

*Rights Is  
Everybody's  
Business*

The 25<sup>th</sup> Annual  
Recipient Rights Conference



September 11-14, 2018

Crystal Mountain Resort  
Thompsonville, MI.

*We must scrupulously guard the civil rights and civil liberties of all citizens, whatever their background. We must remember that any oppression, any injustice, any hatred, is a wedge designed to attack our civilization.*  
*Franklin Roosevelt*

#	SESSION TITLE	CONSUMERS	COMMITTEE MEMBERS	LPH RIGHTS STAFF	BASIC RIGHTS	ADVANCED RIGHTS (CMH/LPH)	REQUESTED SOCIAL WORK CEU's	RIGHTS CEU
PRE	Preparing for the Interview: Critical Areas of Consideration		X	X	X	X	5.5	5.5 Category I
GS1	A Mother's Addiction Journey	X	X	X	X	X	1.5	1.5 Category IV
1	Implementation of the HCBS Rule in Michigan	X	X	X	X	X	1.5	1.5 Category I
2	Fully Present: The Importance of Self Care and Mindfulness in Our Work	X	X	X	X	X	1.5	1.5 Category I
3	Begin Ending Stigma Today, Be Your BEST Self!	X	X	X	X	X	1.5	1.5 Category IV
4	Understand & Working with Assisted Outpatient Treatment	X	X	X	X	X	1.5	1.5 Category II
5	Identifying and Responding to Manipulative People	X	X	X	X	X	3.0	3.0 Category I
6	Rights and Wrongs	X	X	X	X	X	3.0	3.0 Category I
7	Identifying and Interviewing Individuals with Complex Communication Needs, Part I	X	X	X	X	X	1.5	1.5 Category I
8	Human Trafficking Awareness: What you Need to Know	X	X	X	X	X	1.5	1.5 Category IV
9	Identifying and Interviewing Individuals with Complex Communication Needs, Part II		X	X	X	X	1.5	1.5 Category I
10	LGBTQ: Building Safe Spaces in Mental Health	X	X	X	X	X	1.5	1.5 Category I
11	ADA Complaint Investigation Resolution Process	X	X	X	X	X	3.0	3.0 Category I
12	The Hand-Written Interview		X	X	X	X	3.0	3.0 Category I
13	Can You Tell Anyone?	X	X	X	X	X	3.0	3.0 Category II
14	LOCUS for Rights Staff			X	X	X	1.5	1.5 Category IV
15	What's Going on in Lansing-Legislative Updates		X	X	X	X		1.5 Category IV
16	DSM Changes and Updates	X	X	X	X	X	1.5	1.5 Category I
17	Partnering with Child Welfare	X	X	X	X	X	1.5	1.5 Category I
18	Legal Issues that Can Arise In Your Job	X	X	X	X	X	3.0	3.0 Category II
19	Tools for Time Management: Surviving in a Digital Age	X	X	X	X	X	1.5	1.5 Category I
20	Mental Health 101: Controversies of DSM Changes	X	X	X	X	X	2.0	2.0 Category I
21	Fair Hearing Officer Training 101		X	X	X	X	2.0	2.0 Category II
22	CMH and Hospital Partnerships	X	X	X	X	X	2.0	2.0 Category I
GS2	How to Get Your Whack Back	X	X	X	X	X	1.0	1.0 Category III
23	13 Reasons Why Not: Creating a Culture of Support for Vulnerable Youth	X	X	X	X	X	1.5	1.5 Category IV
24	Leadership: "Ten Cans": Change Requires an Opener!	X	X	X	X	X	1.5	1.5 Category III

#### 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.*

## Dave Zulawski



**David E. Zulawski, CFI, CFE,** co-founded **Wicklander-Zulawski & Associates, Inc. (WZ)** in 1982. He is a licensed polygraph examiner in Illinois and has personally conducted over 10,000 interrogations and polygraph examinations. Dave began his career with the Chicago & Northwestern Railroad as a Special Agent and later as a police officer with the Barrington, Illinois Police Department. At John E. Reid and Associates, Dave served as a polygraph examiner, seminar instructor and Director of the Police and Fire Applicant Screening Division. Dave co-authored the text *Practical Aspects of Interview and Interrogation*, 2<sup>nd</sup> Edition, with Douglas E. Wicklander. Dave, along with Shane Sturman CPP, CFI, writes a column in each edition of *Loss Prevention* magazine relating to interviewing and investigation. Dave was named to the National Retail Federation's *Ring of Excellence*. The Ring of Excellence Award is a recognition program for loss prevention professionals whose achievements and outstanding leadership have shaped the industry. In 2017, Dave, along with his partner Doug Wicklander, was awarded the Retail Knowledge Fraud *Hall of Fame Award* for international impact on the loss prevention industry in London, UK.

### Pre-Conference Workshop Preparing for the Interview: Critical Areas of Consideration

TUESDAY, SEPTEMBER 11, 2018

9:00AM – 3:30PM

7:30AM Registration

#### 5.5 CEUs Category I

The lawful and careful evaluation of any complaint requires careful preparation and evaluation of the evidence and all parties involved. While forensics can be an important part of the investigation process, rarely is it that evidence alone that can bring the case to a successful resolution. Often it is the conversation with the victim, witness, or suspect that adds context to the investigation and enhances the value of forensic evidence.

This one-day program will focus on the critical areas an investigator should consider when preparing for an interview. Developing an appropriate strategy for the interviews and anticipating problem areas in specific interviews can make for a smoother case resolution. The first part of the program will deal with developing that strategy and the proper areas of questioning to enhance or develop existing evidence.

Then the program will focus on the detection of deception using the most current thinking relating to the identification of areas of concern. The presentation will focus on the physical and verbal behaviors which can assist an investigator in identifying areas concern for the subject. These areas of concern are often portions of the conversation where the subject is attempting to withhold information or alter its relevance. Regardless of whether the individual is truthful or deceptive there may be areas of the conversation where they will resist cooperation.

