

## 23rd Annual Case Management Conference

DoubleTree By Hilton Omaha Downtown—Omaha, NE  
October 24-26, 2017



Promoting the Profession of Case Management:  
Ethics, Excellence, and Ethos

Photo courtesy of the Omaha Convention & Visitors Bureau

### National Association of Case Management



Co-Sponsored by



## Welcome

We are pleased to offer NACM's 23rd Annual Case Management Conference—"Promoting the Profession of Case Management: Ethics, Excellence, and Ethos."

This year, NACM will be offering two and a half days of scheduled sessions and a half day of CM Camp sessions. During our CM Camp on Wednesday, October 25, 2017, attendee interaction, discussion, and relationship-building will take center stage. Check out page six for additional information on the CM Camp half day.

Our conference venue, the DoubleTree By Hilton Omaha Downtown, is located just six blocks from Omaha's Historic Old Market. This historic warehouse district offers an array of boutique shopping, fine Omaha dining, and an exciting entertainment experience.

This year 16 specialty tracks with over 50 workshops will be offered. Participants will have the opportunity to learn about multiple program models, best practices, and nation-wide resources. NACM will also be offering several experience-based workshops (pre-registration required) including Yoga, Case Management Safety and Awareness, Pat Deegan's Hearing Voices Simulation, Siena/Francis House Homeless Shelter Tour, and Keya/Honu Peer-Run Respite Tour. There is also an opportunity for attendees to pre-register for a NACM Standard Review Session. See page eight for additional details on experiential workshops.

We enthusiastically thank everyone who has helped plan this amazing conference, including the Conference Planning Committee, our presenters, volunteers, sponsors, Region V Systems, and the Mental Health Association of Nebraska.

Please plan to join us to learn new ideas, enhance your professional practice, and strengthen your commitment to the persons we serve.

We look forward to meeting you in Omaha, NE!



C.J. Johnson  
Board Chair  
NACM



Kasey Moyer  
Executive Director  
Mental Health Association of Nebraska

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## Conference Objectives

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

- Apply new skills to benefit persons served.
- Create successful collaborations in communities with persons served as well as other organizations.
- Perform new skills in the practice or supervision of case management
- Identify skills to deal with stress.
- Describe effective communication skills in challenging situations.
- Develop a professional learning network with meaningful, mutually beneficial connections.
- Choose from participant-driven sessions and actively engage in professional development of self and others.

## Who Should Attend

- Administrators
- Case Managers/Service Coordinators
- Behavioral Health Practitioners
- Persons in Recovery/Persons Served
- Program Managers
- Nurses
- Social Workers
- Students
- University Professors
- Anyone in the human services field

## Questions?

E-mail—[nacm@yournacm.com](mailto:nacm@yournacm.com)

Website—[www.yournacm.com](http://www.yournacm.com)

