



22nd Annual Case Management Conference

Providing Paths to Transformation and Recovery



September 19-21, 2016

in partnership with
The Midnight Mission

Los Angeles, California



Omni Los Angeles Hotel at California Plaza

Welcome

We welcome and invite you to attend NACM's 22nd Annual Case Management Conference—"Providing Paths to Transformation and Recovery."

This year, NACM will be offering two and a half days of scheduled sessions and a half day of UnConference sessions. During our UnConference sessions on Tuesday, September 20, 2016, attendee interaction, discussion, and relationship-building will take center stage. Check out page five for additional information on the UnConference half day.

Our conference venue, the Omni Los Angeles Hotel at California Plaza, is a luxury hotel which sits atop historic Bunker Hill in the heart of sophisticated downtown Los Angeles. A Four Diamond hotel, Omni Los Angeles Hotel at California Plaza features luxurious accommodations and modern conveniences to meet the needs of business and leisure travelers alike.

In addition to the UnConference day, NACM is offering ten specialty tracks with over 60 workshops to choose from. There will be over 100 diverse presenters from across the nation. Participants will have the opportunity to learn about multiple program models, best practices, and nation-wide resources. There is also an opportunity for attendees to pre-register for a NACM Standard Review Session or "Skid Row" tour.

We enthusiastically thank everyone who has helped plan this amazing conference, including the Midnight Mission, the Conference Planning Committee, our dedicated presenters, volunteers, and sponsors.

We join our dedicated speakers, conference committee members, and board members in hoping that all participants will learn new ideas, enhance their professional practice, and strengthen their commitment to the persons we serve.

We look forward to meeting you in Los Angeles!



C.J. Johnson, MSW, LCSW, LMHP
Board Chair
NACM



Michael Arnold
CEO
The Midnight Mission

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Conference Objectives

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

- Describe innovations and best practices in case management.
- 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.
- 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

Website—www.yournacm.com

Phone—(402) 441-4385

Schedule and Hotel Information



Monday, September 19—Wednesday, September 21, 2016

Omni Los Angeles Hotel at California Plaza

251 S Olive Street
Los Angeles, CA 90012
Telephone — (213) 617-3300

Hotel Room Rate — \$205+ tax for single/double occupancy

Conference Schedule*

Sunday, September 18, 2016

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

Monday, September 19, 2016

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

Tuesday, September 20, 2016

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. UnConference Address

10:15 a.m.—10:30 a.m. Building the UnConference

10:45 a.m.—11:30 a.m. UnConference Sessions

11:45 a.m.—12:30 p.m. UnConference 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, September 21, 2016

8:00 a.m.—3:00 p.m. Registration Desk Open

8:00 a.m.—12:30 p.m. Exhibit Hall Open

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

9:00 a.m.—10:15 a.m. Closing Address

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

12:30 p.m.—3:00 p.m. Awards Luncheon

*Conference and workshop schedule subject to change.

Conference Site and Hotel

Omni Los Angeles Hotel at California Plaza sits atop historic Bunker Hill in the heart of sophisticated downtown Los Angeles. A Four Diamond hotel, Omni Los Angeles Hotel at California Plaza features luxurious accommodations and modern conveniences to meet the needs of business and leisure travelers alike. Omni guarantees superior service, impeccable amenities, and attention to the smallest detail.

Additional amenities for NACM participants include:

- Free basic wireless internet in guest rooms
- Access to 24-hour fitness center
- Discounted overnight parking of \$38.00 per car per night
- Complimentary 800 and local calls
- Negotiated rate available one day prior and one day after conference dates based on hotel availability

Room rates of \$205 for single or double occupancy will be honored on a space-available basis until **Monday, August 22, 2016, 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 15.55%.

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

UnConference

On Tuesday, September 20, 2016, NACM will host its second UnConference, an innovative, highly interactive, participant-driven event. See page five for additional details.