The next section of the presentation deals with handling a subject's resistance and techniques to continue the conversation while maintaining rapport and avoiding confrontation. The largest part of any investigation is the conversation with victims, witnesses, and suspects. A thorough in-depth conversation with each of these individuals is critical to develop evidence, sequence of events or alibis which may influence the adjudication of the case.

The final portion of the day's presentation will deal with a non-confrontational investigation of a subject withholding or providing incorrect information. How the investigator obtains admissions of guilt without threats or promises will be explained in detail applying the rules of non-confrontational investigation.

Finally, what type of information should be documented and included in the subject's statement and final report of the investigator will be addressed. This program will enhance the experienced investigators skill set and yet provide a solid foundation for those new to the investigative field.

OPENING GENERAL SESSION  
WEDNESDAY, SEPTEMBER 12, 2018  
8:30 a.m. – 10:00 a.m.



**General Session 1: A Mother's Addiction Journey**

**Presenter: Katie Donovan**

**1.5 RR CEU Hours Category IV**

Katie will take you through the journey of her daughter, how she went from a well-respected honor roll student, to a homeless heroin addict. She will describe how it affected her family, friends and the shame and stigma that accompanies this disease, where those end up suffering in silence. Katie will also discuss new and innovative programs and resources around the nation that have been developed thru community partnerships. **Objectives:** *Participants will: Learn how addiction effects an entire family; learn about strategies in place to create a cultural change on stigma; and, learn about community strategies by creating partnerships with local organizations.*

EDUCATIONAL SESSIONS  
WEDNESDAY, SEPTEMBER 12, 2018

**Session 1: Implementation of the HCBS Rule in Michigan**

**Presenters: Belinda Hawks and Jay Calewarts**

1.5 CEU Hours Category I  
10:15 am – 11:45 am

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 2: Fully Present: The Importance of Self-Care and Mindfulness in Our Work**

**Presenter: Nicole Figueroa, MSN, RN, AHN-BC**

1.5 CEU Hours Category I  
10:15 am – 11:45 am

This presentation will present current data around compassion fatigue, vicarious trauma and burnout in helping professions. The presentation will go over both personal and workplace interventions to aid in supporting people in increasing skills to decrease compassion fatigue and increase joy, gratitude, mindfulness and meaning in work. The presentation will be interactive and experiential where attendees will participate in self-care activities. **Objectives:** *Participants will: Understand the difference between physical fatigue, compassion fatigue, and burnout; build ability to recognize physical fatigue, compassion fatigue and burnout; build ability to recognize moments of heightened emotions; build ability to discuss high emotional situations as individuals and groups; understand the importance of self-compassion related to sustaining energy levels; and, identify areas of self-care that we can impact on individual levels.*

**Session 3: Begin Ending Stigma Today-Be Your BEST Self!**

**Presenters: Vicki Suder, Malkia Newman and Stephanie Laird**

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

Stigma creates an environment that lacks dignity and respect. Join this dynamic presentation to learn how you can as well as, help others to create a stigma free environment in the public mental health system. This presentation will feature the "Just Like You" video that is sure to inspire and charge your batteries. It is an original documentary produced by

Community Living Services-Oakland, CNS Healthcare and Oakland Community Health Network. This presentation will give you an opportunity to hear the voice of those we serve, look at ways we can all do our part to create a stigma free environment, and provide you with helpful tools. **Objectives:** *We will look at: As Recipient Rights staff are there hidden/subtle things we do that can cause people to feel stigmatized? Do we address stigma when we see it in our workplace and provider network? and What are some other effective strategies our agencies can do to create a stigma free environment?*

#### Session 4: Understanding and Working with Assisted Outpatient Treatment (AOT)

**Presenter:** Mark Reinstein, PhD

1.5 CEU Hours Category II  
10:15 am – 11:45 am

What is the concept of AOT and its legal base in Michigan? How does someone come under an AOT order? How does AOT compare to other forms of civil commitment, including the Alternative Treatment Order (ATO)? What does petition forms entail, and why can obtaining an AOT-only order be difficult? What person-centered rights mechanisms exist for AOT? What happens post-order? **Objectives:** *Participants will understand: the concepts of AOT and its legal base in Michigan; difficulties inherent in seeking a court order only for AOT; and person-centered rights mechanisms required within the process of crafting an AOT order.*

LUNCH  
WEDNESDAY, SEPTEMBER 12, 2018  
12:00 pm – 1:00 pm

#### Session 5: Identifying and Responding to Manipulative People

**Presenter:** Michael Mogan, LMSW

3.0 CEU Hours Category I  
1:15 pm – 4:30 pm

This session will discuss how to gain an understanding of identifying, diagnosing, and handling manipulative people. Assessment of both features and tactics used by manipulative people will be reviewed. Current information will be examined and discussed on identifying those who are dishonest at interviews and suggested interview methods will be offered. This session will provide group discussion and exercise opportunities focused on knowledge enhancement and skill building for participants. **Objectives:** *Participants will be able to: understand and discuss manipulation as a concept and as a behavior; understand three common characteristics and three typical tactics used by manipulative people; understand three behavioral characteristics found with interviewees who are untruthful and learn three elements of effective interviews with parents/caretakers/perpetrators.*

#### Session 6: Rights and Wrongs

**Presenters:** Jennifer Gorman, Liz Healy, Kris Stableford and Matt Zigel

3.0 CEU Hours Category I  
1:15 pm – 4:30 pm

During this session our LPU and CMH RR Panelists will discuss common and uncommon issues that arise that can be difficult. Some topics will include seclusion, restraint, police, probation officers, religion, service dogs, hygiene and sexuality. Questions that are submitted before will also try to be addressed if time allows. We look forward to **everyone** attending! **Objectives:** *Participants will: Gain further knowledge regarding regulations; be able to apply knowledge to workplace; and, gain other perspectives when discussing difficult topics.*

