NC TIDE

2016 FALL CONFERENCE

BUILDING

THE

FUTURE

TOGETHER

November 13-16, 2016

Embassy Suites by Hilton Greensboro-Airport
204 Centreport Drive
Greensboro, NC 27409

Phone: 336-668-4535

NC TIDE
NC TRAINING, INSTRUCTION, DEVELOPMENT, AND EDUCATION

NC TIDE Fall 2016Conference November 13, 2016 - November 16, 2016 Greensboro, NC

CONFERENCE INFORMATION

NC TIDE is pleased to announce that we will be offering on Monday, November 14, 2016 a CFAC Symposium. Please see below for registration information.

REGISTRATION
You may register and pay either on-line or by mailing the registration agenda with payment to the address noted below. For on-line registrations, the following procedures **MUST** be followed:

- On-line registration is available on the NC TIDE website at www.nctide.org.
- Follow the on-line instructions to register and pay for the conference. Online registration payments can be made using E-Checks, American Express, Discover Card, Visa, or MasterCard. See below for convenience fee charges.
- Payments made with credit cards will incur a 2.25% convenience fee charged in addition to the registration cost at the time of payment. NOTE: Once on-line payment transaction has occurred, the convenience fee is **non-refundable** should you decide to cancel your registration within the allotted timelines.
- Additional forms of payment accepted include: personal/business check or cashier's check and should be mailed to: Marilyn Brothers, NC TIDE, P.O. Box 2001, Cary, NC 27512-2001.

REMEMBER: When mailing payment, **you must** include a copy of the on-line registration with your check to ensure accurate posting and confirmation of registration.

As in previous years, you may continue to register in the traditional manner by mailing the below registration form with payment to:

Marilyn Brothers
NC TIDE
P.O. Box 2001
Cary, NC 27512-2001

ADDITIONAL REGISTRATION INFORMATION

- **SAVINGS!!!!!!!** – Register 4 individuals for the FULL conference from your agency only and get the 5th registration from your agency **FREE.** (Note – one day registrations do not count.)
  SEE BELOW
  ADDITIONAL SAVINGS!!!!- If a MCO sends 4 paid CFAC members to the CFAC Symposium, the 5th CFAC registration to the Symposium will be free. To be eligible for this savings, ALL registration forms MUST be received together.

  If a MCO sends 4 paid CFAC members to the **FULL** conference, the 5th CFAC registration to the **FULL** conference will be free and include the CFAC symposium for all 5 registrants. To be eligible for this savings, **ALL** registration forms MUST be received together.

<u>In order to receive your FREE registration</u>:

- Correct payment (based on membership status) must be submitted with registration forms.
- ALL forms must be received TOGETHER and "received" by November 8, 2016. Discount does not apply to walk-ins at the conference. No refunds for a cancellation.
- In order to be considered registered for the conference, correct payment must be received with completed registration form. Individuals will not be registered for the conference until accurate full payment (based on membership status) is made.
- For paper registration, please be sure to include (please print clearly) your email address on the registration form so that a confirmation can be sent to you.
- If you have mailed your registration but have not received a confirmation, contact Marilyn Brothers at marilynbrothers@earthlink.net or by phone at 919-740-9435. Otherwise, if payment has not been received (regardless that you think it is in the mail), you will be required to pay registration fee upon arrival at the conference.
- Mailed registrations along with payment must be "received" by November 8, 2016 (be sure to mail your registration and payment in advance to ensure receipt by this date). To receive Early Registration rates, payment must be postmarked by October 14, 2016.
- On-site registration will be available at the conference – payment by check or cash (see rates below for on-site registration).
- There will be a $25 returned check fee.

NOTE: A full conference registration cannot be shared among multiple individuals. One-day registrations are designed to accommodate one-day attendees. Each individual attending conference must be registered either as a one day or for the full conference.

ATTENTION: Each person registered for conference must individually pick up his or her registration packet at NC TIDE check-in.

REGISTRATION FEES:	Postmarked Early Registration by October 14, 2016	Postmarked October 15, 2016-November 8, 2016
NC TIDE Member (LME-MCO, Provider, DHHS) – be sure you are a "2016" member*	$ 170.00	$ 195.00
Non-Members (LME-MCO, Provider, DHHS, Others)	$ 200.00	$ 225.00
One Day (LME-MCO, Provider, DHHS, Others)	$ 115.00	$ 140.00
On-site "Full" Registration (member or non-member) Payment in hand only.	On-Site Rates $245.00	

*If you are unsure of your "2016" membership status, please contact Marilyn Brothers at 919-740-9435 or marilynbrothers@earthlink.net. Remember you membership is current for only the calendar year. In addition, membership is per individual and not per agency.

CANCELLATION POLICY:

- Registration fees, less a $15 administrative fee, will be refunded if request is received by 5 pm October 14, 2016.
- October 15, 2016-October 22, 2016 refunds less a 50% cancellation fee will be honored at your request. No requests for refunds will be accepted after 5 pm October 22, 2016. Substitutions will be allowed upon request.

To discuss a substitution or cancellation, call Marilyn Brothers at 919-740-9435 (phone) or by e-mail at marilynbrothers@earthlink.net.

HOTEL INFORMATION:

- The NC TIDE Fall 2016 Conference will be held at the Embassy Suites Greensboro-Airport (204 Centreport Drive, Greensboro, NC 27409).
- Reduced room rates are available until the cut-off date of October 1, 2016: Room rate is $115.00 plus taxes per night. ALL ROOMS ARE NONSMOKING. All room rates are quoted on a net non-commissionable basis and do not include applicable taxes.
- **TO MAKE RESERVATIONS:**
  - Don't forget to say you are with NC TIDE. The conference group code for the Embassy Suites is **TID**
  - To call for reservations, use the in-house reservation number: **336-668-4535.** (**Note:** Please do not call the Hilton Reservation Toll-Free Reservation number)
  - Must reserve with a credit card or pay in full
  - Be prepared to provide reservation name, home/business address and a current email address
  - If you will be using a company credit card, remember to obtain a pre-authorization form which will need to be completed for each person whose reservation will be paid with the company credit card

- To utilize the personalized on-line group reservation page, please use the links directly below. Your POG Link is: http://embassysuites.hilton.com/en/es/groups/personalized/G/GSOGBES-TID-20161112/index.jhtml
- Guest room check-in/check-out time is as follows:
  Check-in Time: 3:00 PM Check-out Time: 12:00 PM

CONTACT INFORMATION:
If you need further information on the conference, please contact the following:

Hotel/reservation questions contact:	Marilyn Brothers	marilynbrothers@earthlink.net	919-740-9435
Exhibitor questions contact:	Brenda Pittman	bpittman@eastpointe.net	910-298-7158
Membership questions contact:	Marilyn Brothers	marilynbrothers@earthlink.net	919-740-9435
Conference registration questions contact:	Marilyn Brothers	marilynbrothers@earthlink.net	919-740-9435
Provider questions contact:	Gayle Mahl	gayle@phoenixcc.us	704-476-4136
NC TIDE 2016 President:	Jill Queen	Jill.Queen@Cardinalinnovations.org	704-721-7015

IMPORTANT NOTE TO ALL IN ATTENDANCE:

- NO AUDIO or VIDEORECORDING of sessions without written permission from the speaker and prior approval of the NC TIDE Executive Committee.
- NO SOLICITATION verbally or distribution of company materials in sessions or at other sponsored NC TIDE events unless you are a registered exhibitor. Failure to adhere to this request could result in your being asked to leave the conference.

CONFERENCE ETIQUETTE

- **It is difficult to maintain room temperatures that are comfortable for all participants. Conference attendees should be aware that room temperatures will vary throughout the conference center. A light sweater or jacket is helpful when room temperatures become too cool.**
- Participants are asked to turn off cell phones and beepers when attending a workshop, or to change them to a silent signal, if necessary.
- Please step outside of the room when responding to a page or a call.

PLEASE SHARE THE REGISTRATION AGENDA WITH OTHER INTERESTED PARTIES.

Visit the NC TIDE website at www.nctide.org for conference updates and/or changes

NC TIDE-CFAC SYMPOSIUM REGISTRATION INFORMATION

- Due to planning needs, there **will not** be any on-site registrations. **DUE TO THE DEADLINE WITH THE HOTEL, IN ORDER TO GUARENTEE LUNCH YOU MUST REGISTER NO LATER THAN OCTOBER 31, 2016.**

- Please be familiar with the conference information contained above.

- The registration fee noted below is **only** for the CFAC Symposium (which are three sessions on Monday)
  - Early Registration (Registration and Payment received by October 14, 2016)
    - $130.00 (includes lunch)
  - Registration after October 14, 2016
    - $145.00 (includes lunch)

- The registration fee noted below is for the CFAC Symposium **AND** the remaining conference
  - Early Registration (Registration And Payment received by October 14, 2016)
    - $200.00 (includes Monday lunch)
  - Registration after October 14, 2016
    - $225.00 (includes Monday lunch)

- **If you will need assistance to attend the CFAC Symposium**
  If you will need assistance in order to attend the CFAC Symposium or conference, there is not a registration fee for the individual who will be providing you assistance. However if the individual who will be assisting you wishes to participant in the CFAC Symposium luncheon, there is a $15.00 charge. The $15.00 payment shall be included with the CFAC member's registration.

- **ADDITIONAL SAVINGS:**
  If a MCO sends 4 paid CFAC members to the CFAC Symposium, the 5th CFAC registration to the Symposium will be free. To be eligible for this savings, ALL registration forms MUST be received together.

