new inmates and assisted in the coordination of the prison's work release program. Marie moved back to Michigan where she was employed by Clinton, Ingham, and Eaton County Community Mental Health, assigned to the Ingham County Jail, assessing mentally ill offenders for appropriate housing and services while providing substance abuse counseling for sentenced offenders. After two years, Marie subsequently worked as a probation officer with Shiawassee County District Court where she was promoted to Chief Probation Officer and Director of Community Corrections. Marie has been with SCAO since April of 2012 and her duties include monitoring grant funding and technical assistance for the Michigan Mental Health Courts along with the federally funded Michigan Drug Court programs.*

Lois Smith Owens, MSW, *is an alumnus of the University of Michigan, receiving the MSW during the 70's. Lois Smith Owens is the former director of U of M's William Monroe Trotter house; University of Virginia's Luther P. Jackson House, and later as Assistant Director of the Carter G. Woodson Research Center. Lois Smith Owens was also an adjunct professor in UVA's theatre department. Lois Smith Owens has also worked as a school social worker in the Chicago Public Schools system. Currently Ms. Smith Owens is a professor in GVSU's School of Social Work, is a member of the GVSU Women's Center Advisory Board, the Grand Rapids, MI ACLU Advisory Board, and is a Cultural Competency and Diversity trainer for organizations and agencies throughout the state of Michigan.*

Jack Schafer, PhD, *is a retired FBI Special Agent who is currently employed as an Assistant Professor at Western Illinois University. Dr. Schafer served as a behavioral analyst assigned to FBI's National Security Behavioral Analysis Program. Dr. Schafer earned a Ph.D. in psychology from Fielding Graduate University, Santa Barbara, California. Dr. Schafer owns his own consulting company and lectures and consults in the United States and abroad. He authored a book titled, "Psychological Narrative Analysis: A Professional Method to Detect Deception in Written and Oral Communications." He also co-authored a book titled "Advanced Interviewing Techniques: Proven Strategies for Law Enforcement, Military, and Security Personnel." He has published numerous articles on a wide range of topics including the psychopathology of hate, ethics in law enforcement, detecting deception, and the universal principles of criminal behavior. Dr. Schafer's latest book is "The Like Switch: An Ex-FBI Agent's Guide to Influencing, Attracting and Winning People Over."*

Beverly Sobolewski, *s currently the Rights Information Analyst for the Office of Recipient Rights and the Lead in the Family Preparedness Area in the Office of Public Health Preparedness. Ms. Sobolewski has been in state government service for over twelve years, serving in the Office of Recipient Rights, where she trains new rights officers and advisors and assists consumers and rights staff in accessing and understanding the rights system. She also trains advocates and recipients in the community on the rights process and how to successfully navigate the system, from complaint through appeal.*

Bob VandePol, *serves as the Executive Director of Pine Rest Christian Mental Health Services' Employee Assistance and Church Assistance programs. Prior to joining the Pine Rest team, he was President of Crisis Care Network, helping to lead it from a startup to the world's largest provider of Critical Incident Response services to the workplace. Active as a keynote speaker, Mr. VandePol has published and been quoted in business and clinical journals, co-authored book chapters addressing workplace response to tragedy, and has been featured as subject matter expert in numerous video training series. He managed CCN's Command Center in Manhattan after the 2001 terrorist attacks and frequently consults with businesses regarding how leaders can accelerate organizational recovery following crisis.*

G. Jerry van Rossum *brings a rich history as a senior-level manager, consultant and educator in private and non-profit business sectors; domestically and internationally. He has a strong background in business ethics, management/leadership development, strategic planning, organizational development, conflict resolution, and consulting with small businesses. Professor van Rossum is the department chair of the Business and Graduate Studies in Human Resource Management at Marygrove College, Detroit Michigan. He also is the founder and lead consultant of Smith van Rossum & Associates, a management consulting firm. He is sought after speaker and educator in applied business ethics.*

