

NEW YORK STATE CARE MANAGEMENT COALITION

2019 Annual Training Conference

May 8, 9 & 10, 2019 at the Conference Center, Lake Placid, NY

CARE MANAGEMENT: The Gold Medal Winner of Integrated Care

Many sessions pending approval to provide SW, LMHC and CASAC credits.



INTEGRATED
CARE

REGISTER TODAY!

Conference Early Bird Registration by April 9, 2019

Any questions related to the conference must be emailed to: nyscaremanagement@gmail.com

Join your colleagues at the New York State Care Management Coalition Training Conference, May 8, 9 & 10 at the Conference Center in Lake Placid, NY. This conference will offer timely presentations and information for care managers, care coordinators, CEOs and senior/middle managers to keep abreast of the many changes and opportunities facing behavioral health and substance use providers as we transform toward an integrated model of care.

The Coalition's mission offers care managers across New York State the opportunity to become one voice on many issues facing the behavioral health and substance use field, which directly impacts the individuals we serve. In addition, the Coalition strives to provide quality, state-of-the-art educational programming, information and networking opportunities on best practices in care coordination for professionals in the behavioral health and substance use field.

Join over 650 colleagues from across New York's behavioral health and addiction treatment system to share your ideas, learn best practices and hear from leading experts and State officials on the future role of care coordination. And, take time to relax and network with your colleagues in Lake Placid, with great shopping, restaurants and area attractions all within minutes away!

PRE-CONFERENCE

Wednesday, May 8, 2019

1:00pm - 4:00pm

CONCURRENT SESSIONS

A: An Adult BH HCBS Deep-Dive & Related Initiatives

Nicole Haggerty, Director Bureau of Rehabilitation Services and Care Coordination, NYS Office of Mental Health (NYS OMH)

Katie Merrill, MSW, Mental Health Program Specialist, NYS OMH

Melissa Beall, Mental Health Program Specialist II, NYS OMH

Adult Behavioral Health Home and Community Based Services were designed to meet the needs of HARP members. This presentation will give care management staff an overview of HCBS related initiatives (Recovery Coordination Agencies, Infrastructure Funds), an overview of the core principles and values that support BH HCBS, a description of the specific services, and real-world case examples from providers across the state. Participants will also learn promising practices for partnering with providers and managed care organizations (HARPs) to ensure each member's success.

B: Tip, Tools and Techniques on Care Management for Children and Youth

Colette Poulin, MSSA, Health Program Director, Children's Health Home, Division of Program Development and Management, NYS Department of Health

Meredith Ray-LaBatt, Deputy Director, Division of Integrated Community Services for Children and Families

Mimi Weber, Director, Bureau of Waiver Management, NYS Office for Children and Family Services

Maria Morris-Groves, Director, Adolescent, Women and Children's Services, NYS Office of Alcoholism and Substance Abuse Services

This session will provide care managers with information and resources on what services are available for children and youth and how best to determine which services are best suited to meet their various needs.

12:45pm - 2:00pm

C1: Responding to an Opioid Overdose: Naloxone Rescue Training

2:30pm - 3:45pm

C2: Responding to an Opioid Overdose: Naloxone Rescue Training

Responding to an Opioid Overdose: Naloxone Rescue Training

Presented by a Training Specialist from NYS OASAS

Opioid overdose rescue kits will be available to first responders and other participants with an immediate need. Others will be referred to participating pharmacies to obtain naloxone using their prescription insurance coverage in conjunction with New York State's Naloxone Co-payment Assistance Program (N-CAP). Under this program, individuals with co-payments up to \$40 can obtain naloxone free of charge.

The **Responding to an Opioid Overdose: Naloxone Rescue Training** will be offered several times throughout the conference.

Thursday, May 9, 2019

7:30am - 9:00am

Registration with Vendors and Continental Breakfast

8:45am - 9:00am

Welcome

Jackie Negri, Director, NYS Care Management Coalition

Andrew O'Grady, President, Board of Directors and Executive Director, Mental Health America in Dutchess County

9:00am - 10:00am

Keynote Presentation

Dr. Michael Fowlin, Actor

Dr. Michael Fowlin, better known as Mykee, is no stranger to the stage. He has been formally acting since age 11, but started creating voices (via prank calling) at age 9. In addition to his talents on stage, he has an undergraduate degree in psychology from Evangel University, in Springfield, Missouri, and in the fall of 2001, he attained a doctorate degree in clinical psychology from Rutgers University. Oddly enough, he suffers from delusions of grandeur, for, while performing, he is convinced that every audience member is his patient.



His programs combine both his professional acting talents and his psychological training. His mission is to create an atmosphere of worldwide inclusion, not just tolerance, towards all people. He has worked extensively with all age groups in the United States and in other countries. His work has included peer mediation, diversity trainings, gender equity workshops, and violence prevention seminars.