  If a MCO sends 4 paid CFAC members to the **FULL** conference, the 5th CFAC registration to the **FULL** conference will be free and include the CFAC symposium for all 5 registrants. To be eligible for this savings, **ALL** registration forms MUST be received together.

- Information regarding the sessions that will be offered are contained in the full registration agenda. In the registration agenda, these sessions are titled: " ADVOCACY 101", "Who You Gonna Call?" and "Understanding The Role Of CFAC". These sessions are designated in the registration agenda as follows:
  CFAC Symposium
  Note: To be eligible to attend this session, you MUST specifically register to attend the CFAC Symposium

- If you would like to attend the CFAC Symposium **ONLY,** please complete the CFAC Symposium Form registration found at the end of the registration agenda.

- If you would like to attend the CFAC Symposium **AND** the remaining conference, please complete the CFAC Symposium Registration form **AND** the full conference registration form. In order to receive the registration fee noted above, both forms must be mailed together.

- If you should have any questions, please feel free to contact Marilyn Brothers at 919.740.9435 or marilynbrothers@earthlink.net

TRAINING, INSTRUCTION, DEVELOPMENT, AND EDUCATION (NC TIDE) FALL 2016 CONFERENCE

NOTE: Remember "Target Audience" should be used to give one a general idea who may gain the greatest value from the session. In the event your position/title is not listed in the "Target Audience" but your interest is peaked by the session description and session objectives, **please attend the session**. We believe that all the sessions presented at the Spring Conference will be beneficial to anyone who attends.

SUNDAY, November 13, 2016

5:00 – 7:00 P.M. **EARLY REGISTRATION**

8:30 – 11:00 P.M. **HOSPITALITY SUITE -** Exhibitor Sponsored Event
"Come and visit with friends and meet new NC TIDE participants"

MONDAY, November 14, 2016

7:45 – 8:45 A.M. **CONTINENTAL BREAKFAST**
(A small continental breakfast will be available for those driving in for the conference. For those staying at the hotel, a full made to order breakfast is included in your room rate.)

Exhibitor Sponsor Event

7:45 – 8:30 A.M. **Come meet and mingle with the NC TIDE Exhibitors. See what their services and products can do for you! Make sure to be there as door prizes will be given!!**

7:15 – 3:00 P.M. **REGISTRATION**

8:30 – 8:45A.M. **WELCOME and BUSINESS MEETING**
Jill Queen, Regional Quality Manager, Cardinal Innovations
2016 NC TIDE President

8:45 A.M. – 10:00 A.M. – JOINT SESSION

KEYNOTE ADDRESS

SESSION: **<u>North Carolina Medicaid Reform Overview</u>**

SPEAKER: Julia Lerche, Senior Program Manager-Actuarial, Division of Health Benefits

<u>DESCRIPTION:</u> This presentation will provide an overview of North Carolina's Medicaid and NC Health Choice reform effort. We will cover the reform legislation, the Section 1115 waiver submitted to CMS in June 2016 and what to expect in the near and long-term.

SESSION OBJECTIVE: Participant will come away with a better understanding of Medicaid reform.

TARGET AUDIENCE: All conference attendees

10:00 – 10:15 A.M. **BREAK: EXHIBITOR VISITATION**

10:15 A.M. – 11:45 A.M. – BREAKOUT SESSIONS
(Choice of 6 Breakout Sessions)
(1 CFAC Symposium Session)

Track 1

SESSION: **IRIS Updates**

SPEAKERS: Glenda Stokes, Customer Service and Community Rights Team, Division of MH/DD/SAS
Stacie Forrest, Customer Service and Community Rights Team, Division of MH/DD/SAS

DESCRIPTION: Presenters will provide information regarding the IRIS process, procedures and deadlines, updates on restrictive interventions in PRTFs, and common data entry questions. Time will be available for questions from providers and LME.MCO staff.

SESSION OBJECTIVES:

1. understanding of IRIS process, procedures and deadlines;
2. discussion of common data entry questions; and
3. updates on restrictive interventions in PRTFs

TARGET AUDIENCE: LME/MCO and providers

Track 2

SESSION: Social Media- ***Information on this topic will be provided at a later date***

Track 3

SESSION: **Evidence For The Therapeutic Relationship As The Primary Agent Of Change**

SPEAKER: Robert Werstlein, Ph.D. Licensed Psychologist, Training Director, Daymark Recovery Services, Inc.

DESCRIPTION: This training will present the role and impact of the therapeutic relationship and specific relationship factors on client outcomes compared to evidenced based treatments. Research supporting the impact of therapist belief, communicating hope, and empathy will be reviewed.

SESSION OBJECTIVES: Participants will be able to:

1. identify therapeutic factors that account for successful outcomes;
2. define and operationalize empathy, unconditional positive regard, accurate listening, therapist belief, and perspective taking;
3. cite how research supports these factors as accounting for increased outcomes; and
4. describe the Partners for Change Outcome Management System (PCOMS)

TARGET AUDIENCE: LME/MCO staff and direct care staff

Credit Hours Offered: NCSAPPB has approved Evidence For The Therapeutic Relationship As The Primary Agent Of Change for 1.5 hours-General Skill Building (GSB). The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you MUST attend the full session

Track 4

SESSION: **Best Practices Of Successful Providers**

SPEAKER: LaKisha Perry-Green, QA/QI Compliance and Training Director, Quality Care Solutions

DESCRIPTION: In order for an organization to be successful, they must implement specific strategies. Participants will learn seven key strategies to ensure overall success.

SESSION OBJECTIVE: Participants will learn specific strategies that are utilized by the most successful providers and organizations. Participants will learn seven strategies to implement that will ensure their overall success to include: hiring, leadership accessibility and availability, organization structure, strategic planning, and successful planning.

TARGET AUDIENCE: Those in leadership roles to include directors, hiring or HR directors and all members of management.

Track 5

SESSION: **Group Work With IDD Clients**

SPEAKERS: Debra H. Harrill, Outpatient Therapist, RHA
Heather Greathouse, RHA
Raenell Chaffin, Residential Manager, Turning Point Services, Inc.

DESCRIPTION: This session will educate participants on how group can work for clients with co-occurring diagnoses by adapting material and meeting the client where they are developmentally to address the range of emotions and struggles they face in the IDD world.

SESSION OBJECTIVE: Therapists/group participants will learn the importance of:

1. thinking outside the "group box";
2. radical acceptance 101!;
3. going with the flow;
4. using the power of listening; and
5. making sure you include "fun"!

TARGET AUDIENCE: Therapists and others interested in group work

Track 6

SESSION: **Part 1-PI Review Start To Finish: A Real Fake Allegation**
Note: Although these sessions are open to all participants, in order to fully benefit from these three sessions participants are encouraged to attend all three sessions.

SPEAKERS: Amanda Willett, Program Integrity Manager, Trillium Health Resources
Katie Hewitt, Licensed Compliance Specialist, Trillium Health Resources

DESCRIPTION: Bring your laptop prepared for hands on training working an allegation within a group setting from intake to closing. This season will span across 3 sessions to offer time for each small group to review the scenario, work through data, review documents and decide outcomes. Each group will then give a small presentation on their findings to the large group in the final session to discuss the differences and similarities between the outcomes and actions recommended.

SESSION OBJECTIVE: Hands on training to assist MCO staff members with standardizing review process, understanding data analytics, utilizing resources to review materials and conclude an allegation. Group work is required and participants are asked to attend all 3 sessions.

TARGET AUDIENCE: MCO program integrity staff members, compliance staff members, claims staff members
Note: Program Integrity CEU Hours Offered: For each Program Integrity session attended, you will receive 1.5 CEU hours. You will receive a certificate which reflects your attendance at these sessions.

CFAC Symposium

Note: To be eligible to attend this session, you MUST specifically register to attend the CFAC Symposium

SESSION: **ADVOCACY 101**

SPEAKERS: Eric Fox, Mental Health Program Coordinator, Division of MH/DD/SAS
Chris Lewis, Mental Health Program Coordinator, Division of MH/DD/SAS

DESCRIPTION: ADVOCACY 101 is a session during which participants will learn the basics of personal and systems advocacy. Individuals will learn how to develop a focused message and discuss the benefits of collective advocacy. The Who? What? Where? When? How? And Why? of advocacy will be presented. The importance of supporting data and information will be emphasized. Participants will engage in small group activities in order to work together and collaborate on a plan for active advocacy within their respective communities. "Each One-Teach One" is an important mission within the world of recovery. Getting the message to implement meaningful changes within the behavioral health system requires having your voice heard and taking a leadership role.

SESSION OBJECTIVES: Participants will learn how to engage in effective self and systems advocacy. Participants will learn how to craft a clear and concise message, identify the group(s) of people to collectively advocate with, and to whom to deliver the message. Participants will have the opportunity to practice public speaking and advocacy by sharing their advocacy messages and goals with the group.

TARGET AUDIENCE: People who are consumers of services related to issues with mental health, substance use and intellectual and/or developmental differences and their family members, LME/MCO staff, private providers, and other shareholders.

11:45 A.M. – 1:15 P.M. **LUNCH ON YOUR OWN**

1:15 P.M. – 2:45 P.M. – BREAKOUT SESSIONS
(Choice of 6 Breakout Sessions)
(1 CFAC Symposium Session)

Track 1

SESSION: **What's In The Cloud**

SPEAKER: Maurice A. Ferrell, Assistant Director, Center For Public Technology

DESCRIPTION: In this session, we will talk about cloud computing benefits and challenges.