#### Session 7: Identifying and Interviewing Individuals with Complex Communication Needs -Part I

**Presenter:** Lynn Sweeney, CCC-SLP

1.5 CEU Hours Category I  
1:15 pm – 2:45 pm

Many consumers experience medical, psychological, developmental, or situational conditions that make communication challenging for them, their significant others and those who provide services for them. Understanding the status, experiences, wishes, and needs of such consumers is a critical first step to provision of meaningful intervention/resolution of problems and establishing trust, self-determination and ultimate wellbeing. This session will review medical, neurologic, motoric, developmental and situational conditions that challenge communication between consumers and those who strive to help them. **Objectives:** *Participants will: Learn important pieces of information to glean from background and interview that will help establish accurate communication and interpretation of status; improve understanding of how certain diagnoses affect receptive and expressive communication abilities and what may be done to help; and, identify basic communication supports and strategies for improving interviews with individuals who may not be able to speak, write, or use traditional communication means.*



## Session 8: Human Trafficking Awareness: What You Need to Know

**Presenter:** Deborah Monroe

1.5 CEU Hours Category IV  
1:15 pm – 2:45 pm

Introduction to Human Trafficking and Modern-Day Slavery is designed to provide practical tools, and a better understanding of the crime of human trafficking, the different types of human trafficking that exist and an understanding of the scope of the problem. Human Trafficking affects the most vulnerable members of society. Victims of human trafficking suffer a violation of human rights. Participants will learn about the physical, emotional, and spiritual trauma experienced by victims. **Objectives:** Participants will: Gain an understanding of the scope and magnitude of human trafficking; understand the unique dynamics of human trafficking and the circumstances that victims experience, including the trauma and context of fear and manipulation; describe the various partnerships that are essential for helping them; and, learn to understand trafficking and the multiple needs of survivors.

## Session 9: Identifying and Interviewing Individuals with Complex Communication Needs-Part II: Applying Interview Strategies

**Presenter:** Lynn Sweeney, CCC-SLP

1.5 CEU Hours Category I  
3:00 pm – 4:30 pm

Following from Part I, this session will explain and demonstrate a variety of communication tools and strategies for use in basic interactions and interviews with complex communication needs. We will explore simple, on-the-spot approaches that may dramatically enhance your interactions and information gathering as well as no-tech, low-tech, and high-tech options for communications. Use of many strategies and communication tools will be demonstrated and participants will be given opportunities to practice partner assisted approaches, alternatives for choice making and generating of yes/no answering.

**Objectives:** Participants will be able to: Identify basic situational, receptive and expressive communication supports and strategies for improving interviews with individuals, who may not be able to readily understand, speak, write, or use traditional communication means; improve their ability to gain meaningful responses from individuals with receptive and expressive communication challenges; and, learn important strategies for use of communication boards and device, partner assisted scanning, eye gaze, alternative choice making, etc. to improve outcomes of interviews and basic interactions.

## Session 10: LGBTQ: Building Safe Spaces in Mental Health

**Presenter:** Erin Cavanaugh, LMSW

1.5 CEU Hours Category I  
3:00 pm – 4:30 pm

LGBTQ persons are coming into services in greater numbers than ever before. This presentation will assist the clinician and agency to increase their knowledge of the LGBTQ community, increase their cultural competency in regard to sexuality and gender issues, and become more sensitive therapists for LGBTQ consumers. The session will also cover ways to make agencies and individual therapists more welcoming to consumers with atypical sexuality and/or gender. **Objectives:** Participants will: Gain an understanding of the variety of persons in the LGBTQ community and their unique needs; begin to understand the disparities present in the LGBTQ community (socioeconomic, discrimination, prevalence of substance abuse, etc.); and, learn how to be a safe clinician for LGBTQ consumers and assist their agencies in becoming more welcoming to this population at all levels.

## EDUCATIONAL SESSIONS THURSDAY, SEPTEMBER 13, 2018 MORNING SESSIONS

## Session 11: ADA Complaint Investigation Resolution Processes

**Presenter:** L. Scott Lissner

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

An Overview of the grievance requirements in Section 504 or the Rehabilitation Act and the Americans with Disabilities Act will introduce a pragmatic discussion of the complaint investigation process. From providing effective notice, to standards of evidence, the formal and informal complaint process will be described. Scenarios will be used to describe how to clarify an allegation, conduct an interview, and weigh the evidence to generate a conclusion. This session will conclude with a look at resolution approaches. **Objectives:** Participants will be able to: identify the grievance requirements under the ADA, Section 504 and Michigan law; describe the 6 steps in the complaint investigation process; and, understand the conditions necessary for a best practice approach to complaint investigation.

## Session 12: The Handwritten Interview

**Presenter:** H. John Wojnaroski, III

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

The instructor, H. John Wojnaroski, III, will teach and demonstrate the concepts of doing a hand-written interview on a subject utilizing the concepts and techniques of the Laboratory for Scientific Content Analysis (SCAN) and Art

of Confession (AOC). The LSI-SCAN/AOC technique obtains information from a subject strictly by written or oral communication. This technique does not deal with body language. It only focuses on the subject's written or oral communication. **Objectives:** *The presenter will teach: The theories of the LSI-SCAN/AOC technique; how to obtain the subjects written account of the issue under investigation; how to analyze the words obtained from the subject; and how to confront the deceptive subject and convince him to give more of the truth.*

### Session 13: Can You Tell Anyone?

**Presenter:** Neil Marchand, JD

The provider's duties and obligations to disclose confidential information, including information pertaining to abuse or neglect of a child or vulnerable adult. What information is confidential? When and under what circumstances can the information be revealed? To whom should the information be disclosed? How should disclosure be made? **Objectives:** *Participants will: Understand when the duty to warn is triggered; understand when the duty to report the abuse of a recipient is triggered; and, understand when the duty to report abuse of a child or vulnerable adult is triggered.*

