

NACM

National Association of Case Management

Regional Seminar

Addressing Challenging Behaviors

An interactive seminar for Case Managers, Service Coordinators, and others, that provides a practical approach to problem-solving and decision-making through a simple process.

April 27, 2018

**Behavioral Health Training and Education Network
520 N. Delaware Ave.
Philadelphia, PA 19123**

Sponsored by—



BHTEN

Behavioral Health Training & Education Network

WHO SHOULD ATTEND

This presentation is designed for Case Managers, Service Coordinators, Supervisors, Counselors, and Mental Health Practitioners. The material is appropriate for all experience levels and will be tailored to the audience.

SEMINAR OVERVIEW

This popular workshop has been delivered at NACM national conferences to “standing room” only crowds.

Participants will find this expanded seminar practical, applicable, and interactive. When providing supportive services for persons served, you may be faced with “challenging” behaviors that interfere with relationships. This seminar identifies “behavior” and how to work with persons to effectively address challenging behaviors. Often, behavior is confused with personal reactions, interpretations, speculations, and perceptions about the behavior which can result in a labeling of the individual. Participants will receive resources that provide a practical approach to problem-solving and decision-making through a simple process. They will learn and practice specific strategies to guide persons served through a process that saves time for everyone involved. Through this cooperative approach, it has been demonstrated that persons served are more willing to implement their service plans and meet with success that leads toward self-sufficiency and independent living.

SEMINAR OBJECTIVES

At the conclusion of this seminar, attendees will be able to:

- ◆ Define behaviors vs. labels.
 - ◆ Describe at least three causes of challenging behaviors.
 - ◆ Identify specific methods to address challenging behaviors.
 - ◆ Apply a specific problem-solving and decision-making process to address behaviors.
 - ◆ Distinguish between one-way and two-way communication.
 - ◆ Apply client-centered communication skills to constructively address conflicts with special-needs populations and individuals with varying culturally based values and beliefs.
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FACULTY

Ervin Munro, MS is the former Director of Social Services for SRO Housing Corporation in Los Angeles, CA. He has a Master of Science degree in school psychology and a Bachelor of Science degree in education from the University of Wisconsin—Whitewater. Ervin has worked in the human services field for over 35 years as an educator, licensed school psychologist, case manager, and program manager of case management services in a variety of settings. His experiences cover many populations including homeless, mentally ill, elderly, substance abusers, runaway/throwaway youth, immigrants, and persons affected by HIV/AIDS disease. Ervin conducts trainings for dozens of social service agencies and has received several awards and commendations for his workshops at local and national conferences. He is a Board Member of the National Association of Case Management (NACM) and the recipient of the National 2011 “Distinguished Alumni Award for Community/Regional Service,” University of Wisconsin-Whitewater.

Legal Disclaimer: The views and opinions contained in the educational offerings described in this publication do not necessarily reflect those of the National Association of Case Management or Behavioral Health Training and Education Network (BHTEN) and should not be construed as such.

AGENDA

Friday, April 27, 2018

8:30 a.m.—9:00 a.m.	Registration and Light Breakfast	12:00 p.m.—1:00 p.m.	Lunch (On your own)
9:00 a.m.—9:15 a.m.	Opening and Welcome	1:00 p.m.—3:45 p.m.	Seminar Instruction
9:15 a.m.—12:00 p.m.	Seminar Instruction	3:45 p.m.—4:00 p.m.	Closing and Evaluation

CONTINUING EDUCATION

Continuing education is provided free of charge for licensed and certified professionals to include Addiction Counseling, Social Work, Psychology, and Certified Psychiatric Rehabilitation Practitioner.

- **General Audience:** The Behavioral Health Training and Education Network (BHTEN) is accredited by the International Association for Continuing Education and Training (IACET) and is authorized to issue the IACET CEU. As an IACET Provider, BHTEN offers CEUs for its programs that qualify under the ANSI/IACET Standard. BHTEN is authorized by IACET to offer 0.55 CEUs for this program (0.55 CEUs = 5.5 credit hours).
- **Psychologists:** 5.5 CE credit hours for Psychologists will be awarded. BHTEN is approved by the American Psychological Association to sponsor continuing education for psychologists. BHTEN maintains responsibility for this program and its content.
- **CPRP:** 5.5 CPRP CEUs—BHTEN is approved by the Psychiatric Rehabilitation Association (Provider #011190) to sponsor continuing education for Certified Psychiatric Rehabilitation Practitioners. BHTEN maintains responsibility for the program and its content.
- **Social Work:** 5.5 SW credit hours awarded. This program is co-sponsored by Bryn Mawr College Graduate School of Social Work and Social Research. As a CSWE accredited program, the Graduate School of Social Work and Social Research at Bryn Mawr College is a pre-approved provider of continuing education for social workers, professional counselors, and marriage and family therapists in Pennsylvania and many other states.
- **Pennsylvania Certified Alcohol & Drug Counselors:** 5.5 PCB approved hours of Education for this training. The Behavioral Health Training & Education Network (BHTEN) is certified by the Pennsylvania Certification Board, Provider #610.

Individuals who wish to receive Continuing Education must follow the procedures below:

- Register for Continuing Education
- Sign in/out
- Complete an evaluation

PARKING

Parking: There is some on-street and metered parking (two hour) in the area. Parking is enforced, and tickets are issued regularly in this area.

There are two pay lots nearby. One is accessed off of Spring Garden Street just east of the highway and El overpass - there is a big parking lot there for Delilah's and some other stores in that plaza. DO NOT park in the plaza lot. However, at the very back of that lot there is a pay lot where it is legal to park for a \$5 flat rate (subject to change). Another pay lot can be accessed off of Delaware Avenue just south of the intersection with Spring Garden Street, on the side of the street towards the river. That lot costs \$10 flat rate.

We encourage use of public transportation.

Addressing Challenging Behaviors—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 CPRP
 General Audience Social Work

How did you hear about this seminar?

- E-mail Website Mail Word-of-mouth

Any special needs or dietary restrictions?

- 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 seminar fee includes a light breakfast.
- A complete list of NACM's Regional Policies 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.

ADDRESSING CHALLENGING BEHAVIORS— REGIONAL SEMINAR

	Early Registration Before April 16, 2018	Regular Registration After April 16, 2018
Member	<input type="checkbox"/> \$49	<input type="checkbox"/> \$59
Non-Member*	<input type="checkbox"/> \$79	<input type="checkbox"/> \$89

*Includes NACM membership.

Payment/Billing Information

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 _____

