

## 17th Annual Case Management Conference

Embassy Suites — Old Market  
October 17-19, 2011

## Case Management: Relationships in Recovery

Sponsored by the National Association of Case Management  
Co-sponsored by Region V Systems



## Welcome Letter

We are pleased to offer our 17<sup>th</sup> Annual Case Management Conference, "**Case Management: Relationships in Recovery.**" Previous participants know this to be a fun, motivating, and very comprehensive event. The conference provides opportunities to relax, learn about new developments, and strengthen professional ties. This year's theme was chosen to emphasize the role case managers and service coordinators have in the recovery of the persons they serve.

Our conference hotel this year, The Embassy Suites Omaha – Downtown/Old Market, is right in the heart of downtown Omaha, Nebraska within one block of great restaurants, local unique shops, and multiple attractions. The Embassy Suites is an all suite hotel with multiple amenities including a kitchenette, cooked-to-order breakfast daily, and manager's reception. NACM room rates will be offered three days before and after the conference dates on an as available basis. Come to Omaha early to enjoy one of our Sunday Pre-Conference sessions. For additional information on Pre-Conference topics please see page 3.

A wide variety of professional and concerned citizens will find the conference interesting and useful. Workshop sessions have been carefully selected to introduce innovative approaches, sharpen clinical skills, improve management practices, and inform about public policy issues related to services for children, youth, families, and adults. The diversity of the presenters and participants strengthens the conference.

We must thank all the people and organizations who have helped plan a really great conference, including the conference planning committee, Region V Systems, and our dedicated presenters. Additionally, thank you to the National Association of State Mental Health Program Directors (NASMHPD) and the Community Health Endowment of Lincoln for their generous support to the conference.

We join with our dedicated speakers and board members in hoping that each conference participant will learn new ideas, enhance their professional practice, and strengthen their commitment to recovery of the persons they serve.

*We look forward to meeting you in Omaha.*



C.J. Johnson, NACM Board Chair

## Table of Contents

Pre-Conference Sessions.....	3
Conference Highlights.....	4
Conference Schedule and Matrix.....	5
Registration Information.....	10

## Conference Objectives

By the conclusion of this conference, participants will be able to:

- Describe new innovations in case management practice.
- Identify new approaches.
- Apply the principles and values of recovery.
- Identify methods to ensure persons in recovery are included at all levels of service delivery.
- Perform new skills in the practice or supervision of case management.

## Who Should Attend

Case managers, service coordinators, and supervisors practicing in the human services field along with program managers and administrators. Faculty preparing students to be employed in the human services field will also benefit from this conference as will state and local behavioral health providers and developmentally disabled administrators and managers.

## Conference Planning Committee

Jean Barton  
Region V Systems  
Lincoln , NE

Ardi Korver  
Region V Systems  
Lincoln , NE

Dennis Fisher  
Behavioral Health Training  
and Education Network  
Philadelphia, PA

Carol Kuprevich  
Delaware Health and  
Social Services  
New Castle, DE

Theresa Gomez  
NACM  
Lincoln , NE

Fran Register-Joyner  
Department of Behavioral  
Health and Intellectual  
Disability Services.

Anita Kinsley  
MHA of Southeastern PA  
Bristle, PA

Philadelphia, PA

## Conference Information

**Pre-Conference Sessions:** Sunday, October 16, 2011

**Conference:** Monday, October 17—Wednesday, October 19, 2011

Conference Site and Lodging

### Embassy Suites Old Market

555 South 10th Street

Omaha, Nebraska

**Hotel Room Rate:** \$115 + tax for single/double occupancy

## Travel and Transportation

The conference site is located near Eppley Airport and is served by nearly all major airlines. The Embassy Suites Omaha – Downtown/Old Market offers complimentary shuttle to and from the airport and to many local attractions for all hotel guests. The Embassy Suites is located right in Omaha’s Old Market District which has an abundance of unique shops and restaurants. It is centrally located to many area attractions, such as the Omaha Henry Doorly Zoo, Orpheum Theater, and Durham Museum. The Embassy Suites Omaha – Downtown/Old Market is also located within blocks of the Omaha Convention and Visitors Bureau. To locate area attractions before you arrive visit their website at [www.visitomaha.com](http://www.visitomaha.com). For conference participants who do not stay in the hotel, daily parking is available at Omaha Park Four on 1013 Jackson Street, Omaha, Nebraska.

