Continuing education credit for multiple disciplines will be provided for this event.
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<table>
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<tr>
<th>Lunch (ON YOUR OWN)</th>
<th>Noon – 1:15 p.m.</th>
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<tbody>
<tr>
<td>OPENING SESSION</td>
<td>1:15 p.m. – 3:00 p.m.</td>
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<td>Welcome and Featured Speaker: Stephanie Staples</td>
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3:30 – 5:00 p.m.  

**Concurrent Sessions**

**Ethical Concerns in Behavioral Health: Five Burning Questions**
Ethical concerns have a significant role in the major medical issues that behavioral health medical staff face today. This presentation will address ethical issues in five major areas: confidentiality, information disclosure, patient choice, beneficence, and special considerations for justice-involved patients. Case studies will be used to discuss each area and their relevance in achieving organizational and programmatic outcomes.

- Dr. A. Marcelo Rodriguez-Chevres, MD, Chief Medical Officer of Mental Health Services, Emergence Health Network
- Dr. Carroll Wayne Thornburg, DO, Chief Medical Officer of Outpatient Medical and Addiction Services, Emergence Health Network

Learning Objectives:
1. Identify 5 major ethical challenges facing today’s behavioral health medical staff.
2. Discuss ethical concerns and their relevance in achieving organizational and programmatic outcomes.

**Best Practices in Positive and Effective Residential Behavioral Treatment**
The Texana Behavior Treatment and Training Center (BTTC) is a short term residential facility that provides treatment to children with IDD who display challenging behavior, primarily using Applied Behavior Analysis (ABA). The presentation will focus on training replacement behaviors and interventions, selecting data collection methods, making informed decisions regarding behavior plans or medication changes using data, and routine medical appointments.

- Alyssa Martin, MA, BCBA, Manager of Behavior Analysis Services, Texana Behavior Treatment and Training Center
- Pat Gaskin, MSA, RN, Manager of Nursing Services, Texana Behavior Treatment and Training Center
- Stephanie Smothermon, MA, Behavior Analyst, Texana Behavior Treatment and Training Center

Learning Objectives:
1. Identify important replacement behaviors and interventions, appropriate data collection and evaluation methods to make informed decisions regarding behavior plans or medication changes.
2. Describe procedures to increase compliance with routine medical appointments.

**Creating a Consumer Operated Services Program (COSP): The Capital and Culture of Recovery**
Sustainable recovery can be challenged by power differentials within treatment services and by practices denying autonomy and devaluing lived experiences of individuals in recovery. Learn how research-based partnership between Community Healthcare, the Hogg Foundation, the Episcopal Health Foundation, and a group of peers drawing on lived experiences as "Recovery Capital" created Cornerstone Quarters, a 501c3 (COSP). Cornerstone Quarters empowers peers to apply lived experiences as "recovery capital" to create opportunities for recovery through innovation in practice, policy and research. Through Cornerstone Quarters, individuals gain autonomy that empowers them to initiate and sustain a culture of recovery within organizations and communities.

- Virginia Smith, Peer Lead, Cornerstone Project, Community Healthcare
- Paula Hendrix, BS, Peer Lead, Cornerstone Project, Community Healthcare
- Peggy Johnson Riggs, BS, Peer Specialist and Team Lead, Cornerstone Project, Community Healthcare
Got Data! Now What?
We all have data; however, is the data plausible, and what happens next? Four members of the Data Evaluation Workgroup (DEW) will provide examples of how data collected for performance measures, DSRIP, and other activities were evaluated by their Centers. Members will discuss how they used root cause/barrier analyses and other evaluation methods to identify variables affecting outcomes, and how they used findings to develop targeted interventions addressing the barriers and ultimately improving outcomes.