Opening Address

Wayne Kramer

Los Angeles, CA

Wayne Kramer is an acclaimed musician with 11 solo albums, five acclaimed group albums, and nearly 40 film and TV projects to his credit. His early work with the band, The MC5, uniquely positioned him as a pioneer of both punk rock and heavy metal.

A true music legend, Wayne Kramer is much more than a widely respected sonic innovator, composer, and performer. He was voted by Rolling Stone magazine as one of the 100

greatest guitarists of all time. He has scored feature films such as Talladega Nights as well as acclaimed documentaries Let Fury Have the Hour, The Narcotic Farm (PBS), and Hacking Democracy (HBO). In 2013, Wayne was presented with the Future of Music Coalition's "Voice for Change" honor for his work using music as a platform for positive social change.

Wayne is also a devoted activist who has channeled his personal journey into a commitment to social change spanning decades. Guided by a deep belief in the power of personal transformation through music, Wayne's work with the incarcerated through the nonprofit Jail Guitar Doors serves as an inspiration for artists everywhere to use their platforms towards positive social change.

Morning

Track	8:30	9:00	10:30—12:30	12:30
Administration & Management	Networking Breakfast Welcome and Opening Address		The Development of Effectiveness Measures for Case Management: An Update Jeff Marks, MA Patrick Sanphy, BS	Lunch
Case Management Skills			Case Manager Retention: An Empowerment Method of Intervention for New Hires Janice Gasker, DSW, LCSW	
Primary Care			Integrated Behavioral Health and Primary Care through a Case Management Continuum of Community Wellness Recovery John Chianelli, MS, OTR Tim McGuire, MSW	
Clinical			DSM-5.0 and Beyond: The Transdisciplinary Fit of the Diagnostic Manual Sharon Lyter, PhD, LCSW	
Customer Service			Customer Service: Establishing Professional, Friendly, and Helpful Relationships Tristan Bentch, MS, CPRP	
Children & Youth			Help Parents Improve Interactions with their Children Jill Raichel, MA, MPA	
Housing			Solving Homelessness: The Role of Supportive Services in Ending Homelessness Owen Camuso, MS	
Cultural Competency			Supporting Individuals Who Are LGBTQ Mary Rita Weller, PhD, MSW, LSW	
Self-Care			Stress Management and Self-Care for Case Managers Dennis Fisher, MM	
Co-Occuring			Strength-Based Community Case Management for High-Risk Populations Deborah Smith, PhD, LPC, MDiv, NCC AP MAC, HS BCP	

Conference and workshop schedule subject to change.