## Conference Meals

The following group meal functions are included within the applicable conference registration rates:

- All breaks and refreshments
- A light continental breakfast on Monday, Tuesday, and Wednesday
- Monday night welcome reception
- Tuesday awards luncheon

## Conference Site and Hotel

The upscale Embassy Suites Omaha—Downtown/Old Market is an all suite hotel located in the heart of Omaha’s historic Old Market District and is close to many key attractions. Accommodations are attractive two-room suites that feature a private bedroom and separate living area. The Embassy Suites offers complimentary breakfast that is cooked-to-order each morning and a Manager’s Reception with on-the-house drinks each evening. They also offer complimentary airport shuttle and shuttle service to many of the local attractions nearby.

Additional amenities for NACM participants include:

- Free self-parking for overnight guests
- Free wireless internet in guest rooms
- Negotiated rate is available 3 days prior and 3 days after the conference

Room rates of \$115 for a single or double occupancy, will be honored on a space-available basis until **September 15, 2011, at 11:59 p.m.**, or until the NACM Room Block sells out. To receive room block rate please use promotional code “NAC” or visit our website at [www.yournacm.com](http://www.yournacm.com) and utilize the direct reservation link. Hotel rates are subject to applicable state and local taxes, currently 18.16%.

**Hotel room reservations are subject to availability! Please BOOK EARLY!**

## About NACM

The mission of the National Association of Case Management is to provide case managers and other service coordination practitioners with an opportunity for professional growth and for the promotion of case management. NACM is the only not-for-profit national voice for case managers and service coordinators.

**Sunday, October 16, 2011**

**Full Day Pre-Conferences**

**Sunday, October 16, 2011**

**9:00 a.m. - 4:00 p.m. (lunch provided)**

**What is Trauma and Why Must We Address it?:  
Creating Trauma-Informed Systems of Care**

**Staff to be Determined**

**National Association of State Mental Health Program Directors  
(NASMHPD)**

**Alexandria, VA**

SAMSHA's Promoting Alternatives to Seclusion and Restraint through Trauma-Informed Practices promotes trauma-informed practices in the delivery of services to people who have experienced violence and/or trauma and are seeking support for recovery and healing. This presentation will address the prevalence of trauma and suggest techniques to reduce the likelihood of re-traumatization. Participants will learn what trauma is and how it affects individuals—psychologically, developmentally, and neurobiologically. Self-regulation strategies will also be explored.

Participants will be able to:

1. Define trauma and its effects on the brain.
2. Identify at least four strategies to reduce the likelihood of re-traumatization.
3. Explore a minimum of two ways trauma affects people developmentally, psychologically, and physiologically.
4. Create a minimum of two action steps to implement trauma-informed practices in their work.

-or-

**Cultural Competency in Behavioral Health**

**Malcom Miles, BA**

**Renee' Dozier, MPA**

Region V Systems

Lincoln, NE

During the last decade, cultural competence has been identified as an integral part of best practices in behavioral health care. The 1999 Surgeon General's Report on Mental Health highlighted culture as one of its major themes, describing cultural competence as a "broad based approach" that is "more than the sum of its parts" (DHHS, 1999). Despite the emphasis that has been placed on cultural competence, communities continue to face disparities in access to care. Increasing access to services for culturally and linguistically diverse populations is particularly challenging and requires attention to the influence of culture on the help-seeking process and the design and delivery of behavioral health services. Communities wishing to reduce disparities must begin by increasing their understanding of the populations they serve, the existing community, and organizational barriers. This two-part series will

address operationalizing, implementing, and measuring cultural competence as necessary components for improving behavioral health services.

Participants will be able to:

1. Identify the concept of culture.
2. Distinguish the difference between culture, competence, and cultural competence.
3. Identify the domains of cultural competency.
4. Evaluate and assess cultural competence.
5. Describe important cultural considerations for serving African American, Asian and Pacific Islander, Latino, and Native American populations.
6. Identify strategies for increasing access, availability, and utilization of behavioral health services.