3.0 CEU Hours Category II  
8:30 am – 11:45 am

### Session 14: LOCUS for Rights Staff

**Presenter:** Jean Pfaendtner, LMSW

The MDHHS has selected the LOCUS (Level of Care Utilization System) to be a required level of care assessment across the State of Michigan. In the third year of a five-year implementation process, CMHs and PIHPs across the state are expected to become LOCUS capable. This workshop will explore what the LOCUS is all about. Rights Specialists/Advisors/Officers will learn about what a LOCUS score means and the expectations that come with it in terms of level of care recipients can expect to receive from behavioral health services in Michigan. **Objectives:** *Participants will: Understand the purpose of LOCUS and the MDHHS intent regarding its' use; identify what Levels of Care (LOC) are within the State of Michigan and how a LOCUS score is related to the LOC a recipient should be receiving; learn how a LOCUS score is derived; and explore three ways the LOCUS scores can be used or be helpful in a rights investigation.*

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

### Session 15: What's Going on in Lansing – Legislative Updates

**Presenter:** Alan Bolter

Hear the latest goings on in the Michigan Legislature. What is the status of Section 298 and where do we go from here? What other issues in the FY19 budget will have an impact on the publicly funded mental health system and what are the legislative priorities moving through the House and Senate? What impact will the 2018 election have on all this? 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. No Social Work CE's for this session.

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

## LUNCH

Thursday, SEPTEMBER 13, 2018

11:45 am – 1:15 pm

Cookie Gant



**Cookie Gant Spirit Award**  
Shaun Thompson, Chair  
MDHHS Recipient Rights Advisory Committee

**EDUCATIONAL SESSIONS**  
**THURSDAY, SEPTEMBER 13, 2018**  
**EARLY AFTERNOON SESSIONS**

**Session 16: DSM Changes and Updates**

**Presenter:** Laura Hirshbein, MD, PhD

This presentation will outline the major changes in psychiatric diagnoses (criteria and diagnostic process) in the newest Diagnostic and Statistical Manual, DSM-5. Categories that were significantly affected include behavior disorders in children, autism-spectrum disorders, substance use disorders, trauma-related disorders, and mood disorders. **Objectives:** *Participants will: Identify major changes for DSM-5; review proposed changes that did not appear in the final manual; and, explore the implication of the changes for Recipient Rights.*

1.5 CEU Hours Category I  
1:15 pm – 2:45 pm

**Session 17: Partnering with Child Welfare**

**Presenters:** Liz Evans and Claudine Falkowski

This workshop will focus on current best practices in Child Welfare investigations and on-going services. Also included is a comprehensive overview of the CPS legal process and how needed services are decided. Points of access for collaboration will be identified and obstacles to partnering explored. Role and language clarification will be a central theme. **Objectives:** *Participants will be able to: Articulate fundamental steps in the CPS investigation process; demonstrate an ability to understand CPS language; identify at least 3 common barriers to collaboration; and, identify 3 strategies for increasing cross system participation.*

1.5 CEU Hours Category I  
1:15 pm – 2:45 pm

**Session 18: Legal Issues That Can Arise in Your Job; Legal Issues in ORR**

**Presenter:** Neil Marchand, JD

This session will review a variety of situations that can arise when records personnel are asked to disclose mental health records. Areas covered will include: responding to subpoenas and court orders, sufficiency of releases, privilege communications, and confidentiality under section 1748 of the Mental Health Code. Participants will be provided with tools including a Subpoena Response Plan Flowchart. **Objectives:** *Participants will: Understand the difference between a subpoena and a court order; understand what documentation is required before releasing confidential information; and, understand whether and when you are required to provide testimony relating to treatment.*

3.0 CEU Hours Category II  
1:15 pm – 4:30 pm

**Session 19: Tools for Time Management: Surviving in a Digital Age**

**Presenter:** Beverly Sobolewski

Although we know that the rapid advances in technology were designed to make life easier, for rights offices, life has only become more complex. The perception that we don't have enough time is one of the great stressors of life. Time management is about managing ourselves and our life in order to fit in the people and things that are most important to us. It is about taking action. This session will provide several action steps that can be taken over time to keep life in order and initiate real change. Whether it's setting realistic, manageable goals, letting go of being overwhelmed or attacking the clutter in your space, if you are open to embracing new ideas, you are already on your way to living a more satisfying life. **Objectives:** *Participants will: Identify personal "best practices" and "worst practices" in accomplishing daily goals; identify 6 barriers to an efficient work life, with two tools to overcome each; and, understand the role that work place, personal values and priorities play in creating balance and productivity.*

1.5 CEU Hours Category I  
1:15 pm – 2:45 pm

**EDUCATIONAL SESSIONS**  
**THURSDAY, SEPTEMBER 13, 2018**  
**LATE AFTERNOON SESSIONS**

**Session 20: Mental Health 101: Controversies of DSM Changes**

**Presenter:** Laura Hirshbein, MD, PhD

This session will look at some of the controversies in diagnoses, including concerns about the role of the pharmaceutical industry, the increasingly blurry line between pathology and normality, the gap between the research and clinical communities in DSM diagnoses. **Objectives:** *Participants will: Learn*

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



about the controversies that have emerged around DSM categories; discuss the gap between DSM influences of research versus clinical communities; and understand consequences of diagnostic patterns on patients and the public.