SESSION OBJECTIVE: Participants will have the opportunity to discuss "what's in the cloud"

TARGET AUDIENCE: Anyone interested in learning about the cloud

Track 2

SESSION: **Whole Person Care: Concept, Design, And Implementation**

SPEAKERS: Teagan Brown, Chief Development Officer, A Caring Alternative
Heather Lail, Clinical Director, Clay, Wilson, & Associates dba: The Cognitive Connection
Sherry Henson, Access Care Liaison, Access Care (Community Care of NC)

DESCRIPTION: Discussion of whole person care and how to implement using a collaborative community approach.

SESSION OBJECTIVES: Participants will:

1. be able to define whole person care;
2. understand process of designing whole person care to meet your communities needs; and
3. understand collaborative process used to implement whole person care

TARGET AUDIENCE: Behavioral health providers, primary care providers, MCO staff

Track 3

SESSION: **Part 1-Mental Wellness In Children, Adolescents And Aging In People With The Intellectual And Developmentally Disabled (IDD)**
NOTE: This session will focus on children and adolescents

SPEAKER: Robert Werstlein, Ph.D. Licensed Psychologist, Training Director, Daymark Recovery Services, Inc.

DESCRIPTION: This training describes issues of typical childhood and adolescent's development and details how they are relevant to youth with IDD.

SESSION OBJECTIVES: Participants will be able to:

1. describe issues around development for persons with IDD;
2. describe the stages of typical development for younger children and adolescents;
3. describe how disability effects self-image/self-esteem;
4. describe the key milestones in sexuality and gender identity development; and
5. describe the impact of and support around various challenge of maturation

TARGET AUDIENCE: LME/MCO staff and direct care providers serving the IDD population with mental health diagnoses

Credit Hours Offered: NCSAPPB has approved Mental Wellness In Children And Adolescents In People With The Intellectual And Developmentally Disabled (IDD) Part 1 for 1.5 hours-General Skill Building (GSB). The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you MUST attend this FULL session.

Note: The first 15 individuals who register and attend the session will receive the Trainee Workbook for Mental Health Approaches to Intellectual/Developmental Disability. The book is from: The NADD: National Association for Dually Diagnosed. If you attend both sessions, you will receive only one book.

Track 4

SESSION: **Internal Controls And Internal Audit: What You Need To Know**

SPEAKERS: Jeremy Hicks, Principal, CliftonLarsonAllen
Rachel Webster, Senior Auditor, CliftonLarsonAllen

DESCRIPTION: This session will cover many aspects of internal controls and the internal audit functions as it relates to LMEs/MCOs and providers. We will discuss the control environment and what duties should be segregated. We will also discuss things to consider when establishing an internal audit department and the types of audits they could conduct in the LME/MCO environment.

SESSION OBJECTIVES: Participants will:

1. learn what a strong control environment looks like;
2. determine processes are properly segregated;
3. learn the role of an internal auditor; and
4. determine how an internal audit department should be set up to ensure independence

TARGET AUDIENCE: MCO staff, finance and executive teams

Track 5

SESSION: **The Innovations Waiver Technical Amendment**

SPEAKERS: Monica Hamlin, IDD Clinical Consultant, Division of Medical Assistance
Kenneth Bausell, IDD Nurse Consultant, Division of Medical Assistance

DESCRIPTION: We will provide an overview of the Innovations Waiver and an in dept review of the service definitions included in the NC Innovations waiver that is projected to start on November 1, 2016. This presentation will offer an overview of the changes to the NC Innovations waiver. The North Carolina Department of Health and Human Services (DHHS) partnered with people who receive services, family members, LME-MCOs, providers and advocacy organizations to make changes to the NC Innovations Waiver that 1) make services more individualized and person centered, 2) offer more choice, 3) promote self-direction, 4) increase flexibility, 5) ensure fair and equal use of available funds, and 6) make the waiver sustainable.

SESSION OBJECTIVES: Participants will understand the changes to the Innovations Waiver Technical Amendment which are scheduled to occur on November 1, 2016.

TARGET AUDIENCE: I/DD community

Track 6

SESSION: **Part 2-PI Review Start To Finish: A Real Fake Allegation**

Note: Although these sessions are open to all participants, in order to fully benefit from these three sessions participants are encouraged to attend all three sessions.

SPEAKERS: Amanda Willett, Program Integrity Manager, Trillium Health Resources
Katie Hewitt, Licensed Compliance Specialist, Trillium Health Resources

DESCRIPTION: Bring your laptop prepared for hands on training working an allegation within a group setting from intake to closing. This season will span across 3 sessions to offer time for each small group to review the scenario, work through data, review documents and decide outcomes. Each group will then give a small presentation on their findings to the large group in the final session to discuss the differences and similarities between the outcomes and actions recommended.

SESSION OBJECTIVE: Hands on training to assist MCO staff members with standardizing review process, understanding data analytics, utilizing resources to review materials and conclude an allegation. Group work is required and participants are asked to attend all 3 sessions.

TARGET AUDIENCE: MCO program integrity staff members, compliance staff members, claims staff members

Note: Program Integrity CEU Hours Offered: For each Program Integrity session attended, you will receive 1.5 CEU hours. You will receive a certificate which reflects your attendance at these sessions.

CFAC Symposium

Note: To be eligible to attend this session, you MUST specifically register to attend the CFAC Symposium

SESSION: **Who You Gonna Call?**

SPEAKERS: Wes Rider, Mental Health Program Coordinator, Division of MH/DD/SAS
Stacey Howard, Mental Health Program Coordinator, Division of MH/DD/SAS

DESCRIPTION: This presentation provides information on how to access services and supports for substance use, mental health and/or intellectual and developmental disabilities. Topics that will be discussed include: service authorization appeals, guardianship, and community resources that assist people with housing, finances, health care, other services and supports and effective individual advocacy.

SESSION OBJECTIVES: Participants will:

1. know how to access behavioral health services and supports for their community;
2. be able to file a service authorization appeal or assist others to do so;
3. know how to access social services; and
4. will know how to more effectively operate as advocates within the service system(s)

TARGET AUDIENCE: People who are primary and secondary consumers of mental health, substance use and/or intellectual and developmental disabilities services, and people interested in learning more about how to advocate for and support persons to access services.

2:45 P.M. – 3:00 P.M. **BREAK: EXHIBITOR VISITATION**

3:00 P.M. – 4:30 P.M. – BREAKOUT SESSIONS
(Choice of 5 Breakout Sessions)
(1 CFAC Symposium Session)

Track 1

SESSION: **Part 2-Mental Wellness In Children, Adolescents And Aging In People With The Intellectual And Developmentally Disabled (IDD)**
NOTE: This session will focus on aging adults

SPEAKER: Robert Werstlein, Ph.D. Licensed Psychologist, Training Director, Daymark Recovery Services, Inc.

DESCRIPTION: This training will discuss mental wellness among persons with IDD who are aging, considering the experiences of typical persons as well.

SESSION OBJECTIVES: Participants will be able to:

1. define and describe the components of wellness as it relates to aging;
2. list the types of change that occur for people as they age;
3. explain the factors affecting people with IDD as they age;
4. explain how to enhance supports in consideration of these factors and the IDD;
5. describe the age-related health problems attributed to genetically based syndromes;
6. describe dementia, the prevalence among people with IDD and the challenges in diagnosing; and
7. describe the psycho-social aspects of aging with IDD and how to support a person to maintain healthy psycho-social contacts

TARGET AUDIENCE: LME/MCO staff and direct care providers serving the IDD population with mental health diagnoses

Credit Hours Offered: NCSAPPB has approved Mental Wellness In Aging In People With The Intellectual And Developmentally Disabled (IDD) for 1.5 hours-General Skill Building (GSB). The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you MUST attend the full session

Note: The first 15 individuals who register and attend the session will receive the Trainee Workbook for Mental Health Approaches to Intellectual/Developmental Disability. The book is from: The NADD: National Association for Dually Diagnosed. If you attend both sessions, you will receive only one book.

Track 2

SESSION: **Using Data To Identify And Improve Results**

SPEAKERS: Lynn Auten, Financial Analyst Lead, Partners Behavioral Health Management
Rhonda Colvard, Claims Managers, Partners Behavioral Health Management

DESCRIPTION: Consumer's Medicaid eligibility affects everyone. From provider's filing claims, MCO's processing claims and the MCO's Capitation "PMPM" to cover the claim payment, we all need to understand eligibility. Learn how to use data to understand, analyze and identify possible problems. Gain an understanding of NC Tracks and the data elements that affect MCO's "PMPM". In this session, we will also use data to identify claim denial issues. We will discuss ways to rectify or omit the denials entirely.

SESSION OBJECTIVES: Participants will be able to understand how to use data to identify and resolve eligibility, capitation and claim denial issues.

TARGET AUDIENCE: MCO's and providers

Track 3

SESSION: **Financial Statements 101**

SPEAKER: Jeremy Hicks, Principal, CliftonLarsonAllen
Rachel Webster, Senior Auditor, CliftonLarsonAllen

DESCRIPTION: This session will cover how to read and create financial statements, as well as how to interpret the information as it relates to profitability and liquidity of an entity. We will discuss the differences between cash and accrual basis statements.

