



# *The Rights Community*



*Facing the Future Together*

## **2021 Virtual Recipient Rights Conference**

**PreConference: September 13-14, 2021**

**Main Conference: September 21-24, 2021**



#	SESSION TITLE	CONSUMERS	COMMITTEE MEMBERS	LPH RIGHTS STAFF	BASIC RIGHTS	ADVANCED RIGHTS (CMH/LPH)	SOCIAL WORK CE's	RIGHTS CEUs
Pre	Deceptive Analysis		X	X	X	X		6.0 Category I
GSI	Detecting Deception in a Verbal and Written Statement		X	X	X	X		1.5 Category I
1	Evidence Analysis		X	X	X	X		1.5 Category I
2	What's New in Lansing	X	X	X	X	X		1.5 Category I
3	Interviewing Consumers with Personality Disorders		X	X	X	X		1.5 Category I
4	Journey Toward a Rights Focused Environment-Strategies for Change		X	X	X	X		1.5 Category I
5	SUD Recipient Rights	X	X	X	X	X		1.5 Category I
6	Uniting Joint Commission Standards with Recipient Rights		X	X	X	X	1.5	1.5 Category I
7	BHDDA Updates	X	X	X	X	X		1.5 Category IV
8	Sexuality is a Natural Part of the Human Experience; Even Under Guardianship	X	X	X	X	X	1.5	1.5 Category IV
9	Practicing Effective Management		X	X	X	X	1.5	1.5 Category IV
10	Moving from Challenging to Rewarding Conversations	X	X	X	X	X	1.5	1.5 Category IV
11	Speaking on the Fly		X	X	X	X	1.5	1.5 Category I
12	Disrupting the Impacts of Implicit Bias and Micro-Aggressions: Being Respectful and Professional is Not Enough	X	X	X	X	X	1.5	1.5 Category IV
13	Behavioral Health Mediation Program with the Community Dispute Resolution Program	X	X	X	X	X		1.5 Category II
14	Responding to Community Trauma; Strategies to Create a Culture of Staff Wellness	X	X	X	X	X	1.5	1.5 Category IV
15	NGRI Policy Updates	X	X	X	X	X		1.5 Category I
16	Medication Over Objection: Rights and Responsibilities	X	X	X	X	X		1.5 Category II
17	Interviewing Children with Autism and Developmental Disabilities		X	X	X	X	1.5	1.5 Category I
18	Guardianship Reform: Kicking the Can Down the Road	X	X	X	X	X		1.5 Category II
GSII	Velvet Covered Steel: How to Think Communicate and Act with Resilience	X	X	X	X	X	1.5	1.5 Category IV
	CMH Roundtable			X	X	X		1.5 Category I
	LPH Roundtable			X	X	X		1.5 Category I



Pre Conference  
Monday, September 13, 2021  
Tuesday, September 14, 2021  
9:00 AM to 12:00 PM



*PreConference*  
*September 13-14, 2021; 9:00 AM to 12:00 PM*

## Deceptive Analysis

**Presenter: Lena Sisco**  
**6.0 RR CEU Hours Category I**

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 session, participants will be given real world statements that they have to analyze for deceptive indicators. Participants will also learn Lena's 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. **Objectives:** *Participants will:* 1) Spot common body language "Hot Spots" and accurately decode deception, 2) Fine-tune your visual information channel and spot and fix challenging unspoken concerns before major upsets occur, 3) Use the New Body Language to be empowered and improve your successes and your team's confidence, 4) Master the art of "reading between the lines" and spot subtle language shifts that indicate there's more to the story, 5) Learn and master advanced questioning strategies and get to the truth fast and 6) Learn how to conduct statement analysis on written and spoken statements in order to identify indicators of deception.

OPENING WELCOME AND  
GENERAL SESSION I  
TUESDAY, SEPTEMBER 21, 2021  
8:30 AM TO 10:30 AM

### CONFERENCE WELCOME: ELIZABETH HERTEL



Elizabeth Hertel is Director of the Michigan Department of Health and Human Services. Previously, she was Senior Chief Deputy Director for Administration, where she oversaw External Relations and Communications, Financial Operations, Legislative Services, Legal Affairs, Policy & Planning, Strategic Integration, Organizational Services, Workforce Engagement and Community and Faith Engagement.

### RAYMIE POSTEMA



Raymie Postema is the Director of the MDHHS Office of Recipient Rights. Raymie has been with MDHHS-ORR for 22 years. Raymie became the Director of MDHHS-ORR in January of 2020.



**General Session I**  
**Detecting Deception in a Verbal and Written Statement**  
Presenter: Mark McClish  
9:00 AM to 10:30 AM  
1.5 RR CEU Hours/Category I

Even though people may lie and withhold information, their words will betray them. In his presentation, Mark McClish will show you how to analyze a person's verbal or written statement in an effort to determine if the person is being truthful or deceptive. **Objectives:** Participants will learn: 1) How to determine if a person is being truthful or deceptive, 2) How to recognize if a person is withholding information, and 3) What type of questions to ask when conducting an interview.