## Session 21: Fair Hearing Officer Training 101

**Presenter:** Marya Nelson-Davis, JD

2.0 CEU Hours Category II  
3:00 pm – 5:00 pm

This session will cover appeals and grievance requirements since the Medicaid Managed Care Rules were revised in October 2017, including consumer/guardian rights, timeframes, and agency responsibilities. The session will also cover the aspects of internal appeals, what Fair Hearings Officers need to know in preparing for a Medicaid State Fair Hearing, and current trends that offer helpful lessons learned in implementing your agency's appeals program. The topics covered are also helpful to Recipient Rights Officers, Customer Services staff and advocates in helping consumers/guardians/the community navigate the appeals system. **Objectives:** *Participants will learn: The requirements for appeals and grievances with the enactment of the Medicaid Managed Care Rules; how to prepare for an appeal and ensure your agency has an appeals system that meets the MCR; and, learn effective ways to assist those you serve in navigating the appeals system.*

## Session 22: CMH and Hospital Partnerships

**Presenters:** Kelly Bellus, LMSW, Kim Diebboll, Lisa Gentz, LMSW and Kathi Voelkner

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

This session will review the role of court/hospital liaisons and how they intersect with WCCMH staff, hospital staff and community providers. Additionally, a review of how liaisons coordinate care for both consumers receiving services through Washtenaw County Community Mental Health as well as consumers not currently receiving our services will be discussed. This session will also address the involuntary commitment process and the role liaisons play regarding deferral conferences, court appearances and supervising the ATO (Alternative Treatment Order). **Objectives:** *Participants will be able to understand: The role of court/hospital liaisons and how they intersect with WCCMH staff, hospital staff and community providers; the role of the court/hospital liaisons when involuntary paperwork is filed; and, the involuntary commitment process, including deferrals, stipulations, court hearings and orders.*

**BREAKFAST**  
**FRIDAY, SEPTEMBER 14, 2018**  
**8:00 a.m. – 9:00 a.m.**



**PRESENTATION  
OF THE  
2018 MDHHS  
DIRECTOR'S AWARDS**

GENERAL SESSION  
FRIDAY, SEPTEMBER 14, 2018  
9:00 a.m. – 10:00 a.m.

## How to Get Your Whack Back

Presenter: Dr. Dale Henry

### 1.0 RR CEU Hours Category III

Everyone has run out of the necessities of life: Bread, milk, eggs, butter...and whack. What's whack? Oh, you may not know what it is, but you have run out of it many times. So where do we go when we are out of whack? We go back to the basics. This light-hearted look at the essentials of effective leadership will help get your whack back. **Objectives:** *Participates will learn to: Watch your life balance and be where you are right now; help team members perform better and have more fun; align goals with those of your customer; communicate and relate better with everyone; and, know the warning signs of being out of whack.*



EDUCATIONAL SESSIONS  
FRIDAY, SEPTEMBER 14, 2018  
10:30 am – 12:00 pm

### Session 23: 13 Reasons Why Not: Creating a Culture of Support for Vulnerable Youth

Presenter: Riley Juntti

This presentation goes over the 2017 project "13 Reasons Why NOT", based upon Netflix's hit show, "13 Reasons Why." Thirteen students from Oxford High School, one per morning, would share a story of emotional struggle to 1,800 students. Instead of blaming someone for the pain caused to them, like in the show, they would thank someone who brought them out of a dark place. "13 Reasons Why NOT" had instant and national response from teens, parents, and media. The project was named one of the Top 15 News Stories of 2017 by NPR. After, Riley Juntti went on to be a national public speaker and the face of Netflix's social campaign, "Tell Them," aimed to give teens real stories of suicidal struggle and recovery, as well as inspiration to seek help. This presentation will go over the impact of both campaigns, stories of hope, and tools you can use to help those who are fragile. **Objectives:** *Participants will: be informed of both the "13 Reasons Why NOT" and "Tell Them" campaign; be equipped with tools that can be used to help those who are fragile; and, leave with a renewed sense of vulnerability and call to action.*

1.5 CEU Hours Category IV  
10:30 am – 12:00 pm

### Session 24: Leadership: "Ten Cans": Change Requires an Opener!

Presenter: Dale Henry, PhD

You have heard all the stuff - right? Embrace Change! Roll with the flow! Stand in one place too long and you'll fall behind! If you are green, you are growing, and if you are ripe, you rot! Getting better really means getting better at accepting change. Organizations that create value create their own markets into the future. True change happens when success is achieved in front of the economic curve--not behind it. This program focuses on the Ten Cans of Change and why our job as leaders is to become the Opener.

1.5 CEU Hours Category III  
10:30 am – 12:00 pm

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## About our Presenters

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**Kelly Bellus, LMSW**, is the Clinical Director for Washtenaw County Community Mental Health (WCCMH). In her previous role as the WCCMH Service Utilization Manager, she was charged with the development and implementation of the Utilization Management Department, which encompasses the Court/Hospital Liaison Team and utilization review staff. Ms. Bellus began her career with the CMH as a Supports Coordinator working with individuals in the I/DD program. She has also worked as a Recipient Rights Officer and Clinical Supervisor within the CMH system.

**Alan Bolter** has nearly 20 years of public policy and hands on governmental affairs experience in the state of Michigan. For the past 8 years, Alan Bolter 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 Bolter holds a BA in political theory and constitutional democracy from Michigan State University.

**Jay Calewatts** 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 BS in mechanical engineering.

**Erin Cavanaugh, LMSW**, is a licensed clinical social worker who has experience in both micro and macro practice settings. Ms. Cavanaugh has previous experience as a DBT and Trauma therapist in a Community Mental Health setting. She is currently a Student Advisor and Instructor in the graduate program of the School of Social Work at Michigan State University. Ms. Cavanaugh has also been a contributing author to the LGBTQ Trauma recovery and empowerment model.

**Kim Diebboll**, Management Department, began as a Utilization Review Specialist, reviewing/authorizations for continued inpatient stays based on Medical Necessity as defined in the Michigan Medicaid Provider Manual. Two years later Kim became the State Hospital Liaison working with both open and non-open consumers hospitalized in state psychiatric facilities. In 2016 she was promoted to Service Utilization Manager where she oversees the court/hospital liaisons as well as other staff.

