

21st Annual Case Management Conference

InterContinental – New Orleans, LA
September 21-23, 2015



Photo by Jeff Anding
Courtesy of the New Orleans CVB

National Association of Case Management

Co-Sponsored by:

Welcome

We welcome and invite you to attend NACM's 21th Annual Case Management Conference—"Case Management Innovation." This year's theme was chosen to highlight innovations in the case management field, as well as how we learn.

This year in keeping with our theme, NACM will be offering a full day of the conference in the UnConference model, on Tuesday, September 22, 2015. During this day attendee interaction, discussion, and relationship building will take center stage. NACM has partnered with Kristin Swanson, a founder of the Edcamp Movement, to bring the UnConference model to NACM. Check out pages five and six for additional information on the UnConference day.

Our conference venue is a contemporary, luxury hotel, the InterContinental New Orleans. It is located just two blocks from the French Quarter, four blocks from Harrah's New Orleans, and six blocks from the river front. Conference attendees will have great access to both education and tourism.

In addition to the UnConference day, NACM and Resources for Human Development, Inc. are offering 13 specialty tracks with 50 workshops to choose from. There will be over 60 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 NACM Standard Review Sessions, where participants will take an active role in critiquing the current draft of national case management standards.

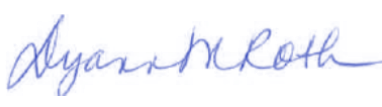
We enthusiastically thank everyone who has helped plan this amazing conference, including the Conference Planning Committee, our dedicated presenters, volunteers, sponsors, and Resources for Human Development, Inc.

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 New Orleans, LA!



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



Dyann Roth
Chief Executive Officer
RHD, Inc.

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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
- Social Workers
- Students
- University Professors
- Anyone else 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 21—Wednesday, September 23, 2015

InterContinental New Orleans

444 Saint Charles Avenue

New Orleans, LA 70130

Telephone — (504) 525-5566

Hotel Room Rate — \$179 + tax for single/double occupancy

Consolidated Conference Schedule*

Sunday, September 20, 2015

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

Monday, September 21, 2015

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 22, 2015

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. Breakout Sessions

11:45 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. Breakout Sessions

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

2:45 p.m.—3:30 p.m. Breakout Sessions

3:45 p.m.—4:30 p.m. Breakout Sessions

Wednesday, September 23, 2015

8:00 a.m.—4:00 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. Plenary Address

10:30 a.m.—12:00 p.m. Breakout Sessions

12:00 p.m.—1:30 p.m. Awards Lunch

1:30 p.m.—2:30 p.m. Breakout Sessions

2:45 p.m.—4:00 p.m. Closing Address

*Conference and workshop schedule subject to change.

Conference Site and Hotel

The InterContinental New Orleans has been newly renovated and offers access to a 24-hour fitness center, heated outdoor pool, 24-hour full service business center, and full time concierge. The hotel is located in the heart of downtown on the Historic St. Charles Avenue Streetcar Line and is within walking distance of the French Quarter, Mississippi River, and Harrah's Casino.

Additional amenities for NACM participants include:

- Free basic wireless internet in guest rooms
- Negotiated rate available 3 days prior and 3 days after conference dates based on hotel availability

Room rates of \$179 for single or double occupancy will be honored on a space-available basis until **Monday, August 24, 2015, at 11:59 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 14.75% tax and \$2.00 per room, per night occupancy fee.

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

UnConference

On Tuesday, September 22, 2015 NACM will host its first UnConference an innovative, highly interactive, participant-driven event. See pages 5-6 for additional details.

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.



Opening Address:

Behavioral Health is Essential to Health Role of Case Management in Integrated Health Care: An Ecological Approach

Mary Fleming, MS

SAMHSA
Rockville, MD

complex needs of the individuals we serve require a different approach to thinking about service delivery and integration of health care and social service systems. SAMHSA proposes an ecological model to address the many factors that impact a person's wellness and recovery, including housing, employment, access to food, and meaningful social interactions, among many other issues. These determinants of health extend beyond the boundaries of traditional behavioral and public health services. Case management is a critical component of the skills and activities needed to achieve healthy communities. This presentation will address the essential role of case management in this new world. What are the skills, competencies and expectations that will be required? What is the role of technology? How will case managers interact with other health care and social service systems? What are the implications for service delivery?