He hopes that all audience members will leave his performance with that wonderful, awakening feeling of beauty: the beauty within one's self and the beauty within others; the celebration of our differences, and the acceptance of our shared experiences.

10:00am - 10:30am

Coffee Break with Vendors

10:30am - 11:45am

Concurrent Sessions

1: Locating and Retaining Quality Staff in Care Coordination

Jaclyn McCarthy, LMHC, CASAC2, Division Director of Care Coordination and ACT Services, CN Guidance & Counseling Services

Kayla Reilly, LMSW, Assistant Director, CN Guidance & Counseling Services

This session will describe and present on the ways we changed our hiring process, structured the department to ensure room for growth, provide individual and group supervision, improve morale for the department, praise staff accomplishments and encourage and foster growth of each staff member in the department.

Thursday, May 9, 2019

2: Community-Based Care Management initiatives to Reduce Rehospitalization

Lisa Elliott, LCSW, Clinical Manager, Community Care Behavioral Health, UPMC Insurance Services

Tiffany Thomas, LPC, NCC, Coordinator, Care Management, Community Care Behavioral Health, UPMC Insurance Services

Shari Hutchison, MS, PMP, Project Director, Community Care Behavioral Health, UPMC Insurance Services

Healthcare organizations are accountable for reducing unnecessary readmissions and thus must employ successful strategies known to address social determinants of health, improve coordination of healthcare, and increase engagement in community-based service. Community Care Behavioral Health, a non-profit behavioral health managed care organization (BHMCO), developed several care management interventions to support providers and facilitate transition in care post hospitalization or residential substance use disorder (SUD) treatment. Presenters will share components of the interventions and strategies to engage individuals in the community. These interventions have broad implications for helping individuals with mental health and SUD diagnoses navigate the healthcare system and appropriately target intensive practices to individuals at highest risk for readmission.

3: Shared Decision Making in the Era of Recovery

Robert Statham, Training & Technical Assistance Facilitator, New York Association of Psychiatric Rehabilitation Services (NYAPRS)

Perryn Dutiger, LMSW, MA, Training and Technical Assistance Facilitator, New York Association of Psychiatric Rehabilitation Services (NYAPRS)

With the advent of recovery-based services, there is a paradigm shift occurring and participants of services are now actively involved in the decision-making process of their care. We recognize that participants are experts in themselves and as such, have a significant role in making decisions about their care and having choices in order to make informed decisions. Join us for an engaging talk on the shared-decision making process, the concept of "learned helplessness" and the "dignity of choice" in the world of recovery-based services.

4: Health Homes and Hospital Based Systems: Striving for Excellence in Care Management

Andrea Myer, MSW, Care Manager Supervisor, University of Rochester, Golisano Children's Hospital

Donna Heintz, Team Lead Care Manager, University of Rochester, Golisano Children's Hospital

In this presentation the audience will learn about how the Golisano Children's Hospital Health Home Program is affiliated with the University of Rochester, a Hospital Based System. How enrollment, connectivity to care and the overall care of a patient will be improved due to the relationship between the hospital system and the care management agency. We will share about the resources that we have as a care management agency due to our relationship with the University of Rochester through the

electronic medical records system that is shared, behavioral health programs, interdisciplinary team members and more.

5: Health Home Plus SMI

Stacey Hale, LMSW, Director of Care Coordination, NYS OMH

Scott Ziobrowski, Mental Health Program Specialist, NYS OMH

HH+ is an intensive Health Home Care Management (HHCM) service established for defined adult populations that include individuals with SMI. Over the years, the State has expanded the SMI populations eligible for HH+ since it was first introduced in 2014. We will discuss the vision and briefly review the program guidance and eligibility indicators. We will review what the data shows and address implementation FAQs. We will look at best practices for serving High Need individuals with SMI.

6: There is no "I" in Group, Either: The Art of The Group Process

Luis O. Lopez, MS, Coordinator of Fidelity and Best Practices, ACT Institute, Center for Practice Innovations

One of the most challenging jobs many providers have is facilitating group sessions - clinical, recreational, supervisory or administrative. This workshop will look at a number of aspects that makes a group effective, interesting, logical, and fun. This workshop is open to all staff, supervisors and administrators.

7: Responding to an Opioid Overdose: Naloxone Rescue Training

Training Specialist, NYS OASAS

See page 2 for description.

8: The Children's System Transformation: What Does it Mean for Care Coordination?