EDUCATIONAL SESSIONS  
TUESDAY, SEPTEMBER 21, 2021

MORNING SESSIONS 11:00 AM – 12:30 PM

**Session 1: Evidence Analysis**

**Presenter:** Neil Marchand, JD

1.5 RR CEU Hours/Category I

This presentation will address the evidence needed to complete a critical analysis and establish the preponderance of evidence needed to substantiate a rights violation. **Objectives:** Participants will learn: 1) What evidence should be gathered during an investigation, 2) How to do a critical analysis of the evidence, and 3) The weighing of evidence to establish a preponderance.

**Session 2: What's New in Lansing**

**Presenter:** Alan Bolter

1.5 RR CEU Hours/Category I

Hear about the latest goings-on in the Michigan Legislature. What is the status of behavioral health integration and where do we go from here? What is the status of the FY22 budget and what big issues will the legislative session tackle? This workshop will provide an update on the latest legislation and budget issues impacting the CMH system and how members can convey our advocacy message moving forward.

**Session 3: Interviewing Consumers with Personality Disorders**

**Presenter:** Heather Schultz, MD, MPH

1.5 RR CEU Hours/Category I

Interviewing consumers with personality disorders is most effective when an approach is taken that demonstrates an understanding of the patient's perspective. This session will focus on defining personality disorders using DSM-5 criteria and identifying unique challenges of communicating with consumers with personality disorders. **Objectives:** Participants will: 1) Understand the general DSM-5 Criteria of Personality Disorders, 2) Discuss potential challenges and approaches to communication with consumers with personality disorders, and 3) Practice problem-solving with small group discussions.

EDUCATIONAL SESSIONS  
WEDNESDAY, SEPTEMBER 22, 2021

MORNING SESSIONS 9:00 AM – 10:30 AM

**Session 4: Journey Toward a Rights Focused Environment – Strategies for Change**

**Presenter:** Amy Bauer, MA

1.5 RR CEU Hours/Category I

When things are not heading in the right direction, how does an organization change course? Is your voice heard within your organization or does it feel like no one listens when you advocate for change? This session will discuss various factors that impact the rights environment and present strategies to increase your communication effectiveness and ability to elicit change within your organization. Through the use of a case study, this session will review methods employed to identify, understand, and address issues negatively impacting the rights culture on an impatient behavioral health unit and corresponding journey to the creation of a rights focused environment. **Objectives:** Participants will: 1) Identify factors that influence organizational culture and impact the rights environment, 2) Learn strategies to increase your communication effectiveness and more successfully advocate for change, and 3) Discuss practical application of strategies within your LPH.

**Session 5: SUD and Recipient Rights**

**Presenter:** Dan Dedloff

1.5 RR CEU Hours/Category I

This training is designed to familiarize professionals with the terms, rights, and complaint process for substance use disorder (SUD) Recipient Rights. **Objectives:** Participants will obtain: 1) An understanding of the terms for Substance Use Disorder (SUD) Recipient Rights, 2) An understanding of individual rights for Substance Use Disorder (SUD) Recipient Rights, and 3) An understanding of the complaint process for Substance Use Disorder (SUD) Recipient Rights.

**Session 6: Uniting Joint Commission Standards with Recipient Rights**

**Presenter:** Nancy Harris

1.5 RR CEU Hours/Category I

1.5 Social Work CEs

Join Nancy Harris, Executive Director Accreditation and Regulatory, Trinity Health Michigan, to discuss the challenges of uniting Joint Commission standards with Recipient Rights. Nancy brings 11 years of accreditation experience, a passion for patient safety in all settings and believes in using a collaborative approach to unite the varying accrediting and regulatory bodies. By the end of the presentation, you will be able to identify the intent of key Joint Commission standards and how you can work with your accreditation team to serve the best interest of our mental health patients. **Objectives:** Participants will learn the following: 1) Identify how Joint Commission standards are created, 2) Connect why standards create challenges, and 3) List 3 current hot topics.

MORNING SESSIONS 11:00 AM – 12:30 PM

**Session 7: BHDDA Updates**

**Presenter:** Allen Jansen

1.5 RR CEU Hours/Category IV

This session will serve to update participants on the direction of Behavioral Health Administration and discuss how BHDDA and ORR are interacting to address recipient rights issues. **Objectives:** Participants will: 1) Have an understanding of the

current needs of the citizens of Michigan around BH prioritization of service delivery directions, 2) Learn about the coordination activities between BHDDA and ORR, and 3) Have an understanding of methods the state of Michigan is utilizing to improve diversity, equity, and inclusion for all citizens.

### **Session 8: Sexuality is a Natural Part of the Human Experience; Even Under Guardianship**

**Presenters:** Mary Sheehan Boogaard and Frank Vaca

1.5 RR CEU Hours/Category IV

1.5 Social Work CEs

During this presentation, we will discuss why it is so important to provide sexuality education to people with Intellectual and Developmental Disabilities (IDD). Peer educators will talk about the messages people with IDD get about their sexuality growing up, and the importance of teaching sexual self-advocacy and autonomy of one's own body. Resources available to all in Michigan will be presented. **Objectives:** Participants will: 1) Define why sexual self-advocacy is so important for people with disabilities, 2) Identify key aspects of education for people with disabilities, 3) Discuss laws pertaining to sexuality, and 4) Discuss how guardianship impacts sexuality for people with disabilities.