With the implementation of the Affordable Care Act and the Mental Health Parity and Addictions Equity Act, there is heightened awareness of the need for integrated approaches to addressing the behavioral health and physical health care needs of individuals, particularly those with complex and co-morbid conditions. The newly insured, who are more likely than other Americans to be living in poverty, are especially likely to have complex behavioral healthcare needs. The

Morning

Track	8:30	9:00	10:30—12:30	12:30
Housing	Networking Breakfast	Welcome and Opening Address	Person First—Housing First Michael Gold, BA Hannah Murphy, BA, CPRP Patrick McNeil, MA Jim Piasecki, PhD	Lunch
Crisis Intervention			Crisis Intervention—How to Restore the Balance Betty Sudler, MHS	
Case Management Skills			Addressing Challenging Behaviors—Problem-Solving/Decision-Making Process Ervin Munro, MS	
Self-Care			Surviving Trauma in the Mental Health Field Katie Godshall, LCSW	
Youth Services			Is Spanking Child Abuse? An In-Depth Look Jill Raichel, MA, MPA	
Administration & Management			The Development of Effectiveness Measures for Case Management Ray Feroz, PhD, CRC, LPC, NCC, HS-BCP Richard Sabousky, PhD Jeffrey Marks, MA Patrick Sanphy, BA	
Hot Topics			De-Escalation Safety Training Ronald Frederick Robin Teitelbaum, MBA	
Homelessness			Safe Haven Housing Model: Serving the Hardest to Serve Lisa Chew, MS, LPC, NCC, JD Tykie Middlebrook, LCSW	
Peer			The Assertive Community Treatment Peer Experience AJ Farria Angelle Heaton Russell Macaluso	
Integration			Bridging the Gap of Medical Linkage with HIV Positive Inmates Jim Peightel, MD Dorsche Pinsky, BA Cody Poerio, MPH	
NACM Standard Review*			Standards Session 1: Review and Comment on Draft Ethics, Definitions, and Fundamental Functions of Case Management *	

Conference and workshop schedule subject to change.

* NACM Standard Review sessions are by pre-registration only and are limited to the first 10 participants.

NACM Standard Review Sessions

In each of these three unique membership workgroups, participants will take an active role in critiquing the current draft of the national case management standards. This is an exciting opportunity for case managers to provide critical and individual input to shape the standards that guide our profession in this era of healthcare reform.

Afternoon

Track	1:30—2:30	2:30	3:00—4:30
Housing	Supportive Housing Virginia Reed, MSW, ASW	Break—Exhibit Hall	Utilizing "Survival Capital": The Peer Advocate Housing First Program James Ramirez, MSW
Crisis Intervention	Two Different Disciplines, One Similar Goal: A Look Into Crisis Intervention Training Case Management Megan Cito, LSW Elizabeth Groom, MS		The Role of the Recovery Model in Crisis Intervention Jeff DeSantis, CPRP
Case Management Skills	The Awakening: Integrating Religion and Spirituality into Practice Leslie Chaundy, LCSW, PsyD, NCSP, ABSNP		Sexual Freedom and Expression for People with Disabilities Mary Rita Weller, PhD, MSW, LSW
Self-Care	Mindfulness and Yoga Self-Care Practices for Caregivers Julie Chapman, BA		Beating Burnout—An Innovative Approach to an Old Workplace Issue Juan Carlos Callejas Daniel Myatt, BA
Youth Services	Combating Truancy—A Case Management Approach Stephanie Ferrante, MEd		Addressing Bullying Issues and Developing Self-Advocacy Skills for Students on the Autism Spectrum Bette Ann Buchan, Med Deb Thibodeau, MEd, CAS
Administration & Management	Changes.....No Problem!! Lenda Faye Matthews, LPC, NCC Nyshaunté "Shaun" Randall, LPC		IdeaBuilding—Innovative Professional Development Brandon Beckman, MBA, CDS, CATC IV
Hot Topics	Are We Listening? Incorporating the Perspectives of Persons Served Living in Poverty Stephen Stoeffler, MSW, LSW		Suffering in Silence: Domestic Violence in the LGBTIQ Community Lisa Chew, MS, LPC, NCC, JD
Homelessness	Assisting Chronically Homeless Individuals 101 Angel Jones Denice Walker		Restorative Practices with Chronically Homeless Adults Eduardo Esquivel, MSW Meghan Seitz, MSW Rob Wetherington, MA
Peer	Self-Determination of Persons Served Scott Snedecor, BS		A Creative Collaboration Between Law Enforcement and Persons Served Kasey Moyer, BA Melissa Ripley, BS
Integration	Engaging the Care Community with Mobile Technology Mischa Dick, MS, MBA Marjorie Green, BS, MS		Engagement, Assessment, and Ethics in Medical Case Management Lauren Geldon, BSW Ed Hanna, DSW, LCSW
NACM Standard Review*			Standards Session 2: Review and Comment on Draft Principles and Values of Case Management*