- Jolene Rasmussen, MS, Director of Adult Behavioral Health, Texas Council of Community Centers
- David Weden, CPA, Chief Administrative and Financial Officer, Integral Care
- Mary Duffy, LCSW-S, Director of Utilization Management, Bluebonnet Trails Community Services
- James Smith, EdD, LPC-S, Director of Mental Health Operations, Burke
- Evan Roberson, MPA, Executive Director, Tri-County Behavioral Healthcare
- Mike Taylor, MS, Associate Executive Director of Programs, Pecan Valley Centers for Behavioral & Developmental Healthcare

Community Partnerships: We’re In This Together
Hear from key community partners in Galveston and Brazoria counties as they discuss problems solved together in the past and their vision of a broader coalition of partners in the future. You will hear from the Gulf Coast Center, the RHP 2 Anchor, Law Enforcement and Advocacy Groups. This will be a dialogue, not a presentation, and we will involve audience members in the discussion.

- Mark Young, Chief Executive Officer, Stephen F. Austin Community Health Center
- Jan Melis, Executive Director, NAMI Gulf Coast
- Sergeant Shane Vandergriff, Brazoria County Mental Health Deputy Unit
- Lieutenant Jaime Castro, Galveston County Mental Health Deputy Unit
- Craig Kovacevich, Associate Vice President, Waiver Operations & Community Health Plans, UTMB
- Caroline Rickaway, Director, Brazoria County Community Supervision and Corrections Department
- Earnestine Sanders, Deputy Director of Casework, Galveston County Juvenile Justice
- Melissa Tucker, Chief Executive Officer, Gulf Coast Center
- Moderator: Melissa Rowan, MSW, MBA, Partner, Wertz&Rowan

Topic: Special Community Projects for IDD
The Broken Bow Experience: How Planning a Camping Trip Empowered IDD Residents
Residents in an IDD program often feel their personal choices go unheeded and their voices unheard. Community Healthcare is using person-centered thinking to change this perception and to empower the IDD population. Learn how they strategically fostered individual growth in residents by having staff and residents collaborate on a project: planning a program-wide camping trip this past June for 2 nights and 3 days in Broken Bow, Oklahoma.

- Nick Wesson, Qualified Intellectual Disabilities Professional (QIDP), Community Healthcare
- Sandra Taylor, BA, IDD Director, Community Healthcare
- Jacob Tanner, Intermediate Care Facility Resident, Community Healthcare

Next Chapter Book Club: A Low-Cost/High-Impact Model for Community Inclusion
Welcome to Next Chapter Book Club -- the largest community-based book club program in the world for individuals with intellectual and developmental disabilities. Awarded the "Innovations in Learning" Prize by the National Book Foundation in 2016, Next Chapter Book Club provides a weekly opportunity for social connections, community inclusion, self-advocacy/self-determination, life-long learning, and fun! Learn how to become a Next Chapter Book Club Affiliate and offering the program in your community.

- Susan Berg, Executive Director, Chapters Ahead
Trustee Roles and Responsibilities
This session will generally discuss the legal role Trustees fulfill in the Texas Community Center system and the statutory responsibilities of Trustees as set out in Chapter 534 of the Texas Health and Safety Code. There will be time allotted to a question and answer session to cover practical issues of Board operations and Community Center governance.

- Carvan Adkins, JD, Legal Counsel, Texas Council of Community Centers

Generation Z: Are We Ready for the New Workforce?
Just when the work world was getting accustomed to the Millennials, here comes Generation Z. Members of Generation Z are now entering the workforce and are predicted to outnumber Millennials. This presentation will discuss Generation Z’s unique motivations, traits and work style and how they differ from our current workforce of Traditionalists, Baby Boomers, Generation X, and Millennials.

- Daniel Hernandez, BS, PHR, Senior Training and Development Consultant, Texas Council Risk Management Fund

Mental Health First Aid (MHFA) Steering Committee Meeting
This is a workgroup meeting for members of the MHFA Steering Committee only.
The MHFA Data Workgroup, formed by HHSC, will lead a discussion on how to collect meaningful data, beyond basic requirements, that can illustrate the effectiveness of the MHFA program.