### **Session 9: Practicing Effective Management**

**Presenters:** Travis Atkinson and Myranda Green

1.5 RR CEU Hours/Category IV

1.5 Social Work CEs

Effectively managing a team can feel like an elusive goal. Competing priorities and values can often make managers feel ineffective, most managers do not receive proper training, and it can be a lonely existence overseeing a department of former peers. But tried and true strategies exist for developing relationships and improving results. In this workshop, learn the essential elements of effective management that distinguish the average bosses from the exceptional ones.

**Objectives:** Participants will: 1) Comprehend three stressors that plague the modern-day manager, and three keys to combat these stressors, 2) Be able to identify and demonstrate two essential communication elements of an effective manager, and 3) Enhance their management competencies related to meeting facilitation, supervision, and delegation.

## **AFTERNOON SESSION 1:00 PM – 2:30 PM**

### **LPH Roundtable**

**Presenters:** Lisa Haywood and Matt Zugel

1.5 RR CEU Hours/Category I

Lisa Haywood and Matt Zugel will facilitate a conversation between hospital Rights Officers around current trends and issues facing our individual systems with an eye toward information sharing and peer feedback. All attendees will be welcome and encouraged to share and participate. **Objectives:** Participant's experiences will contribute to: 1) Information sharing, 2) Problem Solving, and 3) Peer Mentorship.

## **EDUCATIONAL SESSIONS THURSDAY, SEPTEMBER 23, 2021**

## **MORNING SESSIONS 9:00 AM – 10:30 AM**

### **Session 10: Moving from Challenging to Rewarding Conversations**

**Presenter:** Christine Zimmerman, LMSW

1.5 RR CEU Hours/Category IV

1.5 Social Work CEs

Where there are human beings there is diversity in thinking, values, beliefs, and ideas. The way we communicate around those ideas influence relationships and teams in organizations. Conflict does not need to be an intimidating word. This

interactive training will explore the two types of conflict and self-reflect on your approach to conflict.

**Objectives:** *Participants will be able to: 1) Identify types of conflict, 2) Explore ways to listen that support positive communication, and 3) Identify personal next steps for growth.*

### **Session 11: Speaking on the Fly**

**Presenter:** *Jean Pfaendtner, LMSW*

*1.5 RR CEU Hours/Category I*

*1.5 Social Work CEs*

Have you ever needed to pull together a brief presentation, talk to a group or get up in front of an audience with little or no preparation time? Do you need to develop short and to the point brief presentations for your Board of Directors or an internal committee? Come and join this workshop and the presenter will show you how to pull together a quality short presentation with little to no lead time. Better yet, bring a topic that you would like to be able to talk on for 15-20 minutes and develop it during the workshop! **Objectives:** *Participants will: 1) Learn three basic steps to developing a quality short speech or presentation, 2) Develop a quality short speech or presentation during the workshop using their own idea or one suggested by the presenter, and 3) Learn two techniques to expand their short presentation to a full in-service or training.*

### **Session 12: Disrupting the Impacts of Implicit Bias and Micro-Aggressions: Being Respectful and Professional is Not Enough**

**Presenter:** *Zenell B. Brown, Esq.*

*1.5 RR CEU Hours/Category IV*

*1.5 Social Work CEs*

Implicit Bias and Micro-Aggressions are prevalent in today's workplace and are barriers to creating inclusive work cultures. What are they, and what are the appropriate actions? Being respectful and professional is NOT enough. **Objectives:** *Participants will: 1) Identify Implicit Bias and Micro-Aggressions, 2) Learn and practice strategies to disrupt Implicit Bias and address Micro-Aggressions, and 3) Develop a personal action plan of habits/strategies to disrupt Implicit Bias and address Micro-Aggressions.*

## **MORNING SESSIONS 11:00 AM – 12:30 PM**

### **Session 13: Behavioral Health Mediation Program with the Community Dispute Resolution Program**

**Presenters:** *Charity Burke and Gabi Reihanian Havlicek*

*1.5 RR CEU Hours/Category II*

Charity Burke, MaDR and Gabi Reihanian Havlicek will provide an overview of when to offer mediation and the benefits of participating in mediation, how to best assist individuals in accessing the mediation process and explain the benefits of mediation to the individual or their legal representative. A high-level overview of how the mediation process coincides with current grievance and appeal processes will also be reviewed. **Objectives:** *Participants will review the following: 1) Mediation overview, 2) Mediation process and timelines, and 3) How to best empower consumers to utilize the process.*

### **Session 14: Responding to Community Trauma; Strategies to Create a Culture of Staff Wellness**

**Presenters:** *Dexter Clarke, Shawn Edwards, Carrie Chanter, and Elizabeth Burtch*

*1.5 RR CEU Hours/Category IV*

*1.5 Social Work CEs*

This presentation will provide the audience with how Genesee Health System is addressing the unrest, anxiety, and trauma of racial injustices. Genesee Health System will describe its unique approach to staff wellness, particularly regarding the sensitive and complex topic of racial disparity. The approach uses a trauma-informed lens and combines the availability of safe places to speak and learn. As a direct result of these successes a Racial Injustice task force has been established which focuses on the evaluation and improving of agency training, culture, and policy. **Objectives:** *Participants will be able to: 1) Identify the impact that racial injustice and current events have on staff and their ability to provide services to the community, 2) Describe an approach that might begin to start a meaningful and relevant conversation at your agency, and 3) Understand the benefits of having difficult conversations with administration and staff, and how it ultimately relates directly to consumer care.*