SESSION OBJECTIVES: Participants will

1. learn how to read a standard set of financial statements;
2. learn to distinguish between cash basis and accrual basis statements and what each type is telling you;
3. learn how to evaluate profitability and liquidity by reading financial statements; and
4. learn how to build your own set of financial statements

TARGET AUDIENCE: Providers, MCO staff

Track 4

SESSION: **TBI Advocacy: Challenges, Strategies And Recent Triumphs**

SPEAKER: Martin Foil, III, Executive Director, Hinds' Feet Farm

DESCRIPTION: Presentation educates the attendee on current TBI/ABI statistics/incident rates as compared to other disease types/injuries. This session will go into detail regarding the specific challenges faced by survivors and their families when advocating and will discuss the marked lack of awareness and funding for TBI/ABI, and recent developments which may improve the TBI service provision landscape.

SESSION OBJECTIVE: Participants will learn about TBI/ABI incident rates, the specific challenges faced by survivors and their families when advocating, and funding for TBI/ABI

TARGET AUDIENCE: QM, clinical, provider network, IDD

Track 5

SESSION: **Part 3-PI Review Start To Finish: A Real Fake Allegation**
Note: Although these sessions are open to all participants, in order to fully benefit from these three sessions participants are encouraged to attend all three sessions.

SPEAKERS: Amanda Willett, Program Integrity Manager, Trillium Health Resources
Katie Hewitt, Licensed Compliance Specialist, Trillium Health Resources

DESCRIPTION: Bring your laptop prepared for hands on training working an allegation within a group setting from intake to closing. This season will span across 3 sessions to offer time for each small group to review the scenario, work through data, review documents and decide outcomes. Each group will then give a small presentation on their findings to the large group in the final session to discuss the differences and similarities between the outcomes and actions recommended.

SESSION OBJECTIVE: Hands on training to assist MCO staff members with standardizing review process, understanding data analytics, utilizing resources to review materials and conclude an allegation. Group work is required and participants are asked to attend all 3 sessions.

TARGET AUDIENCE: MCO program integrity staff members, compliance staff members, claims staff members
Note: Program Integrity CEU Hours Offered: For each Program Integrity session attended, you will receive 1.5 CEU hours. You will receive a certificate which reflects your attendance at these sessions.

CFAC Symposium
Note: **To be eligible to attend this session, you MUST specifically register to attend the CFAC Symposium**

SESSION: **Understanding The Role Of CFAC**

SPEAKER: Suzanne Bellian Thompson, Community Engagement & Empowerment Team Leader, Division of MH/DD/SAS

DESCRIPTION: This session will be related to discussing the role of CFAC's as an advisory group to the LME Board. Time will be spent discussing the difference between advising and advocating.

SESSION OBJECTIVE: For those in attendance to understand the difference between advising and advocating

TARGET AUDIENCE: Those interested in wanting to learn more about the role of CFAC

4:30 P.M. – 5:30 P.M. – BREAKOUT SESSION (Choice of 1 SESSION)

Track 1

SESSION: **North Carolina Traumatic Brain Injury Waiver**

SPEAKERS: Scott Pokorny, Traumatic Brain Injury Specialist, Division of MH/DD/SAS
Kenneth Bausell, IDD Nurse Consultant, Division of Medical Assistance

DESCRIPTION: We will provide an overview of the draft NC TBI Waiver and an in depth review of the service definitions included in the NC TBI waiver.

SESSION OBJECTIVE: Participants will understand NC TBI Waiver and its service array

TARGET AUDIENCE: TBI Community and others interested in knowing about the NC TBI Waiver

4:30 P.M. – 5:30 P.M. – NETWORKING SESSIONS
(Choice of 3 NETWORKING SESSION)

Track 1

SESSION: **CFAC Networking**

DESCRIPTION: Come join others and discuss questions and issues you may have. This session will provide you with a good opportunity to network with other CFAC members or those interested in CFAC activities. During this networking session, you will be asked to help identify topics that would help meet your training needs for the Spring 2017 conference.

Track 2

SESSION: **MCO Networking**

DESCRIPTION: Come join other MCOs staff and discuss issues, questions and challenges you are facing as a MCO. Come network with other MCOs to share your experiences or share questions you may have. In addition, help the Planning Committee identify topics that would meet your training needs for the Spring 2017 conference.

Track 3

SESSION: **Provider Networking**

DESCRIPTION: Come take advantage of this opportunity for an open forum discussion of the latest challenges and issues affecting Providers. Come network with other Providers to share your questions and experiences. In addition, help the Planning Committee identify topics that would meet your training needs for the Spring 2017 conference.

MONDAY NIGHT ENTERTAINMENT

ENTERTAINMENT

Get ready for our semi-annual NC TIDE Cornhole Tournament on Monday night! This event has proven to be a hit with all who participate. It allows for great networking opportunities in a stress free and fun environment! Tuesday night promises to be as entertaining with in-house activities planned. Details will follow.

TUESDAY- November 15, 2016

7:30 – 8:30 A.M. **CONTINENTAL BREAKFAST**

(A small continental breakfast will be available for those driving in for the conference. For those staying at the hotel, a full made to order breakfast is included in your room rate.)

7:45 – 3:00 P.M. **REGISTRATION**

8:30 A.M. – 10:00 A.M. – BREAKOUT SESSIONS
(Choice Of 6 Breakout Sessions)

Track 1

SESSION: **<u>Thinking Outside The Medicaid Box: A Cross-Functional Approach To Community Health</u>**

SPEAKER: Richard Edwards, Advocacy Director, Benchmarks NC

<u>DESCRIPTION</u>: This presentation will provide an overview and progress update on community-driven, place-based initiatives currently underway in North Carolina, as well as exemplary models nationwide. These community development models take a cross-functional, multi-year approach to population well-being by addressing upstream social determinants of health through a comprehensive array of mutually-reinforcing activities.

Healthcare is what happens within the context of a visit with a doctor, clinician or healthcare professional. Health, by contrast, happens in our families, in our schools and workplaces, in our playgrounds and parks, and in our neighborhoods and communities. The conditions in which we live and work make up the social determinants of our health, long before we ever see a doctor. The more we understand health this way, as something that happens outside of the doctor's office, the more opportunities we have to improve it. However, the issues at the root of social determinants of health—e.g., poverty, lack of transportation, poor educational outcomes, social isolation, food insecurity—are complex and require a community-wide, multisystem approach. Across the country, and in North Carolina, efforts emphasizing the importance of place and grassroots community development have been organizing to create long-term sustainable impact in the areas of housing, education and population health, among others.

In 2016, recognizing social determinants and education as the pivotal drivers of health and life success, Benchmarks began its Partnering for Community Prosperity initiative, to refocus our finite community resources towards the upstream factors that create long-term health disparities. In our first year, we have interviewed community, foundation and non-profit leaders from across the state to gain a ground-level understanding of the work that is being done, how these local efforts are connected to policy and systemic change, and how this work can better inform flexible services within the proposed Medicaid demonstration waiver as we move forward into managed care.

SESSION OBJECTIVES: Participants at this session will leave with general awareness of place-based initiatives currently operating within North Carolina, their objectives, and the national models upon which they are based, if applicable, as well as national models of flexible applications of Medicaid funding to promote preventative approaches to population health. A general introduction to social determinants of health will also be provided.

TARGET AUDIENCE: Target audience includes persons in leadership roles around strategic, programmatic and operations functions within LME MCO (provider network, utilization management, community development and outreach), healthcare and behavioral healthcare providers, and other public health and human services systems.

Track 2

SESSION: **The Beauty of Data Visualization: Driving Decision Making in Health Care**

SPEAKERS: Yang Jiang, Data Analyst, Partners Behavioral Health Management
Sonji Harrington, Financial Analysis Manager, Partners Behavioral Health Management

DESCRIPTION: Big data is emerging in health care industry. Large amounts of health care data are readily available for health care organizations and providers. If this data can be analyzed and presented effectively and efficiently, service quality and cost containment in health care system will be significantly improved.

By analyzing and visualizing Medicaid claims data and other operational data, I will show the audiences the integration of health care and data visualization in creating actionable health insights that will support achieving service quality improvement and cost containment for health care organizations and providers.

SESSION OBJECTIVES: Participates will learn how to use data to improve operational performance

TARGET AUDIENCE: Anyone who is interested in data analytics and data visualization

Track 3

SESSION: **Dog Assisted Therapy- Part of the Whole Person Treatment in Mental Health**

SPEAKERS: Jeff Fink, Founder/CEO, Go Fetch Wellness
Kristin Sunanta Walker, Registered Therapy Dog Handler

DESCRIPTION: The session will focus on discussing Animal Assisted therapy (Dog-Assisted Therapy), definitions and therapeutic applications including the therapeutic benefits and advantages of incorporating a dog into therapy. The session will include a demonstration and hands-on experience using therapy dogs to facilitate therapy through interactions with therapy dogs. The presenter will discuss his own 20 year struggle with severe mental illness and how his service dog, Earl, helped him gain stability he never felt was possible. The session will discuss ways to incorporate animals into their existing treatment through setting goals.

SESSION OBJECTIVES: Educate the participants about Animal Assisted Therapy. The tools, skills, and knowledge participants will take away will be a greater understanding of how to use dogs in mental health therapy settings. Participants will understand the applications for working with an animal as an alternative treatment modality and how the use of animal assisted therapy can benefit those struggling with severe mental illness. Attendees will understand the definitional differences between different classifications of working dogs (service, therapy, and emotional support animals). In addition, people will be better equipped to determine what role, if any, animal assisted therapy could provide in treatment. The participants will learn ways to incorporate animals into their existing treatment through setting goals such as: increasing socialization, learning about the importance of keeping a schedule, experiencing non judgmental listening, unconditional love, increasing movement and exercise, appropriate ways to express affection, and relief from loneliness and depression.