**Half Day Pre-Conference**

**Sunday, October 16, 2011**

**1:00 p.m. - 4:00 p.m.**

**How to be Fired Up, Without Burning Out**

**Douglas Smith, M.A., M.S., M.Div**

Madison, WI

This half day pre-conference session will address compassion fatigue. During the workshop participants will learn the causes of burnout, boundaries to avoid burnout, how to avoid becoming depersonalized and uncaring, how to be honest about your own shortcomings, pain and suffering, advantages and disadvantages to clinical distance, and how to convey congruence, empathy, and unconditional positive regard with persons served and coworkers.

Participants will be able to:

1. Describe a model of care that finds meaning and value in pain, suffering, and imperfections.
2. Explain ways of conveying congruence, empathy, and unconditional positive regard in a constructive manner.
3. Identify ways of caring without overextending ourselves or violating boundaries.
4. Discuss ways of transforming seemingly negative situations into positive growth experiences.

**Welcome Reception**

**Monday, October 17, 2011**

**5:30 p.m.—7:30 p.m.**

**Drinks and Hors d'oeuvres**

**All Conference Participants and  
Guests Welcome!**

**Opening Address:**

Monday, October 17, 2011  
8:00 a.m.—9:15 a.m.

**Self-Worth and Self-Care**

**Douglas Smith, M.S., M.A., M.Div**  
Madison, WI

When we work in today’s environment, it is easy to feel overworked, worn out, and insignificant. This session will explain some simple tools that can be used to bring instant relief in the midst of turmoil. In addition, systematic tools to address our more complex accumulated pains and losses will be discussed.

**Doug Smith’s** academic credentials include a M.S. in community health administration from California College for Health Sciences; M.A. in counseling and human development, Bradley University, Peoria, Illinois; M.Div., pastoral counseling and theology from the Protestant Episcopal Theological Seminary in Alexandria, Virginia; and a B.A. in English and Creative Writing from Luther College, Decorah, Iowa.

**Mr. Smith** has consulted with the Newberg, Oregon office of the Hazelden addiction treatment programs and the Cottonwood Residential Treatment Center in Tucson, AZ. Most of his work has been with NICU, ICU, and hospice unit staff.

**Mr. Smith** has personal life experience with mental illness, trauma, and deep loss. He has learned how to recover and has developed tools for others to use for honest self-assessment and to find meaning of their loss, fear, trauma, or hurt.

**Plenary Session:**

Tuesday, October 18, 2011  
8:00 a.m.—9:15 a.m.

**Recovery from Schizophrenia - A Personal Journey**

**Dr. Fredrick J. Frese III, Ph.D.**  
Hudson, OH

The presenter was a 25-year old Marine Corps officer when he was first diagnosed and hospitalized with schizophrenia. During the next decade, he experienced a series of breakdowns, being hospitalized in various military, state, county, veterans, and private psychiatric hospitals. At one point he was taken before a court, declared to be insane, and committed indefinitely to a public psychiatric institution. Despite his disability he was eventually able to recover sufficiently to earn a Ph.D. and became a licensed psychologist, serving other persons with serious mental illness. Dr. Frese has worked in state hospitals, the community, and with several national professional and advocacy organizations.

**Dr. Frese** currently holds psychology faculty appointments in psychiatry at Case Western Reserve University and The Northeastern Ohio University’s College of Medicine and Pharmacy, and has held teaching positions at Kent State, Ohio University, and the Ashland Theological Seminary. He has published numerous articles and chapters and serves on the advisory board for Schizophrenia Bulletin and Psychiatric Rehabilitation.

**Closing Address**

Wednesday, October 19, 2011  
10:30 a.m.—11:30 a.m.

**Avoid Being a "Basket Case" Manager**

**Juli Burney, M.A.**  
Lincoln, NE

Navigating the case management landscape has never proved more challenging than in modern times. Between government requirements, budget cuts, public scrutiny, emerging diversity, developing psychological knowledge and communication challenges, how can we make sure that no case manager becomes a basket case? With good humor of course! With delight and determination, each case manager can find the strength within themselves to stay motivated, energized, and build strong relationships. This presentation will address the trials that case managers face, empowering them to recapture their passion for human services.