### **Session 15: NGRI Policy Updates**

**Presenters:** *Debra Pinals, Kimberly Kulp-Osterland, and Kelli Schafer*

*1.5 RR CEU Hours/Category I*

This session will review the new policy (APF 106 Not Guilty by Reason of Insanity Committee and Processes) that has been developed for the State Hospital Administration. The presentation will help participants understand key changes to

the NGRI process, including the transition from hospitalization orders to Assisted Outpatient Treatment orders, incorporating risk mitigation strategies into the IPOS, and the NGRI Committee review process for individuals who have been adjudicated NGRI. **Objectives:** *Participants will be able to: 1) Increase their understanding of APF 106, 2) Have an enhanced understanding of the NGRI Committee review process and the treatment planning efforts for individuals who have been adjudicated NGRI, and 3) Have an increased understanding of Assisted Outpatient Treatment orders.*

## AFTERNOON SESSION 1:00 PM – 2:30 PM

### **CMH Roundtable**

**Presenters:** *Ashlee Bailey, Edward Wilson, and Greg Fox*

*1.5 RR CEU Hours/Category I*

Rights Officers within the CMHA arena will facilitate a conversation between CMH Rights Officers around current trends and issues facing our individual systems, with an eye toward information and peer feedback. All attendees will be welcomed and encouraged to share and participate. **Objectives:** *Participant's experiences will contribute to: 1) Information sharing, 2) Problem Solving, and 3) Peer Mentorship.*

## EDUCATIONAL SESSIONS FRIDAY, SEPTEMBER 24, 2021

## MORNING SESSIONS 9:00 AM – 10:30 AM

### **Session 16: Medication Over Objection: Rights and Responsibilities**

**Presenter:** *Dr. Debra Pinals*

*1.5 RR CEU Hours/Category II*

Medication over objection, sometimes referred to as “forced medication” is often a point of intense debate and discussion, from the perspectives of individuals being served, clinicians, rights officers, administrators, families, and advocates. It seems at times as if everyone is interested in this issue, and yet there is often limited understanding of the legal regulation of psychiatric practice regarding medication over objection. The laws and regulations both limit the ability to medicate individuals over their objection in non-emergencies, but also require that conditions not be neglected if an individual is under the care of a treatment provider. Thus, it is important to understand how these issues apply in clinical situations and what limits are placed on them. **Objectives:** *Participants will: 1) Discuss what the terms are regarding medication over objection in emergency and non-emergency contexts, 2) Describe case law and accreditation standards that have evolved to help guide the clinical practice of medication over objection, and 3) Delineate Michigan laws and rules related to medication over objection in emergency and non-emergency behavioral health contexts and the distinction between restraint, seclusion and “forced medication”.*

### **Session 17: Interviewing Children with Autism and Developmental Disabilities**

**Presenters:** *Fiona Miller and Brenda Pontillo*

*1.5 RR CEU Hours/Category I*

*1.5 Social Work CEs*

Authors will review strategies for engaging, establishing rapport, and interviewing individuals with Autism Spectrum Disorders. **Objectives:** *Participants will be able to: 1) Identify evidence-based clinical strategies for establishing rapport, engaging and interviewing individuals with Autism Spectrum Disorders (ASD), 2) Identify strategies for targeting the expressive language level of patients during interviews for individuals with ASD, and 3) Identify strategies for managing clinical stressors to support effective interviewing of individuals with ASD.*



### **Session18: Guardianship Reform: Kicking the Can Down the Road**

**Presenter:** Bradley Geller, JD

1.5 RR CEU Hours/Category II

Issues in our adult guardianship system have been long known, including the overuse of guardianship under the Estates and Protected Individuals Code: refusal of courts to consider limited guardianship; wide variance in practice among counties; unregulated professional guardians; and lack of court oversight. Reform measures in the past have failed to change the system. Will current measures be passed by the legislature and respected by the courts? **Objectives:** *Participants will be able to:* 1) Share experiences about deficits of the present system, 2) Explore the reasons for the deficits and the resistance to change, and 3) Provide feedback about current legislative proposals and suggest what is missing in the initiatives.