Boris Vilgorin, CTAC/MCTAC, McSilver Institute for Poverty, Policy and Research, NYU Silver School of Social Work

Andrea Smyth, Executive Director, NYS Coalition for Children's Behavioral Health

Paige Pierce, CEO, Families Together in NYS

The transformation of the children's system, including the transition to Medicaid Managed Care, the new Children and Family Treatment and Support Services (CFTSS), and the aligned Home and Community Based Services offers opportunities to better meet the behavioral health needs at earlier junctures in a child/youth's life to prevent the onset or progression of behavioral health conditions. However, transitions and new services, can be confusing at times. This session will provide an in-depth look at the services and provide more hands-on information as to how care managers can best utilize, refer to and understand these pathways to care. Time for questions and answers will be allotted.

Thursday, May 9, 2019

11:45am - 12:30pm

Lunch

12:30pm - 1:00pm

Dessert with Vendors

1:00pm - 2:15pm

Concurrent Sessions**1: A Program That Works, Dispelling The Myths About HCBS****Ruthann Becker, MA, MA**, Senior Vice President Rehabilitation Services, MHA Westchester, Inc.**Donna Mandel, Ed.D., LMHC**, Director of Act and Care Management, MHA Westchester, Inc.

There are many myths and misconceptions about the rules, roles, regulations, procedures and finances related to HCBS services. This presentation will address these myths/misconceptions regarding HCBS so that workshop participants can see through them and have a new appreciation for what these services can bring to the individuals they serve and to the organizations that they work for.

2: Overview of the New York Peer Specialist Training and Certification Process**Tanya Stevens**, Deputy Director, MHEP

This session will discuss the training requirements and certification process for individuals looking to become certified as Peer Specialists in NYS. Participants will learn about the history of certification in NY and the required components for certification including an overview of the Ethical Code of Conduct and renewal/recertification processes.

3: Re-Thinking the Crisis Plan: An Evidence-Based and Person-Centered Approach**Heather Corey, MPH**, Health Home Hospital Liaison, University of Rochester Medical Center**Jennifer Beavers**, Health Home Care Manager, University of Rochester Medical Center**Caitlin Gallacher, MSW**, Health Home: HARP Care Manager, University of Rochester Medical Center**Kayleigh Stedman**, Health Home: AOT Care Manager, University of Rochester Medical Center**Donna Kofod**, University of Rochester Medical Center

This presentation will examine how a team of five Care Managers identified a problem with current crisis plan documentation and collaborated with Health Homes of Upstate New York (HHUNY) to propose a solution. The team utilized the Plan-Do-Study-Act (PDSA) process developed by the Institute for Healthcare Improvement to guide this pilot.

The result was an evidence-based “zone document” format to replace the existing HHUNY Crisis Plan. This innovative project was planned and executed chiefly by Care Managers, drawing from their expertise regarding the clients they serve, and cultivating their skills in teamwork and quality planning. Presenters will provide an in-depth review of the process of developing,

implementing, and co-coordinating an evidence-based change with a Health Home and multiple Care Management Agencies.

4: Incorporating Family Driven and Youth Guided Practice into Services**Brianna Gower**, Director of Youth Power!, Youth Power!**Susan Burger, FPA-C**, Director of Workforce Development, Families Together in New York State**Ashley Rivera**, NYS SOC Youth Wraparound Implementation Coordinator, Youth Power!**Nancy Craig**, Director of Community Engagement, Families Together in New York State

This workshop will assist programs to incorporate family driven and youth guided practice into their programs and organizations to ensure that youth and families are partners in their service delivery plan. In youth-guided and family-driven services, youth and family members are given accurate education and support that empowers them to set goals and make informed choices about the services needed for their family. Youth and families should be involved in the implementation of activities, choosing supports, services, and providers; setting goals and asked for input into their treatment plan. Family driven / Youth-guided programs strive to empower youth and families to be engaged; know that change is possible, to feel safe, cared for, valued and heard.

5: Health Homes Children's Services: Outreach and Engagement**Kai Smith, MBA, MPA, CPHR**, Director of Health Homes, Family Services of Westchester**Jennifer Barlow, MBA**, Director of Integrated Services, Children's Home of Jefferson County**Molly Ormsby**, Program Manager, Care Coordination of Northern NY, an Affiliate of Children's Home of Jefferson County

This session was designed for those professionals who may be experiencing challenges with and/or may want to improve outreach strategies, enrolling and engaging 0-21 year old clients. This session will focus on how to make the HH ‘whole person’ model apply to the individual need of each client and how to connect people to policy to make it all work. Participants will learn if their outreach is currently effective; how marketing is much more than pretty fliers and data; what makes clients trust you for enrollment and turning engagement into billable encounters. The effective vs the non-effective manager will also be addressed.

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6: Ways to be More Inclusive at Work and in Life

Kesha Carter, MA, Chief Diversity Officer, Coordinated Care Services, Inc.