Phone—(402) 441-4385

# Schedule and Hotel Information

**Tuesday, October 24—Thursday, October 26, 2017**

**DoubleTree By Hilton Omaha Downtown**

1616 Dodge Street

Omaha, NE 68102

Telephone — 1-800-222-TREE

**Hotel Room Rate** — \$130+ tax for single occupancy or \$135+ tax for double occupancy

## Conference Schedule\*

### Monday, October 23, 2017

2:00 p.m.—4:00 p.m. Registration Desk Open

### Tuesday, October 24, 2017

8:00 a.m.—4:30 p.m. Registration Desk Open

8:00 a.m.—4:30 p.m. Exhibit Hall Open

8:30 a.m.—9:00 a.m. Networking Breakfast

9:00 a.m.—10:15 a.m. Opening Address

10:30 a.m.—12:30 p.m. Breakout Sessions

12:30 p.m.—1:30 p.m. Lunch

1:30 p.m.—2:30 p.m. Breakout Sessions

2:30 p.m.—3:00 p.m. Break — Exhibit Hall

3:00 p.m.—4:30 p.m. Breakout Sessions

### Wednesday, October 25, 2017

8:00 a.m.—4:30 p.m. Registration Desk Open

8:00 a.m.—4:30 p.m. Exhibit Hall Open

8:30 a.m.—9:00 a.m. Networking Breakfast

9:00 a.m.—10:30 a.m. CM Camp Address

10:30 a.m.—10:45 a.m. Building CM Camp

11:00 a.m.—12:30 p.m. Breakout Sessions

12:30 p.m.—1:30 p.m. Lunch

1:30 p.m.—2:15 p.m. CM Camp Sessions

2:15 p.m.—2:45 p.m. Break — Exhibit Hall

2:45 p.m.—3:30 p.m. CM Camp Sessions

3:45 p.m.—4:30 p.m. CM Camp Sessions

### Thursday, October 26, 2017

8:00 a.m.—12:00 p.m. Registration Desk Open

8:00 a.m.—12:00 p.m. Exhibit Hall Open

8:30 a.m.—9:00 a.m. Networking Breakfast

9:00 a.m.—10:00 a.m. Breakout Sessions

10:15 a.m.—12:15 p.m. Breakout Sessions

12:15 p.m.—1:00 p.m. Lunch

1:00 p.m.—3:00 p.m. Closing Address

\*Conference and workshop schedule subject to change.

## Conference Site and Hotel

The DoubleTree By Hilton Omaha Downtown is the ideal choice for your stay in Omaha, Nebraska. The DoubleTree By Hilton Hotel is located across the street from the First National Bank and Union Pacific Center, and is just six blocks from Omaha's Historic Old Market. The friendly staff look forward to welcoming you to Omaha with the signature, warm chocolate-chip cookie.

Additional amenities for NACM participants include:

- Free basic wireless internet in guest rooms
- Free airport shuttle
- Access to fitness center and indoor swimming pool
- Breakfast buffet to include both hot and cold items and a made-to-order omelet station
- Negotiated rate available three days prior and three days after conference dates based on hotel availability

Room rates of \$130 for single occupancy or \$135 for double occupancy will be honored on a space-available basis until **Sunday, September 24, 2017, at 5:00 p.m.**, or until the NACM room block sells out. Book online by visiting our website at [www.yournacm.com](http://www.yournacm.com) and utilizing 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!**

## CM Camp

On Wednesday, October 25, 2017, NACM will host its third CM Camp, an innovative, highly interactive, participant-driven event. See page six for additional details.





**Opening Address**  
**Strive for Excellence**  
**Judge Calvin Johnson**  
New Orleans, LA

"When I opened the door I knew why I chose to do this work. There were mice everywhere. I was so afraid that I would carry roaches out of the house in my purse I never sat down. I saw this child sitting on the floor looking at the comic page in the paper. It dawned on me that the child was reading the paper. I knew no one in the house had taught that child how to read. I knew I came

through the door for that child. Then I knew why I chose this profession." ~paraphrased from a Case Manager

During this keynote learn about what it takes to be an excellent case manager, the joy that is found in the profession of case management, and what the future holds.

Participants will be able to:

1. Define excellence as it applies to the profession of case management.
2. Identify the joy in the case management profession.
3. Describe the future of case management services.

## Morning

Track	8:30	9:00	10:30—12:30	12:30
Supervision	Networking Breakfast	Welcome and Opening Address	<b>Individual and Organizational Change: How to Make Things Go Smoothly</b> C.J. Johnson, MSW, LCSW, LMHP	Lunch
Housing			<b>Good Neighbors—Maximizing Innovation, Collaboration, and Problem-Solving in the Development and Management of Housing Programs</b> Lorena Patricia Keely, BA	
Healthcare Integration			<b>Brief Motivational Interviewing for Health Promotion</b> Mogens Bill Baerentzen, BSN, MS, CRC, LMHP      Audra Meador, MPH, CHES	
Self-Care			<b>Stress Management and Self-Care for Case Managers</b> Dennis Fisher, MM	
Hot Topics			<b>Addressing Challenging Behaviors—Problem-Solving/Decision-Making Process</b> Ervin Munro, MS	
Case Management Skills			<b>Privacy 101—From HIPAA and Beyond</b> Chris Ambrose, MBA, CHC	
Children & Youth			<b>Developing Wraparound Levels of Care for Ten Clusters of Youth with Behavioral Health Issues</b> Renee' Dozier, MPA      Ashley McCracken, BA Malcom Miles, BS      LaShawnda Nimox, AAS Bill Rubin, MA	
Lived Experience			<b>Pat Deegan's Hearing Voices Simulation: Developing Empathy for the Lived Experience of Psychiatric Disability*</b> Tristan Bentch, MS, CPRP	
Safety/Crisis Intervention			<b>Assessing Lethality</b> Jeff Marks, MA	
Tour			<b>Tour &amp; Talk at Siena/Francis House Homeless Shelter*</b> Rod Bauer, MHR, LMHP, LADC	

Conference and workshop schedule subject to change.