TARGET AUDIENCE: Providers, therapist, peer support specialist, service recipients and family members interested in learning more about an animal's role in being part of the whole-person treatment for mental health challenges.

Track 4

SESSION: **Managed Care Final Rule**

SPEAKERS: Trey Sutten, Chief Financial Officer, Division of Medical Assistance
Christal Kelly, Associate Director of Provider Reimbursement, Division of Medical Assistance

DESCRIPTION: The presentation will cover updates to the CMS Final Rule 42 CFR 438 and the impact to North Carolina's current behavioral health managed care program.

SESSION OBJECTIVE: To understand the impact of the CMS Final Rule 42 CFR 438 on North Carolina's current behavioral health managed care program.

TARGET AUDIENCE: MCOs and other interested parties

Track 5

SESSION: **EPSDT: The Medicaid Benefit for Children**

SPEAKER: Frank Skwara, EPSDT/Due Process Consultant, Division of Medical Assistance

DESCRIPTION: The presentation will review the EPSDT guarantee within the Social Security Act and its implementation in North Carolina's Medicaid benefit plan for children. A discussion of the place of the EPSDT benefit in state waiver programs will follow, with time devoted to questions and answers.

SESSION OBJECTIVE: Participants will have on opportunity to review the history, intent and current status of Early Periodic Screening, Diagnosis and Treatment as the Medicaid benefit for children defined within the Social Security Act. The challenges in understanding the benefit and its relationship with state waiver programs will be addressed, with time devoted to questions and answers.

TARGET AUDIENCE: Providers, program managers, advocates and others interested in the EPSDT benefit in North Carolina's Medicaid Program.

Track 6

SESSION: **Testimony Tips**

SPEAKERS: Andrew Walsh, JD, Chief Legal Officer, Partners Behavioral Health Management
Christa Castillo, JD, Paralegal, Partners Behavioral Health Management
David Botsko, Director of Program Integrity, Partners Behavioral Health Management

DESCRIPTION: This presentation will provide practical and helpful tips on testifying before an administrative hearing or superior court trial.

SESSION OBJECTIVE: At the conclusion of the course, participants will be familiar with protocol for testifying in an administrative hearing or superior court trial.

TARGET AUDIENCE: All investigators and others who may be required to testify
Note: Program Integrity CEU Hours Offered: For each Program Integrity session attended, you will receive 1.5 CEU hours. You will receive a certificate which reflects your attendance at these sessions.

10:00 A.M. – 10:30 A.M. BREAK: EXHIBITOR VISITATION

10:30 A.M. – 12:00 P.M. - BREAKOUT SESSIONS **(Choice of 6 Breakout Sessions)**

Track 1

SESSION: **Part 1-Why Is our Performance Constantly Jumping Around? Recognizing, Understanding, And Taking Action On Variation**

SPEAKER: Dale Roenigk, Benchmarking Director, UNC School of Government

DESCRIPTION: The outcomes and performance measures we track vary from one period to the next. Variation is an inevitable part of any work process. But the way we frequently report data make it difficult for us to see this variation or to understand how to make use of the messages it provides. In this session we will cover why you need to recognize and understand why variation is unavoidable, see how this recognition failure can lead us to make management mistakes, and finally learn the fundamental technique of process behavior charts (control charts) to elevate our understanding and lead to better improvement efforts.

NOTE: If attendees share data of performance measures or process data with the presenter ahead of time (roenigk@sog.unc.edu), he will seek to use it in the session to illustrate the techniques.

SESSION OBJECTIVES: To show participants why variation is always present in processes and performance measures, to learn how failing to recognize this can lead to costly mistakes, and finally learn how to create process behavior charts in Excel to support efforts at monitoring, improving, and sustaining improvements.

TARGET AUDIENCE: All people tracking measures that matter to you to better understand how to make sense of variation and focus your improvement efforts.

Track 2

SESSION: **Building Trust With A Remote Workforce**

SPEAKER: Jeanne Pritt, CEO, People Outcomes and COO, InReach

DESCRIPTION: Being a trusted leader is a strategic differentiator for both you and your business. Studies show that when people in organizations trust their leader(s) the company performs better and is more resilient than others. But how do you do that when you lead a remote or virtual workforce who you rarely see face-to-face? Learn more about what trust is, what trust is not and how to build trust in the absence of daily contact.

SESSION OBJECTIVES: In this session, participants will:

1. learn about trust and how it differs from trustworthiness;
2. understand the factors that impact trust;
3. gain insight into what trust is not;
4. come away with strategies for building trust with a virtual or remote workforce;
5. identify ways to avoid damaging trust; and
6. understand why this approach is so important now

TARGET AUDIENCE: This session is intended for leaders of organizations, board members, administrators, executives, team leaders, treatment team members, training and development staff, clinicians, human resources, and community leaders or anyone who is responsible for leading others

Track 3

SESSION: **Overview Of Trauma Informed Screening, Assessment And Treatment Planning For Behavioral Health Clinicians**

SPEAKER: Sonja Frison, Ph.D., Associate Director, UNCG Center For Youth, Family And Community Partnerships

DESCRIPTION: As Trauma Informed Care has been discussed and training has been implemented over the past several years, there may be more work needed to ensure clinicians are comfortable in their role in the trauma screening and assessment process that is also respectful to the children, youth and families who are seeking support. This training focuses on best practices in trauma screening, assessment, and treatment planning. Additionally, the focus is for every clinician to recognize their role in identifying trauma using best practice tools and methods to ensure linkage to appropriate services for children, youth, and families.

SESSION OBJECTIVES: After completion of this training, participants will:

1. define differences between trauma screening, assessment and treatment planning;
2. outline their role in the trauma screening, assessment, and treatment planning process; and
3. develop a plan for implementation of trauma screening and/or assessment within their local practice

TARGET AUDIENCE: Behavioral health clinicians

Track 4

SESSION: **Using Data To Improve Care Delivery And Your Organization's Performance**

SPEAKER: Scott Lloyd, President, MTM Services

DESCRIPTION: Teams around the country continue to struggle as their environments continue to change quickly. The struggles vary from issues that for a lot of teams feel vague, like how to use data to measure the quality of care being delivered to more solid measures like costing, production and/or service counts tied to CCBHC rate setting. Regardless the struggle, teams who lack the appropriate information needed to help them positively impact their situation will struggle to survive into the future now more than ever. In this session, we will review the work of providers across the country who have stepped out and established solid data to establish a clear answer to the value of care equation and solid data to utilize in their negotiations.

SESSION OBJECTIVES: During this session we will look at:

1. what it takes to do a solid costing effort despite differences in funding;
2. what to do with the information once you have it;
3. what teams are doing to compare their true cost per service with the proposed PPS-1 and PPS-2 rates; and
4. how teams are using data to paint a convincing picture of the value of their care through the outcomes of their consumers

TARGET AUDIENCE: All staff, line staff to leadership

Track 5

SESSION: **IDD Professional Learning Communities**

SPEAKER: Robin Winters, PhD., Clinical Director, Smoky Mountain LME/MCO

DESCRIPTION: Professional Learning Communities (PLC) are a groups of professionals with shared vision, values and goals that meet regularly, share expertise, and work collaboratively to achieve measurable outcomes leading to better lives for the people they support, increased knowledge for members and cost savings for the organizations in which members work. PLCs are common in the education field and have recently been surfacing in the Mental Health and IDD profession. Smoky Mountain MCO is involved with two PLCs and the results are impressive. This presentation will outline the essential elements of PLCs, describe the benefits of participation in PLCs and guide participants into creating a PLC.

SESSION OBJECTIVE: During this session, there will be discussion regarding the essential elements of PLCs, described the benefits of participation in a PLC and the creation of a PLC

TARGET AUDIENCE: This presentation can benefit professionals in MH and IDD

Track 6

SESSION: **Discoverable Evidence And Appropriate Use Of Email**

SPEAKER: Richard P. Leissner, Jr., General Counsel, Trillium Health Resources

DESCRIPTION: The presentation will review the basics of discovery in administrative matters and civil proceedings. The program will also offer tips and suggestions for the use of email in the workplace.

SESSION OBJECTIVES: Participants will:

1. be able to differentiate between Interrogatories, Requests for Production, and Requests for Admission;
2. learn the foundations of building a record; and
3. learn practical tips and guidelines for avoiding potentially embarrassing correspondence and limiting bad/damaging evidence

TARGET AUDIENCE: Program integrity and compliance staff

12:00 – 1:30 P.M.   LUNCH ON YOUR OWN

1:30 P.M. – 3:00 P.M. – BREAKOUT SESSIONS (Choice of 6 Breakout Sessions)

Track 1

SESSION: **Part 2-Why Is our Performance Constantly Jumping Around? Recognizing, Understanding, And Taking Action On Variation**

SPEAKER: Dale Roenigk, UNC School of Government Benchmarking Director

DESCRIPTION: The outcomes and performance measures we track vary from one period to the next. Variation is an inevitable part of any work process. But the way we frequently report data make it difficult for us to see this variation or to understand how to make use of the messages it provides. In this session we will cover why you need to recognize and understand why variation is unavoidable, see how this recognition failure can lead us to make management mistakes, and finally learn the fundamental technique of process behavior charts (control charts) to elevate our understanding and lead to better improvement efforts.

NOTE: If attendees share data of performance measures or process data with the presenter ahead of time (roenigk@sog.unc.edu), he will seek to use it in the session to illustrate the techniques.