- Nadia Kalinchuk, MSW, PhD Candidate, Children’s Program Specialist, Texas Health and Human Services Commission
- Laura Hernandez Gold, LCSW, Prevention Services Program Manager, Integral Care
- Jacinda Tucker, PhD, Manager of Community Training, The Harris Center for Mental Health and IDD
- Carroll Campion Prasad, MEd, LPC, Community Outreach Trainer, The Harris Center for Mental Health and IDD

Events

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<tr>
<th>Event</th>
<th>Time</th>
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<tbody>
<tr>
<td>Board and Trustees Reception</td>
<td>5:15 p.m. – 7:00 p.m.</td>
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<tr>
<td>Executive Directors Dinner</td>
<td>7:00 p.m. – 9:00 p.m.</td>
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Continuing education credit for multiple disciplines will be provided for this event.
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**Thursday, June 29, 2017**

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<tr>
<th>Registration</th>
<th>7:30 a.m. – 5:00 p.m.</th>
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<tbody>
<tr>
<td>Exhibit Hall Open</td>
<td>7:30 a.m. – 3:30 p.m.</td>
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<tr>
<td>Poster Sessions</td>
<td>7:30 a.m. – 3:30 p.m.</td>
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**Fractured Lives...Using EMDR to Put the Pieces Back Together**
Traumatic life experiences impact a person in a multitude of ways, but a person’s response to such adversity is influenced by many factors, including social supports, coping skills, and cognitive function. According to a 2012 National Survey of Abuse of Individuals with Disabilities, 70% of individuals with IDD (Intellectual Developmental Disability) have experienced abuse in some form – but cognitive deficits and impairments make it more difficult for individuals with IDD to express trauma they have experienced. Learn about why Eye Movement Desensitization and Reprocessing (EMDR) Therapy has been endorsed by The Arc as a recommended counseling intervention for individuals with IDD, and how it can allow individuals to process the past in order to see hope for the future.

- James Turnage, MA, LPC-S, Director of Support for Disability Services, MHMR Tarrant
- Robert McGowen, MBA, MMFT, LPC, Assistant Director – Veteran Services, MHMR Tarrant

**Mental Health Resources at Your Fingertips**
Owning a smart phone has become a primary source of reference, entertainment and community connection for 95% of Americans. This includes 99% of Americans 30-49 years of age and 100% of ages 18-29. Today just over one in ten American adults are "smartphone-only" internet users - meaning they own a smartphone, but do not have traditional home broadband service. So how does a behavioral health company position themselves to provide accurate mental health and substance abuse information and resources? Simply put, "we have an app for that!"

- Nisi Bennett, Special Initiatives Strategist, The Center for Health Care Services

**Staff Performance: Creating a Motivating and Rewarding Work Environment**
The turnover in the human services field is high, particularly when it comes to direct care staff. Beyond the high cost of employees leaving a company, turnover poses several challenges to managers and agencies with limited resources. These challenges include loss of revenues, high staff stress, coverage for job duties, and time spent finding a replacement. The presenter will explore methods and techniques to create a motivating work environment and to retain staff in a direct service field.

- Sarah Loera, MS, BCBA, Program Manager, Metrocare Services

**Success Wall**
The Southwest Adult Mental Health Clinic created a space called the Success Wall, highlighting accomplishments of clients through their own images or collages. Learn how the self-expressive Success Wall can empower clients and boost recovery.

- Dr. Dionne Hill, EdD, LPC, LCDCI, Practice Manager of Southwest Adult Mental Health Clinic, The Harris Center for Mental Health and IDD
- Tameka Survillion, Clinical Team Leader, The Harris Center for Mental Health and IDD

**Prosumer Empowerment Radio**
Learn about a free radio service available to the people you serve, broadcasting recovery and empowerment, 24 hours a day, 7 days a week.

- Victoria Ingham
- Janet Paleo, Director of Recovery-Based Services, Texas Council of Community Centers

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<tr>
<th>Continental Breakfast (Exhibit Hall)</th>
<th>7:30 a.m. – 8:30 a.m.</th>
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<tbody>
<tr>
<td>General Session</td>
<td>8:30 a.m. – 10:00 a.m.</td>
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Continuing education credit for multiple disciplines will be provided for this event.