## GENERAL SESSION II

FRIDAY, SEPTEMBER 24, 2021

11:00 AM TO 12:30 PM



### **General Session II**

#### **Velvet Covered Steel: How to Think, Communicate and Act with Resilience**

**Presenter:** Michelle Steffes

1.5 RR CEU Hours/Category IV

1.5 Social Work CEs

Resilience is one of the most important factors in success, relationships, and challenges. Recent statistics show that 80% of working America is stressed leading to multiple issues such as retention, turf wars, silos, and multiple health issues, all leading to inferior performance and a lower standard of life. You will be inspired and motivated with this insightful topic! You will learn how to develop resilience through an understanding of Neuroscience and Physiology accompanied by stories, analogies, statistics, and examples from 20 years of leadership and team building. You will discover why developing resilience is so critical during times of change. You will walk away with multiple and very specific applications that will transform how you process challenges in the midst of uncertainty and change. Both leaders and team members will feel empowered to diffuse stressful situations and feel more equipped to control their own stress response intrinsically and extrinsically. **Objectives:** *Participants will:* 1) Define the difference between extrinsic vs intrinsic resilience factors and state 3 ways to control your stress responses, 2) Understand the physiology behind stress and list 3 tools to increase your ability to cope and communicate more effectively, and 3) Learn at least 4 benefits of having a clear vision and habits that align with that vision to help guide your decision-making during difficult times of change.

## ABOUT OUR PRESENTERS

**Travis Atkinson, MS-LPC**, has spent the last 15 years serving as a supervisor, trainer, consultant, and advocate. He has presented at several national conferences and has been a panelist for discussions on quality healthcare. He passionately carries the torch of effective management, continually exploring the question: "How can managers be most helpful?"

**Ashlee Bailey** started with Community Mental Health Authority of Clinton, Eaton, Ingham Counties as the Recipient Rights Secretary in 2016. In 2017 she began her career as a Recipient Rights Specialist.

**Amy Bauer, MA**, has been the Recipient Rights Advisor at Munson Medical Center since 2017, and previously served as a Patient Advocate/Recipient Rights Advisor at Ascension St. John Hospital in Detroit from 2011 to 2016. She obtained her master's degree in Cross Cultural Communication from Michigan State University, as well as a law degree from City University in London, England, and advanced degrees in Human Rights and Refugee Protection from the American University in Cairo, Egypt. Prior to working in Recipient Rights, she worked in asylum and refugee law in Detroit, human rights and refugee protection in Africa and the Middle East, and child protection in England. Amy presently serves on the Continuing Education Credit Review Committee for the State.

**Alan Bolter** has nearly 20 years of public policy and "hands on" governmental affairs experience in the state of Michigan. For the past 9 years, Alan has served as the Associate Director for the Community Mental Health Association of Michigan, where he heads up the association's lobbying and advocacy efforts. Prior to his work at CMHAM, Alan had a distinguished 12-year career in Michigan state government working 2 years in the Lt. Governor's office as well as 10 years in the Michigan Legislature, where he served as a chief of staff in both chambers. Alan holds a BA in political theory and constitutional democracy from Michigan State University.

**Zenell B. Brown, Esq.**, currently serves as the Executive Court Administrator of the Third Circuit Court and is at the forefront helping leaders and managers develop meaningful plans. She is an attorney, mediation trainer, and certified diversity professional. She is co-author of an approved mediation training curriculum, and a recent author of *Coffee and Conversations: Inclusion and Belonging*.

**Charity Burke** has been actively serving our community mediating and administering mediation programs since 1997. Charity also has a background in Business Management and Program/Project Management. Charity serves as a Lead Trainer for the State Court Administrative Office (SCAO) for numerous mediation trainings and has served as an Adjunct Professor teaching mediation.

**Elizabeth Burtch** started her Social Work career as a home-based therapist, primarily working with young children and their caregivers. For a brief time, Elizabeth served as the Respite Supervisor. When the Flint Water Crisis was declared an emergency in early 2016, Elizabeth began devoting her time to the development of programming for residents who were exposed to the Flint water. Elizabeth continues to oversee programs related to the response of the Flint Water Crisis, as well as prevention and low-intensity children's services.

**Carrie Chanter, MA**, joined Genesee Health System as the Manager of Co-Occurring Service Integration in January 2018; and has a long history of experience in the Public Health sector, including training and education, corporate wellness, and emergency preparedness. She has certifications as a Master Certified Health Education Specialist and a Certified Worksite Wellness Specialist. In her current role she assesses and monitors the effectiveness of co-occurring services in Genesee County and is a liaison between mental health, physical health and substance use disorder services providers and systems. Carrie received both her Bachelor's and Master's degrees in the public health field from Central Michigan University. Carrie is a lecturer at the University of Michigan Flint (Public Health and Health Sciences Department) and serves on the board for the Genesee County Prevention Coalition.

**Dexter Clarke** has been employed at Genesee Health System for over 38 years. He has worked in various positions and is currently the Director of Faith-Based and Community Engagement Initiatives in which he serves as a GHS liaison to community-based groups, schools, and local organizations. Dexter earned his Bachelor of Arts in psychology from the University of Michigan-Flint. He has completed professional development training on borderline personality disorders, stress management and Motivational Interviewing techniques. He regularly speaks on these subjects as part of the Genesee Health System Speaker's Bureau.

**Dan Dedloff** received his BS in Psychology from Eastern Michigan University and his Master's degree in Professional Consulting from Central Michigan University. As a licensed master level professional counselor, he has worked for a non-profit as a youth services counselor, as a home-based therapist and assessment specialist within a community mental health services program, and as a Customer Service Specialist for Region 5 PIHP Mid-State Health Network. Dan is a lifelong mid-Michigan resident who is married with five children. He enjoys reading, hammock camping, buzzing around town on his Yamaha scooter, and being involved with his local church.

**Shawn Edwards** is the Senior Director of Diversity, Engagement, and Inclusion/Education and Customer Services at Genesee Health System (GHS). Shawn has a long history of experience in the Behavioral Health sector, including training and education, corporate wellness, and emergency preparedness. She has many instructor certifications, including Mental Health First Aid, CPR/First Aid and Psychological First Aid, Trauma, etc. Shawn has a Master of Arts in Public Administration, Criminal Justice and Political Science as

well as a BS in Psychology. In her current role, she is responsible for agency wide progressive initiatives that benefit Genesee Health System staff and consumers.

**Greg Fox** is a Recipient Rights Specialist at Community Mental Health Authority of Clinton, Eaton, and Ingham Counties. He began at CMHA of Clinton, Eaton, Ingham Counties in December 1997.

**Bradley Geller** served as counsel to the Age Discrimination Study conducted by the U.S. Commission on Civil Rights in 1976-1978. He subsequently developed a legal services project for older adults in Michigan, work which led to his 1982 book, "Changes and Choices: Legal Rights of Older Adults". As counsel to the Michigan House Judiciary Committee, Mr. Geller drafted the Michigan Guardianship Reform Act of 1988. He participated in drafting statutes creating the Durable Power of Attorney Health Care and the Do-Not-Resuscitate Procedure Act. As counsel to the Washtenaw County Probate Court, he managed the guardianship and conservator system and wrote, "Handbook for Guardians and Handbook for Conservators". Most recently, he served as an assistant state long-term care ombudsman, a federally and state funded program working with nursing home residents and their families to improve the quality of care and quality of life. He wrote an authoritative white paper covering the laws of surrogate decision-making in Michigan.

**Myranda Green, LLMSW**, blended her passion for service work and relationship-focused leadership throughout her behavioral health work in the last decade. Her drive to equip managers with proactive tools for success has led to expertise in data-driven decision-making and structured rational feedback models. Myranda's enthusiasm for development opportunities and continuing education makes for engaging experiences.

**Nancy Harris RN, MSN**, graduated from Eastern Michigan University with a BSN in 1987. Nancy has played a proactive role in patient safety and quality her entire career. In 2010 Nancy was tasked with learning and educating others in the vast arena of accreditation. This quickly gave way to her passions, and in 2016 she became certified as a Joint Commission Professional. In 2019, Nancy received her MSN as a nurse administrator, and graduated with high honors from Chamberlain University. Nancy currently serves on the Accreditation Steering Committee at Trinity Health, and coordinates accreditation standardization for the eight Trinity Health Michigan hospitals.

**Lisa Haywood** has been the Recipient Rights Advisor at Henry Ford Wyandotte Hospital since 2002. Lisa received her bachelor's degree from U of M ('Go Blue!') and is also a Certified Alcohol and Drug Counselor. Prior to working in recipient rights Lisa was the Women with Children Case Manager for Substance Abuse Services in Detroit and Wayne County. Lisa currently serves on the Recipient Rights CEU Review Committee and the Conference Steering Committee.

**Gabi Havlicek** is the Executive Liaison for the Michigan Community Mediation Association, the Behavioral Health Mediation Services Manager for Oakland Mediation Center, and a graduate from Western Michigan University Thomas M. Cooley Law School. She has received SCAO-approved civil and family mediator training. Gabi is a former Legislative Director for the Michigan House of Representatives and a former project manager for the Berrien County Health Department.

**Allen Jansen** is the Senior Deputy Director of the Behavioral Health and Developmental Disabilities Administration, where he oversees services in Michigan for those with behavioral health and developmental disabilities, including those with autism spectrum disorder. Mr. Jansen has been engaged in Michigan's public mental health system for nearly four decades. He began his career as a case manager in Michigan's first Assertive Community Treatment Team, where he discovered his passion for community inclusion for adults experiencing mental illness. He eventually moved into several senior leadership roles within Michigan's provider network, with a focus on designing and implementing residential and community-based services to better integrate clients into their community. As a former chief strategy officer, Jansen worked closely with state lawmakers and MDHHS staff to improve clinical and policy practices. He also served at MDHHS as an interim director of Kalamazoo Psychiatric Hospital in 2014 before returning to the department in March 2020.

**Dr. Kimberly Kulp-Osterland** completed her psychiatry residency at Henry Ford Hospital in Detroit and her forensic psychiatry fellowship through the University of Michigan/Center for Forensic Psychiatry program. She is board certified in general psychiatry and forensic psychiatry. She has experience working in varied settings, including outpatient psychiatry at a CMH, inpatient psychiatry at a community psychiatric hospital and through the Michigan Department of Corrections. She has worked as a psychiatrist at the Center for Forensic Psychiatry since 2013, currently serving as the Director of Psychiatry and member of the NGRI committee.