\* Indicates a session with limited seating. Pre-registration required. See page eight for additional information.

# Tuesday, October 24, 2017

## Afternoon

Track	1:30—2:30	2:30	3:00—4:30
Supervision	<b>The Supervisory Rollercoaster: Building Organizational Culture in Outcome-Based Mobile Case Management</b> Ashley Johnson, BA                      Scott Udell, MS	<b>Break—Exhibit Hall</b>	<b>Overcoming Barriers to Effective Supervision</b> Janice Gasker, DSW, LCSW
Housing	<b>Building a Coordinated Entry System: What’s That?</b> Denise Packard, MA, LIMHP		<b>Finally Housed! Now What??—Challenges Facing Newly Housed</b> Denise Packard, MA, LIMHP Bridget Thompson, MA, LIMHP
Healthcare Integration	<b>Caring for Our Communities of Southwest Iowa: A Hospital and Behavioral Health Agency Partnership</b> Mindy Blair, MHR, TLMHC, PLMHP, CADC Lorrie Reddish, RN, BSN, ACM-RN, IQCI Scott Zimmerman, MA		<b>Health 360: Integrating Healthcare, Removing Barriers</b> Catherine Fletcher, LICSW
Self-Care	<b>Why Mindfulness and Yoga?</b> Jessica Stolley, LMHP, LDAC		<b>Yoga for Beginners*</b> Jessica Stolley, LMHP, LDAC
Hot Topics	<b>Creating a Food Recovery Program for Hungry Citizens: A Demonstration Project</b> Edward Hanna, MSW, DSW, LCSW Courtney Newcomer		<b>Supporting Peer Specialists on Case Management Teams</b> Victoria Osler, BA                      Jai Sookram, PhD
Case Management Skills	<b>Making Work Incentives Work for You: An Overview of Social Security Benefits Planning</b> Melissa Lemmer, CPSWS, CWIC		<b>Protecting Yourself from Fraud, Waste, and Abuse— Basic Compliance Training</b> Chris Ambrose, MBA, CHC
Children & Youth	<b>Improving Outcomes in Child Welfare: Mental Health and Parent Training for At-Risk Families</b> Kate Sorrell, LICSW		<b>Ensuring All Youth Have the Tools to Thrive</b> Faith Mills
Lived Experience	<b>Sharing HOPE—Finding Purpose</b> Kara Magdanz                      Lindsey Wagaman, BA		<b>WRAP: Keeping True to the Model</b> Melissa Lemmer, CPSWS, CWIC              Chad Magdanz, CPSWS
Safety/Crisis Intervention	<b>Case Manager Safety and Awareness*</b> Ron Frederick		
Standard Review	<b>National Case Management Practice Guidelines and Code of Ethics Review Session: Review and Comment on the latest DRAFT of the NACM Case Management Practice Guidelines (2016)*</b> Craig Johnston, MA                      Mary Ann Kowalonek, CPA, CGMA                      Carol Kuprevich, EdD Jeffrey Marks, MA                      Letty Soto                      John Vafeas, DSW, LSW David Wilkinson, BA		

Conference and workshop schedule subject to change.

\* Indicates a session with limited seating. Pre-registration required. See page eight for additional information.



**CM Camp Address**

**Taking Control of Your Learning**

**Josh Allen**

Papillion, NE

If you are not learning about something you are interested in, take control! New technology and professional learning ideas allow us to learn how we want, when we want, from who we want. Feel empowered to be the best you that you can be.

Participants will be able to:

1. Identify the importance of personal learning.
2. Describe a variety of ways that learning can be personalized.
3. Explain why and how the unconference model came to Omaha.