SESSION OBJECTIVES: To show participants why variation is always present in processes and performance measures, to learn how failing to recognize this can lead to costly mistakes, and finally learn how to create process behavior charts in Excel to support efforts at monitoring, improving, and sustaining improvements.

TARGET AUDIENCE: All people tracking measures that matter to you to better understand how to make sense of variation and focus your improvement efforts.

Track 2

SESSION: **Triggers To Persuasion And Captivation**

SPEAKERS: Mel Crocker, Retiree-N.C. Department of Health and Human Services
Kim Newsom, Human Resources Consultant

DESCRIPTION: We will introduce and explore in this session the "Seven Triggers to Persuasion and Captivation" as presented by Sally Hogshead in her book "Fascinate." As we review the triggers, you will see how they impact others as they view and respond to your ideas. A trigger is a deeply rooted means of arousing intense interest. For example, when you trigger "mystique", you will encourage others to learn more about your message and why they will be intrigued and seek out information. Your ideas will become more memorable and your communication becomes more compelling.

Join us to learn new ways to enhance your influence and persuasiveness from creating ideas, to decision making, to your communications and presentations, as well as getting your desired results.

SESSION OBJECTIVES:

1. to share some new approaches to use in looking at how we present our ideas and persuade others;
2. introduce and discuss the "Seven Triggers to Persuasion and Captivation";
3. explore ideas and examples reflecting the use of strategies in presenting information in a compelling manner to obtain support for further action; and
4. to enhance participants understanding of new ideas and approaches concerning the techniques used to influence others in their organizations

TARGET AUDIENCE: Employees of LME/MCOs, providers, private contractors, and State Divisions who desire to enhance their understanding and personal skills of how to "Fascinate" others and put their ideas to work in their life and in their workplace.

Track 3

SESSION: **Part 1-Medication Assisted Therapy (MAT) For Substance Use Disorders: Effective Integration Of MAT And Evidence-Based Psychosocial Treatments**

SPEAKER: Robert Werstlein Ph.D, Licensed Psychologist, Daymark Training Director

DESCRIPTION: This session will review Medication Assisted Therapy (MAT) best practice guidelines and how to best integrate MAT and other psychosocial treatments.

SESSION OBJECTIVES: Participates will be able to:

1. identify best practice guidelines for use of Medication Assisted Treatment (MAT) for several substance use disorders;
2. identify the appropriate use for approved Medications for Alcohol and Opioid disorders; and
3. state effective guidelines to integrate MAT with psychosocial interventions

TARGET AUDIENCE: LME/MCO staff and direct care staff

Credit Hours Offered: When attended in conjunction with Medication Assisted Therapy (MAT) For Substance Use Disorders: Effective Integration Of MAT And Evidence-Based Psychosocial Treatments (Part 2) NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 3 hours-Specific Skills Evidence Based-Treatments (SS EBT). The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you MUST attend both Part 1 and Part 2. No credit will be given for partial attendance.

Track 4

SESSION: **What's Your Problem? You Or Your EMR?**

SPEAKERS: Kristin Walker, CEO, Everything EHR
Scott Lloyd, President, MTM Services

DESCRIPTION: Working with organizations around the country, one of the common denominators for teams facing challenges is their Electronic Medical Record (EMR). EMRs come in a lot of different formats and configurations, these differences leave a lot of teams wondering which system is the right system for their agency and how do we set it up correctly?

SESSION OBJECTIVES:

1. we will take a look across the industry to see what common stumbling blocks are for teams;
2. we will also look at what teams are doing to overcome the challenges that they have faced with their EMR; and
3. we will review what the options are for teams who are stuck in the wrong system

TARGET AUDIENCE: Providers, LME-MCOs, and any others interested in an EMR

Track 5

SESSION: **The Homesteaders: Building An Ordinary Life**

SPEAKERS: Jesse Smathers, Director of Network Development, Smoky Mountain MCO
Jen Branham, Olmstead/SIS Manager, Smoky Mountain MCO
Dana and Lavette Campbell, Foster Care Parents

DESCRIPTION: The macro-level story of intellectual disabilities in America will be shared with consideration of the societal beliefs and governing mechanisms that both created institutions and are now moving the system away from such settings. After the stage is set, we will explore the steps that led to the deinstitutionalization of 3 unique individuals that are striving to be ordinary with the support of Dana and Lavette Campbell: 1) DB - a 19 year old man who prior to his current alternative family living (AFL) home, resided in over 80 residential placements. DB was removed from his parent's home when he was 4 years old and sent to placement after placement. In every placement, he expressed a wish and desire to find a forever family. He demonstrates patience that all can learn from. Since his deinstitutionalization he has shared his story and inspires others. His message is there is a light at the end of the tunnel, and it's not a train. One of the messages DB likes to share is that everybody, no matter what has happened, has hope; 2) BJ - a 17 year old man who prior to his AFL placement, resided in over 35 residential placements since the age of 8.BJ has a great sense of humor, loves the Carolina Panthers, Cowboy hats and Miranda Lambert. He quit school 2 years ago, due to being suspended on a weekly basis, but has recently re-enrolled in a new school district and is experiencing success; and 3) PW - a 20 year old man who prior to his current AFL placement, resided in ICF/IID homes, and state developmental centers. PW is full of energy and has a great relationship with his natural family whom he spends a lot of time with. PW is in his last year of school and will begin to sample jobs and engage in supported employment.

SESSION OBJECTIVES:

1. identify historical milestones in the civil rights movement for persons with intellectual and/or developmental disabilities;
2. identify strategies for successful deinstitutionalization and community integration; and
3. be inspired by the stories of 3 unique individuals striving to be ordinary with stellar direct support

TARGET AUDIENCE: Anyone interested in IDD services

Track 6

SESSION: **"Successful" Mediations 101: Negotiating Win-Win Resolutions**

SPEAKERS: Andrew Walsh, JD, Chief Legal Officer & General Counsel, Partners Behavioral Health Management
Charity Bridges, Utilization Management IDD Manager, Head of UM Appeals Unit, Partners Behavioral Health Management

DESCRIPTION: Mediation is an "alternative dispute resolution" (ADR) process prevalent and even mandatory in many healthcare disputes. This includes disputes by consumers, providers and others with Medicaid managed care organizations (MCOs) appealed to the North Carolina Office of Administrative Hearings (OAH). While the mediators are trained and certified, very few of the participating disputants (on either side) have any training, largely learning by trial and error and reacting on instinct and circumstances, not strategy. Learn the basics of ADR and mediation, especially in the behavioral health MCO context, including tips, tricks and traps that can maximize your problem-solving and dispute resolution skill sets.

SESSION OBJECTIVES: Participants will:

1. learn what is "mediation" and where it falls in the spectrum of ADR processes;
2. gain "big picture" of dispute processes in NC MCOs, identifying when mediation must or should be used; and
3. understand the basic legal requirements surrounding MCO OAH mediations, including tight timelines, confidentiality and good faith attendance/participation

The presenters will also introduce tips, tricks and avoidable traps to facilitate win-win resolutions, with or without a mediator present or active. If time permitting, the presenters will participate and/or see role play scenarios. Participants will also obtain helpful resources,
including reference materials, for use in your post-conference professional careers.
Note: Program Integrity CEU Hours Offered: For each Program Integrity session attended, you will receive 1.5 CEU hours. You will receive a certificate which reflects your attendance at these sessions.

Note: This is not a training to become a certified mediator. For such approved courses, consult the North Carolina Dispute Resolution Commission in the NC Court system. This program is how to be an effective advocate, disputant and participant in mediation.

3:00 P.M. – 3:15 P.M. **BREAK: EXHIBITOR**

3:15 P.M. – 4:45 P.M. – BREAKOUT SESSIONS
(Choice of 6 Breakout Sessions)

Track 1

SESSION: **Focusing on the "Vital Few" Problems to Elevate Your Improvement Efforts: The 80/20 Rule in Practice**

SPEAKER: Dale Roenigk, Benchmarking Director, UNC School of Government

DESCRIPTION: The reasons we have delays or defects in our work processes are not equally spread across a range of possible causes. Instead, there is an unequal relation between work inputs and results where a few items count for a disproportionate number of the problems. This observation is commonly known as the Pareto Principle or the 80/20 rule which says that 80 percent of your possible effects come from just 20 percent of your causes. Learn about this simple but fundamental principle from the lean six sigma and other improvement systems, see it in work with data, and consider how you can use it to focus your improvement efforts on the vital few causes that will produce the most results.

SESSION OBJECTIVES: To demonstrate the idea behind the 80/20 rule and show how to use it to laser focus improvement efforts on the "vital few".

TARGET AUDIENCE: People looking for techniques to help them focus their improvement efforts to get the biggest bang for the buck.

