

NACM

National Association of Case Management

24th Annual Case Management Conference

*Start Your Engines, Leading the Race Toward
Excellence in Case Management*

October 3-5, 2018

in partnership with

Indiana Professional Management Group



Indianapolis, IN



Photo courtesy of VisitIndy.com.

Hyatt Regency Indianapolis

Welcome

We are pleased to offer NACM’s 24th Annual Case Management Conference—“Start Your Engines, Leading the Race Toward Excellence in Case Management.”

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 Thursday, October 4, 2018, 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 Hyatt Regency Indianapolis, is a contemporary downtown hotel conveniently located in the heart of downtown. This location offers access to shopping districts, Lucas Oil Stadium, golf, popular local bars and restaurants, and so much more.

This year 13 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, and Pat Deegan’s Hearing Voices Simulation. There is also an opportunity for attendees to pre-register for a National Case Management Professional Code of Ethics Application and Review Session. See page eight for additional details on experiential workshops.

We enthusiastically thank everyone who has helped plan this amazing conference, including our conference co-sponsor Indiana Professional Management Group (IPMG), the Conference Planning Committee, our presenters, volunteers, and sponsors.

Please plan to join us to Start Your Engines Toward Excellence in Case Management and strengthen your commitment to the persons we serve.

We look forward to meeting you in Indianapolis, IN!



C.J. Johnson
Board Chair NACM



Karen Brummet-Ferguson
Chief Executive Officer

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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 self-care techniques.
- Describe effective communication skills in challenging situations.
- Develop a professional learning network with meaningful, mutually beneficial connections.
- Choose from participant-driven sessions in order to 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

Website—www.yournacm.com

Phone—(402) 441-4385

Schedule and Hotel Information



Wednesday, October 3—Friday, October 5, 2018

Hyatt Regency Indianapolis

One South Capitol Ave

Indianapolis, IN 46204

Telephone — 1-800-233-1234

Hotel Room Rate — \$189.00+ tax for single occupancy or double occupancy

Conference Schedule*

Tuesday, October 2, 2018

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

Wednesday, October 3, 2018

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

Thursday, October 4, 2018

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. Plenary Address

10:15 a.m.—11:15 a.m. CM Camp Introduction

11:30 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

Friday, October 5, 2018

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 Hyatt Regency Indianapolis is the ideal choice for your stay in downtown Indianapolis. The hotel is conveniently located in the heart of downtown and just steps from Lucas Oil Stadium, shopping, dining, and more. The Hyatt Regency Indianapolis offers modern amenities that blend effortlessly with classic design elements, creating a comfortable oasis.

Additional amenities for NACM participants include:

- Free basic wireless internet in guest rooms
- Access to fitness center and indoor swimming pool
- Negotiated rate available three days prior and three days after conference dates based on hotel availability

A room rates of \$189 for single occupancy or double occupancy will be honored on a space-available basis until **Friday, August 31, 2018, at 5:00 p.m.**, or until the NACM room block sells out. Book online by visiting our website at www.yournacm.com and utilizing the direct reservation link. Hotel rates are subject to applicable state and local taxes, currently 17%.

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

CM Camp

On Thursday, October 4, 2018, NACM will host its fourth annual CM Camp, an innovative, highly interactive, participant-driven event. We look forward to working with you to create a schedule that is based on your needs, expertise, and further develops your professional learning network. See page six for additional details.



Opening Address

Moving Forward Together: The Role Value of Behavioral Health Integration Toward Addressing the Opioid Crisis

Captain Jeffrey Coady, PsyD, ABPP
SAMHSA
Chicago, IL

The impact of the opioid crisis highlights the need for behavioral health to be integrated into community, clinical, and social service settings. This presentation will provide an overview of the current opioid crisis and the role of multisector partnerships in mitigating the crisis and promoting recovery. Emerging signs of progress in the opioid crisis as well as promising practices and innovations in the field of behavioral health will be discussed.

Participants will be able to:

1. List essential elements of integrated service delivery models.
2. Define the components of a recovery-oriented system of care.
3. Identify the sectors impacted by the opioid crisis and evidenced-based treatment models.