**Morning**

Track	8:30	9:00	11:00—12:30	12:30
Trauma-Informed Care	Networking Breakfast Welcome and Opening Address		<b>Trauma-Informed Care in Behavioral Health Services</b> Shanise Weatherbee, MA	Lunch
Housing			<b>Heartland Bridges</b> Joe Bauer, MS, PLMHP      Mindy Blair MHR, TLMHC, PLMHP, CADC	
Electronic Medical Records			<b>Managing Productivity Through Targeted Data Collection in an Electronic Medical Record: Implications for Patient Care and Population Health</b> Laura Bazhdari, LMSW      Katie Bierlein, LMSW, MPH	
Case Management Skills			<b>Customer Service and Professional Boundaries</b> Tristan Bentsch, MS, CPRP	
Hot Topics			<b>Recognizing Gender and Sexuality in Case Management Services</b> Emily Blakeslee, BA      Emily Mann, BA	
Clinical			<b>The Healing Art of Creative Expression: Write-On!</b> Thandiwe Gregory, LCSW      Elsa Rodriguez, BSN	
Children & Youth			<b>Understanding Family Dynamics for Optimal Support in Service Delivery</b> Robin Teitelbaum, MBA	
Administration & Management			<b>Promoting an Efficient and Effective System of Care</b> Patrick Kreifels, LCSW, LMHP      Erin Rourke, MSW	
Safety/Crisis Intervention			<b>Crisis Prevention and Crisis Intervention in Case Management</b> David Wilkinson, BA	
Intellectual/Developmental Disabilities			<b>Coming Out: Sexuality, Gender Identity, and Sexual Health for Individuals with Intellectual Disabilities</b> Kalan Addams, BA	

Conference and workshop schedule subject to change.

**Marketing Opportunities**

The 23rd Annual Case Management Conference is a great opportunity for your organization to reach hundreds of case managers, service coordinators, social workers, mental health practitioners, supervisors, program managers, administrators, and more. A range of exhibit, advertisement, and sponsorship options afford you the opportunity to reach numerous attendees in a variety of ways. A limited number of tables and advertisement spaces are available. Information and registration forms are available at [www.yournacm.com](http://www.yournacm.com) or by calling (402) 441-4385.

## Afternoon

### CM Camp Schedule

9:00 a.m.—10:30 a.m.	CM Camp Address	2:15 p.m.—2:45 p.m.	Break — Exhibit Hall
10:30 a.m.—12:00 p.m.	Building CM Camp	2:45 p.m.—3:30 p.m.	CM Camp Sessions
1:30 p.m.—2:15 p.m.	CM Camp Sessions	3:45 p.m.—4:30 p.m.	CM Camp Sessions

### CM Camp Overview

As part of NACM's commitment to advancing the professional growth of case managers and other service coordination practitioners, NACM is integrating an innovative, highly interactive, attendee-driven CM Camp into its annual conference structure. The CM Camp will take place on the afternoon of Wednesday, October 25, 2017, and is intended to leverage attendee expertise and experience to create a conference that meets the needs of all attendees.

During the CM Camp sessions, all attendees are potential speakers and there is no set workshop schedule. Instead, attendees will be asked to bring potential workshop topics to the Keynote Address where the workshop schedule for the morning will be created based on the overall needs of the group. CM Camp sessions are typically open discussions focused on attendee interaction, discussion, and relationship building.

### Key Features of NACM's CM Camp

As NACM introduces the CM Camp model to attendees, there are some key features to know:

- NACM's CM Camp is designed as a time for individualized learning and sharing.
- Meaningful and useful interaction between attendees is our overall goal.
- To truly benefit from the CM Camp attendees need to be active participants.
- Attendees who propose a session will be asked to facilitate that session.
- Facilitators may be a teacher one moment in their sessions and a learner in the next. Remember the experience and expertise of all attendees is harnessed for each session.
- Attendees have complete control over their own learning. Use the "Law of Two Feet."

### "Law of Two Feet"

NACM's CM Camp will be governed by the "Law of Two Feet"...

"Any time you're in a workshop session where you're not contributing or adding value—you are encouraged to use your two feet and respectfully find a session where you can."

Basically, NACM is asking attendees to go when and where you want to go in order to be the driver of your own learning. Attendees who stay in a session they don't enjoy or find value in, bring the energy down for the rest of the group. In following the "Law of Two Feet," you give yourself permission to change your mind and re-engage in something more meaningful to you and your professional development.

If someone in your session decides to use the "Law of Two Feet," remember they are not being rude and don't take it personally. They need to explore a different, more meaningful topic for themselves and they are making space for others to contribute energy to your session.