Track 2

SESSION: **<u>Unlocking The Code For Employee Recruiting, Selection And Retention</u>**

SPEAKER: Vannessia Slappy, Division Manager, HR Partners

<u>DESCRIPTION:</u> A Behavioral Healthcare company asked our firm to find them a LCSW for an outpatient program. When discussing the need for the open position, several questions were asked. After discussing those questions the company realized that it didn't only have a position open, but they had an ongoing issue with keeping qualified talent. It became apparent that they had to stabilize the company and increase the retention rates of employees that were presently there. Unlocking the codes to hiring, inspiring and terminating employees are the steps to creating inclusion, healthy teams, mutual respect, increased productivity and employees that stay beyond 5 years. Successful managers understand that recruiting the right person for the job, can make or break the company, regardless of how well the company is doing as a whole. There are many creative ways to make sure that you find the right fit. 1. Recruit and Find: Developing a Recruitment strategy requires a mapped out goal to find the Golden Egg. Providing an effective job description that include the vast of responsibilities will lead to effective recruiting. In this century and in this area of business recruitment has changed. We will discuss the many new ways to be creative, and when it's time to call on a vendor to help. 2. Review and Selection of the candidate: Managers should be able to make a decision within 6 seconds of reviewing a resume. “The Scan” method is effective in assisting with time management and staying focused on your Golden Egg. The selection process will consist of many screenings, applications, test, interviews, checks and balancing and conditions. The whole selection processes from short listing right through to job interviews and assessment tests must be clear, compliant and fair. Once you have found your Golden Egg, the next 90 days is the most important 3 months to invest. 3. Retention: There is a saying that we use in the staffing world, “It's easy to find them, but, can they keep them” That is the best way to describe retention. We will discuss creative ways to keep your best people from walking out of your door to your competitor. Do you realize that you have not only lost an employee but have lost an average of 4-10K to replace the employee if they are a hourly employee, up to 50k if the employee is salaried. Sometimes it can take up to 1 year to finally replace the lost. We will review ways to creating the environment that drives employee satisfaction, employee inclusion and build effective team and accelerate work performance. Would your employee recruit for the company or would your employee create an alliance for the entire team to leave?

SESSION OBJECTIVE: Participants will learn the necessary steps to improve their recruitment, selection and retention process. Participants will also learn how to retain good employees.

TARGET AUDIENCE: Supervisors/Hiring Managers

Track 3

SESSION: **<u>Part 2-Medication Assisted Therapy (MAT) For Substance Use Disorders: Effective Integration Of MAT And Evidence-Based Psychosocial Treatments</u>**

SPEAKER: Robert Werstlein PhD, Licensed Psychologist, Daymark Training Director

DESCRIPTION: This session will review Medication Assisted Therapy (MAT) best practice guidelines and how to best integrate MAT and other psychosocial treatments.

SESSION OBJECTIVES: Participates will be able to:

1. identify best practice guidelines for use of Medication Assisted Treatment (MAT) for several substance use disorders;
2. identify the appropriate use for approved Medications for Alcohol and Opioid disorders; and
3. state effective guidelines to integrate MAT with psychosocial interventions

TARGET AUDIENCE: LME/MCO staff and direct care staff
Credit Hours Offered: When attended in conjunction with Medication Assisted Therapy (MAT) For Substance Use Disorders: Effective Integration Of MAT And Evidence-Based Psychosocial Treatments (Part 1) NCSAPPB has approved these combined sessions (Part 1 and Part 2) for 3 hours-Specific Skills Evidence Based-Treatments (SS EBT). The session is also approved by the National Board of Certified Counselors. To be eligible to obtain these hours and receive your certificate for attendance, you MUST attend both Part 1 and Part 2. No credit will be given for partial attendance.

Track 4

SESSION: **Telepsychiatry-** ***Information on this topic will be provided at a later date***

Track 5

SESSION: **Research-Based Intensive Behavioral Health Treatment (RBI-BHT) For Individuals With Autism Spectrum Disorder**

SPEAKER: Kenneth Bausell, I/DD Nurse Consultant, Division of Medical Assistance

DESCRIPTION: This presentation will provide an overview of the draft Medicaid Research-Based Intensive Behavioral Health Treatment service for individuals with Autism Spectrum Disorder. Stakeholder feedback is in process.

SESSION OBJECTIVE: The audience will understand draft RBI-BHT Medicaid State Plan service

TARGET AUDIENCE: ASD, IDD community and others interested in this topic

Track 6

SESSION: **Predictive Analytics - Guiding the Future of Service Delivery**

SPEAKER: Courtney Cantrell, Ph.D., Client Advisor, Care Management Technologies/Relias Learning

DESCRIPTION: Join us for an overview of predictive analytics, beyond fraud, waste and abuse. How payers and providers are using predictive analytics to not only reduce nonstandard, redundant and poor practices that result in waste and abuse but also to encourage best practice and performance improvement. Examples of the application of risk prediction models for improvement in health care, behavioral health care, and reduction in unnecessary hospital and emergency room services and how agencies can support practice improvement and waste reduction using data and training solutions will be provided.

SESSION OBJECTIVE: Participants will receive an overview and learn about predictive analytics.

TARGET AUDIENCE: LME/MCOs, providers and others interested in learning about predictive analytics

Note: Program Integrity CEU Hours Offered: For each Program Integrity session attended, you will receive 1.5 CEU hours. You will receive a certificate which reflects your attendance at these sessions.

TUESDAY NIGHT ENTERTAINMENT

4:45 – 6:55 P.M. **HOSPITALITY SUITE-Exhibitor Sponsored Event**

"Visit with friends"

ENTERTAINMENT -

Get ready for our semi-annual NC TIDE Cornhole Tournament on Monday night! This event has proven to be a hit with all who participate. It allows for great networking opportunities in a stress free and fun environment! Tuesday night promises to be as entertaining with in-house activities planned. Details will follow.

WEDNESDAY – November 16, 2016

7:45 – 8:45 A.M. **CONTINENTAL BREAKFAST-**

(A small continental breakfast will be available for those driving in for the conference. For those staying at the hotel, a full made to order breakfast is included in your room rate.)

7:45 – 10:30 A.M. **REGISTRATION**

8:45 A.M. – 10:15 A.M.- BREAKOUT SESSION
(Choice of 5 Breakout Sessions)

Track 1

SESSION: **Ethical Standards For Professionals In Integrated Care Settings And With Use Of Telepsychology**

SPEAKER: Robert Werstlein PhD, Licensed Psychologist, Daymark Training Director

DESCRIPTION: This training will review the relevant HIPAA standards for confidentiality as they apply to the provision care in integrated settings. It will also review the American Psychological Association standards regarding provision of Telepsychology/Telemedicine.

SESSION OBJECTIVES: Participants will be able to:

1. define and discuss relevant HIPAA standards for confidentiality as they apply to the provision of integrated care; and
2. define and apply standards for the provision of telepsychology services

TARGET AUDIENCE: LME/MCO staff and direct care staff, especially those that now or may in the future practice is an integrated care setting or provide services via telemedicine
CEU Hours Offered: Participants are eligible for 1.5 hour Credit Hours when the participant attends the full 1.5 hours. NCSAPPB has approved this 1.5 hours-Specific Skills (SS) Ethics. The session is also approved by the National Board of Certified Counselors. As a reminder, to be eligible to obtain these hours and receive your certificate for attendance, you MUST attend the full 1.5 hours. No credit will be given for partial attendance.

Track 2

SESSION: **Alternative Service Definitions And Medicaid Managed Care: Clinical And Fiscal Processes And Requirements For Approval**

SPEAKERS: Catharine Goldsmith, Children's Behavioral Health Services Manager, Division of Medical Assistance
Alfred Greco, Section Chief, Managed Care & Waiver Reimbursement, Division of Medical Assistance

DESCRIPTION: The presentation will cover the intent and purpose of Alternative Service Definitions, NC Medicaid's processes for submission and review of service definitions and federal requirements for the approval and implementation of Alternative Service Definitions under managed care plans.

SESSION OBJECTIVE: Participants will increase their understanding of the requirements for the development of Alternative Service Definitions at the MCO level, the processes for submission and review by DMA and the criteria for both clinical and fiscal review and approval.

TARGET AUDIENCE: MCO administrative and clinical staff, providers

Track 3

SESSION: **All Eyes On Fraud**

SPEAKER: Tichina Hamer, Behavioral Health Manager, Division of Medical Assistance

DESCRIPTION: This presentation is designed to share information on identification of fraud, waste and abuse and efforts to combat the loss of Medicaid dollars. The presentation will provide actual cases of fraud and how agencies collaborate to protect beneficiaries and fight fraud. Finally, the presentation will address new regulatory guidelines, as well as, how the changes impact and increase accountability to watch for and report fraud.

SESSION OBJECTIVES: Participants will:

1. understand fraud, waste and abuse;
2. obtain techniques to identify fraud;
3. obtain knowledge of how the new Medicaid rules will impact agencies and providers

TARGET AUDIENCE: MCOs, providers and stakeholders
Note: Program Integrity CEU Hours Offered: For each Program Integrity session attended, you will receive 1.5 CEU hours. You will receive a certificate which reflects your attendance at these sessions.

Track 4

SESSION: **Medicaid-Supported Transition Programs**

SPEAKER: Trish Farnham, Special Initiatives Team Lead, Division of Medical Assistance

DESCRIPTION: NC DHHS continues to invest in activities that support eligible individuals to transition out of identified long-term facilities and back into their homes and communities with supports. In this presentation, NC DHHS staff will provide an overview of its Medicaid-supported transition programs, Money Follows the Person and Transitions to Community Living. The presentation will also highlight other initiatives intended to support quality transition practice and invite dialogue about the future direction of transition practices in North Carolina.