Conference and workshop schedule subject to change.

* NACM Standard Review sessions are by pre-registration only and are limited to the first 10 participants.

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 Tuesday, September 22, 2015 and is intended to leverage attendee expertise and experience to create a conference that meets the needs of all attendees.

NACM has consulted with Kristen Swanson, an advocate for the UnConference model, and founding member of the EdCamp foundation. EdCamps utilize the UnConference model to provide participant-driven development for K-12 educators. Kristen will begin our day with a keynote address that outlines how attendees can take back control of their professional development.

During the UnConference day all attendees are potential speakers and there is no set workshop schedule for the day, instead attendees will be asked to bring potential workshop topics to the keynote address where the workshop schedule for the day 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 participatory, not passive.
- 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 nor 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 being 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 reengage 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:

The Smartest Person in the Room IS the Room: Exploring the UnConference Model

Kristen Swanson, EdD
Edcamp Foundation
San Francisco, CA

How can we use social media and informal face-to-face learning opportunities to change the face of learning in our profession? Instructional power can come from the collaboration and connections afforded to us by the digital age. Learn how to harness the power of the UnConference model in your practice.

UnConference Schedule

8:00 a.m.—4:30 p.m.	Registration Desk Open	11:45 a.m.—12:30 p.m.	Breakout Sessions
8:00 a.m.—4:30 p.m.	Exhibit Hall Open	12:30 p.m.—1:30 p.m.	Lunch
8:30 a.m.—9:00 a.m.	Networking Breakfast	1:30 p.m.—2:15 p.m.	Breakout Sessions
9:00 a.m.—10:15 a.m.	UnConference Address	2:15 p.m.—2:45 p.m.	Break — Exhibit Hall
10:15 a.m.—10:30 a.m.	Building the UnConference	2:45 p.m.—3:30 p.m.	Breakout Sessions
10:45 a.m.—11:30 a.m.	Breakout Sessions	3:45 p.m.—4:30 p.m.	Breakout Sessions

Conference and workshop schedule subject to change.

Continuing Education Units (CEUs)

NACM is applying for CEUs for Monday, September 21, 2015 and Wednesday, September 23, 2015. Approval is pending for:

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

Certificates will be available at a designated CEU table during the conference. Certification requires verification of attendance, participation, and submission of an evaluation for each workshop and the overall conference.

Visit www.yournacm.com in early September for a complete list of approved CEUs.

XCEL 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 (non-member conference registration includes one year of membership to NACM).

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 will receive a free one-year membership to NACM and free registration to the next conference. 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, 2015.



Plenary Address:
**Building Case Management
Today for Tomorrow**
Joan Park, RN, MHlthSc
Thornhill, Ontario Canada

As we age, live with chronic illness, and survive catastrophic illness and/or injury, Case Managers become an increasingly important role in coordinating care on our behalf with a team of health care and social service providers.

This keynote presentation will explore the future and the promise of Case Management by examining the strengths and weaknesses of Case Management as it is practiced today,

and the need to address these opportunities to build Case Management for tomorrow.