**Katie Donovan** has spent over 20 years in the marketing, events and communications industry. After experiencing the addiction journey with her daughter Brittany, Katie left her marketing career, to focus on family recovery. She has now dedicated her life to guiding others through the overwhelming process of finding quality treatment for substance use, coaching families through their own recovery, and a consultant for the treatment industry. Katie is the Executive Vice President of the nonprofit FAN-Families Against Narcotics, on the Executive Committee for a Michigan opiate task force Operation Rx, and a national speaker on addiction. Katie has been a featured author/blogger for national advocacy groups such as The Addicts Mom, Babble by Disney, USA Today and In the Rooms, in addition to being interviewed on The Fix, Overcoming Addiction Radio, ABC, FOX, NBC as well as numerous media sources.

**Liz Evans** is the Behavioral Health Analyst for the Child Welfare Medical Unit at MDHHS. Liz has worked in child welfare for more than 13 years in a variety of positions, both private and State agencies including community mental health. Liz is passionate about making sure that the mental health needs of the children and families in the child welfare system are met. Liz graduated from Michigan State University in 2004 with a BS in Family Community Services with an emphasis in Youth and Families.

**Claudine Falkowski, MSW**, is the Mental Health and Child Welfare Partnership Analyst for the Division of Mental Health Services to Children and Families at MDHHS. Claudine has been privileged to work in a variety of settings focused on children and families, including community mental health, the public schools and child welfare. Claudine has a strong commitment to keeping children and youth safely in their communities, which has been shaped by her experiences as a foster parent. Claudine graduated from Oakland University with a BS in Journalism and went on to earn her MSW at Wayne State University.

**Nicole Figueroa, MSN, RN, AHN-BC**, is the Clinical Nursing Director of the Nyman Family Unit for Child and Adolescent Mental Health and Wellness at C.S. Mott Children's Hospital in Ann Arbor, MI. Nicole received her BSN from The University of Detroit Mercy. She began her career as a staff nurse at Michigan Medicine on the Inpatient Child and Adolescent Psychiatric Unit. Much of her work has been focused on improving clinical care and clinical innovation around in-patient care for psychiatry, ranging from designing a new state-of-the-art unit that opened in 2016 to creating patient and family centered care initiatives to involve families in the care through

family centered rounds, and open visitation on the inpatient unit, to name a few. Her work also has included education of nurses around clinical presence and reflective practice particularly with patients and families who are struggling emotionally during their hospitalizations.

**Lisa Gentz, LMSW**, is the Program Administrator for the Access/Crisis/Jail Services teams for Washtenaw County Community Mental Health. As a mental health professional for the last 16 years, Lisa has worked extensively with individuals with the most severe and persistent forms of mental illness centering primarily on the delivery of crisis care.

**Jennifer Gorman** graduated from Eastern Michigan University with a focus in social work. She has worked at St. Joseph Mercy Health System for 24 years and has worked in Rights since 2011. She is currently the Rights Advisor at St. Joes Ann Arbor and St. Joes Chelsea hospitals as well as the Substance Use Rights Advisors for both hospitals too. She is a member of the Recipient Rights Advisory Board for the State and is the current chairperson for the state Appeals committee.

**Belinda Hawks** is the 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.

**Elizabeth Healy, BA**, has worked as a Recipient Rights Advisor for Bronson Fieldstone Center for three years, and previously Bronson Lakeview and McLaren of Greater Lansing. Elizabeth has a BA 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.

**Dr. Dale Henry** grew up in the foothills of the Smoky Mountains, an area that is bountiful in two things—hospitality and story-telling. Dr. Dale has been a teacher, principal, Dean of the oldest college in Tennessee, a businessman, author, and a speaker and trainer. Dale has been in customer service over half his life. His story-telling ability propelled him as a teacher. This, combined with his customer service and unique ability to captivate audiences, has sky-rocketed Dale in his speaking career.

**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.

**Riley Juntti** is a national public speaker, crisis intervention counselor, and adolescent psychology student at Grand Valley State University. Her project "13 Reasons Why NOT", a suicide intervention program for youth, was named in the Top 15 New Stories of 2017 by NPR. Her work within "13 Reasons Why NOT" was featured on Nightline, NPR, USA Today, Washington Post, as well as over 100 other news sources. She has traveled across the United States giving multiple keynotes at mental health organizations and schools. Riley is currently the face of Netflix's social campaign, "Tell Them", which gives teens tangible stories of people who have struggled with mental health but have recovered.

**Stephanie Laird** has been a Peer Mentor for Community Living Services-Oakland County Division for six years. She is a public speaker and travels to Lansing to talk with legislators about disability issues that are important to her and her colleagues. Stephanie enjoys helping other people and loves to inspire them. Stephanie is a member of the OCHN's BEST Committee.

**L. Scott Lissner** has served as the Americans with Disabilities Act Coordinator and 504 Compliance Officer for Ohio State University since January of 2000, where he is also an Associate of the John Glen School of Public Policy and lecturer for the Moritz College of Law, the Knowlton School of Architecture and Disability Studies. His teaching and public service informs his work as the university's disability compliance officer; energizes his role in creating seamless access to the full range of the university's programs and opportunities; and guides his efforts as a catalyst for disability related initiatives.

**Neil Marchand, JD**, works with mental health care providers 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. Neil also focuses on insurance coverage litigation, non-competition and restrictive covenant litigation, and licensing matters for child care organizations. Prior to joining Miller Johnson, Neil served as a judicial law clerk for the Honorable Gordon J. Quist on the United States District Court for the Western District of Michigan. Neil earned his bachelor's degree, summa cum laude, Phi Beta Kappa, from The George Washington University and his Juris Doctorate, with honors, from The George Washington University.

Law School where he was a Thurgood Marshall Scholar. Neil also studied philosophy, politics, and economics at Pembroke College, University of Oxford.

**Michael Mogan, LMSW**, has over 35 years of experience as a Clinical Social Worker and attended Wayne State University and earned degrees in Psychology and Social Work. He also earned a Master of Public Administration from the University of Michigan. His experience includes Residential Treatment for Adolescents, clinical social work at Northville Psychiatric Hospital and MI Corrections Mental Health. Currently he provides outpatient therapy with a variety of clients. He has taught undergraduate classes at Davenport University and graduate classes at Eastern Michigan University. His interests are travel, cooking, fishing, boating, reading and developing educational presentations. He is a single Michigan native and a U.S. Army veteran.

**Deborah Monroe, LMSW**, Deborah Monroe has been a Michigan Certified Peer Support Specialist since 2009. She is founder and CEO of Recovery Concepts, a peer run origination. She is an Advance Level facilitator for Wellness Recovery Action Planning (WRAP) and provided guidance and implementation of a peer to peer suicide study as a research assistant conducted at the University of Michigan. Appointed by Governor Rick Snyder, Deborah serves on the Human Trafficking Commission. She provides workshops and keynote presentations sharing lived experience on Mental Health and substance abuse, Incarceration and Human trafficking.

**Marya Nelson-Davis, JD**, is a Supervising Administrative Law Judge for the Michigan Administrative Hearing System within the Department of Licensing and Regulatory Affairs. She supervises senior level Administrative Law Judges who adjudicate high volume complex Medicaid beneficiary hearings for the Department of Health and Human Services, as well as Office of Retirement Services hearings, Adoption Subsidy hearings, Medicaid Provider hearings, and Child Abuse and Neglect Expunction hearings. Prior to becoming a Supervising Administrative Law Judge, Ms. Nelson-Davis was a senior level Administrative Law Judge for the State of Michigan from 1993-2009.

**Malkia Newman** is an award-winning speaker, educator, and advocate. A founding member of the award-winning CNS Healthcare Anti-Stigma Program since 2005, Malkia has presented to over 80,000 people around the country and as far away as Nova Scotia, Canada. Her community service includes an appointment to the Board of Directors of Oakland Community Health Network, (formerly known as the Oakland County Community Mental Health Authority) as a consumer representative.

**Jean Pfaendtner, LMSW**, is a frequent speaker at trainings, workshops, and conferences. She has shared her passion for recipient rights, effective training design, public speaking, and many other topics with thousands since beginning her career in behavioral health 25 years ago. A consultant with the MDHHS LOCUS MIFAST project, Jean is using her expertise to assist PIHPs across the State of Michigan to effectively implement LOCUS within their regions. An avid advocate for people with disabilities, Jean is a family member to two individuals with disabilities. Being the Manager of the Office of Recipient Rights for Oakland Community Health Network allows Jean to be an advocate each and every day.

**Mark Reinstein, PhD**, is President & CEO of the Mental Health Association in Michigan, the state's oldest advocating organization for persons experiencing mental illness. He has been with the organization for 35 years. Mark has a BA from MSU, and MA from CMU, and a doctorate from U-M. He has received numerous awards for advocacy work from various Michigan entities, and is a former chair of the state's Recipient Rights Advisory Council.

**Beverly Sobolewski** is the Community Rights Specialist/LPH at MDHHS Office of Recipient Rights. She has more than 37 years of experience in the Behavioral Health Services and Recipient Rights fields. She been in state government service for eighteen years, serving in the Office of Recipient Rights. Ms. Sobolewski trains new rights officers and advisors and assists consumers and rights staff in accessing and understanding the rights system. Prior to working for MDHHS-ORR, Beverly worked as an Occupational Therapist in the US and Canada. Beverly received her Bachelor of Science in OT from Wayne State University and her Master of Science in Administration from Madonna University.

**Kris Stableford** has worked in Recipient Rights for 24 years and has been the Rights Officer at CMH for Central Michigan since 2006. Ms. Stableford welcomes the opportunity to provide conference participants with accurate information about some "hot topics" in recipient rights.

**Vicki Suder** is the Director of Rights & Advocacy at Oakland Community Health Network (OCHN) since 2014. She has worked in the public mental health system in a variety of capacities for the past 29 years. Vicki is a member of the OCHN's BEST Committee.

**Lynn Sweeney** is a Speech-Language Pathologist and Augmentative Communication Specialist in private practice and Graduate Faculty Member in the Psychology Department at Central Michigan University. She provides evaluation, intervention, consultation, problem solving and presentations nationally and internationally. She has significant experience in working with consumers with complex communication challenges of all ages and strongly advocates for person-centered approaches leading to meaningful self-determination. Lynn has special expertise in establishing communication and responsiveness with individuals experiencing a variety of



neurological and developmental disorders and has been a court appointed assessor of communicative competence in multiple situations.

**Kathryn Voelkner** has been a clinical Social Worker at Michigan Medicine for 23 years, working in multiple capacities including: Psychiatric Emergency Services Adult IP Psychiatric Unit, Child and Adolescent IP Psychiatric Unit and Adult Consult Liaison Psychiatry Service.

**H. John Wojnaroski, III**, is a retired Lieutenant of the Michigan State Police. He began his law enforcement career in 1972 and specialized as a polygraph examiner in 1979. He retired in February 1999. Mr. Wojnaroski has administered over 8000 polygraph examinations and has testified extensively in court hearings, arbitrations and civil service trial boards. Since 1991, John has taught the LSA-SCAN technique and authored the LSI-Art of Confession (AOC) technique. He has lectured on both the SCAN and AOC technique, to military, police and private investigators in the United States, Canada, Mexico, Australia, Great Britain, Belgium (NATO), United Arab Emirates (Dubai) and South Africa.

**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. He has a bachelor's in behavioral science from UM-D and he received his Master's in Social Work from the University of Illinois - Chicago. His 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



**Paste this link in your browser to register:**

<https://cmham.ungerboeck.com/prod/emc00/register.aspx?OrgCode=10&EvtID=5185&AppCode=REG&CC=118071726516>

OPTION	REGISTRATION OPTIONS	BEFORE 08/15/18	ON OR AFTER 08/15/18
IA	<b>Pre-Conference Only</b> <b>Tuesday, 09/11/18, 9:00 AM - 4:00 PM</b> Includes luncheon	\$149.00	\$179.00
II	<b>Main Conference: 09/12/18 thru 09/14/18</b> Includes Wednesday and Thursday luncheon, Friday breakfast	\$299.00	\$329.00
III	<b>Pre-con and Full Conference: 09/11/18 thru 09/14/18</b> Includes Tuesday luncheon, Wednesday luncheon, Thursday luncheon, Friday breakfast	\$398.00	\$428.00
IV	<b>Wednesday only 09/12/18</b> Includes sessions 1-10, general session, and luncheon	\$179.00	\$209.00
V	<b>Thursday only 09/13/18</b> Includes sessions 11-22, and luncheon	\$179.00	\$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 August 31, 2018 and are subject to a \$50.00 processing fee. No refunds for cancellations received after August 31, 2018. No-shows will be billed the full registration fee. Substitutions are allowed. Refunds will not be processed until after the event.

## 2018 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:**

Community Mental Health Association of Michigan (Make Check payable to: CMHAM)  
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 will be required prior to attendance.

Payment methods available in advance and onsite: Credit Card, check or exact change.

If payment has not been received, fees will be collected at registration the day of the event unless alternate arrangements are approved by CMHAM.

**Purchase Orders are not considered payment**

All No Shows will be billed the full amount.

☐ Check: Make payable to CMHAM and mail to 426 S. Walnut Street, Lansing, MI

**QUESTIONS? CALL MACMHB (517) 374-6848**

### CONTINUING EDUCATION

**Social Work:** Continuing Education Hours are pending. The Community Mental Health Association is an approved provider with the Michigan Social Work Continuing Education Collaborative. Approver Provided Number: MICEC 060818

**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:** 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 CMHAM at 517-374-6848 or through our webpage at [www.cmham.org](http://www.cmham.org) for resolution.

**Certificate Awarded:** At the conclusion of this seminar, bring your Conference Verification form to the conference staff to be initialed. You will retain the bottom sheet which serves as your certificate of participation. No other certificate will be issued



## **Previous Director's Awards and Cookie Gant Spirit Award Recipients**

### **The Director's Award for Innovation in Recipient Rights Protection**

2000 Oakland County CMH Authority	2010 Lisa Jolly, Lapeer CMH Office of Recipient Rights
2001 Woodlands Behavioral Health	2011 Linda Maze, Bay-Arenac Behavioral Health Rights Office
2002 Jonathon Bennett, North Central CMH	2012 Recovery Care Committee, Center Forensic Psychiatry
2003 West Michigan CMH System	2013 Sue Witting, Henry Ford Kingswood Hospital
2004 Cheryl Parker, Bea Stevens, Newaygo CMH	2016 Mark Mishal, Macomb County CMH Services
2005 Pat Jolly, MDCH-Office of Recipient Rights	2016 Briana Squibb, Macomb County CMH Services
2006 Community Network Services - "The Stigma Busters"	2017 Matthew Zugel, Washtenaw County CMH
2007 John McKeivitz, Oakland County CMH Authority	
2008 Shane Ray, CMH Partnership of SE Michigan	
2009 James Tenuta, Doctor's Hospital of 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	2017 Newaygo RRAC, Newaygo County CMH Services

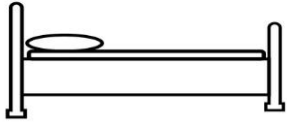
### **The Director's Award for Consumer Empowerment**

2000 Tuscola Behavioral Health Systems	2009 Shannon Kaufmann, InterAct of Michigan
2001 Lifeways	2010 Lisa Cook-Gordon, Family-to-Family Health Information and Education Center
2002 Oakland County CMH Authority	2011 Renee Uitto, Community Living Services
2003 Chad Witcher, MDCH Office of Recipient Rights	2012 Janet Dietsch, Network 180
2004 Cindy Tewksbury, Tuscola Behavioral Health Systems	2013 Mark Mishal, Macomb County CMH Services
2005 Robert E. Chadwick, Tuscola Behavioral Health Systems	2014 Cheryl Parker, Newaygo County CMH Services
2006 William Allen, Oakland County CMH Authority	2015 Tamera Varkas, Beaumont Hospital-Taylor
2007 Jeff Patton, Kalamazoo County CMH & SA Services	2017 Tim Ninemire, Saginaw County CMH Authority
2008 Jack Donaldson, Oakland County CMH Authority	
2008 Marc DeRush, Macomb County Community Mental Health	
2008 Eunice Howard, Detroit-Wayne County CMH Agency	

### **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	2017 Michael Squirewell



## LODGING INFORMATION



Crystal Mountain  
12500 Crystal Mountain Drive  
Thompsonville, MI 49683-9742  
**For reservations call: 855-520-2974**

Hotel reservations must be secured by August 9, 2018.

Room	Single/Double Rate	Single/Quad Rate
Studio	\$144.00	
Hotel Room	\$144.00	
Suite	\$169.00	
One Bedroom Condo	\$179.00	
Two Bedroom Condo		\$259.00
Three Bedroom Condo		\$309.00
Four Bedroom Condo		\$429.00

All rates are subject to 6% sales tax (\$8.64), 2% state tax (\$2.88) and 9% service fee (\$12.96) based on \$144.00 occupancy.

There is a \$20.00 per person, per night charge for any adults above the quoted occupancy.

Credit Card imprint is required at check-in

If required a code to secure reservations use: #461085

**Deposit/Cancellation Policy:** A deposit equal to the first night's lodging is required with each reservation. Deposits are fully refundable, less a \$10.00 administrative fee if cancellation or modification occurs at least 7 days prior to your arrival date. Deposits are non-refundable if the cancellation occurs within 7 days of arrival. Modification to your reservation including changing dates or reducing the length of your stay will result in a charge equal to one night's stay. No refund on unused portion of package stays.

### 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 9% 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, and additional charge 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.