Promoting a diverse environment needs to go beyond words to a place where everyone is given the opportunity to contribute, they feel valued for who they are, and divergent perspectives can be openly discussed. This interactive workshop will explore ways to breakthrough barriers of inclusion and leave participants with real tools to fully integrate and appreciate the diverse cultures, backgrounds and perspectives within work and personal relationships.

7: Responding to an Opioid Overdose: Naloxone Rescue Training

Training Specialist, NYS OASAS

See page 2 for description.

2:15pm – 2:30pm

Break

2:30pm – 3:45pm

Concurrent Sessions

1: Cutting Edge Information via PSYCKES

Erica Van De Wal-Ward, MA, Director of Medical Information, PSYCKES, NYS Office of Mental Health

PSYCKES was initially conceptualized to improve clinician decision making and treatment planning/care coordination for individual consumers. With the carve-in of behavioral health into Managed Care, and other far reaching initiatives, PSYCKES has been adapted to meet the data needs of the behavioral health sector. Erica Van De Wal-Ward will demonstrate the new array of web based tools and reports necessary to support individual clinical care, QI/Management, DSRIP-PPS and the VBP needs of providers.

2: Creating Collaborative and SMART Care Plans

Andrea Cole, Ph.D., LCSW, Implementation Specialists, Center for Practice Innovations, NYS Psychiatric Institute
Forrest Foster, Senior Implementation Specialist, Center for Practice Innovations, NYS Psychiatric Institute

This presentation will describe how to use a motivational interviewing, person-centered planning and a strength-based approach to work with members to develop Specific, Measurable, Achievable, Realistic and Time-framed goals and tasks for care plans. We will describe the spirit and processes of motivational interviewing and how to help members identify and prioritize personal goals and needs. We will define SMART goals and tasks and how care coordinators can use them in developing and documenting the care plan and in tracking member progress. The presentation will focus on the application of these principles to day-to-day practice of care coordination and the development of the care plan. The presentation will include a didactic portion and interactive skills building activities.

3: Bridging the Divide: Care Management and Provider Partnerships

Jordan S. Stenzel, MPA, Supervisor, Care Management, Trillium Health

Rebecca Segall, Care Navigator, Institute for Family Health

This session will explain the successes and challenges of having an internal Health Home CMA that can work directly with internal providers to achieve the best health outcomes and quality of care for their shared patients/clientele. Presenters will discuss what works and what doesn't when collaborating with patients' PCPs, from an integrated FQHC experience. Discussion will include tips for sharing relevant information with PCPs before appointments and appropriate follow-up afterwards. Special emphasis is given to face-to-face coordination, such as targeted case conferences and joint PCP visits to reinforce next steps. Learn how to successfully include primary care in effective, medically-informed care-planning.

4: Integrated Treatment for Dual Recovery

Noah Lipton, LCSW, MPA, Implementation Specialist, Center for Practice Innovations

Leslie Moreno, MD, Assistant Professor of Psychiatry, Columbia University Irving Medical Center

Luis Lopez, MS, Coordinator of Best Practices, ACT Institute

This workshop will provide an introduction to integrated treatment for individuals in dual recovery for substance use and mental health challenges. We will review the prevalence of dual recovery and the treatment landscape. We will define the components of integrated treatment, including no "wrong door," a using stage-wise approach, and access to comprehensive services. We will explore the concept of recovery in the context of dual recovery and the value of harm reduction. We will also review the use of medications to assist with substance use recovery (MAT). As a result of this workshop participants will understand the importance of integrated treatment for dual recovery, the main components of integrated treatment, and ways to support the individuals that they are working with.

5: Children's Health Home: The Cornerstone of the Children's Medicaid Transformation

Colette Poulin, MSSA, Health Program Director, Children's Health Home, Division of Program Development and Management, NYS Department of Health

Nicole Bryl, Executive Director, CHHUNY

This session will provide an overview of Children's Health Home – what is or is not changing for kids and families. Learn how New York is ensuring quality care management for all children with chronic conditions and behavioral needs.

6: Responding to an Opioid Overdose: Naloxone Rescue Training

Training Specialist, NYS OASAS

See page 2 for description.

Thursday, May 9, 2019

7: Addiction 101**Brenda Bannon**, Adult Services, NYS OASAS**Samantha Kawola**, Adult Services, NYS OASAS

Understanding the signs and symptoms of substance use disorder in adults and adolescents and how to assist them in accessing services.

3:45pm – 4:00pm

Refreshment Break with Vendors

4:00pm – 5:15pm

Concurrent Sessions**1: Maximizing Health Information Technology in the Fight Against the Opioid Crisis****David Bucciferro**, Senior Advisor, Foothold Technology**Alex Atkinson**, ConnectedCare Team, Foothold Technology

In early 2018, the Electronic Health Record Association (EHRA) convened a national Opioid Crisis Task Force to identify how Electronic Health Records (EHRs) and other health IT can play a role in providing solutions to one of the nation's most pressing challenges. David Bucciferro, Senior Advisor of Foothold Technology, is a participant on the Opioid Crisis Task Force where he co-leads the Standards and Technology sub-group. This important group of stakeholders is examining ways health IT functionality can be better utilized as part of the larger solution to combat the opioid crisis in our country. In this session, David will share highlights from a recent panel discussion with congressional staff where the Task Force shared initial policy recommendations on ways to maximize the capacities of health IT in the fight against opioid abuse. We will also discuss how Opioid oversight will be implemented into Health IT, with Morphine Milligram Equivalent Calculators, Quality Measures, SCRIPT, FHIR, and other technologies.

2: Time Management for the Millennial Generation**Erin Tagliaferro, LMSW**, Senior Manager of Training and Education, Health Homes Care Coordination, NADAP**Megan Dorak, LCSW**, Senior Program Manager, Health Homes Care Coordination, NADAP

Time management is more than the ability to prioritize tasks, it is the ability to plan and control how one spends their hours in a day to effectively accomplish their goals. In this training, you will learn ways to support a specific demographic of staff which are entering the workforce in staggering numbers: The Millennials! Researchers most commonly suggest that this generation begins with individuals born in 1980, who do not have the same traits as Generation X'ers, (the previous generation), and therefore must be advised differently. These staff members are now outnumbering the previous generations in the workforce and although their work habits are different than those of their predecessors, they are of great value to your agencies and an asset that will only continue to grow and expand. Though Millennials are fast paced and goal oriented, many struggle with time management and meeting deadlines. This seminar will explore different techniques to approaching your

millennial staff's time management skills, while also investing in the time management skills of your supervisory staff to enhance the strength of your entire program.

3: Whole-Family Health: The CarePath Program**Deborah Faust**, Director of Family Engagement and Support Services, Mental Health Association in New York State (MHANYS)

MHANYS CarePath™ Program assists individuals and their families or identified supporters in developing a comprehensive strategy called a CarePath™.

This innovative program strengthens the overall health and well-being of individuals and their families or identified supporters transitioning from any type of treatment facility, and support healthy re-connections amongst family, friends, and within the community, be it – job, school, or other associations. The CarePath™ Program is suggesting a cultural shift away from an individual focus to a relational recovery focus. The program model is time specific and solution and goal focused. The CarePath™ Program addresses the integrity of the whole family's health including the children. Offering support to a loved one in recovery asks that that support be a healthy form of support to ensure achieving and maintaining recovery. Our health and sense of well-being is never in isolation of others. The CarePath™ is Medicaid billable service under HCBS.

4: How to Partner with Your Lead Health Home**Meggan Schilkie**, Executive Director, Coalition of NYS Health Homes**Representatives**, Lead Health Home

Health Homes can be a support and a resource to care managers and care management agencies but sometimes there are tensions between them driven by complicated administrative requirements and misconceptions. Hear how your lead Health Home can be a resource and support for you, to advocate on your behalf and how to communicate with them, engage them as partners and turn the relationship into something powerful and collaborative on behalf of yourself and your clients. Hear some examples from around the State of how Care Managers leveraged their relationships with their lead Health Homes to improve the lives of their clients and themselves.

5: Working with Pregnant Women with a Substance Use Disorder**Maria Morris-Groves, MSEd**, Director of Adolescent Women and Children's Services, NYS OASAS

Participants will learn about services for women who are pregnant and have a substance use disorder, including how to find appropriate and timely treatment and best practices for working with this population.

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6: Intersections: A Day Program Without Walls

Lawrence T. Force, Ph.D., Director, Clinical Services,
National Organization of Adult Addictions & Recovery

Elisa Gwilliam, Ed.D. (cand.), Founder/Director, Hudson
Valley Healing Center

This presentation will provide an overview and description of "Intersections: A Community-Based Day Program Without Walls." "Intersections", an 8 Session Therapeutic Recovery Intervention Program, focuses on recovery, sustainability and empowerment - and combines a knowledge-base of: Aging & Addictions, Recovery & Technology and the Power of Presence. "Intersections", targets the value, and importance of family and community in supporting: "Recovery in Place".

7: Responding to an Opioid Overdose: Naloxone Rescue Training

Training Specialist, NYS OASAS

See page 2 for description.

8: Cultural Activation Prompts (CAPS) For Effective Care Management

Lenora Reid-Rose, MBA, Director, Cultural Competence and
Diversity Initiatives, Coordinated Care Services, Inc.

Cultural Activation Prompts (CAPS) introduces a notion of cultural activation intended to promote consumer participation in the encounter process. The workshop will describes how to facilitate culturally-oriented discussions utilizing the CAPS and demonstrate the intricate role of the care manager in this process.

5:30pm – 6:30pm

Opening Reception

*Sponsored by NetSmart and The NYS Care
Management Coalition*

Dinner is On Your Own

8:00pm – 11:00pm

Wellness Party...Moving to the Beats!

Come and join us at our wellness party!! Reconnect to coworkers, connect to new colleagues from across the state, or just dance the night away to some 80's, old school rap, latin, tropical, popular music, EDM, and house music!

Friday, May 10, 2019

8:30am – 9:30am

General Session: Healing & The Power of Hip Hop

Amanda Saake, MSW, Director of Training, The Coalition for
Behavioral Health

Luis Lopez, MS, Coordinator of Fidelity and Best Practices, Center
for Practice Innovations at Columbia Psychiatry

Celia Brown, CPS, Regional Advocacy Specialist, Office of
Consumer Affairs, New York State Office of Mental Health

Noah Gokul, Peer Specialist, OnTrackNY Clinic

Chacku Mathai, CPRP

Jerald Jenkins, NYCPS, CASAC-T, Assistant Program Director,
Services for the Underserved, Inc.

Engagement is the keystone in behavioral healthcare, and all too often providers struggle to make meaningful connections with their clients. Hip-hop can provide a means to connect with others to talk about our shared appreciation for the music and can be used as a medium to deal with our shared struggles. Hip-hop can provide an opportunity for people to connect and celebrate community, recovery, and resiliency. There is an opportunity to use hip-hop more meaningfully and intentionally in our work with others to improve engagement. Through an inspiring combination of lecture and performance, presenters will talk about the power of healing and recovery through Hip Hop by sharing their personal stories and the music that supported them. Through their stories, participants will experience the historical evolution of the hip-hop genre and learn about the cultural roots of a movement that started from oppressed communities to almost everything that we hear on the radio today. Presenters will highlight how hip-hop can assist in increasing our awareness and capacity to practice cultural humility and to effect needed changes in our system to further the promise of recovery for all participants in behavioral health care. The presentation applies to a wide target audience inclusive of executives, administrators, and direct care staff.

9:30am – 9:35am

Break

9:35am – 10:40am

General Session: Integrated Care Coordination in New York's Behavioral Health System

Peggy Elmer, Director, Health Home Policy and Program
Development, NYS Department of Health

Nicole K. Haggerty, LMHC, Director, Bureau of Rehabilitation
Services and Care Coordination, NYS Office of Mental Health

Danielle Olsen, MA, LMHC, Manager, Clinical Integration PICM,
NYS OASAS

Colette V. Poulin, MSSA, Health Program Director, Children's
Health Home, Division of Program Development and Management,
New York State Department of Health

Join our state leaders as they discuss timely pertinent issues related to adult and children care management, Health Homes, HARPS, HCBS Services and more. Time for questions and answers will be allotted.

10:50am – 12:00pm

Concurrent Sessions**1: Effects of Social Supports on Health Outcomes****Konje Machini**, Care Navigator, Institute for Family Health**Adrienne Ton, MSN, RN**, RN Care Coordinator, Institute for Family Health

This presentation will present research on the role and effect social supports have on health outcomes and patient engagement. Specifically, analysis will be presented on how the level of social supports for a patient affects emergency room usage, hospital admissions, appointment adherence, and A1C levels. Data will be derived from a retrospective chart review of patients enrolled in care management at three clinics located in Manhattan and Brooklyn. The findings from this research will provide insight into how care management departments can better support our patient populations.

2: Wraparound Implementation Using the Innovation of Health Habitus**Helen-Maria Lekas, PhD**, Nathan Kline Institute for Psychiatric Research and Columbia University**Crystal Fuller Lewis, PhD**, Nathan Kline Institute for Psychiatric Research and Columbia University

Health Habitus is the set of tendencies we develop to address our mental and physical wellbeing that shapes our health behaviors and lifestyle. Health behaviors are developed by the interplay between the choices we make and the structural opportunities/constraints we encounter called health habitus. This session will allow care managers the opportunity to discuss how to elicit a person's health habitus and how health habitus influences the health behaviors of clients.

3: Resources for Care Managers: The CANS NY Technical Assistance Institute**Mary Nichols, PsyD**, Director of Clinical Outcomes, CANS & TCOM, Astor Services for Children & Families**Brandon Howlett, M.S.Ed.**, Training Manager: Government Contracts, Parson's Child & Family Center**Cynthia Schelmety**, Lead Training Coordinator, Collaborative for Children & Families**Joshua Nellist**, Manager - Organization Development & Learning, Hillside Family of Agencies

The CANS-NY Technical Assistance Institute is a statewide collaborative supported by the New York State Department of Health. Agency members aim to provide coaching, training, and support for implementation of TCOM (Transformational Collaborative Outcomes Management) and the CANS-NY in Health Home Care Management for children across New York State. This presentation will describe and demonstrate the many tools and techniques that have been developed to assist care managers and CMA's with meaningful and effective use of the Child Adolescent Needs and Strengths - New York (CANS-NY). Workshop participants will learn about the ways in which the Institute can support Care Managers in the ongoing use of best practices such as Coaching on using the CANS with

families, Consultation to staff and management, Tip sheets, Lunch & Learns, and Digital curricula.

4: Effective Time Management in Care Coordination**Andrew O'Grady**, Executive Director, Mental Health America in Dutchess County

In the last few years, the jobs of care managers have changed drastically. The reporting responsibilities, the number of clients you must manage and the new community partners you are expected to report have increased. Going home at the end of the day, with your work completed can certainly improve your personal life. Having good time management skills can improve not only your work life but can bring you inner peace. This session will explore some of your struggles and give concrete strategies to improve your time management skills.

5: OMH High Risk Initiatives**Representatives**, NYS Office of Mental Health

This session will provide an overview of two new OMH High Risk initiatives for High Need individuals with Serious Mental Illness (SMI): the High Risk Quality Collaborative (HRQC) for hospital emergency departments and the Performance Opportunity Project (POP) for Managed Care Organizations. The HRQC is a statewide learning collaborative that will support emergency departments in identifying, developing, and implementing best practice protocols to manage patients at high behavioral health risk, including linkages to Care Management for referrals, shared disposition planning and follow-up. The POP will create rapid access to intensive care management for high-acute users at risk for readmission by promoting a Critical Time Intervention (CTI)-like service model for hospitalized Managed Care enrollees.

6: Let's Make It Work! An Introduction to IPS**Paul Margolies, Ph.D.**, Associate Director, Center for Practice Innovations**Gary Scannevin, M.P.S., CPRP**, Individual Placement and Support Trainer, Center for Practice Innovations**Noah Lipton, LCSW, MPA**, Implementation Specialist, Center for Practice Innovations

Our presentation will focus on the evidence-based practice of the Individual Placement and Support Model (IPS) of supported employment and how this model can be implemented across a variety of mental health/vocational services to increase clients' success at acquiring and maintaining employment. Care managers will understand how knowing about IPS and agencies that provide this service will help them to help some consumers accomplish meaningful life goals. After completing this training, trainees will understand the importance of IPS services, how and where IPS services are provided, and helpful next steps care managers can take to support consumers' employment goals.

7: Responding to an Opioid Overdose: Naloxone Rescue Training**Training Specialist**, NYS OASAS

See page 2 for description.

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8: Understanding Cross Systems Services & Opportunities for Children and Families

Boris Vilgorin, CTAC/MCTAC, McSilver Institute for Poverty, Policy and Research, NYU Silver School of Social Work

As NYS continues to promote and expand health care services for children and families, it's important to understand the many service delivery options that care managers can access for their clients. This session will highlight the changes in multiple service delivery systems – OMH, OCFS, OASAS and OPWDD and highlight the many opportunities and services to promote better care coordination for children and families. Hear how to navigate under these changes to best provide a coordinated approach to care for the children and families you serve.

12:00pm – 12:10pm

Break

12:10pm – 1:20pm

Concurrent Sessions

1: Encompassing Therapy: Internal & External Care

Lawrence T. Force, Ph.D., Gerontologist, Private Practice

This presentation will focus on the importance of treating and addressing the needs of individuals across the domains of: cognition, strength building, nutrition and energy (movement). Three case studies will be provided to illustrate the value of treating the individual and family system - from a "internal and external perspective" of health and wellness - where combining the roles of Private Practitioners and a Community-Based Healing Center provide an "encompassing intervention".

2: What Unhealed Place Within You Did You Inherit?

Deborah Faust, *Three Generations of Wellness: A Transformative Approach to Health and Healing*, Free-lance Consultant

Natalie Smarro, *Three Generations of Wellness: A Transformative Approach to Health and Healing*, Free-lance Consultant

Isabela Smarro, Youth

This workshop will involve a discussion about the healing force that lives within us all. Three generations will share insight about the process involved in transforming inherited family trauma. Living with intention and purpose involves choice and when a mother and her daughter and granddaughter become intentional about tapping in to the healing force within, it became the catalyst for changing some unhealthy coping skills passed down from one generation to the next. This workshop will explore how intergeneration trauma influences our parenting, and the presenters will connect the audience to the process involved in achieving mental health and healing.

3: Are We Trauma Informed Care Practitioners?

Luis O. Lopez, MS, Coordinator of Fidelity and Best Practices, ACT Institute, Center for Practice Innovations

Historically, the behavioral health system has not addressed issues related to trauma effectively and efficiently. The field has concentrated in pathologizing and

labelling behaviors, developing treatment on the basis of "What is wrong with you?" - and not, "What happened to you?" This workshop will briefly review the principles and practices of the Trauma Informed Care (TIC) approach. It will review how it impacts the work that we do with individuals. It will also look at the connection between TIC and social justice issues. Finally, it will answer the question, "Are we practicing Trauma Informed Care?"