**Ms. Burney** is an Adjunct Assistant Professor in Communication and Theatre at Doane College in Lincoln, Nebraska, and has worked as a professional motivational humorist since 1985. Ms. Burney has filmed for Showtime and HBO, is a published author and a Nebraska Artist in Residence. A recipient of the 2000 Toastmasters International Communication and Leadership Award, Ms. Burney is also the 2002 winner of the Artist of the Year Award from the Nebraska Arts Council and has five times been named "Teacher of the Year" at Doane College Lincoln, Nebraska.

Track	8:00	9:30-10:30	10:45-11:45	11:45
Primary Case Management Skills	<b>Welcome and Opening Address</b>	<b>Person-Centered Assessments</b> - Douglas Smith, M.A., M.S., M.Div	<b>Bringing Technology to Case Management</b> - Ed Nicely - Mark Miller, Ph.D.	<b>Lunch on Your Own</b>
Trauma-Informed Practices		<b>Workshop Title to be Announced</b> - NASMHPD Staff	<b>Workshop Title to be Announced</b> - NASMHPD Staff	
Clinical Skills		<b>Understanding How the Brain Works: An Introduction</b> - Sally Marie Cox, MEd, LIMHP, LADC, CPRP - Bob Shueey B.A.	<b>Virtual Dreams</b> - Douglas Smith, M.A., M.S., M.Div	
Recovery and Wellness		<b>Improved Care Coordination through Coaching: A Relationship to Recovery</b> - Gary Curtis, MSW - Laurie Robinson, RN	<b>Developing a New Workforce: Leadership, Partnerships, and Recovery</b> - Stephen Christian-Michaels	
Administration and Management		<b>Considerations for Training and Orienting Case Managers</b> - Dennis Fisher, M.M. - Carol Kuprevich, Ed.D.	<b>RAC, MIC, ZPIC, MAC - Compliance Alphabet Soup for Case Managers</b> - Virginia Gleason, JD, MPA, CHC	
Hot Topics		<b>Motivational Interviewing for Persons with Trauma History</b> - Kate Speck, Ph.D., MAC, LADC		

\*Conference and workshop schedule subject to change.

**Consolidated Conference Schedule\***

**Sunday, October 16, 2011**

12:00 p.m.—5:30 p.m. Registration Desk Open  
9:00 a.m.—4:00 p.m. Full Day Pre-conferences  
1:00 p.m.—4:00 p.m. Half Day Pre-conference

**Monday, October 17, 2011**

7:30 a.m.—4:00 p.m. Registration Desk Open  
7:30 a.m.—8:00 a.m. Breakfast  
8:00 a.m.—9:15 a.m. Opening Address  
9:30 a.m.—11:45 a.m. Breakout Sessions  
11:45 a.m.—1:30 p.m. Lunch (on your own)  
1:30 p.m.—4:00 p.m. Breakout Sessions  
2:30 p.m.—3:00 p.m. Break in Exhibit Hall  
5:30 p.m.—7:30 p.m. Welcome Reception

**Tuesday, October 18, 2011**

7:30 a.m.—4:00 p.m. Registration Desk Open  
7:30 a.m.—8:00 a.m. Breakfast  
8:00 a.m.—9:15 a.m. Plenary Session  
9:30 a.m.—11:45 a.m. Breakout Sessions  
12:15 p.m.—1:15 p.m. Awards Luncheon  
1:30 p.m.—4:00 p.m. Breakout Sessions  
2:30 p.m.—3:00 p.m. Break in Exhibit Hall

**Wednesday, October 19, 2011**

7:30 a.m.—10:00 a.m. Registration Desk Open  
7:30 a.m.—8:00 a.m. Breakfast  
8:00 a.m.—10:15 a.m. Breakout Sessions  
10:30 a.m.—12:00 p.m. Closing Address