**Neil Marchand, JD**, is a member of the firm Miller Johnson Attorneys, focusing his practice on mental health law and insurance coverage disputes. Mr. Marchand is the vice chair of Miller Johnson's Mental Health Law Practice Group. He works with mental health care providers and clinicians on licensing, policies and procedures, peer review privilege, document retention, mandatory reporter obligations and aspects of compliance in litigation matters such as the disclosure of confidential health information. He

was appointed to the Michigan Department of Health and Human Services Recipient Rights Appeals Committee and is a frequent speaker and trainer on mental and behavioral healthcare providers' obligations under Michigan's Mental Health Code.

**Mark McClish** is a retired Supervisory Deputy United States Marshall. He spent nine years teaching interviewing techniques at Marshals Service Training Academy. During this time, he developed the Statement Analysis® techniques to detect deception in a verbal and written statement.

**Dr. Fiona Miller** is a Clinical Psychologist on faculty in the Department of Psychiatry at the University of Michigan. Dr. Miller directs Psychological Services for the Nyman Family Unit for Child and Adolescent Mental Health and Wellness at Michigan Medicine. She has extensive experience in the assessment and treatment of broad child and adolescent psychopathology. Her research has focused on identifying health risk behaviors in suicidal youth and on autism phenotyping in multi-site genetic studies. Prior to joining Michigan Medicine, Dr. Miller ran an Autism Diagnostic Clinic. She has trained clinicians internationally in the ADOS-2 and ADI-R, which are considered gold standard instruments in the diagnosis of Autism Spectrum Disorder.

**Jean Pfaendtner, LMSW**, has been working in the behavioral health field for over 25 years. Over 20 of those years have been in training and staff development. She has delivered over 300 presentations during her career with many of them focusing on helping others to overcome the fear of public speaking, designing effective trainings, and developing strategies for great presentation skills. Currently the manager of the Office of Recipient Rights at Oakland Community Health Network, Jean is a staunch advocate for individuals with disabilities.

**Debra Pinals, MD**, is the Director of the Program in Psychiatry, Law, & Ethics and Clinical Professor of Psychiatry at the University of Michigan and the Medical Director of Behavioral Health and Forensic Programs for the Michigan Department of Health and Human Services. She was the Assistant Commissioner of Forensic Services and the Interim Medical Director for the Massachusetts Department of Mental Health. She has worked in outpatient, inpatient settings, forensic and correctional facilities, emergency rooms and court clinics, has received public service awards and has been an expert witness in many cases. She is Board Certified in Psychiatry, Forensic Psychiatry, and Addiction Medicine.

**Brenda Pontillo, Nurse Practitioner**, is currently working for Michigan Medicine on the Child and Adolescent Psychiatric Inpatient Unit. Brenda has received her Bachelor of Science degree in nursing and Bachelor of Arts degree in Psychology from Alfred University. Brenda has received Master of Science degrees in both Advanced Care of Children and Clinical Nurse Specialist from the University of Rochester. She received her post graduate certificate in Psychiatric Mental Health Nurse Practitioner from the University of Michigan. Brenda has worked with children and families in multiple capacities including general pediatrics, neurology, kidney disease and transplant, bone marrow transplant, hematology and oncology, and psychiatry.

**Kelli Schaefer, LMSW**, received her Master of Social Work from the University of Michigan and graduated from Grand Valley State University with a B.S. in Psychology and Criminal Justice. After receiving her MSW, Ms. Schaefer began working for the State of Michigan and has experience working in the Michigan Department of Corrections at Gus Harrison Correctional Facility, Walter P. Reuther Psychiatric Hospital, and has been employed at the Center for Forensic Psychiatry (CFP) since 2008. Ms. Schaefer is the Director of Social Work at the CFP and previously served as the Direct Community Placement Program Coordinator. She is a member of the NGRI Committee and Forensic Liaison at CFP.

**Heather Schultz MD, MPH**, is an inpatient psychiatrist at Michigan Medicine who has an interest and expertise in education, interviewing skills, and Borderline Personality Disorder. Outside of work, she is a busy mom, home chef, and lover of outdoors.

**Mary Shehan-Boogaard** grew up with family members having disabilities. This set her on a path that would lead to a lifelong career, supporting the empowerment and inclusion of people with disabilities in all aspects of community life. Mary is a graduate of Northern Michigan University with a bachelor's degree in Psychology. She holds a Master of Science degree from Eastern Michigan University and a Sexuality Education Qualification from Western Michigan University. Throughout her career, Mary has worked at a variety of organizations in the private, non-profit, and public sectors. Currently, she holds the position of Community Inclusion Coordinator for the Michigan Developmental Disabilities Council.

**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.

**Michelle Steffes** is the BEST SELLING author of "Reframe and Rewire: Greatness Through Routine" written from over 10,000 hours of study in the science of human behavior. Her expertise in developing high performing individuals, leaders and teams stems from

25+ years of leadership. She utilizes cognitive methods that accelerate intrinsic growth, increased performance levels and transform self-defeating mindsets. Her high-impact “Accelerated Growth Programs” and her expertise in emotional intelligence have equipped thousands of leaders to achieve awards, scale the ladder to CEO and improve culture.