Morning

Track	8:30	9:00	10:30—12:30	12:30
Self-Care	Networking Breakfast	Welcome and Opening Address	Stress Management and Self-Care for Case Managers Dennis Fisher, MM	Lunch
Case Management Skills			De-Escalation Training Ron Frederick	
Hot Topics			Knowing Your Options: Understanding Legal Guardianship and Less Restrictive Alternatives Erica Castello, JD Melissa Keyes, JD Kristen LaEace, MBA, CAE	
Intellectual/ Developmental Disabilities			LGBTQ and Intellectual Disability Mary Rita Weller, PhD, MSW, LSW	
Cultural Awareness			Pat Deegan's Hearing Voices Simulation: Developing Empathy for the Lived Experience of Psychiatric Disability* Tristan Bentch, MS, CPRP	
Healthcare			An Integrated Approach to Physical and Behavioral Health: An Update Jeffrey Marks, MA Megan Richard, MBA Stacey Souchak, MSW, LSW, MHA	
Ethics			HIPAA Privacy Made Simple Chris Ambrose, MBA, CHC, CHPC	
Administration & Management			Developing System Outcomes for Improved Effectiveness C.J. Johnson, MSW, LCSW, LMHP	
Safety			Drug and Alcohol Awareness Joshua Reager	

Conference and workshop schedule subject to change.

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

Afternoon

Track	1:30—2:30	2:30	3:00—4:30
Self-Care	Keeping Engines Fine Tuned Cassie Balk, BS Anthony Hakel, BS	Break—Exhibit Hall	Yoga for Beginners* Jessica Stolley, LMHP, LDAC
Case Management Skills	Crisis Prevention and Crisis Intervention in Case Management Dave Wilkinson, BA		Preparing Certified Peer Specialists to Work Effectively with Individuals on Their Recovery Journey Sheila Hall Prioleau, MS Sheryl Newton, MS
Hot Topics	Recovery is the Expectation Kasey Moyer, BA Jason Witmer		Talking Recovery: In Four Words or Less Jeff DeSantis, MM, CPRP
Intellectual/Developmental Disabilities	My Voice, My Community, My Self David Paris, MBA		The Half-Way Point of the Race Only Marks the End of the Beginning: Transition for Young Adults with Disabilities Gwen Chesterfield, MS
Cultural Awareness	Crossing the Cultural Divide Michele Phillips, BA		Internet of Things: New Opportunities for Persons with Disabilities Joshua Anderson, ATP Brian Norton, ATP, CEAS
Healthcare	Social Determinants of Health Barbara Cash Donna Keener, RN		Pathway Home: Rapidly Closing the Gap on the Race from Hospital to Home Barry Granek, LMHC Nikenya Hall, MHR
Ethics	Navigating Potential Boundary Issues and Ethical Dilemmas for Case Managers Andrea Arthur, BA		Customer Service and Professional Boundaries Tristan Bentch, MS, CPRP
Administration & Management	Virtual Road to Training Success Stephanie Felix, BA Emily Fike, BS Suzanne Ludwig, BMMT		Training for the Race: Effective Approaches to Preparing Care Navigators for the Road Ahead Jay Musella Michelle Valencia
Safety	Case Manager Safety and Awareness* Sandi Bellis and Ron Frederick		

Conference and workshop schedule subject to change.

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

Additional Information

For biographical sketches of any of the presenters, objectives, or additional information on workshop tracks or keynote speakers, visit our website at www.yournacm.com.

Marketing Opportunities

The 24th 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 or by calling (402) 441-4385.



Plenary Address

Why We Do What We Do

Kylee Hope, JD

Indiana Family Social Services Administration, Division of Disability and Rehabilitative Services
Indianapolis, IN

Kylee Hope is the Director of Indiana’s Division of Disability and Rehabilitative Services. Through both her professional and personal experiences, Kylee understands the importance of individuals with disabilities or life challenges achieving their preferred life. As a Director, she has identified the need for cultural change and has strategically designed ways to make transformational change a reality by keeping the needs of the individuals and families at the forefront. Her leadership is driven by daily reminders of “why” we do what we do and acknowledgement that we have the ability to positively influence the social change needed to ensure all individuals have the right to live their preferred life.

Participants will be able to:

1. Identify why their role is so important.
2. Define the need for transformational change for the individuals we help support.
3. Describe small changes in interactions with persons served and the community at large that can make a big impact.