Track	1:30-2:30	3:00-4:00	5:30
Primary Case Management Skills	Crisis Prevention in Case Management and Recovery Coaching - David Wilkinson, BSW		<b>Welcome Reception</b>
Trauma-Informed Practices	Workshop Title to be Announced - NASMHPD Staff	Workshop Title to be Announced - NASMHPD Staff	
Clinical Skills	Using Cluster-Based Levels of Care to Facilitate Recovery - Bill Rubin, MA - Cheryl Bolender, MA, MSW, LISW-S - Lee Ann Watson, Ph.D.		
Recovery and Wellness	Integrated Wellness Model - Roberta Howard, LCS, BHP, BHT, MS, MA		
Administration and Management	Oh No! We've Hired Persons in Recovery - Steve Miccio, BA	Utilizing Self-Directed Work Teams - C.J. Johnson, MSW, LCSW, LMHP	
Hot Topics	Innovative Models and Preferred Practice Guidelines for Adults with Mental Illness - Robert Snarr	Working Toward Recovery - Kasey Moyer, B.A. - Kara Magdanz	

\*Conference and workshop schedule subject to change.

### Additional Information

For biographical sketches on any of the presenters, objectives, or additional information on workshop tracks visit our website at [www.yournacm.com](http://www.yournacm.com).

### Professional Development Statement

The conference offers flexibility through multiple choices, yet retains several coherent “tracks” for those who want to concentrate on a particular topic. We hope the program reflects your interests and provides you with a chance to exchange information, improve your skills, and develop valuable professional associations. The conference is designed to meet professional continuing education requirements. Certificates of attendance will be available for documentation. Prior approval will be requested for CEUs for mental health, psychologists, nurses, alcohol and drug counselors, and others. Specific information regarding CEU credits will be available in late September.

Track	8:00	9:30-10:30	10:45-11:45	12:15
Primary Case Management Skills	<b>Plenary Session</b>	<b>Case Management Problem-Solving/ Decision-Making Process</b> - Ervin Munro, M.S.	<b>Spirituality in Behavioral Health</b> - Dennis Fisher, M.M.	<b>Awards Luncheon</b>
Co-Occurring Skills		<b>Alternatives to Incarceration</b> - Rebecca Brown, LSAC, BSHS		
Clinical Skills		<b>Twelve Aspects of Coping with Schizophrenia</b> - Dr. Frederick J. Frese III, Ph.D.	<b>Chronic Users Systems of Care: A Multidisciplinary Collaborative Addressing the Needs</b> - Libby Guthrie, Ed.D, MA - John Weber	
Recovery and Wellness		<b>Practice Guidelines: A Recovery Focused Foundation for Support</b> - Francess Register-Joyner, M.Ed.	<b>Crushing Schizophrenia</b> - Dr. Frederick J. Frese III, Ph.D.	
Administration and Management		<b>Risk Management: Improving Service Delivery</b> - Patrick Kreifels, MSW, PLMSW, PLMHP		
Hot Topics		<b>Peer-run Hospital Diversion Services</b> - Steve Miccio, BA - Alan Green, MPA		

\*Conference and workshop schedule subject to change.

### XCEL Awards

In order to recognize outstanding achievements by individuals and organizations providing case management/ service coordination, NACM gives annual XCEL awards in four categories:

1. Case manager/service coordinator
2. Peer case manager/service coordinator
3. Case manager/service coordinator supervisor
4. Case management/service coordination program/organization

Nominations for individuals/organizations can be made by any NACM member in good standing or by any non member who registers for the conference (non member registration includes 1 year of membership to NACM). Award recipients will be selected by the NACM Board of Directors and categories awarded will depend on nominations. For additional information on the awards or to nominate someone please visit [www.yournacm.com](http://www.yournacm.com) or contact NACM at 402-441-4385.

Track

1:30-2:30

3:00-4:00

<b>Primary Case Management Skills</b>	<b>Collaborative Helping: A Framework for Home and Community Work</b> - Kevin Gillespie, MHSA, RN - William Madsen, Ph.D.	
<b>Co-Occurring Skills</b>	<b>Engaging the Specialized Substance Abusing Offender in Recovery</b> - Deb Minardi	<b>Harm Reduction Case Management: Relationship is the Cornerstone of Recovery</b> - Libby Guthrie, Ed.D, MA - John Weber
<b>Clinical Skills</b>	<b>Enriching Recovery Through Cultural Competence</b> - Dennis Fisher, M.M. - Frances Register-Joyner, M.Ed	
<b>Recovery and Wellness</b>	<b>Introduction to Wellness Recovery Action Planning (WRAP)</b> - Pat Talbott - Susan Hancock	
<b>Administration and Management</b>	<b>Developing System Outcomes for Improved Effectiveness</b> - C.J. Johnson, MSW, LCSW, LMHP	
<b>Hot Topics</b>	<b>Trip to Local Peer-run Hospital Diversion House: Keya House</b> Travel to Lincoln required. Limited to first 30 people, transportation only available for 18.	