SESSION OBJECTIVES:

1. to provide audience members with clear information about NC DHHS transition program's and activity;
2. to introduce audience members to anxillary transition initiatives, such as the NC Transitions Institute; and
3. to gather insight from audience members that will inform the direction of NC DHHS transitions policy

TARGET AUDIENCE: Anyone interested in improving the quality of transition practice in NC

Track 5

SESSION: **Peer Support And The Consumer Movement: How Organizations Can Effectively Implement And Utilize Individuals With Lived Experience**

SPEAKER: Ronald L. Mangum, Clinical Assistant Professor, UNC School of Social Work-Coordinator of the NC Certified Peer Support Specialist

DESCRIPTION: This presentation offers Leadership a vision of Peer Support, and integration of individuals with lived experience as vital members of the treatment team. Issues surrounding Organization Readiness, job descriptions, interviewing, supervision, and professional development will be examined in the context of Recovery Capital and the Consumer/Peer Support Movement.

SESSION OBJECTIVES: This presentation will offer upper level managers an opportunity to discuss how to successfully invite Peer Support Specialist to the workplace. This session will:

1. assist managers in understanding the role of Peer Support and its impact on the entire treatment and recovery continuum;
2. assist leadership in assessing organizational readiness to develop and implement Peer Support;
3. provide guidance to human resource professionals in the development of job descriptions;
4. establish realistic expectations for Peer Support;
5. examine the recruitment and interviewing process;
6. examine issues concerning supervision;
7. how to address concerns in the workplace and how responses can either reduce or perpetuate stigma and discrimination;
8. issues of unaddressed stigma and discrimination in the workforce; and
9. update on ADA/HR guidelines

TARGET AUDIENCE: This is a training for leadership, human resource professionals, and supervisors. Participants will learn a model for determining organizational readiness, and navigating the change process that comes from implementing a peer work force. Participants will gain an understanding of Peer Support and the values individuals with live experience offer the work-team, the benefits of which will enable individuals with live experience to be matched with suitable roles.

10:15 – 10:30 BREAK

10:30 A.M. – 11:45 A.M.- JOINT SESSION

CLOSING SESSION

SESSION: **Division of MH/DD/SAS Update**

SPEAKER: Lisa Haire, Assistant Director, Quality Management and Operations, Division of MH/DD/SAS

DESCRIPTION: This session will provide participants with an update of projects and initiatives both planned and underway for the Division of MH/DD/SAS

SESSION OBJECTIVES:

1. review current clinical initiatives sponsored by the Division of MH/DD/SAS
2. provide data updates on a variety of LME performance measures; and
3. preview plans for initiatives from the 2016 legislative sessions

TARGET AUDIENCE: LME/MCO and provider staff and advocates

11:45 – 12:00 P.M. **CLOSING REMARKS / DOOR PRIZES**

We appreciate all of you who so generously donate door prizes from your agency. Thanks for participating in our closing activities!

NOTE: Daymark Recovery Services has been approved by NBCC as an Approved Continuing Education Provider (#6466). Programs that do not qualify for NBCC credits are clearly identified. Daymark is solely responsible for all aspects of the programs.

NC TIDE
2017 SPRING CONFERENCE
HILTON WILMINGTON RIVERSIDE
WILMINGTON, NC

APRIL 23, 2017-APRIL 26, 2017

CONFERENCE REGISTRATION: Payment must be postmarked no later than October 14, 2016 to receive the early registration rate. The completed registration form must accompany payment. A confirmation by email will be sent on receipt of registration and payment. Please call or email if you do not receive your confirmation to ensure you are registered.

REGISTRATION FEE:

	Postmarked Early Registration by 10/14/16	Postmarked 10/15/16 –11/8/16
NC TIDE Members (LME-MCO, Provider, DHHS) – **be sure you are a "2016" member**	$ 170.00	$ 195.00
Non-Members (LME-MCO, Provider, DHHS)	$ 200.00	$ 225.00
One Day (LME-MCO, Provider, DHHS)	$ 115.00	$ 140.00
	On-site Rates	
On-site "Full" Registration (members/non-members) – Payment in hand only.	$ 245.00	
On-site "One Day" Registration (members/non-members) – Payment in hand only.	$ 145.00	

MAKE CHECK PAYABLE TO 'NC TIDE' Mail to: **Marilyn Brothers (NC TIDE)**
P O Box 2001
Cary, NC 27512-2001

Amount to be Paid $ _______

Please help with handouts and seat planning. Place a check mark in the space to indicate sessions you plan to attend.

Monday 8:45 – 10:00
__Keynote Address
Monday 10:15-11:45
__ IRIS Updates
__ Social Media
__ Evidence For The Therapeutic Relationship
__ Best Practices Of Successful Providers
__Group Work With IDD Clients
__Part 1-PI Review Start To Finish: A Real Fake Allegation
Monday 1:15– 2:45
__ What's In The Cloud
__ Part 1-Mental Wellness In Children, Adolescents-Focus on Children/Adolescent
__ Internal Controls And Internal Audit
__ The Innovations Waiver Technical Amendment
__ Part 2-PI Review Start To Finish: A Real Fake Allegation
__ Whole Person Care: Concept, Design, And Implementation
Monday 3:00-4:30
__ Part 2-Mental Wellness In Children, Adolescent, Aging-Focus on Aging Adults
__ Using Data To Identify And Improve Results
__Financial Statements 101
__ TBI Advocacy: Challenges, Strategies And Recent Triumphs
__ Part 3-PI Review Start To Finish: A Real Fake Allegation
Monday 4:30-5:30
__North Carolina Traumatic Brain Injury Waiver
Monday 4:30-5:30
__CFAC Networking
__ MCO Networking
__Provider Networking
Tuesday 8:30-10:00
__Thinking Outside The Medicaid Box
__The Beauty Of Data Visualization
__Dog Assisted Therapy
__Managed Care Final Rule
__EPSDT: The Medicaid Benefit For Children
__ Testimony Tips

Tuesday 10:30-12:00
__ Part 1-Why Is Our Performance Constantly Jumping Around?
__ Building Trust With A Remote Workforce
__ Overview Of Trauma
__ Using Data To Improve Care Delivery
__ IDD Professional Learning Communities
__ Discoverable Evidence
Tuesday 1:30-3:00
__ Part 2-Why Is Our Performance Constantly Jumping Around?
__ Triggers To Persuasion And Captivation
__ Part 1-Medication Assisted Therapy
__ What's Your Problem? You Or Your EMR?
__ The Homesteaders: Building An Ordinary Life
__ "Successful" Mediation 101
Tuesday 3:15-4:45
__ Focusing On The "Vital Few" Problems
__Unlocking The Code
__ Part 2-Medication Assisted Therapy
__ Telepsychiatry
__ Research-Based Intensive Behavioral Health Treatment
__ Predictive Analytics
Wednesday 8:45-10:15
__ Ethical Standards
__ Alternative Service Definitions
__ All Eyes On Fraud
__ Medicaid-Supported Transition Program
__ Peer Support And The Consumer Movement
Wednesday 10:30-11:45
__ Division of MH/DD/SAS Update

(PLEASE PRINT ALL INFORMATION CLEARLY)

NAME ____

TITLE ____

AGENCY ____

MAILING ADDRESS ____

PHONE ______________________ **E-MAIL**______________________

CONFERENCE ATTENDANCE: ___FULL CONFERENCE (cannot split w/others)
___ FREE 5th Registration (include with 4 full paid registrations-all registrations must arrive as a packet)
___FREE Staff Registration (include 3 CFAC full paid registrations-all registrations must arrive as a packet)
___ONE DAY (__Mon __Tue __Wed) (check day) (not included in count for free registration)

MEMBERSHIP STATUS:
(Note: check your "**2016** membership status)

___ **NC TIDE MEMBER** (MCO/LME / PROVIDER / DHHS)
___ **NON-MEMBER** (MCO/LME / PROVIDER / DHHS)
___ OTHER **NON-MEMBER**

NC TIDE-CFAC SYMPOSIUM REGISTRATION FORM

CFAC Symposium Registration: Registration and payment must be postmarked no later than **October 31, 2016.** The completed registration form must accompany payment. If you plan on attending both the CFAC Symposium AND regular conference, both registrations forms must be submitted together. A confirmation by email will be sent on receipt of registration and payment. Please call (919.740.9435) or email (marilynbrothers@earthlink.net) Marilyn Brothers if you do not receive your confirmation to ensure you are registered.

CFAC Symposium Only
Early Registration by October 14, 2016 **-$130.00** (includes Monday lunch)
Registration after October 14, 2016**-$145.00** (includes Monday lunch)

CFAC Symposium AND Regular Conference
Early Registration by October 14, 2016 **-$200.00** (includes Monday lunch)
Registration after October 14, 2016**-$225.00** (includes Monday lunch)

If you will need assistance to attend the CFAC Symposium
If you will need assistance in order to attend the CFAC Symposium or conference, there is not a registration fee for the individual who will be providing you assistance. However if the individual who will be assisting you wishes to participant in the CFAC Symposium luncheon, there is a $15.00 charge. The $15.00 payment shall be included with the CFAC member's registration.

The sessions that will be offered are:

- ADVOCACY 101
- Who You Gonna Call?
- Understanding The Role Of CFAC

Additional information regarding these sessions can be found in the registration agenda.

Registration form(s) shall be mailed to:
Marilyn Brothers
NC TIDE
P.O. Box 2001
Cary, NC 27512-2001

(PLEASE PRINT ALL INFORMATION CLEARLY)
Area Representing (please check one): _____ Consumer _____ Family Member _____Advocate

_____ Other (please specify) _________________________________

NAME:____

AGENCY:____

MAILING ADDRESS:____

PHONE:___________________________________E-MAIL:____

Please indicate if you will have an assistant or family member attending with you to assist or accompany you at the conference? _____ Yes _____ No
If yes, please list name:_______________________________________ Relation:________________________

Please indicate any special dietary allergies/needs:____