Morning

Track	8:30	9:00	11:30—12:30	12:30
Self-Care	Networking Breakfast	Welcome and Opening Address	Navigating Change on the Highway of Life Hollie Patterson, BSW Jeremy Wines, BSW	Lunch
Case Management Skills			Taking the Lead via Self-Determination and Person-Centered Practices Gwen Chesterfield, MS	
Hot Topics			Training Peers to Engage Participants: A Peer Perspective Mustafa Al-Gasas, BS Michael Van der zee, MA	
Intellectual/ Developmental Disabilities			Indiana's Path to Improved Person-Centeredness Keynote workshop Kylee Hope, JD	
Clinical			Up Pain, Down Pain, Good Brain, Bad Brain: Simplifying the Complexity of Chronic Pain Michael Coupland, Psych	
Ethics			Protecting Yourself from Fraud, Waste, and Abuse - Basic Compliance Training for Case Management Chris Ambrose, MBA, CHC, CHPC	
Housing			Peer Supported Housing and Outreach Kasey Moyer, BA	
Administration & Management			Racing to the Finish Line with a Winning Leadership Program Heather Sorrells, BS	
Safety			Using Texting to Communicate in Crisis Intervention Amy Groh, MA	

Conference and workshop schedule subject to change.

Afternoon

CM Camp Schedule

9:00 a.m.—10:15 a.m.	Plenary Address	1:30 p.m.—2:15 p.m.	CM Camp Sessions
10:15 a.m.—11:15 a.m.	CM Introduction	2:15 p.m.—2:45 p.m.	Break — Exhibit Hall
11:30 a.m.—12:30 p.m.	Breakout Sessions	2:45 p.m.—4:30 p.m.	Gleaner Food Bank Tour*
12:30 p.m.—1:30 p.m.	Lunch	2:45 p.m.—3:30 p.m.	CM Camp Sessions
1:30 p.m.—4:30 p.m.	Case Manager Safety and Awareness*	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 Thursday, October 4, 2018 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.

Conference and workshop schedule subject to change.

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

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	When the Titanic Meets the Iceberg: Helping Address the Trauma Beneath the Presenting Problem Mark Sanders, LCSW, CADC	Lunch
Case Management Skills		HIV Case Management Integration and Outreach for Educational Programs Sandy Lieberum, BS, CCM Mark Kilwein, PhD, MSW, LSW	Addressing Challenging Behaviors Ervin Munro, MS	
Hot Topics		How to Build a Winning Employee Engagement Strategy Santiago Jaramillo, BS	Understanding Your Value in the Family Tree of Case Management Janise Chisholm, MSW Christine Mondeaux, MS	
Clinical		Case Managers as Story Builders: Helping Others Develop Functional Life Stories Janice Gasker, DSW, LCSW	Crossing the Finish Line with LifeCourse Carolyn Underwood, BA	
Self Awareness		"I don't judge...or do I"? - The Dangers of Judgements and Assumptions in Case Management Victoria Urban, BA Nick Hutchinson, BS	How's Your Emotional Intelligence? Robin Teitelbaum, MBA	
Healthcare		Promoting Health Literacy: The Role of the Case Manager Catherine Breneman, MSW, PhD, CPRP	Functional Health Literacy: Finding the Right Words for Better Health Barbara Cash Donna Keener, RN	
Housing		From Shelter to Self-Sufficiency: A Service Providers Perspective on Implementing Services and Engaging the Homeless Alicia Frye, BA Leo Porth, BA	Extending the Warranty - Helping People Maintain Momentum, Stability, Safety, and Longevity in Affordable Housing Lorena Keely, BA	
Ethics Review Session		Clinical Case Management Anna Yee, LCSW	National Case Management Professional Code of Ethics Application and Review Session* Craig Johnston, MA Mary Ann Kowalonek, CPA Jeffrey Marks, MA John Vafeas, DSW, LSW Dave Wilkinson, BA	
Safety		Case Manager Safety and Awareness* Sandi Bellis and Ron Frederick		

Conference and workshop schedule subject to change.

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



Closing Address

The Therapeutic Benefits of Humor in Case Management

Mark Sanders, LCSW, CADC
Chicago, IL

During this keynote participants will learn all about humor and how to utilize it to reduce stress and burnout; improve emotional, physical, and mental health; reduce resistance to services; and build rapport. Participants will discover how to incorporate it into daily work in an appropriate way. Six types of inappropriate humor and when not to use humor in case management will also be discussed. Join Mark for a fun and energizing session where you will leave happy, refreshed, and with tools to utilize humor in your everyday work.

Participants will be able to:

1. Define the therapeutic benefits of humor to improve health and reduce stress.
2. Identify ways to incorporate humor in case management and the six types of inappropriate humor.
3. List six exercises that will add more humor and fun to your work and life.

Experiential Workshops



Experiential Workshops

This year at NACM's 24th Annual Case Management Conference, *Start Your Engines, Leading the Race Toward Excellence in Case Management* co-sponsored by Indiana Professional Management Group (IPMG), NACM will be offering a variety of experiential workshops where participants have an opportunity to participate 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 Wednesday, October 3, 10:30 a.m.—12:30 p.m. and Thursday, October 4, 2:15—4:45 p.m.