\*Conference and workshop schedule subject to change.

### Special Needs

If you have special needs while attending our conference (i.e. guide, mobility, reader, sign language interpreter) please attach a letter outlining those needs and submit it along with your registration form or write to [nacm@yournacm.com](mailto:nacm@yournacm.com). If you have special hotel needs please contact the hotel directly.

### Exhibiting Opportunities

The annual conference offers excellent opportunities for exhibitors to showcase products and services. Typical exhibitors include pharmaceutical, business services, software companies, health services, treatment, providers, and other non-profit organizations. A limited number of booth spaces are available at various exhibiting levels. More information and exhibitor registration forms are available at [www.yournacm.com](http://www.yournacm.com) or by calling 402-441-4385.

Track	8:00-9:00	9:15-10:15	10:30
<b>Primary Case Management Skills</b>	<b>Case Management: Working with Transition Age Youth</b> - Rosalee Higgs, MSW - Becki Coleman, B.S. - Ritha Moro, MS - Laura Primus, B.S. - Melissa Schaefer, B.S. - Dan Bloom, B.S.- Criminal Justice - Project Everlast Council Members		
<b>Trauma-Informed Practices</b>	<b>Creating a Trauma Informed Environment</b> - Tanya Ingram, PLMHP, Ms. Ed		
<b>Co-Occurring Skills</b>	<b>Different People, Different Needs: Moving Beyond Traditional Peer Support for Addiction</b> - Kim Carpenter	<b>Ending Homelessness and Promoting Recovery: The Stepping Stones to Recovery/SOAR Model in Action</b> - Denise Packard, LMHP, LADC - Tara Muir, JD	
<b>Clinical Skills</b>	<b>Psychotherapeutic Medications 2011: Announcing a New Online Resource for Counselors, Individuals, and Their Families</b> - Alex Barajas-Muñoz, M.S.		
<b>Recovery and Wellness</b>	<b>Peer Employment Training</b> - Roberta Howard, LCS, BHP, BHT, MS, MA		
<b>Administration and Management</b>	<b>Case Management Paradigm: Back to the Basics</b> - Wanda Cidor - Virginia Gleason, JD, MPA, CHC		
<b>Hot Topics</b>	<b>Safety 101: The Basics for Case Managers</b> - Kristina Hannon, MSW		

**Closing Address**

\*Conference and workshop schedule subject to change.

**Pre-Conference Saving**  
 Take advantage of low Pre-Conference rates when added to a full conference registration.

**Thank you!**  
 Conference Planning Committee  
 and  
 2011 Conference Presenters

**Questions?**  
**E-mail:**  
[nacm@yournacm.com](mailto:nacm@yournacm.com)  
**Website:**  
[www.yournacm.com](http://www.yournacm.com)  
**Phone:**  
 402-441-4385

# 2011 NACM Conference Registration

Please use one form per person. Duplicate as needed or register online at [www.yournacm.com](http://www.yournacm.com).

Name: \_\_\_\_\_  
 Organization: \_\_\_\_\_  
 Job Title: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_  
 Email: \_\_\_\_\_  
*Registration confirmation/receipt will be sent via email only. Please print clearly.*

This is my first NACM conference.

How I heard about this conference:  Email  Website  Mail  
 Word of mouth  Other: \_\_\_\_\_

**Lunch (Sunday)**  
 Vegetarian  
*(may include dairy)*

**Lunch (Tuesday)**  
 Vegetarian  
*(may include dairy)*

Special requests will be accommodated if possible.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

- Attention**
- NACM sends registration confirmations via email to anyone who provides a legible, accurate email address. Retain the email as your receipt or invoice. No other form of confirmation will be sent.
  - On-site registration will be available as space allows.
  - The conference fee includes continental breakfasts and awards luncheon.