Monday, September 19, 2016

Afternoon



Track	1:30—2:30	2:30	3:00—4:30	
Administration & Management	Reframing the 'Challenge(s) with Productivity' into the 'Productivity Challenge' Daniel Heit, MA Marc Maddy, LSW, MSW	Break—Exhibit Hall	A Comprehensive Service Delivery Model: The Interplay of Quality, Effectiveness, Efficiency, and Fiscal Viability Mary Ann Kowalonek, CPA, CGMA Jeff Marks, MA Pamela Seaman, MPA John Vafeas, LSW, DSW	
Case Management Skills	Crisis Prevention and Crisis Intervention in Case Management Work David Wilkinson, BA		Using Innovative Technology Tools and Social Media to Build Relationships and Professional Collaboration Julie Riley, LCSW, MSW, MEd	
Primary Care	Preventative Care While Working with Older Adults within Inpatient Medical Case Management Settings Lauren Geldon, BSW		Exploring Care Management Practices in Urban and Rural Settings Lauren Tegnander, LCSW Eric Mastrogiovanni, BA	
Clinical	What the EF? Understanding Executive Functioning Leslie Chaundy, LCSW, PsyD, NCSP, ABSNP		Motivational Enhancement Therapy: A Community-Building Process Kerry Deeney, LCSW Wendell Glenn, MSW Francisco Perez, BSHS	
Customer Service	Looking Beyond the Tip of the Iceberg: How to Address Societal Stigmas to Forge an Effective Working Relationship Jordan Brunette, BS Tahira Washington, BSW		The Value of Collaboration David Wilkinson, BA	
Children & Youth	High Fidelity Wraparound: Ensuring Family Voice and Choice Direct the Planning Process Melodie Jackson Augustine Keirans Angela Martin Tanya Moody, MS Valarie Oulds-Dunbar, JD Karen Fallas, MBA		Two Evidence-Based Practices for Improving Work with Youth Heather Cokl, LPCC Stephanie Hurley, LPCC-S	
Housing	Permanent Supportive Housing Process Tara Anderson-Edwards, BA Shanise Weatherbee, MS		Movin' On Up: The Challenges of Transitioning from Shelter to Independence Julia Eastwood, BSW Ashley Johnson, BA	
Cultural Competency	Advancing and Integrating Spirituality in Behavioral Health Care Mary Harper, BA		Providing Culturally Inclusive Case Management Services to Evolving Diverse Communities Drian Juarez	
Self-Care	How to Support Your Colleagues in a Stressful Work Environment Stephen Butler, BS Stacey Hartnett, MS		Vicarious Trauma Michael Gold, BA Scott Udell, MS Victoria Urban, BA	
Co-Occuring	An Addiction Recovery Model of Peer Recovery Coach Academy Training Joe Lowe, CPRM-M		Using Peer Recovery Coaching as an Adjunct to Case Management Deborah Smith, PhD, LPC, MDiv, NCC AP MAC, HS BCP Joe Lowe, CPRM-M	
Bonus Session	Pat Deegan's Hearing Voices Simulation: Developing Empathy for the Lived Experience of Psychiatric Disability* Tristan Bentch, MS, CPRP			
“Skid Row” Tour	Tour of SRO Housing Corporation: “Skid Row”* Ervin Munro, MS			

Conference and workshop schedule subject to change.

* Indicates a session with limited seating. Pre-registration required.

Tuesday, September 20, 2016

Morning

UnConference 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 UnConference into its annual conference structure. The UnConference will take place on the morning of Tuesday, September 20, 2016, and is intended to leverage attendee expertise and experience to create a conference that meets the needs of all attendees.

During the UnConference 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. UnConference sessions are typically open discussions focused on attendee interaction, discussion, and relationship building.

Key Features of NACM's UnConference

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

- NACM's UnConference 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 UnConference, 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."

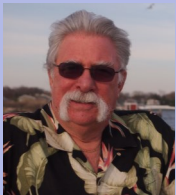
"Law of Two Feet"

NACM's UnConference 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.



UnConference Address
How Do Adult Learners Stay Relevant in a Digital World?
Tom Whitby
Sayville, New York

This presentation will address and define what an adult learner is in a world that is changing faster than any time in previous history. It will discuss the mindset and sources needed to direct one's learning in a digital world and provide strategies for adult learners to continue their professional

learning beyond annual professional development conferences. It will address the benefits and structure of an Unconference for professional development of adult learners.

Participants will be able to:

1. Identify adult learning as it pertains to professional development.
2. List sources for learning in a digital age and describe strategies for adults to determine their own learning as lifelong learners.
3. Describe the why's, how's, and structure of an UnConference.

Tuesday, September 20, 2016

Afternoon



Track	1:30—2:30	2:30	3:00—4:30
Administration & Management	Protecting Yourself from Fraud, Waste, and Abuse: Basic Compliance Training for Case Management Staff Chris Ambrose, MBA	Break—Exhibit Hall	Communication, Cooperation, and Collaboration: A Field Guide to Performance Management Alicia Lucas, BA Allison Reiter, MS
Case Management Skills	Case Management in a Rural Food Pantry: From Poverty to Empowerment Edward Hanna, MSW, DSW, LCSW Laura Reichart, BSW		Question, Persuade, and Refer Gatekeeper Training* Amy Groh, MA
Primary Care	Case Management for Neurobehavioral Disorders: Trying to Plug the Hole in Our Safety Net Ron Bailey Ford, LCSW Chris Tjoa, MD		Advantages in Treating the Whole Person: Behavioral Health and Other Co-Morbid Clayton Chau, MD, PhD Anita Despues-Watson, RN, BS, MBA
Primary Care II	Reducing the Rate of ER Visits and Hospital Re-Admissions with Case Management Seema Dave, MPH		Heart SMART: Developing Congestive Heart Failure Case Management for Improved Quality of Healthcare Paula Curran, RN Theresa Herzog, NP, MSN
Case Management Development	Career Development: A Key Element of Recovery Laurie Collister, MS, MBA, CAS, NCC		Being a "Healthy Mirror": How to Provide Healthy Case Management, Counseling, and Other Services David Daniel, MA, CATC IV
Children & Youth	Family Dynamics: The Basics Robin Teitelbaum, MBA		Safe and Secure: Promoting Resiliency in Infants and Young Children Robin Teitelbaum, MBA
Housing	My Dog is My Home: Case Management with Homeless People and their Animals Christine Kim, MSW		Service/Support Animals and "Their" Owners in Permanent Supportive Housing Juan Carlos Callejas Kevin Lewandowski Steve Wayland
Forensic	From Arrest to Treatment: Linkage to Community Resources Instead of Incarceration Derek Aranyos, LSW James Johnson, BA		Breaking Barriers: A Collaborative Approach to Housing Homeless Adults on Probation Ursula Hill, MSW Lisa Johnson, MSW Kelli Poole, BA
Self-Care	Attitude: Your Most Priceless Possession Virginia Reed, MSW, ASW		The Mindfulness Solution: Turning Burnout into Balance Owen Camuso, MS Hannah Murphy, BA, CPRP
HIV	Utilizing Strength-Based Case Management to Engage HIV+ Clients in Medical Care Joseph Holsinger, MPH Nkechi Michel, MPH Elvis Rosales, MSW		Integrated Service Model for Addressing HIV Disparities in the Latino Community Veronica Pimentel, MSW, MPH Sarah Pincu, MSN, RN Ester Rivera, LCSW
Bonus Session	What’s a Strategy for Directing Your Own Learning for Professional Development? Tom Whitby		
Standard Review	National Case Management Practice Guidelines Review Session: Review and Comment on the latest DRAFT of the NACM Case Management Practice Guidelines (2016)*		
“Skid Row” Tour	Tour of SRO Housing Corporation: “Skid Row”* Ervin Munro, MS		

Conference and workshop schedule subject to change.

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Closing Address

New Ethical Dilemmas in the Digital Age

Mark Disselkoen, LCSW, LADC

Center for the Application of
Substance Abuse Technologies
Reno, Nevada

This presentation will address ethical dilemmas that behavioral health professionals are facing in the current high technology and social media world. The keynote speaker will provide an overview of telehealth technologies with an emphasis on how these technologies can be used to enhance the quality and increase the access

to services as well as issues related to: behavioral health professional and client self-disclosure in the age of the Internet; privacy and security; social media policies; providing supervision; and ethical reasoning.

Participants will be able to:

1. Identify three applications of telehealth technologies that will improve client outcomes.
2. Define the risks in the use of technology and social media in the care of persons served.
3. Explain one ethical reasoning model to effectively manage the use of technology and social media in your work with persons served and other professionals.

Morning

Track		8:30	9:00	10:30—12:30				12:30	
Administration & Management	Networking Breakfast	Closing Address	Addressing Challenging Behaviors - Problem-Solving/Decision-Making Process						Awards Luncheon
			Ervin Munro, MS						
Case Management Skills			Introduction to Wellness Recovery Action Planning						
			Natasha Kara, EdD						
Primary Care			An Integrated Approach to Physical and Behavioral Health						
			Jeff Marks, MA	Patrick Sanphy, BS	Jill Schaeffer, RN, BSN	Stacey Souchak, MSW, LSW			
Clinical			"I Am More Than My Diagnosis": Using the Daily Living Activities Functional Assessment						
			Sarah Grau, MSW		Ashley Silvati, MSW				
Case Management Development			Idea Building - Innovative Professional Development						
			Brandon Beckman, MBA, CDS, CATC IV						
Systems			Developing System Outcomes for Improved Effectiveness						
	C.J. Johnson, MSW, LCSW, LMHP								
Housing	Homeless to Home at Last								
	Rosalind Irons-Harris								
Cultural Competency	Race Pathologized: Understanding Historic and Contemporary Implications in Diagnosis of Mental Disorders								
	Lloyd Lyter, PhD, LSW								
Trauma	Trauma Approaches - Out of the Darkness: A Personal Journey of Childhood Trauma								
	John Chianelli, MS, OTR	Rachel Leahy, LPC, SAC	Tim McGuire, MSW	Dawn Reese, APSW					
HIV	Sin Vergüenza: An Innovative Tool in HIV Care								
	Alonso Bautista, MA, MFTI	Natalie Sanchez, MPH	Hilda Sandoval, PhD, LMFT						

Conference and workshop schedule subject to change.

Providing Paths to Transformation and Recovery



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 Los Angeles International Airport (LAX) is conveniently located about 15 miles from the conference site. Conference participants can choose to take one of numerous airport shuttles or a taxi depending on individual needs.

Once participants arrive at the Omni Los Angeles Hotel at California Plaza, there is easy access to a variety of restaurants and attractions within walking distance of the hotel. To locate area attractions before you arrive, visit the Los Angeles Convention and Visitors Bureau website at discoverlosangeles.com.

For conference participants who drive to the site, daily parking is available at the hotel for \$15 per day or \$38 for overnight.

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:

- Commission for Case Manager Certification (CCMC)
- Social Work
- Addictions Counseling
- Psychiatric Rehabilitation Professionals
- Nursing
- Psychologists

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 Awards Luncheon. 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 2017 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 29, 2016.

22nd 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
☐ Counseling Boards ☐ CPRP ☐ Social Work
☐ Nursing ☐ Other _____

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 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 — September 19-21, 2016

	Early Bird Rate Before Aug. 22, 2016	Regular Rate Aug. 22—Sept. 11, 2016	Late Registration After Sept. 11, 2016
Member	<input type="checkbox"/> \$349	<input type="checkbox"/> \$399	<input type="checkbox"/> \$429
Non-Member*	<input type="checkbox"/> \$389	<input type="checkbox"/> \$439	<input type="checkbox"/> \$469
Student**	<input type="checkbox"/> \$299	<input type="checkbox"/> \$349	<input type="checkbox"/> \$379
One Day Pass (please indicate date) Date: _____		<input type="checkbox"/> \$199	<input type="checkbox"/> \$215

Are you interested in attending any of the following sessions (seating is limited)?

- ☐ Pat Deegan's Hearing Voices Simulation (Monday, September 19, 2016, 1:30—4:30)
☐ Tour of SRO Housing Corporation: "Skid Row" (Monday, September 19, 2016, 1:30—4:30)
☐ Tour of SRO Housing Corporation: "Skid Row" (Tuesday, September 20, 2016, 1:30—4:30)
☐ National Case Management Practice Guidelines Review Session (Tuesday, September 20, 2016, 1:30—4:30)
☐ Question, Persuade, and Refer Gatekeeper Training (Tuesday, September 20, 2016, 3:00—4:30)

*Includes NACM membership. **Attach proof of enrollment.

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** _____

NACM



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REGISTRATION