**Thursday, October 26, 2017**

**Morning**

Track	8:30	9:00—10:00	10:15—12:15	12:15
Trauma-Informed Care	Networking Breakfast	Trauma-Informed Care in the Community Jeff DeSantis, CPRP      Pam Kasinetz, LCSW	Trauma-Informed Care in Case Management: Interrupting the Cycle of Intergenerational Trauma and Poverty Brian Burman, BA    Nick Hutchinson, BS    Marybeth Taylor, BS	Lunch
Forensic		The Criminalization of Individuals with Mental Health Diagnoses: How Forensic Diversion Can Help Andrea Concordia, MS	Law Enforcement & Peer Support: Peers Developing Working Relationships with Law Enforcement and the Emergency Room Chad Magdanz, CPSWS      Ashley Wilksen, CPSWS	
Healthcare Integration		Whole Person Theory Porshia Cook, BA      Haileigh Nelson, MSW	Workforce Considerations in the Management of Co-Morbid Conditions William Reay, PhD	
Self-Care		Mind-Body Connection for Self-Care Kay Glidden, MS      Beth Reynolds, BS	Self-Care is Not Selfish: Creative Tools for Transforming Compassion Fatigue and Vicarious Trauma Kay Glidden, MS      Beth Reynolds, BS	
Hot Topics		Using Texting to Communicate in Crisis Intervention Amy Groh, MA	Using Motivational Interviewing to Engage Stakeholders Kate Speck, PhD, MAC, LADC	
Clinical		De-institutionalization of Dually Diagnosed Persons with Serious and Persistent Mental Illness Ashlee Trapp, BA	Sexual Victimization: Effects and Treatment Mary Rita Weller, PhD, MSW, LSW	
Administration & Management		Charting a Course to a Good Life Heather Sorrells, BS	Developing System Outcomes for Improved Effectiveness C.J. Johnson, MSW, LCSW, LMHP	
Lived Experience		Peers Working with Corrections Tessa Demers      Amie Jackson, CPSWS	Pat Deegan's Hearing Voices Simulation: Developing Empathy for the Lived Experience of Psychiatric Disability* Tristan Bentch, MS, CPRP	
Safety/Crisis Intervention		Case Manager Safety and Awareness* Ron Frederick		
Tour		Peer-Run Services Tour: Keya House & Honu Home* Kasey Moyer, BA		

Conference and workshop schedule subject to change.

\* Indicates a session with limited seating. Pre-registration required. See page eight for additional information.



**Closing Address**

**Encouraging the Best Case Communication**

**Juli Burney, MA**

Lincoln, NE

Being a Case Manager is time consuming and at times quite challenging. It requires emotional intelligence, humor for balance, and communication tools to help build relationships needed to work most effectively. We do not always have control over situations, but we do have control over our responses to

them. Discover how to give your peak response even in the most challenging situations.

Participants will be able to:

1. Recognize the importance of emotions to mental well-being and success.
2. Discover the importance of appropriate good humor to handle stress and build relationships.
3. Examine how to communicate in challenging situations.



# Experiential Workshops

## Experiential Workshops

This year at NACM's 23rd Annual Case Management Conference, Promoting the Profession of Case Management: Ethics, Excellence, and Ethos co-sponsored by Region V Systems and the Mental Health Association of Nebraska, NACM will be offering a variety of experiential workshops where participants have an opportunity to participate in tours, role plays, and other hands-on learning experiences. Each of these sessions have a limited number spots. Attendees should indicate interest in sessions during registration to ensure ability to participate. Please see below for a brief description of each experiential workshop.

### **Pat Deegan's Hearing Voices Simulation: Developing Empathy for the Lived Experience of Psychiatric Disability**

The Hearing Voices Simulation is a tool to help develop empathy for the challenges people with psychiatric disorders face. During the simulation, participants listen to distressing voices through headphones while completing a series of tasks, such as taking a mental status exam in a mock emergency room.

This workshop session is offered twice.

### **Tour & Talk at Siena/Francis House Homeless Shelter**

Participants will get an up-close view of Nebraska's largest shelter for the homeless, located in "north downtown" Omaha, which includes "low barrier" emergency shelters, long-term addiction recovery residences, day shelter, and permanent supportive housing apartments. This experience will demonstrate how an overly-crowded, low barrier shelter operates in a safe, supportive environment, and the process of helping homeless families and individuals move from homelessness to transitional housing and/or permanent, sustainable housing.