STANDARD-FULL REGISTRATION			
Full Conference	Early Bird Rate May 1 – August 31	Regular Rate September 1 – 25	Late Registration After September 25
<input type="checkbox"/> Member	<input type="checkbox"/> \$265	<input type="checkbox"/> \$315	<input type="checkbox"/> \$345
<input type="checkbox"/> Non Member*	<input type="checkbox"/> \$305	<input type="checkbox"/> \$355	<input type="checkbox"/> \$385
<b>Full Day Pass</b>	<input type="checkbox"/> \$180 (Monday)	<input type="checkbox"/> \$180 (Monday)	<input type="checkbox"/> \$190 (Monday)
	<input type="checkbox"/> \$180 (Tuesday)	<input type="checkbox"/> \$180 (Tuesday)	<input type="checkbox"/> \$190 (Tuesday)
<b>Half Day Pass</b>	<input type="checkbox"/> \$90 (Wednesday a.m.)	<input type="checkbox"/> \$90 (Wednesday a.m.)	<input type="checkbox"/> \$99 (Wednesday a.m.)

\*Includes one year membership to NACM

**Payment and Registration Information**

**Payment Policy:** Checks (payable to NACM), Visa, MasterCard, Discover, and American Express are welcome. If paying with a credit card include the billing address in the **Payment/Billing Information** box.

**Online Registration:** [www.yournacm.com](http://www.yournacm.com)

**Mail Registrations to:** NACM  
 % Jean Barton  
 1645 'N' Street  
 Lincoln, NE 68508

**Fax Registration:** 402-441-4335 (credit card payments only)

**Cancellation Policy:** Cancellations will only be considered when received in writing. You may receive a full refund for your conference registration (less a \$25 processing fee) for written cancellations received by NACM on or before August 31, 2011. Written notices of cancellation received September 1, 2011, through September 30, 2011, will be assessed a \$50 processing fee. Only medically verifiable cancellations will be considered for partial refund after October 1, 2011. For the full cancellation policy visit [www.yournacm.com](http://www.yournacm.com).

PRE-CONFERENCE—Sunday, October 16, 2011	Add Pre-Conference to Full Registration	Early Bird Rate May 1 – August 31	Regular Rate September 1 – 25
<b>Full Day Pre-Conference: What is Trauma and Why Must We Address it?: Creating Trauma-Informed Systems of Care</b>			
<input type="checkbox"/> Member	<input type="checkbox"/> \$135	<input type="checkbox"/> \$150	<input type="checkbox"/> \$170
<input type="checkbox"/> Non Member	<input type="checkbox"/> \$160	<input type="checkbox"/> \$175	<input type="checkbox"/> \$190
<b>Full Day Pre-Conference: Cultural Competency in Behavioral Health</b>			
<input type="checkbox"/> Member	<input type="checkbox"/> \$135	<input type="checkbox"/> \$150	<input type="checkbox"/> \$170
<input type="checkbox"/> Non Member	<input type="checkbox"/> \$160	<input type="checkbox"/> \$175	<input type="checkbox"/> \$190
<b>Half Day Pre-Conference: How to be Fired Up, Without Burning Out</b>			
<input type="checkbox"/> Member	<input type="checkbox"/> \$80	<input type="checkbox"/> \$95	<input type="checkbox"/> \$115
<input type="checkbox"/> Non Member	<input type="checkbox"/> \$110	<input type="checkbox"/> \$120	<input type="checkbox"/> \$140

**Payment/Billing Information**

Check # \_\_\_\_\_ -or-  Credit Card:  Visa  MasterCard  Discover  American Express

Card #: \_\_\_\_\_ 3-digit verification code: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Name as appears on card: \_\_\_\_\_ Signature: \_\_\_\_\_

Billing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

**Total amount submitted:** \$ \_\_\_\_\_

**DATED MATERIAL**



# **17th Annual Case Management Conference**

## **Case Management: Relationships in Recovery**

**Embassy Suites, Old Market — Omaha, NE**

**Conference Dates: October 17-19, 2011**

**Pre-Conference Sessions: October 16, 2011**