Tamera Varkas *has been working in the Office of Recipient Rights 3 years and has a true passion to help people with mental illness. She has worked in the mental health arena as a Recreational Therapist since 1996, and has worked at Oakwood Hospital – Taylor, part of Beaumont Health since 2001. Part of her free time she volunteers to assist with NAMI and has been the NAMI Walks! Captain/Co-Captain for 10 years. Her philosophy is "Together, with community, many great things can be accomplished".*

Cynthia M. Ward, JD, *is the Director of Community and Field Operations for the Michigan Department of Health and Human Services-Office of Recipient Rights. Prior to joining MDHHS, Ms. Ward spent 12 years as a full-time member of the faculty at Cooley Law School, where she taught in the elderlaw clinic, externship program, and developed and taught an elective course on cultural competency. Ms. Ward currently holds the rank for Distinguished Emeritus Professor at WMU-Cooley Law School. Ms. Ward also served as the Associate Clinical Professor of Law and Director of the Women and AIDS Clinic at Rutgers Law*

School-Newark. There she provided civil legal services to women and children affected/infected by HIV/AIDS. She has also received several awards and honors for her work as legal advocate for women with HIV. Prior to that experience, she was a staff attorney with New Jersey Protection and Advocacy, Inc. (now Disability Rights New Jersey, Inc.).

Chad Witcher, *is the Manager of the Oakland County Community Mental Health Authority, Office of Recipient Rights, a position he has held for ten years. His career in recipient rights has included serving as the Recipient Rights Advisor for the inpatient and community mental health and substance abuse programs and serving as a community rights specialist and field unit supervisor for the MDHHS-ORR.*

Faye Witte *has been part of the Right's Office at Pathways Community Mental Health for the past 8 years and she became the supervisor of the department last year. She is dedicated to the communities she serves and enjoys her role in protecting the rights of recipients served by Pathways. Her prior work experience includes being a program manager for an adolescent treatment program and a juvenile probation officer. She has a degree in Economics from the University of Massachusetts at Amherst.*

Sue Witting *has a degree in Applied Science in Health Information Management. She has worked as a Recipient Rights Officer and Quality Manager in the inpatient psychiatric setting for the past 15 years. Her responsibilities include coordination of the accreditation process, quality improvement, and recipient rights officer for two locations. She is a member of the State Appeals Committee for the Office of Recipient Rights and the State Recipient Rights Advisory Committee and currently the President of (RROAM) The Recipient Rights Officers Association of Michigan. Sue is the recipient of the 2008 Directors Award for Advocacy for her development of a seclusion and restraint reduction program and is also the recipient of the 2013 Directors Award for Innovation for her development of a program to help reduce the violation of dignity and respect.*

Lindsay Yeager Carr, PhD, LP, is *a licensed clinical psychologist working as a clinician in the Home Based Unit and the Child and Adolescent Assessment Unit of the Clinic for Child Study at the Third Circuit Court of Michigan. Dr. Carr currently provides individual therapy, family therapy, and case management services as well as completes criminal responsibility and competence to stand trial evaluations for adjudicated and Medicaid-covered youth residing in Wayne County, Michigan. Dr. Carr also conducts psychological evaluations at the Wolverine Human Services Diagnostic, Assessment and Treatment Center in Detroit, MI with youth who have been removed from their homes due to allegations of abuse and neglect. Dr. Carr completed her BA in Psychology with honors and high distinction at the University of Michigan-Dearborn in 2000 and she completed her MA and Ph.D. at the University of Detroit Mercy in 2010. She completed her clinical internship at Baylor College of Medicine and the Menninger Clinic in Houston, Texas in 2008.*

James Ypma, MPA. *is a training specialist for the Community Mental Health Authority of Kent County for 25 years. He has trained and developed curriculum both classroom interactive and online trainings using the adult learning model in topics such as Mental-Physical Health, Substance Use Disorders, Biology of Addiction, Psychiatric Medications and Recipient Rights for the Provider System. He has excellent training skills and subject matter knowledge. His courses not only deliver the required material but do so in an energetic and often humorous way that has a great impact on student comprehension and retention.*

Jay Zelenock, JD, *grew up in Ann Arbor, Michigan, and earned a B.A. in history from the University of Michigan. He graduated from the Indiana University Maurer School of Law in 1998, and has practiced law in Traverse City since 1998. In May 2010, h was elected to serve on the Board of Governors of the Grand Traverse-Leelanau-Antrim Bar Association, a non-profit organization dedicated to maintaining the highest professional standards and ensuring excellence in the administration of justice in Northwest Michigan. Mr. Zelenock and his firm have substantial experience in employment law including healthcare and whistleblower cases.*

Conference Registration Desk Hours

Tuesday 4:00 pm – 7:00 pm
Wednesday 7:30 am – 5:00 pm
Thursday 7:30 am – 5:00 pm
Friday 8:00 am – 12:30 pm

Annual Recipient Rights Conference Registration Form
September 16-18, 2015 ◆ Radisson Plaza Hotel, Kalamazoo, Michigan

REGISTRATION FEE (per person)		
Full conference registration fee provides you with a program packet, admission to all general sessions, all educational sessions, Wednesday continental breakfast, lunch, cocktail reception; Thursday continental breakfast, lunch; Friday full breakfast and all refreshment breaks.		
	Before September 4	On or After September 4
Full Conference	$260	$310
One Day (Wed or Thurs)	$150	$200
Guest Lunch (Wed or Thurs)	$25	$45
Guest Wednesday Reception	$35	$55
Guest Friday Full Breakfast	$25	$45

3 EASY WAYS TO REGISTER

❶ ON LINE: www.macmhb.org ❷ FAX: 517-374-1053 (Attn: Nakia) ❸ MAIL: MACMHB, 426 S. Walnut St., Lansing, MI 48933

EARLY BIRD DEADLINE: SEPTEMBER 4, 2015

*Cancellation/Refund Policy: Refund requests must be received in writing by September 4, 2015 and are subject to a $50.00 processing fee. No refunds for cancellations received after September 4, 2015. No-shows will be billed the full registration fee. Substitutions are allowed. Refunds will not be processed until after the event.

✓ Conference Attendance: ❒ Full Conference ❒ One Day-Wednesday ❒One Day-Thursday

✓ Organizational Type: ❒ DHHS ❒CMH ❒LPH-U ❒ Other

✓ Are you a: ❒ RRAC or Appeals Committee Member ❒ New Rights Staff (since 11/2014) ❒ 1st Time Conference Attendee

✓ Are you interested in being a facilitator for one of your sessions? ❒ Yes

✓ Meals You Plan to Attend: (Meals are Included in the Cost of the Conference Registration):
❒ Wednesday Continental Breakfast ❒ Wednesday Lunch ❒ Thursday Continental Breakfast ❒ Thursday Lunch ❒ Friday Breakfast

List the # of the educational sessions you plan to attend: _____

❒ I am requesting CEUs for social workers. Permanent Licensure #_____(required)

Name as Printed on Badge: _____Title:_____

Agency:_____Address, City, St, Zip: _____

Phone:_____Fax: _____

Email Address:_____

Dietary Needs: ❒ Vegetarian ❒ Vegan ❒ Gluten-free ❒ Allergic: _____❒ Other:_____

Physical Needs:_____

Arrangements for special needs will be honored for those written requests received 10 business days prior to the conference. Clearly state your specific needs for mobility assistance, interpreters, etc. Attempts to accommodate on-site requests will be made.