### **Case Management Safety and Awareness**

Participants will demonstrate proper field assessment skills and safety techniques during three scenarios. The scenarios address identification of illegal substances and related paraphernalia, opiate or alcohol intoxication, suicidal or agitated persons, child welfare issues, and various other potential risks to staff or persons served in a real life setting. As participants progress through the scenarios, role players interact with the participants while they perform the duties/tasks required in the field, including orienting individuals to services and contacting supervisors, crisis/emergency services, or law enforcement. Upon completion of each scenario, the participants, evaluators, and role players will engage in a de-briefing. The program will conclude with further debriefing in the form of an open group review.

This workshop session is offered twice.

### **National Case Management Practice Guidelines and Code of Ethics Review Session: Review and Comment on the latest DRAFT of the NACM Case Management Practice Guidelines (2016)**

This session is part of an ongoing effort to gain feedback from members and leaders regarding Case Management Guidelines and Ethical Principles. This session will focus on the development of a Code of Ethics. The National Association of Case Management (NACM) standards committee members will systematically facilitate the review of the Ethical Standards. Participants will be provided copies of the document prior to the conference and will be expected to review the materials prior to the conference. Workshop participants will be asked to offer feedback on the draft content, make suggestions for additions/deletions on language and otherwise contribute to the comprehensive development of a Case Management Code of Ethics. Through this structured discussion participants will have ample opportunity to comment on all topics and make suggestions before the document is submitted to the NACM Board of Directors for final approval. A draft timeline for next steps to final adoption and methods for ongoing review and amendment will also be provided, with opportunities for discussion.

### **Yoga for Beginners**

Yoga and mindfulness lead to a calmer and more alert mind and a healthier and more flexible body. In this session participants will rewire the brain, balance the nervous system, clear thoughts, and calm emotions through a yoga class.

### **Peer-Run Services Tour: Keya House & Honu Home**

Participants will tour Keya House and Honu Home, Mental Health Association of Nebraska's peer operated respite houses in Lincoln, NE. The Keya House is the first peer-run respite started in the Midwest. Guests can stay for free up to five nights as they develop and maintain strategies for wellness. The Honu Home is the only model of its kind in the nation supporting individuals as they transition out of the corrections system into the community.

## About NACM

The mission of the National Association of Case Management (NACM) is to provide case managers and other service coordination practitioners opportunities for advancing professional growth and for the promotion of case management. NACM accomplishes these goals through educational meetings, conferences, association communiques, and policy development that continues the definition and refinement of the case management process.

## Travel and Visitor Information

The conference site is located near Eppley Airport and is served by nearly all major airlines. DoubleTree By Hilton Omaha Downtown offers complementary shuttle to and from the airport and to many local attractions for all hotel guests.

The DoubleTree By Hilton Omaha Downtown is located six blocks from 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. To locate area attractions before you arrive visit the Omaha Convention and Visitors Bureau website at [www.visitomaha.com](http://www.visitomaha.com). For conference participants who do not stay in the hotel, daily parking is available in the Central City Garage or First National Bank Parking Garage for \$10 per day.

## Conference Meals

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

- Light continental breakfast
- Breaks and refreshments
- Lunch

## Special Needs

If you have special needs while attending our conference (i.e. 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.

## Continuing Education Units (CEUs)

NACM is applying for the following CEUs:

- Commission for Case Manager Certification (CCMC)
- LMHP, LIMHP, LMFT, Social Work, Professional Counseling
- Addictions Counseling
- Psychiatric Rehabilitation Professionals
- Nursing
- Psychologists

Visit [www.yournacm.com](http://www.yournacm.com) in early September for a complete list of approved CEUs.

## Awards

Each year, NACM honors outstanding achievements by individuals and organizations providing case management and service coordination through XCEL Awards. Nominations for individuals/organizations can be made by any NACM member in good standing or by any non-member who registers for the conference.

This year, in partnership with Service Access and Management, Inc., NACM will also be offering the Innovations in Case Management Practice Award. This award, sponsored by Service Access and Management, Inc., is intended to:

- Encourage, facilitate, and acknowledge the development of innovation in the practice of case management.
- Facilitate the implementation of innovative practices on a consistent basis.
- Create the best, most effective and innovative case managers possible.
- Improve the quality of case management services and job satisfaction of case managers.

Award recipients will be selected by a committee appointed by the NACM Board of Directors; categories awarded will depend on nominations. Award winners will be honored during the Conference. Recipients of the XCEL Awards will receive a free one-year membership to NACM and free registration to a future conference. Recipients of the Innovations in Case Management Practice Award will receive free registration and travel reimbursement to the 2018 conference including airfare, hotel, and meals as applicable.

For additional information or to nominate someone, please visit [www.yournacm.com](http://www.yournacm.com) or contact Theresa Henning at (402) 441-4385.

**All nominations are due to Theresa Henning at [nacm@yournacm.com](mailto:nacm@yournacm.com) by August 25, 2017**

# 23rd Annual Case Management Conference Registration

Please complete 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 \_\_\_\_\_  
 E-mail \_\_\_\_\_

Registration confirmation will be sent via e-mail only. Please print clearly.

What type of Continuing Education Unit credit do you wish to earn?

- ☐ Addiction Counseling      ☐ APA      ☐ CCMC  
☐ CPRP      ☐ Nursing  
☐ LMHP, LIMHP, LMFT, Social Work, Professional Counseling

Is this your first NACM Conference?      ☐ Yes      ☐ No

How did you hear about this conference?

- ☐ E-mail      ☐ Website      ☐ Mail      ☐ Word-of-mouth

Any special dietary restrictions?

- ☐ Vegetarian (may include dairy)  
☐ Special request (will be accommodated if possible)

- NACM sends registration confirmations via e-mail to registrants who provide a legible, accurate e-mail address. This e-mail serves as receipt of registration.
- On-site registration will be available as space allows.
- The conference fee includes breakfast, lunch, and breaks on all three days.
- A complete list of NACM's Registration Policies can be found at [www.yournacm.com](http://www.yournacm.com).

## 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 Registration to** — NACM  
 ATTN: Jean Barton  
 1645 'N' Street  
 Lincoln, NE 68508

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

**Cancellation Policy** — Cancellations will only be considered when received in writing. For the full cancellation policy, visit [www.yournacm.com](http://www.yournacm.com).

## CONFERENCE — October 24-26, 2017

	Early Bird Rate Before Sept. 11, 2017	Regular Rate Sept. 11—Oct. 9, 2017	Late Registration After Oct. 9 2017
<b>Member</b>	<input type="checkbox"/> \$349	<input type="checkbox"/> \$399	<input type="checkbox"/> \$429
<b>Non-Member*</b>	<input type="checkbox"/> \$389	<input type="checkbox"/> \$439	<input type="checkbox"/> \$469
<b>Student</b> (attach proof of enrollment)	<input type="checkbox"/> \$299	<input type="checkbox"/> \$349	<input type="checkbox"/> \$379
<b>One Day Pass</b> (indicate date)      Date: _____		<input type="checkbox"/> \$199	<input type="checkbox"/> \$215

Please check any experiential workshops you would be interested in. \*\*\*

	Tuesday, October 24, 2017	-or-	Thursday, October 26, 2017
Pat Deegan's Hearing Voices Simulation	<input type="checkbox"/> 10:30 a.m. - 12:30 p.m.		<input type="checkbox"/> 10:15 a.m. - 12:15 p.m.
Siena/Francis House Homeless Shelter Tour	<input type="checkbox"/> 10:30 a.m. - 12:30 p.m.		
Case Management Safety and Awareness	<input type="checkbox"/> 1:30 - 4:30 p.m.	-or-	<input type="checkbox"/> 9:00 a.m. - 12:15 p.m.
NACM Standards Review Session	<input type="checkbox"/> 1:30 - 4:30 p.m.		
Yoga	<input type="checkbox"/> 3:00 - 4:30 p.m.		
Keya/Honu Tour			<input type="checkbox"/> 9:00 a.m. - 12:15 p.m.

\*Includes NACM membership.

\*\*\*Experiential workshops are limited, see page eight for additional information.

## Payment/Billing Information

**Total Amount Submitted** \$ \_\_\_\_\_

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

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

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

Billing Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Contact Person \_\_\_\_\_ E-mail \_\_\_\_\_