

"There may be times when we are powerless to prevent injustice, but there must never be a time when we fail to protest."

Elie Wiesel

The 24th Annual
Recipient Rights Conference

United in Rights

September 19-22, 2017

Radisson Plaza
Hotel and Suites
Kalamazoo, MI.

#	SESSION TITLE	CONSUMERS	COMMITTEE MEMBERS	LPH RIGHTS STAFF	BASIC RIGHTS	ADVANCED RIGHTS (CMH/LPH)	REQUESTED SOCIAL WORK CEU's	RIGHTS CEU
PRE	Enhanced Interviewing Techniques			X	X	X	5.5	5.5 Category I
1	Trauma: What is Happening to Me?	X	X	X	X	X	3.0	3.0 Category IV
2	The Rights Balancing Act	X	X	X	X	X	1.5	1.5 Category I
3	Creating Inclusive Spaces for LGBTQ	X	X	X	X	X	3.0	3.0 Category I
4	New Ethical Dilemmas in the Digital Age	X	X	X	X	X	1.5	1.5 Category IV
5	History of the Michigan Mental Health Code	X	X	X	X	X	1.5	1.5 Category I
6	Person Centered & System Centered Services	X	X	X	X	X	1.5	1.5 Category I
GS1	Ethics: Every Choice has a Consequence	X	X	X	X	X	1.0	1.0 Category IV
7	Effective Communication: What is Your Suit?	X	X	X	X	X	2.0	2.0 Category I
8	We Are Not Our Diagnosis	X	X	X	X	X	2.0	2.0 Category IV
9	Implementation of the HCBS Rule in Michigan	X	X	X	X	X	2.0	2.0 Category I
10	The Impact of Recent Regulatory Changes	X	X	X	X	X	2.0	2.0 Category I
11	Working with Arab Americans	X	X	X	X	X	1.5	1.5 Category IV
12	BTPRC: Guidance on Applied Behavioral Analysis	X	X	X	X	X	3.0	3.0 Category IV
13	Pain Management in the Age of the Opiate Epidemic			X	X	X	3.0	3.0 Category IV
14	Moving from Butting Heads to Bridging the Gap	X	X	X	X	X	3.0	3.0 Category I
15	Self-Care through Movement	X	X	X	X	X	1.5	1.5 Category IV
16	Overview of Mental Health First Aid for Veterans	X	X	X	X	X	1.5	1.5 Category IV
17	Talking the Talk, Walking the Walk	X	X	X	X	X	1.5	1.5 Category I
18	Psychotropic Medications: What Rights Officers Needs to Know		X	X	X	X	1.5	1.5 Category I
19	Autism Awareness in Health Care	X	X	X	X	X	1.5	1.5 Category IV
20	Training of the Deaf, DeafBlind and Hard of Hearing Communities	X	X	X	X	X	1.5	1.5 Category I
21	Licensing Issues		X	X	X	X	1.5	1.5 Category I
22	Hospital Rights: Sharing Concerns and Collaborating for Solutions		X	X	X	X	1.5	1.5 Category I
23	Mock Hearing		X	X	X	X	1.5	1.5 Category I
GS2	Advocacy: More Important Now Than Ever - You Can Shape the Future for CMH	X	X	X	X	X	1.5	1.5 Category I
24	Confidentiality and Recipient Rights: the Intersection of Federal & State Laws			X	X	X	2.0	2.0 Category I
25	Michigan Guardianships Under EPIC and MHC	X	X	X	X	X	2.0	2.0 Category II
26	#stopthistrffic: A Necessary Understanding of Commercial Exploitation of Children	X	X	X	X	X	2.0	2.0 Category IV
27	Building Your Training Toolbox			X	X	X	2.0	2.0 Category I

Conference Meals:

The Conference is pleased to include the following with your registration: Continental Breakfast and Tuesday lunch (if you are registered for the Pre-Conference Program), Continental Breakfast and lunch will be served on Wednesday and Thursday. A full breakfast will be served on Friday morning. All other meals are on your own.

Pre-Conference Workshop
Enhanced Interviewing Techniques
(EIT) Workshop
TUESDAY, SEPTEMBER 19, 2017
7:30AM Registration
9:00AM - 4:00PM
LENA SISCO

5.5 CEUs Category I

This Enhanced Interviewing Techniques workshop focuses on non-accusatory interviewing practices and detecting deception analysis. Participants will learn skills in three critical areas:

Enhanced Communication: Participants will be tested on their level of self- and situational awareness. Awareness plays a critical role in interpersonal communications because individuals must be aware of how they come across to others, through tone of voice and body language and they must also be able to pick up on how others they are communicating with, really feel. A lack of awareness can unintentionally invite negative consequences and hinder rapport efforts. Without awareness, communication through words and through body language can be misinterpreted and possibly be offensive in nature. You may be inadvertently closing yourself off to communication, you may give the perception you are disinterested, or you may look insecure and thus lose respect and trust from others. Without awareness you will not be able to observe and listen to others, in order to pick up on the subtle indicators that indicate anxiety and stress, and often times, deceit. When we do not actively listen to others, we will make assumptions and let our biases and prejudices lead us to making key decisions and reporting incorrect information. Active listening is a state of mind that involves paying full and careful attention to the other person, avoiding premature judgment and clarifying detailed information. The ability to listen actively can improve relationships through reducing conflicts, strengthening cooperation, and fostering understanding. Participants will learn how to increase their self- and situational awareness in order to overcome communication barriers. Participants will also learn how to overcome conversational challenges, how to remain emotionally controlled, and how to change negative language to positive; the avoidance of negative language alone can change the entire outcome of a conversation. Enhanced communication skills shape successful interviewers. Participants will be given awareness tests.

Interviewing: Participants will learn non-accusatory interviewing skills such as using effective questions to fully exploit information and avoiding ineffective questions that waste time, cause frustration and feed information. By asking good questions participants will collect pertinent, non-biased information, increase positive relationships and avoid the misinformation effect. Participants will learn how to structure an interview by taking the interview from the Macro level to the Micro, and back to Macro to ease concern and increase cooperation. Participants will learn icebreaker tips to get the interviewee engaged, questioning techniques such as how to timeline information in order to fully extract details, and how to handle interview challenges. Participants will learn how to change negative language to positive so that the interviewee does not become defensive and how to uncover the interviewee's motivations for wanting to tell the truth. By preparing for the "what ifs," interviewers can effectively handle situations where the interviewee shuts down, refuses to answer, or seems irritated or pressed for time. Participants will analyze and critique interviewing techniques in a real-world case study.

Deceptive Analysis: Participants will learn how to read body language and how stress affects body language. They will learn about the different types of liars and the correlation between nonverbal indicators of deception. Participants will also learn how to accurately, and quickly, detect verbal deceptive indicators in others. Participants will conduct statement analysis on written and spoken statements in order to identify indicators of deception. During this class, participants will be given real world statements that they have to analyze for deceptive indicators. Participants will also learn my three go-to questions to ask when they suspect a person is lying to them and what to do once a lie is exposed to get to the truth in a non-accusatory manner. Participants will be tested on their observation and detecting deception skills through videos and real world role-play exercises.



Lena Sisco

Lena Sisco is a former military intelligence officer and interrogator who has trained Department of Defense personnel in detecting deception, interrogation, tactical questioning, elicitation, counter elicitation, and cross-cultural communications since 2003. She is the president and cofounder of the Congruency Group, LLC, and a senior instructor at the Body Language Institute in Washington, DC. She has appeared on television shows such as Dr. Drew. She has a BA from the University of Rhode Island and an MA from Brown University, and resides in Virginia Beach, Virginia.

WORKSHOP OBJECTIVES:

- Increase awareness, both self and situational, in order to overcome communication barriers
- Identify communication barriers that impede the free-flow exchange of information
- Communicate effectively both verbally and nonverbally; understand how you come across to others; body language dos and don'ts
- Handle conversational challenges, such as conflict, while maintaining emotional control
- Listen actively to avoid assumptions and exploit details

EDUCATIONAL SESSIONS
WEDNESDAY, SEPTEMBER 20, 2017
MORNING SESSIONS

Session 1: Trauma: What is happening to Me? What is Happening to You?

Presenter: Shelly Woertink, LMSW

Trauma is not an event, it is what we experience. As helping professionals we run the risk of experiencing trauma through our work. Understanding how our bodies store experiences and helpful ways to release them provides relief and hope.

Objectives: *Participants will understand what trauma is; participants will understand what implicit and explicit memory is, and participants will learn the best way to interact with someone who has been traumatized.*

3.0 CEU Hours Category IV
8:30 am – 12:00 pm

Session 2: The Rights Balancing Act in Psychiatric Emergencies

Presenter: Laura Hirshbein, M.D., Ph.D.

Psychiatric emergencies are complicated situations from a recipient rights perspective. Consumers who find themselves in emergency settings often did not choose to put themselves there. Emotions and behaviors of both consumers and hospital staff can be quite intense. Mental health personnel need to balance hospital safety with patient autonomy, individual choice with system limitations, and family concerns with consumer perspectives. Things move quickly in the emergency setting, and there is a great deal of human judgment involved. This session will examine the elements of the balancing act for consumers and staff in psychiatric emergencies. **Objectives:** *Participants will be able to recognize the factors that lead to conflicts in emergency settings; participants will be able to identify actions that could reduce the potential for rights violations in an emergency setting; participants will be able to understand the systems elements within emergency settings that provide challenges for rights officers.*

1.50 CEU Hours Category I
8:30 am – 10:00 am

Session 3: Creating Inclusive Spaces for LGBTQ + Community

Presenter: Jay Maddock, MSW

This workshop explores how we can create inclusive and supportive environments for LGBTQ + individuals and families. Participants will review proper terminology and the spectrum of sexual orientation and gender. It will also give participants an overview of disparities and issues the LGBTQ + community faces. Participants will have an opportunity to reflect on biases and stereotypes while learning how to be a stronger ally for the LGBTQ + community. Through discussions, activities, and lecture participants will be equipped with the tools to contribute to a culture in inclusion. **Objectives:** *Participants will know basic terminology to use when discussing LGBTQ individuals and issues; participants will be able to identify 4 examples of characteristics of a good ally; participants will know the difference between sexual orientation and gender identity.*

3.0 CEU Hours Category I
8:30 am – 12:00 pm

Session 4: New Ethical Dilemmas in the Digital Age

Presenter: Paul Warren, BFA, LMSW

Advances in technology along with the availability of and access to the Internet are impacting how behavioral health counseling professionals deliver treatment services and what constitutes typical standards of care. These changes also raise practice issues, such as counselor self-disclosure, boundary crossings and violations, confidentiality and informed consent. In 2017, behavioral health counseling professionals face a myriad of new ethical dilemmas with little guidance from existing ethical codes that do not address these emerging issues. Today's ethical dilemmas require preemptive planning and the conscious use of ethical decision models. Based on extensive current literature on ethics, use of technology and the Internet, this interactive training will provide practical guidance and recommendations for both counselors and clinical supervisors. **Objectives:** *Provide trainees the opportunities to consider and respond to specific ethics scenarios related to: The use of social networking websites by clinical supervisors, counselors, and clients; emailing clients; conducting internet searches on clients and/or supervisees; conducting client consultations online.*

1.50 CEU Hours Category IV
8:30 am – 10:00 am

Session 5: History of the Michigan Mental Health Code

Presenter: Laura Hirshbein, M.D., PhD

The Michigan Mental Health code was crafted in the 1970s at a time when different segments of Americans were demanding rights. There had been several times in the past when former patients complained about abuses in psychiatric hospitals. But it was not until the massive social and cultural upheavals of the 1960s and 1970s that it became possible to codify a system to outline rights for consumers and limitations on mental health providers. This session will explore the origins of the mental health consumer rights movement in the United States and mental health code. **Objectives:** *Participants will be able to understand the context of the social, cultural, and political changes that took place that allowed the mental*

1.50 CEU Hours Category I
10:30 am – 12:00 pm

health code to be created; participants will be able to recognize the specific problems that the mental health code were intended to correct; participants will be able to identify ways in which the mental health code reflects the conditions under which it was written, not necessarily the current conditions for consumers.

Session 6: The Difference Between Person Centered & System Centered Services

Presenter: Annette Downey, CEO Community Living Services, David DeWitt Taylor

1.50 CEU Hours Category I
10:30 am – 12:00 pm

The types of supports people are asking for is changing, and the funding for such arrangements is changing too. Now is the time for service providers to start adapting their service array to provide supports that achieve outcomes valued by all members of society. "Getting great services" is obviously not the goal of our work – "GETTING A GREAT LIFE" is. An overview of the changes in Home and Community Based Service regulations will be provided. This will be an interactive session that aims to reframe our views on service provision, with the goal of making our service systems as person-centered and community focused as possible. **Objectives:** Participants will be able to cite reasons why service agencies need to start thinking, and serving people, differently; participants will experience exposure to the federal Home and Community Based service regulations; participants will be able to list examples of Real Life Quality Outcomes and how a focus on these can change the focus of a person's individualized planning process.

LUNCH
WEDNESDAY, SEPTEMBER 20, 2017
12:00 pm – 1:15 pm

Featuring the presentation of the
2016-17 "Full Compliance Awards"

Andrew Silver,
Director of Education, Training and Compliance,
Janice Terry, J.D., and Cynthia Shadeck

100%

OPENING GENERAL SESSION
WEDNESDAY, SEPTEMBER 20, 2017
1:30 p.m. – 2:45 p.m.

Every Choice Has a Consequence

Chuck Gallagher



Each choice we make and each step we take provides the foundation for our future. Wherever you are right now—regardless of the circumstance—your choices define who you are and the outcomes you will live. While your employees may be aware of this on some level, do they truly realize the power behind the choices they make on a daily basis? More importantly, what's the risk to your company if they don't? In his unusually authentic style, Chuck reveals the consequences of the unethical decisions he made in his own attempt to build the great American dream for himself and his family. This powerful ethics presentation is filled with unforgettable messages of success and failure, illusions and reality, and choices and consequences. **Objectives:** Participants will learn how easy it is for ethical people to make unethical choices—and what to do about it; participants will explore the impact of life's choices and how that affects their performance, both personally and professionally; participants will receive real-world practical examples of how to use ethics and integrity to create success in business and life.

1.0 CEU Hours Category IV

EDUCATIONAL SESSIONS
WEDNESDAY, SEPTEMBER 20, 2017
AFTERNOON SESSIONS

Session 7: Effective Communication: What's Your Suit?

Presenter: Chuck Gallagher

2.00 CEU Hours Category I
3:00 pm – 5:00 pm

Have you ever asked why is it that those folks in sales just don't seem to listen to reason when it comes to accountability and operational responsibility? Or have the folks in sales ever said, those folks in accounting just don't get it? What about senior management just being too demanding expecting more than is humanly possible? The challenge with many diverse folks that together create the fabric of a company centers on the ability to understand each other and use information to create results. According to Queens University of Charlotte, "39% of surveyed employees believe that people in their own organization don't collaborate enough." Although this isn't the largest percentage of people, it goes to show that there are quite a few who feel that business communication within their company is not what it could be. A salesforce study turned up another interesting statistic: "86% of employees and executives cite lack of collaboration or ineffective communication for workplace failures." This is a huge number that proves the importance of effective workplace communication. Without this, the end result is often a workplace failure – and that's not something that anybody wants to think about. "What's Your Strong Suit?" is an interactive program that connects the dots between our natural personality profiles and our methods of communication. **Objectives:** *Participants will learn how to evaluate using a simple process of what their natural communication style is and how that relates to their model of the world; participants will learn how to understand the positives, negatives and natural tendencies of the four major communication styles; participants will learn how to apply the communication styles to interpersonal interaction to improve workplace communication.*

Session 8: We Are Not Our Diagnosis

Presenters: Sharee' Niblack; Deborah Fawcett

2.00 CEU Hours Category IV
3:00 pm – 5:00 pm

Sharee' Niblack of the PoWeR Group (People of Wellness and Recovery), a group of members who travel around Southwest Michigan, along with network180 Peer Advocate, Deborah Fawcett share their personal recovery journey stories and experiences of overcoming mental illness and/or substance use. Their primary purpose is to fight stigma through education and to give HOPE that recovery is possible. **Objectives:** *Participants will learn how to understand how interactions with medical staff can impact opportunity for recovery; identify how police intervention can influence individual's decisions to seek recovery and have the ability to support approaches when interacting with people experiencing medical, emotional, or legal issues.*

Session 9: Implementation of the HCBS Rule in Michigan

Presenter: Belinda Hawks

2.00 CEU Hours Category I
3:00 pm – 5:00 pm

In 2014, the Centers for Medicare and Medicaid Services promulgated a new rule regarding Home and Community-Based Services within Medicaid Waiver programs. The new rule requires residential and non-residential settings to meet a set of characteristics to be considered home and community-based under a Medicaid waiver. The Michigan Department of Health and Human Services is currently implementing a statewide transition plan for bringing all waiver settings in Michigan into compliance with the rule. The Department would like to provide an update to stakeholders on this process and identify opportunities and strategies for achieving compliance with this rule.

Objectives: *Participants will be able to: understand where the Michigan Department of Health and Human Services is currently at in the implementation process for the Home and Community-Based Services rule; use the knowledge gained from this session to understand how and when their organizations or agencies will be affected by this rule; and discuss opportunities and strategies for coming into compliance with the rule and improving the delivery of home and community-based services in residential and non-residential settings.*

Session 10: The Impact of Recent Regulatory Changes on Sharing Health Information for Care Coordination Purposes

Presenters: Phillip Kurdunowicz; Cynthia M. Ward, JD

2.00 CEU Hours Category I
3:00 pm – 5:00 pm

Over the last few years, MDHHS has been working with health care providers and other stakeholders to promote the sharing of behavioral health information for the purposes of care coordination. Increased sharing of behavioral health information across the Michigan health care system will enhance the delivery of services and improve health outcomes for Michiganders with behavioral health needs, developmental disabilities, or intellectual disabilities. Recent changes to state regulations and federal law have changed how health information can be shared for the purposes of care coordination. During this presentation, MDHHS staff will provide an overview of historical efforts to encourage health information sharing through the use of the Behavioral Health Consent Form; explain the impact of recent regulatory changes on health information sharing in Michigan and describe the changes that MDHHS will be making to the consent form and related guidance in response. **Objectives:** *Participants will understand how the Behavioral Health Consent*

Form can be used to support health information sharing; participants will understand how recent regulatory changes have affected health information sharing in Michigan; participants will understand the context behind the changes that MDHHS will be making to the consent form and related guidance.

EDUCATIONAL SESSIONS THURSDAY, SEPTEMBER 21, 2017 MORNING SESSIONS



EARLY MORNING YOGA

7:15 AM. – 7:45 A.M.

Lisa Sandin

Rise and Shine – work out your body and your mind with this early morning holistic workout experience where a joyful healing sensation is manifested through your body. "Using mindful movements set to music, we embrace being present in our body to foster physical, mental, emotional and spiritual well-being."

Session 11: Cultural Competency: Working with Arab Americans

Presenter: Asmaa Boulehia, LMSW

1.50 CEU Hours Category IV
8:30 am – 10:00 am

The training will focus on historical aspects of the Arab population in Michigan and the religious, ethnic, linguistic and geographic diversity. Trainer(s) will discuss various cultural facets of the Arab population, challenges and intervention skills to utilize when working with this population. **Objectives:** Participants will gain an understanding of Arab Americans' countries of origin; participants will gain a historical understanding of the local Arab American population in Southeast MI; participants will gain an understanding of family roles, cultural norms of Arab Americans and dispel stigmas and misconceptions regarding the Arab population.

Session 12: Behavioral Treatment Plan Review Committee: Guidance on Applied Behavior Analysis.

Presenters: Morgan VanDenBerg and Brie Elsasser

3.00 CEU Hours Category I
8:30 am – 11:45 am

Michigan strives to be a leader in resources and services available to support individuals diagnosed with Autism Spectrum Disorder (ASD), including Medicaid Applied Behavior Analysis (ABA) services. The growing prevalence and expanding age range of individuals with ASD has increased the demand for effective supports, resources, and services to address each person's individual needs and has emphasized the importance of system collaboration and coordination. This presentation will focus on autism and related services in Michigan, Medicaid ABA services and related guidance for Behavior Treatment Plan Review Committees, and resources to best service individuals with autism. **Objectives:** 1. Participants will be able to expand their knowledge of Autism Spectrum Disorder (ASD); participants will be able to understand medical services available for individuals with ASD, including Applied Behavior Analysis (ABA) and participants will acquire information and guidance related to ABA services for Behavior Treatment Plan Review Committees.

Session 13: Pain Management in the Age of Opiate Epidemic

Presenter: Robert Lagrou, DO

3.00 CEU Hours Category IV
8:30 am – 11:45 am

The Opiate Epidemic in the United States has been an on-going problem affecting many communities. Overuse of opiate pain medications by patients and educating physicians about other options has been key target to combat the epidemic. The Surgeon General put out a report aimed at reducing opiate pain medications for many patients, but patients struggling with pain are concerned that this will leave them in pain. This presentation will review the root of the problems and guide Rights Officers in helping advocate for patients who may be dealing with pain. **Objectives:** Attendees will understand root of current opiate epidemic; attendees will have basic understanding of Surgeon General's report on Chronic Opiate use; attendees will understand when opiate pain medications may be indicated and alternatives for pain management.

Session 14: Moving from Butting Heads to Bridging the Gap: An Introduction to Mediation

Presenter: Christine Gilman, JD

3.00 CEU Hours Category I
8:30 am – 11:45 am

Conflict is unavoidable. Mediation is a process in which the participants are empowered to share their knowledge and experiences and work to turn conflict into an opportunity for repair and growth. This basic overview will help you to understand the process of mediation; give you a basic understanding of and practice in the use of restorative language; and, teach you and allow you to practice some techniques

to move people from butting heads over positions to bridging the gap by discussing the needs and interests. **Objectives:** Participants will gain a basic understanding of the mediation process; participants will understand concepts of restorative statements and questions and how to incorporate those into conversations to build community and repair harm; participants will learn and practice techniques to help people move from firm positions to conversations about meeting their interests.

Session 15: Self-Care through Movement: Connect to your Body's Wisdom and Come Alive

1.50 CEU Hours Category IV
10:15 am – 11:45 am

Presenter: Lisa Sandin

What if you trusted your body? What if there was no normal? What if the greatest gift you can give your family and the world is a healthy you? Our bodies often send us messages when our minds have dismissed them. Each ouch, groan and sign corresponds to places of tension, stress, or ease within our body. In this session we will focus on listening to our bodies' signals and respond using movements from Yoga, Nia and Ageless Grace to reduce stress, create pleasure, and enhance health. Everybody can discover a way to move to enhance their life. Participants should dress comfortably. This class is designed to meet all levels of ability. **Objectives:** Participants will learn to pause-learn to stop and focus on your breathing; participants will learn to listen-focus on your body and notice what you feel; participants will learn to move-discover dynamic ease as you move your body's way to release tension and activate relief.



LUNCH
Thursday, September 21, 2017
11:45 a.m. – 1:15 p.m.
Cookie Gant Spirit Award
Shaun Thompson, Chair
MDHHS Recipient Rights Advisory Committee

EDUCATIONAL SESSIONS THURSDAY, SEPTEMBER 21, 2017 EARLY AFTERNOON SESSIONS

Session 16: An Overview of Mental Health First Aid for Veterans

Presenter: Joellen Evans Rhyndress, LMSW

1.50 CEU Hours Category I
1:30 pm – 3:00 pm

730,000 men and women (30% of active duty and reserve military personnel) deployed in Iraq and Afghanistan have a mental health condition requiring treatment - with many experiencing post-traumatic stress disorder and major depression. According to the National Council for Behavioral Health while military service often fosters resilience in individuals and families, some service members may experience mental health or substance use challenges. Sadly, less than 50 percent of returning veterans in need receive any mental health treatment. The U.S. Department of Veterans Affairs reports that approximately 22 veterans die by suicide every day. Mental Health First Aid is a valuable resource that can make a difference in the lives of the more than 22 million veterans, their families, and the communities they live in. **Objectives:** Participants will learn of the military culture and relevance to the topic of mental health; participants will learn what Mental Health First Aid is for Veterans; participants will learn the why of Mental Health First Aid for Veterans.

Session 17: Talking the Talk, Walking the Walk: Cross-Generational Communication and Training

1.50 CEU Hours Category IV
1:30 pm – 3:00 pm

Presenter: Jean Pfaendtner, LMSW

Does age, generation, and experience matter in communication? You bet it does! From Baby Boomers to Gen X and beyond, the generational features that we grew up with affects not only how we communicate, but the messages behind the communication. Come and explore generational and cross-generational perspectives as they apply to not only communication, but learning as well. We will examine what it takes to meet the needs of every generation when developing and implementing trainings, conducting meetings, and in communication in general. **Objectives:** Participants will demonstrate understanding of 10 generational differences in communication;

participants will be able to identify how their generation is unique when compared to others; participants will be able to examine 3 ways that generational influences affect their approach to communication with others; participants will be shown 3 ways that they can modify their style to accommodate others.

Session 18: Psychotropic Medication, What Every Rights Officer Needs to Know

1.50 CEU Hours Category I
1:30 pm – 3:00 pm

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 medications effects on patient's ability to participate fully in investigations. **Objectives:** Participants will review FDA indications for and clinical uses of most common psychotropic medications; participants will improve their knowledge base of side effects of these medications; participants will be able to connect side effects and usage to possible effects on patient's ability to participate in Recipient Rights investigations.

Session 19: Autism Awareness in Health Care

1.50 CEU Hours Category IV
1:30 pm – 3:00 pm

Presenters: Nikki Greet, BA, MP; Maureen Muysenberg, BA., MPA

Have you ever wanted to feel more empowered to assist patients and families with Autism characteristics? This presentation will describe features/characteristics/individualities of Autism and the challenges faced in health care. We provide tips for a smoother experience for the patient, family, staff and other patients/visitors. A short video detailing life through the eyes of a young woman with autism is shown. Case studies from health care settings involving patients with the Autism diagnosis are shared to learn from. **Objectives:** Participants will learn how to recognize signs of Autism; presenters will provide tips to help facilitate a safe treatment plan; participants will learn to identify short-comings common in health care.

EDUCATIONAL SESSIONS THURSDAY, SEPTEMBER 21, 2017 LATE AFTERNOON SESSIONS

Session 20: Cultural Competence Training on Deaf, DeafBlind and Hard of Hearing Communities

1.50 CEU Hours Category I
3:30 pm – 5:00 pm

Presenter: Dylan Secord, MSW, LLMSW

The purpose of this workshop is to provide rich knowledge and resources to protect and promote the constitutional and statutory rights of recipients of public mental health services and empower Deaf, DeafBlind, and Hard of Hearing recipients to fully exercise these rights. This minority community experiences gaps in mental health care in Michigan. The audience will be exposed to various factors that have an influence on a patient's experience in behavioral health settings, such as etiology, dysfluent language, and language deprivation. Finally, the audience will learn how to utilize state laws and internal agency policies to advocate and protect Deaf Patients' rights. **Objectives:** Participants will learn how to provide culturally and linguistically accessible services to Deaf, Hard of Hearing and DeafBlind people; participants will learn what Deaf Culture is; participants will learn what the law requires in Michigan.

Session 21: Adult Foster Care Home Licensing

Presenter: Jay Calewarts, LARA Division Director

1.50 CEU Hours Category I
3:30 pm – 5:00 pm

This presentation will discuss some of the upcoming HCBS (Home and Community Based Services) requirements and how they will affect AFC/HFA facilities approved recipient rights training programs. There will also be discussion about some real scenarios and the responsibility of the licensee to provide protection to the resident per the licensing rules while ensuring recipient rights remain protected. **Objectives:** Participants will have a better understanding of the new HCBS requirements and how they will affect AFC and HFA facilities; participants will obtain knowledge on the approved training program process; participants will learn to apply common sense when evaluating an incident and understand the AFC/HFA's responsibility to both keep a resident safe while affording the resident their rights.

Session 22: Hospital Rights: Sharing Concerns and Collaborating for Solutions

Presenters: Jennifer Gorman, Elizabeth Leach, and Matt Zugel

1.50 CEU Hours Category I
3:30 pm – 5:00 pm

This will be a collaborative session addressing concerns that arise within the hospital that affect patients' rights and the rights office. Participants will have an opportunity to brainstorm strategies and share their best solutions. **Objectives:** Participants will review and discuss various LPH/U concerns; participants will collaborate and discuss strategies to address concerns; participants will be provided ways to successfully address issues/concerns at own LPH/U.

Session 23: Administrative Medicaid Hearing – Mock Hearing Demonstration

1.50 CEU Hours Category I
3:30 pm – 5:00 pm

Presenter: Marya Nelson-Davis, JD

Session 23 will provide an overview of the Medicaid Fair Hearing process and what is expected of all parties during a hearing before an administrative law judge. Provide an overview of the Michigan Rules of Evidence and how it relates to preparing a party's hearing summary packet. Understanding who has the burden of proof in an administrative hearing will be demonstrated. **Objectives:** *Ensure participants an understanding of the Medicaid Fair Hearing process; provide participants updates on changes in MAHS policy and procedures; provide participants updates on changes in the Medicaid policy, applicable federal regulations, and/or statutory authority.*

BREAKFAST

FRIDAY, SEPTEMBER 22, 2017

8:00 a.m. – 9:00 a.m.



**Advocacy
Innovation
Empowerment**

PRESENTATION OF THE 2017 MDHHS DIRECTOR'S AWARDS

GENERAL SESSION

FRIDAY, SEPTEMBER 22, 2017

9:00 a.m. – 10:30 a.m.

Advocacy: More Important Now Than Ever-You Can Shape the Future for CMH

1.50 CEU Hours Category I

Presenter: Kevin Fischer, Executive Director, NAMI-Michigan

Presenter: Robert Sheehan, Executive Director, MACMHB

Hear a personal story from Kevin Fischer on why he is so passionate about community mental health services and the importance of advocacy efforts. Mr. Sheehan's presentation will provide the latest information on state level developments, with a focus on the Section 298 pilot project initiative; on pending federal changes; and the Association's strategies designed to ensure that Michigan's public behavioral health and intellectual/developmental disabilities services and supports (BHIDD) system remains strong and that those who rely on this system for services and supports can continue to do so.

EDUCATIONAL SESSIONS

FRIDAY, SEPTEMBER 22, 2017

10:30 am – 12:30 pm

Session 24: Confidentiality and Recipient Rights: The Intersection of Federal and State Laws Impacting Patient Privacy

2.00 CEU Hours Category I
10:30 am – 12:30 pm

Presenter: Sherry L. Simpson, JD

This session will explore federal and state laws addressing privacy of health information and how those laws work together to promote and protect a Recipient's right. We will review key features of the Health Insurance Portability and Accountability Act (HIPAA), the Health

Information Technology for Economic and Clinical Health Act (HITECH), the Mental Health Code, and other laws impacting Recipient rights and privacy. We will be discussing current confidentiality concerns, including privacy in the age of the electronic medical record. Finally, we'll apply these learnings to patient privacy scenarios faced in Recipient settings. **Objectives:** *Participants will learn how HIPAA and the Michigan Mental Health Code work together to support privacy rights of recipients; participants will be able to identify at least one privacy concern related to the electronic medical record; participants will be able to apply learnings to privacy scenarios faced in recipient settings.*

Session 25: Guardianships under EPIC and the MHC

2.00 CEU Hours Category II
10:30 am – 12:30 pm

Presenter: Robin Eagleson, JD

Once a legal guardianship is established, the rights of the individual are greatly affected. The same is true for those identified by the court with a mental illness requiring involuntary mental health treatment. Generally, the ward or respondent keeps all legal and civil rights guaranteed under the State and the United States Constitution except for those rights the court grants to the guardian or those orders the court requires the respondent is to follow to treat their mental illness. Guardianship and involuntary mental health treatment is a form of intervention meant to protect vulnerable individuals and to ensure the needs of that individual are being met. To ensure that the needs of these individuals are being met while also ensuring that adults are not losing their fundamental rights, it is imperative to understand the legal processes and procedures under the Estate and Protected Individuals Code and the Mental Health Code.

Objectives: *Participants will be able to understand the legal requirements of the Estates and Protected Individuals Code; participants will be able to understand the legal requirements of the Mental Health Code; participants will be able to gain knowledge of probate court processes and procedures.*

Session 26: #stopthistraffic: A Necessary Understanding of the Commercial Exploitation of Children

2.00 CEU Hours Category IV
10:30 am – 12:30 pm

Presenters: Ashley Anderson and Nikeidra Battle-DeBarge

The Manasseh Project is an outreach ministry of Wedgwood Christian Services dedicated to ending the sexual exploitation of young men and women in West Michigan. Through community education and collaboration, the Manasseh Project provides support for victims of human trafficking and empowers the people of West Michigan to end modern day slavery. The Manasseh Project's presentation will be focused on identifying victims of sexual exploitation, effective interventions, and treating victims of sex trafficking.

Objectives: *Participants will understand the continuum of victimization in the life of a commercially sexually exploited person; participants will gain skills and language to advocate effectively for victims; participants will obtain broadened knowledge on the root causes of trafficking; participants will have a better understanding of the trauma and brain of an exploited youth.*

Session 27: Building Your Training Toolbox: Providing FABULOUS Recipient Rights Training

2.00 CEU Hours Category I
10:30 am – 12:30 pm

Presenter: Jean Pfaendtner, LMSW

Can recipient rights training be both educational and engaging? Of course it can? Come and discover engagement ideas that can be built into any recipient rights training by novice as well as experienced trainers. We will take a look at some standard content that is part of all rights training...then talk about and try different ways to make that content more memorable, learnable, and retainable to participants. Don't teach recipient rights? Join us anyway to learn how to build in brainstorming, activities, targeted discussion, and many other ideas into your trainings, presentations or meetings! Participants are encouraged to bring their own tried and proved ideas to this workshop so that everyone can build their training toolbox. **Objectives:** *Participants will learn 10 different engagement strategies into their meetings; participants will practice 4 engagement strategies as part of their own learning; participants will identify 3 ways to make their own trainings more educational and engaging.*

This session is limited to 25:

About our Presenters

Ashley Anderson, is the clinician for the Manasseh Project Trauma Recovery Center. She provides individual, group and family therapy in this role to young women ages 12-18 who are victims of sexual exploitation or commercial sexual exploitation. The primary goals of this treatment are to process trauma, develop age appropriate life skills, learn components of healthy relationships and ultimately to provide a safe and empathic environment for each of the young women.

Nikeidra Battle-DeBarge, is a credible leader within the social services field with over 13 years of experience in case management, program development and advocacy for youth and families. Nikeidra serves as Coordinator for the Manasseh Project of Wedgwood Christian Services. The Manasseh Project is an outreach ministry dedicated to ending the sexual exploitation of young women and men in West Michigan. In her role as Coordinator, Nikeidra provides support for victims of human trafficking and empowers people of West Michigan to end sex trafficking through awareness and education. Nikeidra is engaged in educating Juvenile Justice Professionals, Educators, Medical personnel, Social workers and other first responders who often encounter victims of sex trafficking.

Asmaa Boulehia, LMSW, has been working with the Arab-American and Chaldean Council (ACC) for the past 7 years. Ms. Boulehia has been a clinical therapist since she graduated with a Master's Degree in Social Work from Wayne State University in May 2010. Ms. Boulehia is supervising a Home Based Program at ACC in addition to servicing clients through individual and family counseling. Ms. Boulehia served as a field instructor for the University of Michigan, Wayne State University and Oakland University for both BSW and MSW social work students. Ms. Boulehia is leading the Outreach Committee at ACC to foster greater awareness of the organization and its services and provide education to the community.

Jay Calewarts, has over ten years of service with the State of Michigan. He started in the Health Facilities engineering section in 2006. Jay became the manager of non-long term health facilities in 2013 and the division director of AFC/HFA and Camps in 2015. Jay attended Michigan Technological University where he earned his B.S. in mechanical engineering.

Annette Downey has 24 years of experience working with both children and adults with intellectual and developmental disabilities. She is frequently an invited speaker at conferences throughout the state of Michigan and nationally on topics including Person-Centered Planning, Self-Determination, Income Generation for ALL, and Community-Focused service provision. Annette is a tireless advocate for systems change aimed at promoting people with disabilities' right to choose their own life paths and control who, what, when, where and how their supports are provided.

Robin Eagleson, J.D., is the probate and juvenile management analyst at the State Court Administrative Office. She received her B.A. degree in English from Michigan State University and her J.D. from Thomas M. Cooley Law School. Prior to working for the State Court Administrative Office, she worked as an associate attorney for the Nichols Law Firm in East Lansing, MI with a focus on family law, criminal law, and juvenile law. In 2008, she left the firm to start a private law practice in Lansing, MI.

Brie Elsasser is the Autism Behavioral and Transition Specialist at the Children and Adults with Autism Spectrum Disorder section within the Michigan Department of Health and Human Services (MDHHS) central office. As a Specialist with the Autism section, Brie is primarily responsible for overseeing the Michigan Medicaid policy for Applied Behavior Analysis (ABA) services and its implementation, including collaboration with a variety of partners and stakeholders. Brie began her career in the mental health services field as a case manager at Unison Behavioral Health Group in Toledo, Ohio where she worked with adults who have a mental health diagnosis that aligns with the category of Severely and Persistently Mentally Ill (SPMI). She obtained her master's degree in Education from the University of Dayton in Ohio, and is a Board Certified Behavior Analyst (BCBA).

Joellen Evans Rhyndress LMSW, Psychological First Aid Specialist at HealthWest, is a speaker on trauma, violence, grief, mental health and suicide prevention. In addition to her work at HealthWest she leads a team that responds to traumatic events. She is a Mental Health First Aid instructor endorsed in adult, youth, law enforcement and veterans. She is also a certified instructor in Mandt (Crisis De-escalation), QPR (suicide prevention), Psychological First Aid and a Master Trainer in ACE initiative (Adverse Childhood Experiences). Joellen also has served as a Court Appointed Special Advocate for the Muskegon County Child Abuse Council. She is a Veteran's Court Mentor.

Deborah Fawcett, In October 2012, Deborah began her employment on a part time basis at network180, where she continues to work in the Office of Recipient Rights. Deborah co-facilitates Recipient Rights training for direct care staff, inspects many AFC homes and offers Peer to Peer training wherever and whenever possible.

Kevin Fischer is the Executive Director of NAMI Michigan. NAMI, the National Alliance on Mental Illness, is the nation's largest grassroots mental health organization dedicated to improving the lives of persons living with serious mental illness and their families.

Chuck Gallagher, In the middle of a rising career, Chuck lost everything because he made some bad choices. He has since built his career and his life back to immense success. With more vulnerability than the average keynoter, Chuck shares with his audiences his life journey, the consequences of his unethical choices, and how life gives you second chances when you make the right choices.

Christine P. Gilman, JD, is the Executive Director of Dispute Resolution Center of West Michigan. She mediates and facilitates conflict resolution in many different areas. Her two favorite practice areas are divorce mediation and facilitating restorative circles at a local middle school. She is a licensed attorney with twenty years of experience in public interest law divided between Legal Aid of Western Michigan and the Legal Assistance Center.

Jennifer Gorman graduated from Eastern Michigan University with a degree in sociology and social work. She has worked at St. Joseph Mercy Health System for over 20 years, with the last 7 years in Recipient Rights. Most currently she started also working at St. Joes Chelsea. She serves currently on the Recipient Rights Advisor Board and Recipient Rights Appeals committee for DHHS.

Nikki Greet, BS, MPA, has approximately 13 years of experience in health care security, which fosters her passion for equality and family advocacy. Nikki has worked with many families in the health care setting, as well as with our Patient and Family Advisory Committee. Her pursuit of best practices for our patients and families has brought Autism awareness to multiple organizations, security industries, and care teams across the state of Michigan.

Belinda Hawks, MDHHS Federal Compliance Section Manager for Medicaid C waivers of the Habilitation Supports Waiver, Children's Waiver Program and Waiver for Children with Serious Emotional Disturbance since March 2014. She is the current supervisor for the Federal Compliance Team for the three waivers. Belinda has worked in the field of children and adults with intellectual disabilities and ASD for over 30 years as a provider of services in Genesee County, as a coordinator of ID services in the community mental health system in Livingston County.

Laura Hirshbein, MD., PhD, is a historian and a psychiatrist. She has written two books (American Melancholy: Constructions of Depression in the Twentieth Century and Smoking Privileges: Psychiatry, the Mentally Ill, and the Tobacco Industry in America, both from Rutgers University Press) and numerous articles on the history of psychiatry. She is currently the Medical Director for the Adult Psychiatric Inpatient Unit and also regularly attends in Psychiatric Emergency Services at the University of Michigan Hospital.

Phil Kurdunowicz is an analyst within the Policy and Strategic Initiatives Section at the Michigan Department of Health and Human Services. Phil helps with coordinating health policy initiatives across state agencies and external partners. He specializes in policy projects that are related to physical health-behavioral health integration, long-term supports and services, health information sharing, and privacy laws and regulations.

Robert Lagrou, DO, is a graduate of Michigan State College of Osteopathic Medicine and completed his general psychiatric training at Henry Ford Health System. He moved to complete fellowship in Child and Adolescent Psychiatry at the University of Michigan. Dr. Lagrou holds an additional board certification in Addiction Medicine. He has held numerous leadership roles during his career. He currently works as the Medical Director for New Oakland Family Centers, as well as, Executive Medical Director for MyLife Recovery Centers. Dr. Lagrou has served in the military for the past 16 years and currently serves as the commander for the Michigan Army National Guard Medical Detachment.

Elizabeth Leach, BAP has worked as a Recipient Rights Advisor for Bronson Fieldstone Center for two years, and Bronson Lakeview and McLaren of Greater Lansing for a little over a year. Elizabeth has a B.A. degree in Psychology from the University of Central Florida, with some post grad work focusing on healthcare. Prior to Recipient Rights she worked for the State of Michigan, first as a prevention worker and public assistance specialist with DHS, and then as a Disability Examiner for Social Security. Elizabeth also worked for the State of Florida as a public assistance and refugee worker.

Jay Maddock, BSW, is the Executive Director at OutFront Kalamazoo (formerly the Kalamazoo Gay Lesbian Resource Center) where he was previously the Program Director. Jay has led trans programming, youth programming trainings to organizations and schools, and assisted with implementation of other programmatic efforts. Prior to his work at OutFront Kalamazoo, he worked at Planned Parenthood of Michigan where he led a county-wide effort to create safe and affirming spaces for LGBT folks in Calhoun County.

Maureen Muysenberg, BA, MPA, has over fourteen years of experience in health care security which fosters her passion for equality and family advocacy. Her personal experiences and continued pursuit for the best patient family centered care experience has brought Autism awareness to multiple organizations in security and care teams across the state of Michigan. Maureen has earned her B.A. in Criminal

Justice from Michigan State University and her M.P.A. from the University of Michigan. She is the co-creator and co-presenter of Autism Awareness in Health Care.

Marya Nelson-Davis, JD, is the Administrative Law Judge Manager for the Michigan Administrative Hearing System-Benefit Services Division. She supervises the Administrative Law Judges who hold hearings for the Department of Health and Human Services. Prior to being a supervisor, Ms. Nelson-Davis was an Administrative Law Judge.

Sharee' Niblack, has been working for Recovery Institute since May 10th, 2015. Her titles include Certified Peer Support Specialist (CPSS), PoWeR Group Coordinator and Recovery Coach (RC). She is the first and only Family Dependency Treatment Court (FDTTC) Recovery Coach and she works in this role with CPS and DHS as part of the panel at the Family Division of the 9th Circuit Court in Kalamazoo. Overall, Sharee' describes her job as serving others by providing inspiration, guidance, peer support and substance use recovery tools. She sees her work in the courts as giving hope to the ladies that recovery is possible.

Jean Pfaendtner, LMSW, is the Manager of the Office of Recipient Rights at Oakland Community Health Network. She has been a trainer in behavioral health services for over 20 years and presents on a wide variety of topics in class, workshop, and conference formats. From Recipient Rights to Mental Health First Aid, to Making Sense of SSI/SSDI, to Person-centered Planning, to Building your Public Speaking Toolbox, Jean has shared her enthusiasm for training with 1000s. A family member of both a person with developmental disability and a person with SPMI, Jean is a committed advocate for both consumers and families.

Lisa Sandin, is the Director of Heart and Sole Yoga, L.L.C, is an e-RYT 500 Certified Yoga Instructor, a Nia Brown Belt, and an instructor of Ageless Grace. Lisa's passion is to help her students create a practice that serves their bodies' needs, whatever their ability. Born with a birth defect, Lisa began doing yoga as a child to strengthen her deformed arm and shoulder. Her own physical limitations give Lisa insight into adapting poses to meet individual physical needs. In her forties, needing support in raising an autistic child, she returned to the yoga mat seeking self-care and stress relief. Rediscovering her passion for yoga and the immense benefits to the body, mind and spirit she went on to become a certified teacher. Her focus as teacher has been to bring yoga and Nia to all bodies, including those that are physically challenged, aging, or recovering from illness.

Dylan Secord, MSW, LLMSW, is proud to be a Deaf person. He received an associate degree in Liberal Arts from Oakland Community College and his Bachelor of Social Work (BSW) from Madonna University. Additionally, he has obtained certification in Addiction Studies. In 2013, he received the Student Leadership in Diversity Award from the National Association of Social Workers-Michigan Chapter. He received his Master of Social Work (MSW) at the University of Michigan-Ann Arbor. Mr. Secord's focus is interpersonal practice and mental health.

Robert Sheehan is the Chief Executive Officer of the Michigan Association of Community Mental Health Boards (MACMHB). MACMHB's members, numbering over one-hundred-fifty organizations, provide mental health, substance use disorder, and intellectual/developmental disability services to over 300,000 Michigan residents annually. These members include the state's public community mental health centers (CMH), the Medicaid Prepaid Inpatient Health Plans (PIHP; the public bodies, created by the State of Michigan and the state's CMHs to manage the state's Specialty Medicaid program) and private providers offering a wide array of services. Mr. Sheehan holds a Master's degree in Social Work from Wayne State University and a Master's degree in Business Administration from the Broad School of Management at Michigan State University.

Sherry L. Simpson, JD, MSN, RN has worked for a large health care organization in the Southeast Michigan area for the past 28 years, including the most recent 9 years serving as in-house counsel. Prior to embarking on a legal career, Ms. Simpson held various clinical and educator roles within a hospital setting, including 8 years as a HIPAA Privacy Officer.

Morgan VanDenBerg, MA is currently the Autism Behavioral Specialist in the Michigan Department of Health and Human Services. Previously she was a clinic director at Step by Step Inc. in Columbus Ohio, where she helped oversee the intensive behavioral intervention clinic serving individuals primarily diagnosed with autism spectrum disorder. She is a Board Certified Behavior Analyst and has been working in the field since 2005. She earned her Bachelor of Science degree in Psychology from Western Michigan University, where she gained invaluable experience working with pre-school aged children diagnosed with autism and students recovering from traumatic brain injuries. Following undergrad she continued her studies at The Chicago School of Professional Psychology earning a Master's Degree in Applied Behavior Analysis.

Cynthia M. Ward, JD, is the Privacy and Compliance Manager in the Compliance Office for the Michigan Department of Health and Human Services. Previously, Ms. Ward was the Director of Community and Field Operations for the MDHHS- Office of Recipient Rights. Prior to joining MDHHS, Ms. Ward spent twelve 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 of Distinguished Emeritus Professor at WMU-Cooley Law School. She considers herself an alumna of New Jersey Protection and Advocacy, Inc. (now Disability Rights New Jersey, Inc.) where she was a staff attorney.

Paul Warren, BFA, MSW is the Deputy Executive Director for NDRI-USA's Training Institute. During his 25 year career in public health education, he has provided training and technical assistance as well as developed and facilitated curricula on a wide range of topics nationally. Paul is a Licensed Master Social Worker and was previously the Clinical Coordinator of Group Services for people living with HIV/AIDS. He currently manages the On-Line Training Center for the NYS AIDS Institute and is the Training Director for the Northeast & Caribbean Addiction Technology Transfer Center Network. He has a BFA in Undergraduate Drama from New York University and an MSW specializing in group work from Hunter College School of Social Work.

Shelly Woertink is a LMSW, CTS, CTC clinician with 16 years' experience and clinical training working with children. Shelly is the co-owner of Pediatric Counseling Center, LLC. Shelly completed her post graduate fellowship at the Yale University Child Study Center. Her clinical focus came out of her experience as police officer. She was trained as a hostage crisis negotiator and a member of the emergency response team, (ERT). She has spent the past 16 years focused on understanding child development and how trauma impacts the lives of children and families. She brings a unique skill set to the treatment room.

Matt Zugel, MSW, has been the Recipient Rights Officer at the University of Michigan Health System (now known as Michigan Medicine) for the last 10 years. Matt has a bachelors in Behavioral Science from UM-D and he received his Master's in Social Work from the University of Illinois - Chicago. Matt's prior work experience includes school social work, adolescent clinician and mental health probation officer.



Conference Registration

Desk Hours

Monday	4:00 pm – 6:00 pm
Tuesday	7:30 am – 6:00 pm
Wednesday	7:30 am – 4:00 pm
Thursday	8:00 am – 4:00 pm
Friday	8:00 am – 12:00 pm



OPTION	REGISTRATION OPTIONS	BEFORE 09/01/17	ON OR AFTER 09/01/17
IA	Pre-Conference Only Tuesday, 09/19/17, 9:00 AM - 4:00 PM Includes luncheon	\$109.00	\$149.00
II	Main Conference: 09/20/17 thru 09/22/17 Includes Wednesday and Thursday luncheon, Friday breakfast	\$299.00	\$339.00
III	 Pre-con and Full Conference: 09/19/17 thru 09/22/17 Includes Tuesday luncheon, Wednesday luncheon, Thursday luncheon, Friday breakfast	\$398.00	\$438.00
IV	Wednesday only 09/20/17 Includes sessions 1-10, general session, and luncheon	\$169.00	\$209.00
V	Thursday only 09/21/17 Includes sessions 11-23, and luncheon	\$169.00	\$209.00
	Wednesday luncheon – GUEST	\$25.00	\$45.00
	Thursday luncheon – GUEST	\$25.00	\$45.00
	Friday breakfast – GUEST	\$25.00	\$45.00

Refund Policy:

Refund requests must be received **in writing** by September 8, 2017 and are subject to a \$50.00 processing fee. No refunds for cancellations received after September 8, 2017. No-shows will be billed the full registration fee. Substitutions are allowed. Refunds will not be processed until after the event.



Use the link to register through RegOnline

https://www.regonline.com/2017_Rights_Conference

2017 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 Association of Community Health Boards (Make check payable to: MACMHB)
426 S. Walnut St. Lansing, MI 48933
PHONE (517) 374-6848
FAX (517) 374-1053

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:

PAYMENT METHODS

Payment DOES NOT need to accompany registration form. However, payment must be received by the end of the conference.

Check Enclosed (payable to MACMHB)

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. **In the additional payment information "please indicate RR conf 2024-08"**. No on-site credit card payments will be accepted.

You must pay with check, money order or cash onsite.

QUESTIONS? CALL MACMHB (517) 374-6848

CONTINUING EDUCATION

Social Work: The Michigan Association of Community Mental Health Boards (MACMHB), provider #1140, is approved as a provider for social work continuing education by the Association of Social Work Boards (ASWB) www.aswb.org, through the Approved Continuing Education (ACE) program. MACMHB maintains responsibility for the program. ASWB Approval Period: 10/10/16-10/10/19. Social workers should contact their regulatory board to determine course approval for continuing education credits. Course Delivery Method: Face-to-Face Conference.

Social workers will receive 5.5 clinical continuing education clock hours for participating in the pre-conference institute (9/19/17).

Social workers will receive up to 15.5 clinical continuing education clock hours for participating in the full conference (9/20/17- 9/22/17).

Conference Attendance: This conference includes Recipient Rights Staff, CMH and LPH CEO's, Customer Service representatives, Administrative investigators, CPS and APS staff, MPAS staff at basic, intermediate and advanced levels all levels of practice.

Evaluation: Evaluations are required to obtain your CE credits. 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 training was conducted or other problems, you may note that on your evaluation of the training or you may contact MACMHB at 517-374-6848 or through our webpage at www.macmhb.org for resolution.



Previous Director's Awards and Cookie Gant Spirit Award Nominees

The Director's Award for Innovation in Recipient Rights Protection

2000 Oakland County CMH Authority	2009 James Tenuta, Doctor's Hospital of Michigan
2001 Woodlands Behavioral Health	2010 Lisa Jolly, Lapeer CMH Office of Recipient Rights
2002 Jonathon Bennett, North Central CMH	2011 Linda Maze, Bay-Arenac Behavioral Health Rights Office
2003 West Michigan CMH System	2012 Recovery Care Committee, Center Forensic Psychiatry
2004 Cheryl Parker, Bea Stevens, Newaygo CMH	2013 Sue Witting, Henry Ford Kingswood Hospital
2005 Pat Jolly, MDCH-Office of Recipient Rights	2016 Mark Mishal, Macomb County CMH Services
2006 Community Network Services - "The Stigma Busters"	2016 Briana Squibb, Macomb County CMH Services
2007 John McKeivitz, Oakland County CMH Authority	
2008 Shane Ray, CMH Partnership of SE Michigan	

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

2000 MDCH-Mt. Pleasant Office of Recipient Rights	2009 Les Behnken, Oakwood Heritage Hospital
2001 Macomb County CMH Services	2010 Jonathan Bennett, Northern Lakes CMH
2002 Borgess Medical Center and Kalamazoo Valley Community College	2011 Christina Wilkins, War Memorial Hospital
2003 Sanilac County Community Mental Health Services	2012 Rebecca Browne, Shiawassee County CMHA
2004 Dianne Baker, MDCH-Office of Recipient Rights	2013 John Rogers, Detroit Wayne MH Authority
2005 Kevin Oosterhouse, Network 180	2014 Renee Richards, Mercy Memorial Hospital System
2006 Judy Tucker, MDCH Office of Recipient Rights	2014 Honorable Judge Frank Arnold, Monroe County Probate Court
2007 Newaygo County CMH	2015 Lisa Haywood, Henry Ford Wyandotte Hospital
2008 Sue Witting, Henry Ford Kingswood Hospital	

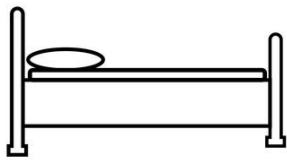
The Director's Award for Consumer Empowerment

2000 Tuscola Behavioral Health Systems	2008 Eunice Howard, Detroit-Wayne County Community Mental Health Agency
2001 Lifeways	2009 Shannon Kaufmann, InterAct of Michigan
2002 Oakland County CMH Authority	2010 Lisa Cook-Gordon, Family-to-Family Health Information and Education Center
2003 Chad Witcher, MDCH Office of Recipient Rights	2011 Renee Uitto, Community Living Services
2004 Cindy Tewksbury, Tuscola Behavioral Health Systems	2012 Janet Dietsch, Network 180
2005 Robert E. Chadwick, Tuscola Behavioral Health Systems	2013 Mark Mishal, Macomb County CMH Services
2006 William Allen, Oakland County CMH Authority	2014 Cheryl Parker, Newaygo County CMH Services
2007 Jeff Patton, Kalamazoo County CMH & SA Services	2015 Tamera Varkas, Beaumont Hospital-Taylor
2008 Jack Donaldson, Oakland County CMH Authority,	
2008 Marc DeRush, Macomb County Community Mental Health	

The Cookie Gant Spirit Award



2003 Cookie Gant (posthumously)	2011 Malkia Newman
2004 Marty Raaymakers	2012 Dalia Smith
2005 Jamie Armstrong	2012 Kate Zajac
2006 Linda Rama	2013 Sheryl Kuenzer
2007 James Lindsey	2014 Todd Koopsman
2008 Donna Nichols	2015 Donna Orrin
2009 Nancy Lewis	2016 Stelios Chimpouras
2010 Pamela Stants	



LODGING INFORMATION



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

ROOM TYPE	RATE
Hotel Guestroom	\$120.00
Double	\$120.00
Triple	\$130.00
Quad	\$140.00

RESERVATIONS

Call the hotel directly at 269-343-3333

- Reference MDHHS 2017 Recipient Rights Conference to receive the reduced group rates

Go Online to: www.radissonkz.com

- Enter: check in and check out dates (conference dates only)
- Click: more search options
- Select: promotion code for rate type
- Enter: MDHHS for Code
- Click: search
- Complete reservation

***GUESTROOM RATES: ADD 6% STATE SALES TAX (\$7.20) AND 5% OCCUPANCY TAX (\$6.00) TO EACH ROOM NIGHT**

→ Hotel Reservations must be made prior to 5:00 PM on AUGUST 27, 2017 ←

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.

Parking Fees:

Hotel Guests staying overnight: \$5.00 per night

Self-Parking: \$2.50 per hour, max of \$25.00 per day.

Hotel accommodations at the Radisson are now full.

Overflow hotel accommodations are being accepted at the Holiday Inn Kalamazoo West at \$89.00/night + tax. Click on the link below, and enter date of arrival and departure, check availability, or call directly to the hotel to secure your reservation at 1-800-Holiday and reference block code RRO (rr-oh).

[Holiday Inn Kalamazoo West](#)