Gleaner Food Bank Tour

Participants in this workshop will have the opportunity to tour Gleaners Food Bank in downtown Indianapolis, IN and learn how they fight against hunger in Indiana. This interactive workshop is limited to the first 15 attendees.

Transportation from the hotel to Gleaner Food Bank and back will be provided.

This workshop session is offered Thursday, October 4, 2:30 p.m.—4:30 p.m.

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.

This workshop session is offered Wednesday, October 3, 3:00—4:30 p.m. and Thursday, October 4, 2:45—4:15 p.m.

National Case Management Professional Code of Ethics Application and Review Session

This workshop is part of an ongoing effort to gain input from members and leaders regarding ethical principles. This workshop will focus on the application of a Code of Ethics. The National Association of Case Management (NACM) standards committee members will facilitate a discussion of case management focused vignettes as they apply to the ethical standards. Through these discussions participants will have ample opportunity to comment on all aspects of the Code of Ethics and make suggestions as to how they are operationalized at the case management practice level of service provision.

This workshop session is offered Friday, October 5, 10:15 a.m.—12:15 p.m.

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 Wednesday, October 3, 1:30—4:30 p.m., Thursday, October 4, 9:15 a.m.—12:15 p.m. and 1:30—4:30 p.m., and Friday, October 5, 9:00 a.m.—12:15 p.m.

Conference and workshop schedule subject to change.
Additional experiential workshops may be added, pre-registration required.

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 Hyatt Regency Indianapolis is conveniently located in the heart of downtown Indianapolis. There are multiple options for travel from the Indianapolis International Airport. Visit www.indianapolisairport.com and click on "Transportation & Car Rental" for complete details. The Hyatt Regency does not offer a courtesy shuttle. For additional details regarding things to do in Indianapolis please go to the Visit Indy website at www.visitindy.com.

Parking for local attendees can be found at PNC Parking Garage and Parking Management Services, Plaza Park, and Capitol Commons. There are also several lots at the nearby Circle Centre Mall. For complete details with rates, addresses, and height clearance please visit www.yournacm.com.

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. If you have special hotel needs, please contact the hotel directly.

Continuing Education Units (CEUs)

NACM is applying for the following CEUs:

- Addictions Counseling
- Psychologists (APA)
- Commission for Case Manager Certification (CCMC)
- Psychiatric Rehabilitation Professionals (CPRP)
- Nursing
- Social Work
- Indiana Medicaid Waiver CM Credit

Visit 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 or contact Theresa Henning at (402) 441-4385.

All nominations are due to Theresa Henning at nacm@yournacm.com by August 10, 2018.

24th Annual Case Management Conference Registration

Please complete one form per person. Duplicate as needed or register online at 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 Social Work
 Indiana Medicaid Waiver CM Credit

Is this your first NACM Conference? Yes No

How did you hear about this conference?

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

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 Polices can be found at 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

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.

CONFERENCE — October 3-5 2018

	Early Bird Rate Before September 19, 2018	Regular Rate After September 19, 2018
Member	<input type="checkbox"/> \$349	<input type="checkbox"/> \$429
Non-Member*	<input type="checkbox"/> \$389	<input type="checkbox"/> \$469
Student (attach proof of enrollment)	<input type="checkbox"/> \$299	<input type="checkbox"/> \$379
One Day Pass (indicate date) Date: _____	<input type="checkbox"/> \$199	<input type="checkbox"/> \$215

Please check any experiential workshops you would like to be registered for, based on availability.**

	Wednesday, October 3, 2018	Thursday, October 4, 2018	Friday, October 5, 2018
<i>Pat Deegan's Hearing Voices Simulation</i>	<input type="checkbox"/> 10:30 a.m. - 12:30 p.m.	<input type="checkbox"/> 2:45 - 4:45 p.m.	
<i>Yoga for Beginners</i>	<input type="checkbox"/> 3:00 - 4:30 p.m.	<input type="checkbox"/> 2:45 - 4:15 p.m.	
<i>Case Management Safety and Awareness</i>	<input type="checkbox"/> 1:30 - 4:30 p.m.	<input type="checkbox"/> 9:15 a.m. - 12:15 p.m. -or-	<input type="checkbox"/> 9:00 a.m. - 12:15 p.m.
<i>Gleaner Food Bank Tour</i>		<input type="checkbox"/> 2:30 - 4:30 p.m.	
<i>National Case Management Professional Code of Ethics Application and Review Session</i>			<input type="checkbox"/> 10:15 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 _____