4: Care Coordination for Assisted Outpatient Treatment (AOT)

Tom Gottehrer, LMSW, Assistant Director of Statewide AOT Implementation, Bureau of Special Projects, Division of Adult Services, NYS Office of Mental Health

Kory Weaver, LCSW-R, Mental Health Program Specialist II, Assisted Outpatient Treatment Support, NYS Office of Mental Health

Mary Baker, Director of Care Management Services, Children and Adults, Behavioral Health Services North and Clinton County AOT Coordinator

This session will provide care coordinators with a brief overview and history of Kendra's Law, New York State MHL 9.60, otherwise known as "Assisted Outpatient Treatment" (AOT). Additionally, best practices, service systems most frequently utilized in the community, and county structures will also be reviewed including systems of oversight and how care coordination plays a key role.

5: Role of the Health Home in VBP Arrangements

Eric Stone, Health Home Manager, St. Joseph's Care Coordination Network

Jason Decker, MA, Health Home Coordinator, VBP Project Manager, St. Joseph's Care Coordination Network

As we enter into discussions around MCO and Health Home VBP arrangements, it may prove to be beneficial to discuss the role Health Homes can play in existing VBP arrangement through healthcare organizations. In particular, St. Joseph's Health is currently in two Medicaid VBP arrangements, while also being fortunate enough to be operating a Health Home embedded throughout the network. In this session, we will discuss the barriers and successes learned in developing interventions and initiatives aimed towards VBP gain share.

6: Wellness Collaborative of New York: An Overview of the Peer IPA

Presenters, TBA

This session will overview the unique peer-run, statewide independent practitioner association in NYS. Participants will gain insight on the partner organizations, services offered and outcomes for these services for effective care coordination.

7: Responding to an Opioid Overdose: Naloxone Rescue Training

Training Specialist, NYS OASAS

See page 2 for description.

1:00pm **Adjournment**

Online Registration Information

Go to: www.nyscaremanagementcoalition.org/registration

All registrations will be submitted online. The Conference Registration does not include hotel costs or meals.

Full Registration BEFORE 4/9	May 9-10	\$275.00
Full Registration AFTER 4/9	May 9-10	\$325.00
Pre-Conference	May 8	\$75.00
1 Day Only	May 9	\$175.00
1 Day Only	May 10	\$150.00

Hotel Information

The conference will take place at The Conference Center at Lake Placid, 2634 Main St, Lake Placid, NY 12946.

There are several hotel options available near The Conference Center. Hotel reservations include the cost for meals for the conference. If you are a commuter, you must purchase the commuter meal package listed below.

For hotel reservations, click this link: <https://reservations.meetingslakeplacid.com/start.php?i=70> or visit www.nyscaremanagementcoalition.org and click on Conference Information. Reserve your room before March 25 to guarantee group rates.

Meal Information

If staying at any of the hotels included in the link above, lunch on May 9, breakfast on May 10 and all breaks are included. If you are a commuter or staying at a different hotel, YOU MUST purchase the commuter meal package.

Commuter Meal Rate	\$40.00
<i>Includes all breaks, May 9 lunch and May 10 breakfast.</i>	

Payment Information

Credit Card payments can be submitted through the online registration process.

Please make checks payable to:

New York State Care Management Coalition

Mail checks or money orders (Purchase Orders are accepted) to:
New York State Care Management Coalition, c/o NMR,
194 Washington Avenue, Suite 415, Albany, NY 12210

Any questions related to the conference **must be emailed** to:
nyscaremanagement@gmail.com

CANCELLATION AND LATE FEE POLICY:

Conference registration cancellations received before April 16 entitle registrants to a full refund. NO REFUNDS will be issued for cancellations received after April 16. Refunds will NOT be made for no-shows, however substitutions will be allowed. ANY NO-SHOW (WITHOUT PRIOR NOTICE OF CANCELLATION) WILL BE INVOICED FOR THE FULL REGISTRATION FEE TO COMPENSATE FOR COSTS INCURRED BY THE ASSOCIATION.

This conference is co-sponsored by the Association for Mental Health and Wellness.

Association for Mental Health and Wellness is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers. (Provider #0156)

Association for Mental Health and Wellness is recognized by the New York State Education Department's State Board for Mental Health Practitioners as an approved provider of continuing education for licensed mental health counselors. (Provider #MHC-0014)

**New York State Office of the Professions (NYSED) regulations require that participants attend the entire approved educational activity in order to receive continuing education credits, from May 8, 9 & 10.*