As former president of the National Case Management Network of Canada, Joan will share insights and stories from seven years at the helm of an organization that facilitated crucial conversations to connect public and private sectors and health care and social services.

Attendees will be invited to step out of their comfort zone to consider that there is strength in numbers and that the benefits of Case Management increase exponentially when Case Managers integrate their knowledge, skill, and practice across teams, disciplines, sectors, organizations, and countries.

Morning

Track	8:30	9:00	10:30—12:00	12:00
Housing	Networking Breakfast	Plenary Address	Rules of Engagement in Service Coordination Yesenia Ortega, BSW LaShelle Waters, MFT	Awards Lunch
Criminal Justice			Utilizing the Sequential Intercept Model—Improving Outcomes of the Criminal Justice Population Jeff DeSantis, CPRP Stacy Tekely, MS	
Case Management Skills			The Healing Art of Creative Expressions: Write-On! Rizaldy Ferrer, PhD Thandiwe Gregory, LCSW	
Self-Care			Care for the Individual and the Team Amelia Doty, LCSW-BACS Genevieve Durkin, LCSW	
Clinical			Writing a Life Story with a Happy Ending: Self-Awareness and the Use of Narrative in Case Management Janice Gasker, DSW, LCSW	
Administration & Management			Developing System Outcomes for Improved Effectiveness C.J. Johnson, MSW, LCSW, LMHP	
Hot Topics			The Case Manager's Professional Identity John Vafeas, LSW, DSW	
Assertive Community Treatment			Integrated Dual Disorder Treatment within the Assertive Community Treatment Team Model Marie Agius, CRC, LCAS, CSI, LPCA Erin Moore, MS, LCASA	
Cultural Awareness			Assessing Our Cultural Competency Robin Teitelbaum, MBA	
Integration			Focus on Wellness: The Integration of Behavioral Health and Primary Care Services for the Forensics Population Laurie Corbin, MSS, MLSP Gantry Fox, BA Katherine Harvey, LSW	
NACM Standard Review*			Standards Session 3: Review and Comment on Critical Elements and Delivery Processes of Case Management	

Conference and workshop schedule subject to change.

* NACM Standard Review sessions are by pre-registration only and are limited to the first 10 participants.

Afternoon

Track	1:30—2:30	2:45
Housing	Heart Is Where the Home Is Patrick McNeil, MA	Closing Address
Criminal Justice	A Real Collaboration: A Successful Behavioral Health Court in Rural Northern California Libby Guthrie, EdD, MA	
Case Management Skills	All Under One Roof?—Innovations in Substance Use and Mental Health Case Management Madeline Barrett, MSW Audrey Jean-Jacques, MA	
Self-Care	Stress Management and Self-Care for Case Managers Dennis Fisher, MM	
Clinical	Person-Centered/Person-Driven Planning Patti Martin, MEd	
Administration & Management	Team-Building Skills Avis McGhee, AAS, AA, BA, MS, DD	
Hot Topics	Emerging Issues on Spirituality and Treatment of Addictions Debra Wilson, PhD, LSW	
Assertive Community Treatment	Implementing and Maintaining Assertive Community Treatment Bernard Glavin Jan Tarantino, LMSW	
Cultural Awareness	Engaging Persons Served from Diverse Backgrounds Natasha Kara, PhD	
Integration	An Innovative and Multi-Dimensional Case Management Approach with Sustained Impact Seema Dave, MPH Rigamer Elmore, MD, MPA	

Conference and workshop schedule subject to change.



Closing Address:
How to Best Serve in the Wake of Ongoing Changes Faced by Frontline Professionals
Judge Calvin Johnson, JD
New Orleans, LA

As a Criminal Court Judge in New Orleans, Judge Calvin Johnson often expressed frustration with case managers and other treatment providers about how they handled individuals with mental health and substance abuse issues. He did not understand the challenges workers faced as they attempted to assist individuals to access income, health care, housing, childcare, and mental and substance abuse treatment. From the Judge's standpoint case managers and other treatment providers appeared inefficient and ineffective.