## Concurrent Sessions

**How Centers Can Reduce Preventable Re-Hospitalization through Evidence-Based Care Transition**
Repeated hospitalization escalates costs to the individual, the hospital, and the community, often without empowering the patient to become invested in personal healthcare. This presentation will explain how trained transition coaches, using evidence-based practices, can help reduce hospital readmittance for common physical illnesses by easing the move from hospital to home. Learn how Community Centers can partner with organizations like Tejas Health Services and managed care organizations to help meet this primary healthcare need in local communities.

- Julie Myers, BA, ADRC Program Manager, Community Healthcare
- Lindsay Lovelace, MSW, Health at Home Transition Coach, Community Healthcare
- Lee Brown, MEd, Chief Operations Officer, Community Healthcare

**Learning Objectives:**
1. Explain how patient empowerment and transitional care models can reduce hospital readmissions.
2. Describe the importance of the Aging and Disability Resource Centers (ADRCs) and how other community partners are vital to reducing hospital readmission and providing positive care for patients.

**Walking on a Tight Rope: The Family Recovery Process**
The presentation identifies the impact of addiction on the family system and provides information on the guidelines of a recovering family system. Additionally, the presentation promotes the importance of families and the client in engaging and utilizing the community services that are available within the local area.

- Monica Mehalshick, LCSW-S, Executive Manager of Adult Recovery Services, Gulf Coast Center

**Learning Objectives:**
1. Identify family roles, appropriate boundaries, resources, and outcomes for families in the Substance Use Disorder Recovery process.
2. Apply problem solving techniques that will assist family members in supporting a loved one with a Substance Use Disorder.

**From Triage to Intervention: A Crisis Care Model for Persons with IDD**
Providing crisis care services for individuals who are dually diagnosed can be challenging, from how dual diagnosis is determined to following through with the right dual diagnosis services and interventions. The presenters will discuss the interdisciplinary crisis care model being used at The Harris Center for individuals with IDD, including Autism. The presentation will include a review of crisis triage and assessment, intensive case management, behavioral intervention, mental health services and counseling, and consultation and training with families and providers.

- Dr. Alton Bozeman, PsyD, Psychologist VI, The Harris Center for Mental Health and IDD
- Amanda Willis, LCSW-S, Clinical Team Leader – IDD Crisis Care, The Harris Center for Mental Health and IDD

**Learning Objectives:**
1. Identify the function and benefits of the Crisis Intervention Specialist assisting with IDD crises in the community.
2. Discuss intervention, assessment, and consultative methods used in addressing IDD crises.
Continuing education credit for multiple disciplines will be provided for this event.
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- **Heather Champion**, MEd, LPC, QMHP-II, Adult Mental Health Crisis Facility at Spindletop Center
- **Monique Sennet**, BS, Public Relations and Marketing Administrator, Spindletop Center

### Insight into the Texas Political Landscape

Leaders of the most notable publications in Texas, The Quorum Report and the Texas Tribune, will share their views on the current and future political landscape in our state. Moderated by Lee Johnson, Deputy Director for the Texas Council, this session will feature Harvey Kronberg of the Quorum Report, Ross Ramsey of the Texas Tribune, and Hon. Carl Isett, former State Representative, District 84. If you want to know what’s really happening and what’s ahead in Texas politics, don’t miss the chance to hear and interact with these experts!

- **Harvey Kronberg**, Publisher, The Quorum Report
- **Ross Ramsey**, Executive Editor and Co-Founder, Texas Tribune
- **Carl Isett**, Former State Representative, District 84
- **Moderator: Lee Johnson**, Deputy Director, Texas Council of Community Centers
Thursday, June 29, 2017 cont.

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<thead>
<tr>
<th>3:30 – 5:00 p.m.</th>
<th>Concurrent Sessions</th>
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| **On-Campus Mental Health Only and Integrated Student Support Models Contrasted**<br>Integral Care operates two innovative student support service models housed by over 40 school campuses in four Independent School Districts. One model focuses on Behavioral Health Care while the other integrates Primary Care and Behavioral Health Care. Program managers for each model will discuss comparative processes, challenges and initial outcomes. The Practice Administrator will provide an agency overview regarding comparative start-up experiences and comparative program designs. The panel will take questions following the presentation.<br><ul><li>**Melody Palmer-Arizola, MEd, LPC, Practice Administrator, Child and Family Services at Integral Care**</li><li>**Keisha Martinez, LPC-S, Program Manager, Integral Care**</li><li>**Stacy Spencer, LCSW, Program Manager II, Integral Care**</li><li>**Vicky Esparza-Gregory, LCSW, Lead Social Worker and District Homeless Liaison, Pflugerville ISD**</li><li>**Pilar Westbrook, Doctoral Candidate, Director of Student Support, Del Valle ISD**</li></ul><br>Learning Objectives:<br><ol><li>Differentiate between on-campus mental health-only student support model and integrated care student support model and how to match the most appropriate model according to community needs.</li><li>Identify three key advantages and challenges for each support service model.</li></ol>

| **Trauma-Informed Care in Broad Community Mental Health Populations**<br>This presentation will review the incidence of trauma histories in adult community mental health populations, clarify PTSD diagnosis and comorbidity, discuss state of the art in PTSD treatment, and outline different levels of implementable care. Dr. Williams, Director of the Cohen Military Family Clinic for Metrocare Services, will discuss resources in Texas for clinicians and clients who are working and seeking help within the community mental health system. As part of the presentation, survey data and clinical examples will be utilized from programs successfully "rolled out" in Texas community health centers in the past 10 years.<br><ul><li>**Dr. Amy Williams, PhD, Clinic Director, Steven A. Cohen Military Family Clinic at Metrocare Services**</li></ul><br>Learning Objectives:<br><ol><li>Discuss epidemiology of trauma and PTSD in community populations.</li><li>Identify how and when to implement trauma-informed care for people with serious and persistent mental illness and co-morbid PTSD.</li></ol>

| **Sexual Preference/Sexual Identity Scale for Persons with IDD**<br>In supporting an individual with IDD, the goal is to provide services that allow the individual to live as independently as possible and to be able to pursue their wants, wishes and desires. When considering the areas of life that a person may find fulfilling, the area of sexual preference and sexual activity is often overlooked or ignored for individuals with IDD. The goal of creating a sexual preference and sexual identity scale is to help individuals, families and providers to have a clearer sense of how to address and discuss these issues, which is critical in supporting individuals they work and care for, and also removes some of the stigma associated with sexual behavior. This is a continuation of work begun in developing a scale for individuals with IDD.<br><ul><li>**Dr. David Duran, PhD, Psychologist, Integral Care**</li><li>**Jody Gardner, MS, Crisis Respite Center Team Lead, Integral Care**</li></ul><br>Learning Objectives:<br><ol><li>Implement an assessment scale to assist an individual with intellectual disability in articulating his or her sexual preference and identity.</li><li>Identify ethical dilemmas that arise when addressing sexual identity with an individual with...
Continuing education credit for multiple disciplines will be provided for this event.

Developing and Implementing a Compliance Program: 0 to 60 in 36 Months
Three years ago, LifePath Systems made a decision to centralize and redesign their compliance program from scratch. This case study will examine the approach and methodology used to design and implement an integrated, Center-wide compliance program. It will also provide insight into the steps taken to build consensus with the management team and how the compliance program has served as a catalyst for change. From a new Code of Conduct to the development of compliance specific policies and procedures and the design of a "performance scorecard" for the Board of Trustees, LifePath Systems now has a compliance infrastructure that is current, scalable and effective.

- Rik Lindahl, MBA, Compliance, Planning and Quality Assurance Director, LifePath Systems

Managed Care Learning Collaborative
This interactive session pairs presentations with small group discussions to help participants operate more effectively in the managed care environment. Members of the Texas Council Managed Care Steering Committee (MCSC) will discuss the basic framework of Medicaid and CHIP managed care programs, the importance of forming your own MCSC, “measures that matter” to MCOs in value-based contracting, and how to open the door to commercial insurance plans. After each presentation, the audience will participate in break-out discussions, and learn how other Centers are making their way in the managed care system.

- Elizabeth LaMair, JD, Healthcare Policy Director, Texas Council of Community Centers
- Jessie Campbell, CPA, Chief Financial Officer, West Texas Centers
- Ayanna Castro-Clark, Director of Contract Management, Western Behavioral Health Network
- Mary Duffy, LCSW-S, Director of Utilization Management, Bluebonnet Trails Community Services

Working with the Media: Techniques for Interviewing and Getting Your Story Covered
Learning how to work with the media and build that important relationship is beneficial to any organization. Knowing how to create positive coverage for your Center helps establish staff as experts in their fields, promotes awareness of services, and controls the message your Center broadcasts. This presentation will walk through how to grab the attention of editors with press releases, how to interview effectively and get the sound bites you want, and how to cultivate and use strong relationships with your local media.

- Noreen Jaramillo, Director of Communications, Emergence Health Network

Building and Supporting Self-Efficacy
Keynote Speaker, Gina Calhoun, will lead a workshop delving into the development of hope-inspiring relationships by highlighting the work of Dr. Albert Bandura and his research on supporting persons to believe in his or her own ability to succeed. Covered are the three most effective ways to support a person to believe in oneself: mastery experiences, social modeling, and social persuasion.

- Gina Calhoun, National Director for Wellness and Recovery Education, Copeland Center for Wellness and Recovery

Events

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<tr>
<td>Center Party</td>
<td>6:00 p.m. – 7:30 p.m.</td>
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Friday, June 30, 2017

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<tr>
<th>Registration</th>
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<tr>
<td>Staff Continental Breakfast</td>
<td>7:30 a.m. – 8:30 a.m.</td>
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<tr>
<td>Texas Council Risk Management Fund Breakfast</td>
<td>7:30 a.m. – 8:30 a.m.</td>
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**8:30 – 10:00 a.m.**

**Concurrent Sessions**

**Telepsychiatry: Challenges and Solutions through Experience**
Hear from the Medical Directors working with ETBHN as they discuss how they have worked through challenges and found solutions to barriers in Telemedicine within the Community Mental Health setting. See how they envision a broader coalition throughout Texas as organizations become partners in fighting through obstacles to create a strong Telemedicine experience. This will be a panel discussion that will involve audience member’s participation.

- Dr. Mark Janes, MD, Medical Director, Bluebonnet Trails Community Services
- Dr. Heath Foreman, DO, MT(ASCP), Telepsychiatry Provider, Bluebonnet Trails Community Services
- Dr. Holly DuBois, MD, Medical Director, ETBHN Crisis Telemedicine Program

**Learning Objectives:**
1. Describe how telepsychiatry can address the shortage of psychiatrists in Texas.
2. Define compliance with the Ryan Haight Act and understand its impact on the safe practice of telepsychiatry in various settings.

**Closing the Gap between Mental Illness and Dual Diagnosis**
Service Provision to persons with Dual Diagnoses of Intellectual Disabilities and Mental Illness is changing. Service Providers are faced with challenges in providing services to this population. This presentation speaks about the challenges, describes Best Practices for recognizing the needs of this population, and suggests modifications for existing programs.

- Dr. Jackie Keith, EdD, BCBA-D, Crisis Intervention Specialist, Burke

**Learning Objectives:**
1. Identify the challenges in accurately diagnosing Mental Illness for Persons with Intellectual Disability.
2. Identify ways to modify existing programs in community-based treatment settings to better recognize the needs of people with a dual diagnosis of Mental Illness and Intellectual and Developmental Disability.

**We’re All Getting Older!**
For the first time in history, we are seeing large numbers of people with IDD who are entering their senior years. Deinstitutionalization, advances in medical science and long-term services and supports have allowed people who used to die earlier than the general population, to now enjoy old age. However, the needs associated with IDD continue and, in some cases, become more pronounced. This presentation will contrast the aging processes in all of us with aging in people with developmental disabilities. Similarities and differences will be highlighted. Implications and best practices for assessment will be presented, and service delivery models will be discussed.

- Dr. Maria Quintero-Conk, PhD, IDD Authority Services Psychologist, Tri-County Behavioral Healthcare

**Learning Objectives:**
1. Differentiate typical aging process from IDD-specific aging processes and considerations.
2. Describe clinical and psychosocial service needs of aging population of people with IDD.

**Saving Money While Keeping Your Benefits: How to Use Special Needs Trusts and ABLE Accounts**
Both Special Needs Trusts (SNTs) and ABLE accounts are tools for your Future Planning Toolbox! Planning for the future is never easy and planning for right now sometimes harder. Learn how an individual and their families can save money while still keeping benefits. We will discuss the basics of

Continuing education credit for multiple disciplines will be provided for this event.
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Friday, June 30, 2017 cont.

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<th>10:30 a.m. – 12:00 p.m.</th>
<th>Concurrent Sessions</th>
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<tr>
<td><strong>Ethical Considerations in Acute Psychiatric Settings</strong>&lt;br&gt;This presentation will provide a history and evolution of values and ethics in social work, and highlight ethical decision making processes and dilemma examples. It will include a collaborative discussion of ethical practice dilemmas and ethical considerations in inpatient psychiatric settings.</td>
<td><strong>Going for Distance: TxACE EHR Implementation Round Table</strong>&lt;br&gt;Got an Aging EHR system? Thinking about implementing a new one? Not sure what TxACE is? Come talk with some members of the TxACE group to discover who they are, how they work together across Centers, and how they are doing on their collaborative implementation of a new EHR system. The panel will discuss the successes and challenges of facing the ever changing environment of a Community Center, as well as some of the unique pros and cons of implementing a system as a team of six individual Centers.</td>
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<td>- Patrick Gorman, LMSW, Mobile Crisis Clinician, Cross Creek Hospital</td>
<td>- Tim Markello, BS, Senior Software Developer, Gulf Coast Center&lt;br&gt;- Ralph Whaite, MIS Director, Helen Farabee Center&lt;br&gt;- Ritch Wright, BS, Chief Technology Officer, Denton County MHMR Center&lt;br&gt;Learning Objectives: 1. Identify ethical dilemmas in managing the care of individuals with psychiatric disorders. 2. Apply the principles of critical thinking to the process of transitioning individuals through the levels of psychiatric care.</td>
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<td><strong>Compliance Best Practices for Community Centers</strong>&lt;br&gt;Failure to implement adequate measures and operational controls can be catastrophically costly for a Community Center, making investment in compliance necessary to truly mitigate risk and address organizational issues that could be draining revenue. This presentation will cover the seven required elements for a compliance program, how to meet these requirements with the resources available to a Community Center and minimal operational disruptions, and how to encourage an ongoing culture of compliance to support the investment.</td>
<td><strong>Revenue Cycle Management: Improving Operations from Initial Appointment to Final Payment</strong>&lt;br&gt;The East Texas Behavioral Health Network engaged Wertz&amp;Rowan to partner in a learning collaborative focused on Revenue Cycle Management. This presentation will discuss the project goals, what the participants have learned and how it is impacting the way business is done from the front desk and scheduling, through clinical operations and the reimbursement department.</td>
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<tr>
<td>- Ratana DeLuca, MJ, CHC, CCEP, Chief Compliance Officer, Metrocare Services&lt;br&gt;- Joel Geary, JD, Shareholder and Attorney at Law, Vincent Serafino Geary Waddell Jenevein</td>
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<tr>
<td><strong>Revenue Cycle Management: Improving Operations from Initial Appointment to Final Payment</strong>&lt;br&gt;The East Texas Behavioral Health Network engaged Wertz&amp;Rowan to partner in a learning collaborative focused on Revenue Cycle Management. This presentation will discuss the project goals, what the participants have learned and how it is impacting the way business is done from the front desk and scheduling, through clinical operations and the reimbursement department.</td>
<td><strong>Topic: Crisis Intervention for IDD</strong>&lt;br&gt;Crisis Intervention Specialist Integration with the MHMR Tarrant START Model&lt;br&gt;IDD Crisis Response has been a resource for residents of Tarrant County since the START (Systemic, Therapeutic, Assessment, Resources, and Treatment) Program was implemented in 2013. With the new crisis funding, MHMR Tarrant has expanded and enhanced its crisis response practices. This</td>
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<td>- Melissa Rowan, MSW, MBA, Partner, Wertz&amp;Rowan&lt;br&gt;- Susan Holt, Mental Health Adult Outpatient Director, Spindletop Center&lt;br&gt;- Christy Cravey, Integrated Health Outpatient Administrative Manager, Community Healthcare&lt;br&gt;- Anna Arage, Chief Financial Officer, Gulf Bend Center&lt;br&gt;- Virginia Smith, Project Consultant, Gulf Coast Center&lt;br&gt;Learning Objectives: 1. Identify the steps in a successful EHR software implementation for a Community Center. 2. Evaluate state regulations and Community Center needs to customize implementation process.</td>
<td><strong>Revenue Cycle Management: Improving Operations from Initial Appointment to Final Payment</strong>&lt;br&gt;The East Texas Behavioral Health Network engaged Wertz&amp;Rowan to partner in a learning collaborative focused on Revenue Cycle Management. This presentation will discuss the project goals, what the participants have learned and how it is impacting the way business is done from the front desk and scheduling, through clinical operations and the reimbursement department.</td>
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presentation and panel discussion will focus on the systemic consultation and collaboration that START and the Crisis Intervention Specialist (CIS) preform with other key service providers in an effort to reduce emergency department use, optimize crisis response and provide crisis respite. Data from these three components of START and CIS will be presented and explained.

- Hannah Bednar, LMSW, Crisis Intervention Specialist, MHMR Tarrant
- David Gunter, BS, START Resource Center Director, MHMR Tarrant

### Crisis Intervention Services for Individuals with IDD

The 84th Session of the Texas Legislature provided LiDDAs with funds to support individuals with IDD with significant behavior and psychiatric challenges, and to expand resources that address crisis situations with individuals who have IDD. Portion of these funds were dedicated to implementing Crisis Intervention Specialists. With the development of this new position, it has been the Centers’ charge to develop crisis services for individuals with IDD in their communities providing appropriate interventions of services, developing awareness and establishing natural supports for individuals with IDD experiencing behavioral crises. The panel of CIS will discuss available services, collaborative efforts, goals and providing services to individuals with co-occurring disorders.

- Geron McGlory, MEd, Crisis Intervention Specialist, Spindletop Center
- Felicia Moss, MA, Crisis Intervention Specialist, Gulf Coast Center
- Harry Mergel, MMFT, LPC, LMFT, IDD Crisis Intervention Specialist, Tri-County Behavioral Healthcare
- Carlos Sanchez, MA, LPC-S, Crisis Intervention Specialist, Central Counties Services
- Dr. Jackie Keith, EdD, BCBA-D, Crisis Intervention Specialist, Burke

### Rural Community’s Model: Emergency Behavioral Health (Judicial, Hospital, FQHC and LMHA)

Today’s primary care environment is fast-paced and complex, causing a need for communities, hospital administrators, county officials and clinicians to adapt better coordination models of services that can achieve meaningful use targets and expand clinical processes while functioning with limited funding. Presenting a model specifically designed for coordination of community leaders, judges, hospital administrators and LMHAs, this session targets the expansion of three skillsets critical for excelling in this environment: leadership within collaboration, understanding of multiple agency team-based care, and data leverage to inform clinical and financial outcomes.

- Rick Roberts, MS, Director of Integrated Health Operations, Community Healthcare
- Thomas McKinney, MHA, Administrator, CHRISTUS St. Michael Health System
- Brenda Clark, RN, BAAS, Director of Nursing, Community Healthcare

### Legislative Update: 85th Legislative Session

Presenters will discuss the 85th Legislative Session, including new laws that impact or have the potential to impact the Community Center system. Potential topics include funding for community mental health and IDD services, changes in the criminal justice system for offenders with mental illness, the expansion of mental health first aid trainings, new open government requirements, and changes in Medicaid and other health and human service programs.

- Danette Castle, Chief Executive Officer, Texas Council of Community Centers
- Lee Johnson, Deputy Director, Texas Council of Community Centers

Continuing education credit for multiple disciplines will be provided for this event.