**Frank Vaca** is a longtime advocate working toward inclusive, integrated lives for all Michiganders. He is a person who identifies as being on the Autism Spectrum and represents the LGBTQIA community. He attended Lansing Community College where he received an associate degree. Frank is part of the Michigan Disabilities Rights Coalition (MDRC), Leadership Development Opportunities (LDO), graduate and now works for MDRC. He has learned about disability history and gained skills to become an advocacy leader. He is a former certified Peer Mentor, working at Clinton Eaton and Ingham County Community Mental Health. He continues to serve on that agency’s Recipient Rights Advisory Committee. Frank attended the Michigan Developmental Disability Council’s 2018 Sexuality Education Summit where he received the training to co-facilitate education programs on sexuality education for individuals with Intellectual and Developmental Disabilities. Frank co-founded a support group helping individuals with disabilities explore the intersectionality of being from both the disability, and LGBTQIA communities. Recently, Frank was appointed to the Governor’s Autism Council.

**Edward Wilson, LBSW** has over thirty years experience in public mental/behavioral health, and the past twenty-one in recipient rights. He is currently the Recipient Rights Director at Network180. Ed is passionate about rights education and increasing the statewide effectiveness of rights protection in the public mental health system.

**Matt Zugel** has an MSW from the University of Illinois-Chicago Jane Addams College of Social Work and has been a Recipient Rights Officer at Michigan Medicine Health System for 14 years. Prior to that, he lived in Chicago and had experience as a mental health probation officer, child and adolescent therapist and diagnostic case manager.

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## REGISTRATION INFORMATION

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**PreConference.....\$75.00**  
**Main Conference.....\$150.00**  
**Pre and Main Conference.....\$225.00**

- Payment in advance by credit card or check only
- Checks should be made payable to CMHA and mailed to CMHA, 426 S. Walnut Street, Lansing, MI, 48933
- Purchase orders are not considered payment
- All no shows will be billed the full amount
- Substitutions are permitted 3 business days prior to the conference. No-shows will be billed at the full conference rate. **Cancellations must be received in writing by September 2, 2021, for a full refund less a \$50 administrative fee for the full conference and a \$25 administrative fee for the pre-conference institute.** There are no refunds or cancellations after September 2, 2021. Refunds will be issued within 90 days of the conference



**QUESTIONS: CALL CMHA (517) 374-6848**

### **Continuing Education Information - Social Workers:**

This conference series course (9/21/21-9/24/21) qualifies for a maximum of 10.5 Social Work Continuing Education hours. The Community Mental Health Association is an approved provider with the Michigan Social Work Continuing Education Collaborative. Approved Provider Number: MICEC 060818. Qualifies as “face-to-face (in person) education. Certificate Issued by: Christina Ward, Director of Education & Training, cward@cmham.org; 517-374-6848. The Pre-Conference Institute, Deceptive Analysis, does NOT qualify for social work continuing education.

**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 training was conducted or other problems, you may note that on your evaluation of the conference or you may contact CMHA at 517-374-6848 or through our webpage at [www.cmham.org](http://www.cmham.org) for resolution.

**Evaluation and Certificate Awarded:** The virtual platform will be utilized to track participation and generate certificates. No other certificate will be given outside of the virtual platform generated one that will be accessible in your profile after the conference is completed.

**Virtual Participation:** You are expected to actively participate in the conference. See below for additional information about virtual conference recommendations and requirements.

- After registering with CMHA, you will receive a confirmation email.
- One week prior to the conference, CMHA will send you an email which will include a link to register for the conference platform.
- You must watch the virtual conference LIVE to receive credit.
- Each participant must have their own laptop/computer/tablet - you cannot share a device.
- We do not allow for participants to be in their automobile/driving during trainings due to Michigan Distracted Driving Laws. More information on this can be provided if requested.
- It is recommended that participants log into the virtual conference at least 15 minutes before the conference begins.
- Registration reports will indicate arrival and departure times from the platform (note, for continuing education purposes you must be logged into the virtual training within 5 minutes of the start of the conference).
- Internet: A strong internet connection is highly recommended. If your internet service is not able to stream videos, it will likely not be strong enough to support a LIVE virtual conference. You will want a minimum upload speed of 5mbps. If technology may be an issue for you, please contact CMHA at 517-374-6848 to discuss options further.
- The conference takes place in the time zone of its location and all agenda times reflect that.

**Virtual Training Accommodations:** If you need accommodations to attend this virtual training, please contact Veronica Ryan at [ryanv1@michigan.gov](mailto:ryanv1@michigan.gov) at least 10 days prior to the event.

**Permission to Record, Use Image or Representation:** I give my permission for Community Mental Health Association (“CMHA”), to videotape, audiotape, photograph, record, edit or otherwise reproduce my voice, image, or likeness, and to use it in various formats and for the purposes within CMHA’s mission of teaching, research, public service and patient care. Distribution methods may include, but are not limited to the classroom, television (including TV, broadcast, cable, and other), the Internet (including websites, webcasts, and podcasts), print publications or other medium not existing or later created. CMHA retains the right not to use the footage for other than archival purposes. Any copyright protected works which I deliberately provide or otherwise include as part of a recording or background image are either my own property or works for which I have the permission of the copyright owner to use in any way. I certify that I am 18 years or older and have read this release and consent form and understand all its terms.