In Case Of Emergency During Conference, Contact:_____Cell Phone:_____

Billing Address if Different Than Above (Contact):_____

Address:_____ City, St, Zip: _____

Evaluation: There will be an opportunity for each participant to complete an evaluation of the course and the instructor. If you have any issues with the way in which this conference was conducted or other problems, you may note that on your evaluation of the conference or you may contact MACMHB at 517-374-6848 or through our website at www.macmhb.org for resolution.

PAYMENT METHOD

Payment DOES NOT need to accompany registration form. However, payment or purchase order must be received by the day of the conference. Credit cards are no longer accepted for onsite payment. You must pay with check, money order or cash onsite.
☐ Check Enclosed (payable to MACMHB)
☐ Purchase Order (attached)
☐ MACMHB uses PayPal to process all credit card payments. If you are paying by credit card you must pay through PayPal. A PayPal account is not required. Go to www.macmhb.org; click on "Services," click on "Make a Payment," then follow the prompts to complete the process. No on-site credit card payments will be accepted.

QUESTIONS? CALL MACMHB (517) 374-6848

2015 RECIPIENT RIGHTS CONFERENCE PAYMENT VOUCHER PAGE

TO ENSURE PROPER CREDIT AND ATTENDANCE AT THE CONFERENCE YOU MUST MAIL YOUR CHECK OR MONEY ORDER OR PURCHASE ORDER WITH THIS COMPLETED PAGE TO:
Michigan Association of Community Mental Health Boards

*Payable to: Michigan Association of Community Mental Health Boards

PAYMENTS MAY BE DELAYED UNTIL OCTOBER 1, 2015
BUT MUST BE RECEIVED NO LATER THAN OCTOBER 9, 2015

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: _____

Attendee Name: _____ Amount: _____

Attendee Name: _____ Amount: _____

Total Amount Enclosed: _____
(Make check payable to: MACMHB)

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 CMH
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
2012 Recovery Care Committee, Center Forensic Psychiatry
2013 Sue Witting, Henry Ford Kingswood Hospital
2014 No Honoree

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
2012 Rebecca Browne, Shiawassee County CMHA
2013 John Rogers, Detroit Wayne Mental Health Authority
2014 Renee Richards, Mercy Memorial Hospital System

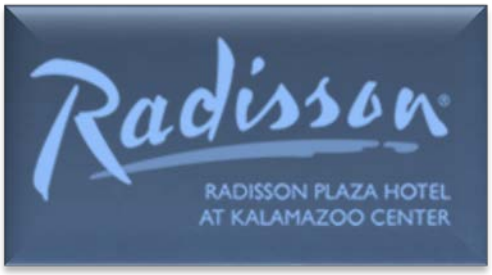
The Director's Award for Consumer Empowerment

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,
2008Marc DeRush, Macomb County Community Mental Health
2008 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
2012 Janet Dietsch, Network 180
2013 Mark Mishal, Macomb County CMH Services
2014 Cheryl Parker, Newaygo County CMH 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
2012 Dalia Smith
2012 Kate Zajac
2013 Sheryl Kuenzer
2014 Todd Koopsman

LODGING INFORMATION



Radisson Plaza Hotel at Kalamazoo Center
100 W. Michigan Ave.
Kalamazoo, MI 49007
269-343-3333

ROOM TYPE	RATE
Hotel Guestroom	$119.00*
Double	$119.00*
Triple	$129.00*
Quad	$139.00*

RESERVATIONS

Call the hotel directly at 269-343-3333

Please reference the **MDCH** Office of Recipient Rights 2015 to receive the reduced group rates

Go Online to: www.radissonkz.com

Enter your check in and check out dates

Available for conference dates only (September 14-17, 2015)

Click "more search" option and select promotion code then enter MDCHOR

Complete reservation

***GUESTROOM RATES: ADD 6% STATE SALES TAX ($7.14) AND 5% OCCUPANCY TAX ($5.95) TO EACH ROOM NIGHT**

➔Hotel Reservations must be prior to 5:00 PM on AUGUST 24, 2015🡐

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 5% county assessment.*

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 $50 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.