Then, Judge Calvin Johnson became Executive Director of the Local Governmental Agency (LGE) and he began to understand the challenges faced by helping professionals in social services. As a judge, he understood that the ultimate consequence for these vulnerable individuals was jail, hospitalization, or death. As the Executive Director of the LGE, he thought he could change these outcomes by strategically changing a system and providing a continuum of care that would address the gaps.

Join Judge Calvin Johnson as he discusses this journey where he learned about the barriers that make the jobs of frontline workers very difficult, including ethical considerations, laws, budget restraints, and other systemic issues. During his presentation Judge Calvin Johnson will provide some insight about how to best meet the needs of persons served in the wake of the ongoing changes faced by frontline professionals who are doing their best to serve a vulnerable population.

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 InterContinental New Orleans is easily accessible by car and is only 14 miles from the Louis Armstrong International (MSY) airport. For conference participants who drive to the site, daily parking is available in area lots, both surface and covered, for between \$7.00—\$35.00 per day. Attendees may also valet park at the hotel for \$39.95 per day plus tax.

Convenient shuttle service or taxicabs are available from the MSY airport. The official ground transportation for the MSY airport is Airport Shuttle New Orleans with a \$20.00 one-way fee or \$38.00 round trip fee per person. Taxicabs are available on the lower level outside of baggage claim and are \$33.00 from the airport to the Central Business District for one or two people, and \$14.00 per passenger for three or more passengers.

New Orleans is the most unique city in the United States, melting together the history and culture of European, African, Caribbean, and Hispanic settlers to create a single, unique culture that exists nowhere else in the world. Visit the New Orleans Convention & Visitors Bureau website at www.neworleanscvb.com/nacm/ for additional details.

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.

Conference Planning Committee

Jean Barton
Region V Systems
Lincoln, NE

Amelia Doty
RHD, Inc.
New Orleans, LA

Dennis Fisher
BHTEN
Philadelphia, PA

Lori Hartman
SAM, Inc.
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Jim Piasecki
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Philadelphia, PA

Nyshaunté “Shaun” Randall
RHD, Inc.
New Orleans, LA

Fran Register-Joyner
DBHIDS
Philadelphia, PA

Professional Development

The conference offers flexibility through multiple workshop choices, yet retains several “tracks” for those who want to concentrate on a particular topic. We hope the program reflects your interests and provides you with a chance to exchange information, improve your skills, and develop valuable professional associations. The conference is designed to meet professional continuing education requirements. Certificates of Attendance will be available for documentation.

21th 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
☐ 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 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.

CONFERENCE — September 21-23, 2015

	Early Bird Rate Before Aug. 24, 2015	Regular Rate Aug. 24—Sept. 16, 2015	Late Registration After Sept. 16, 2015
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"/> \$199	<input type="checkbox"/> \$215
Would you like to register for one of the NACM Standard Review Sessions?*** <input type="checkbox"/> No <input type="checkbox"/> Yes (indicate session below)			
<input type="checkbox"/> Session 1: Ethics, Definitions, and Fundamental Function of Case Management (Monday, September 21, 2015, 10:30—12:30)			
<input type="checkbox"/> Session 2: Principles and Values of Case Management (Monday, September 21, 2015, 3:00—4:30)			
<input type="checkbox"/> Session 3: Critical Elements and Delivery Processes of Case Management (Wednesday, September 23, 2015, 10:30—12:00)			

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

***Standard sessions are limited to first 10 participants, additional information will be provided.

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 _____ **Email** _____

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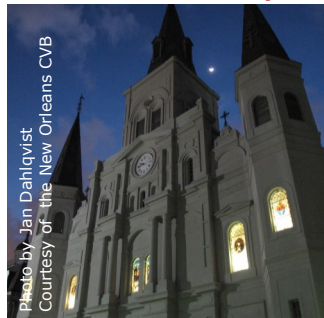
DATED MATERIAL

21st Annual Case Management Conference

Case Management Innovation

InterContinental — New Orleans, LA

September 21-23, 2015



National Association of Case Management

Co-Sponsored by: