# 2018 Texas Council Conference
June 20-22, 2018
Sheraton Dallas Hotel, Dallas, TX

## Preliminary Agenda

*Continuing Education for multiple disciplines will be provided for this event.*

### Wednesday, June 20, 2018

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>8:00 a.m. – 5:00 p.m.</td>
<td>Registration</td>
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<tr>
<td>8:30 a.m. – Noon</td>
<td>Consortia/Workgroup Meetings</td>
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<tr>
<td>Consortia Meetings</td>
<td>• IDD</td>
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<tr>
<td>Workgroup Meetings</td>
<td>Admin Session</td>
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<td>MHFA Workgroup Session</td>
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<td>Public Information – Special Interest Group</td>
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<td>CCBHC Workgroup</td>
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<tr>
<td>8:00 a.m. – Noon</td>
<td>Pre-Conference Sessions</td>
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<td></td>
<td>Military-Informed Care Training, Pt. 1</td>
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<td></td>
<td>Increasing numbers of health care professionals who have no prior military service history or experience in working with military service members, veterans, or their families (SMVF) are being called upon to deliver patient care to these rapidly growing populations. This 8-hour training (condensed to 7 hours for this conference) will describe the indoctrination process of military culture, impacts on the family dynamic, various groups of veterans, specific attributes of the population in Texas, the impacts of military-related traumas, and best practices for working with this population. Special attention will be given to Post Traumatic Stress Disorder, Traumatic Brain Injury, Military Sexual Trauma, and Moral Injury. A local panel of SMVFs will discuss resources, needs, and overall concerns in their areas of the state, and provide an overview of resources providers can access.</td>
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<tr>
<td></td>
<td>• Tim Keesling, MVPN Director, Texas Veterans Commission</td>
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<td>• Aubrie Wade, LMFT, Provider Coordinator, Texas Veterans Commission</td>
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<tr>
<td>Noon – 1:15 p.m.</td>
<td>Lunch (ON YOUR OWN)</td>
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<td>1:15 p.m. – 3:00 p.m.</td>
<td>OPENING SESSION</td>
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<td>Welcome and Featured Speaker: Jason Kotecki</td>
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<td>3:30 – 5:00 p.m.</td>
<td>Concurrent Sessions</td>
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<td>Addiction 101: The Big Brain Theory and Co-Occurring Disorders</td>
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<td>This workshop will focus on the tenets of treating addiction using a chronic health model, similar to those used for other chronic illnesses such as diabetes and heart disease. The presenter will walk through the fundamentals of explaining addiction as a brain disease, the symptomology of various</td>
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Continuing education credit for multiple disciplines will be provided for this event.

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<tr>
<th>Happy Mom, Happy Family</th>
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<tr>
<td>The days and weeks following the birth of a child inspire a range of emotions for families, especially mothers. In order to support mothers of newborns, it is crucial to be aware of and understand what a mother experiences during the postpartum period. This session differentiates between baby blues and postpartum depression, and reviews how to support a mother’s mental health after the birth of a child.</td>
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<tr>
<td><strong>Deirdre Browne, LCDC, Senior Director of Substance Use Disorder and Housing Services, MHMR Tarrant</strong></td>
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<tr>
<th>How to Conduct Effective Compliance Investigations</th>
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<td>The ways in which potential compliance matters and misconduct are investigated can affect a company’s reputation as much as the alleged compliance matters and misconduct themselves. Lacking timely, consistent, and thorough investigation processes, policies, and documentation can be costly and risky to Community Centers’ operations and business. This presentation will discuss types of effective compliance investigation processes and practices, the compliance investigation processes and practices most effective for community centers of various sizes, and recommendations for “must have” practices and procedural pitfalls to avoid when conducting compliance investigations.</td>
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<tr>
<td><strong>Dr. Aliya Sheriff, PsyD, Licensed Psychologist, Center for Survivors of Torture</strong></td>
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<tr>
<th>IDD and Behavioral Health: A Local and National View of Trends and Outcomes</th>
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<td>Individuals with IDD and a co-occurring mental health diagnosis are a unique population that has historically been challenging to treat. This presentation will inspect local data from two Texas Local IDD Authorities (MHMR Tarrant and Lakes Regional MHMR) and contrast it with national data trends. Presenters will examine outcomes from programs developed at their respective Centers to treat this population and discuss lessons learned.</td>
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<td><strong>Luke Reynard, MBA, Chief of Disability Services, MHMR Tarrant</strong></td>
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<td><strong>Clara Daniel, MA, Director of IDD Authority Services, Lakes Regional MHMR</strong></td>
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<tr>
<th>Military-Informed Care Training Pt. 2 (3:30 – 6:30 PM)</th>
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<td>Increasing numbers of health care professionals who have no prior military service history or experience in working with military service members, veterans, or their families (SMVF) are being called upon to deliver patient care to these rapidly growing populations. This 8-hour training (condensed to 7 hours for this conference) will describe the indoctrination process of military culture, impacts on the family dynamic, various groups of veterans, specific attributes of the population in Texas, the impacts of military-related traumas, and best practices for working with this population. Special attention will be given to Post Traumatic Stress Disorder, Traumatic Brain Injury, Military Sexual Trauma, and Moral Injury. A local panel of SMVF’s will discuss resources, needs, and overall concerns in their areas of the state, and provide an overview of resources providers can access.</td>
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<th>Somatization Disorder and Somatoform Symptoms in Systematically Studied Survivors of Ten Disasters</th>
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<td>There is little agreement in existing literature about the association of somatization with exposure to disaster trauma. In order to learn more, structured diagnostic interviews were used to assess over 800 disaster survivors for pre- and post-disaster psychiatric disorders, somatization disorder, and individual somatoform (medically unexplained) symptoms. Presenters will discuss findings and</td>
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insights learned regarding occurrence of somatization disorder and appropriate diagnostic procedures.

- Dr. Carol North, MD, MPE, DFAPA, Medical Director, The Altshuler Center for Education & Research, Metrocare Services
- Dr. Gus Zhang, MD, Assistant Professor of Psychiatry, Department of Psychiatry, UT Southwestern Medical Center

**Trustee Roles and Responsibilities**

This session will generally discuss the legal role that Trustees play 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. Time will be 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

**Utilizing Peers for Recovery in Your Area**

Recovery happens through relationships and connections with others. Peers are able to connect with people in recovery more easily than most other staff members, because peers have the lived experience of recovery. Peers can offer services in a variety of ways, and with some investment, Centers can develop or incorporate consumer-operated service providers (COSPs) and recovery support groups in the community. In areas with limited resources, Peers are often experienced with utilizing whatever community resources are available and can help others do the same. Come learn why utilizing peer support has a great impact, is easy to implement, has a direct influence on people's recovery and assists Centers in achieving better outcomes for the people they serve.

- Mary Tolle, MA, Certified Peer Specialist, The Center for Health Care Services

**DSRIP Strategy Forum: Success in DY7-8**

Join a discussion of DSRIP updates and Center strategies for improving Category C outcomes as we continue moving forward in DSRIP DY7-8, facilitated by Texas Council. Presenters will give an overview and updates, and discuss Center examples for improving Category C measures, such as baseline analyses, targeted interventions, and overall improvement strategies.

- Jolene Rasmussen, MS, Director of Adult Behavioral Health, Texas Council of Community Centers
- Lorraine Aguirre, MDiv, Analytics Manager, Integral Care
- Mary Duffy, LCSW-S, Director of Utilization Management, Bluebonnet Trails Community Services
- Grace White, MSN, RN, APHN-BC, Director of Nursing, MHMR Tarrant
- Terry Reeder, MA, LPC, Informatics Administrator, Burke

**Events**

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<tr>
<th>Event</th>
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<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.
Thursday, June 21, 2018

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<tr>
<th>Registration</th>
<th>7:30 a.m. – 5:00 p.m.</th>
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<tr>
<td>Exhibit Hall Open</td>
<td>7:30 a.m. – 3:30 p.m.</td>
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<td>(Poster Sessions Placeholder)</td>
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<tr>
<td>Continental Breakfast (Exhibit Hall)</td>
<td>7:30 a.m. – 8:30 a.m.</td>
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<td>General Session</td>
<td>8:30 a.m. – 10:00 a.m.</td>
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<td>FMA Awards</td>
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<td>Featured Speaker: Michael Hingson</td>
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<tr>
<td>Break</td>
<td>10:00 a.m. – 10:30 a.m.</td>
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<tr>
<td>General Session</td>
<td>10:30 a.m. – 12:00 p.m.</td>
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<td>Sonja Gaines, Chuck Ingoglia</td>
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<tr>
<td>Lunch (Exhibit Hall)</td>
<td>12:00 p.m. – 1:30 p.m.</td>
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1:30 – 3:00 p.m. Concurrent Sessions

Adolescent Relationship Violence
Youth relationship violence is a serious issue that is often unaddressed due to hidden relationships and a lack of knowledge about how to have healthy relationships. Many adolescents are impacted by dating violence but have limited understanding of the resources that may be available. They often turn to adults in subtle ways about the difficulties and challenges they face. This session covers how to identify signs of adolescent relationship violence and ways in which providers can support teens.

- Dr. Aliya Sheriff, PsyD, Licensed Psychologist, Center for Survivors of Torture

Crisis Services Split Session
La Esperanza Respite Center: A Model of Effective Integrated Respite and Crisis Services
La Esperanza ("The Hope"), a ten-bed respite center, opened in September 2017 as an innovative method of using a single location to serve individuals who have behavioral health conditions, as well as individuals with a primary or sole diagnosis of intellectual disability or autism. Staff members of La Esperanza will share their story of how the respite home developed from a vision to a successful operation, evidence of how individuals have benefited from their stays at the home, and staff teamwork strategies that have helped the integrated respite setting succeed and improved working relations between Behavioral Health and Developmental Disability Services.

- Carl Crowther, MS, LPC, Clinical Supervisor of DD Crisis Services, Bluebonnet Trails Community Center

Is Your Functional Analysis DYS-functional?
Serving individuals with developmental disabilities can be very challenging. Direct service staff need high-quality training to implement behavior support plans and address aggression and self-injurious behaviors. Applied Behavior Analysis provides a method to determine the contingencies that can maintain disruptive client behavior. Audience members will learn about reasonable steps they can take and how to seek out clinicians with expertise in functional analysis of behavior and staff training methods. Board Certified Behavior Analysts are more available than ever and the field is growing.

- Brian Findlay, BCBA, Metrocare Services

Cybersecurity: A Balancing Act
Implementing effective cybersecurity is truly a balancing act. It takes staff training, installation of the right technology, continuous education regarding emerging risks and threats, and judicious planning of the IT budget, among other challenges. A panel of experts will discuss the critical information Centers need to continuously improve their cybersecurity posture and defend against cyber-threats.

- Juan R. Gonzalez, MBA, Chief Information Officer, Emergence Health Network
- Mike Taylor, MS, Associate ED of Programs, Pecan Valley Centers

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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 21, 2018 cont.

**3:30 – 5:00 p.m.**  
**Concurrent Sessions**

**Cross-functional Collaboration is Integral to Successful Change Management**
Healthcare is evolving to focus on integrating behavioral and physical health and improving access to high-quality care. Major quality and value-based initiatives include the 1115 Waiver projects, the Certified Community Behavioral Health Clinics pilots, and behavioral health home agreements, which all have overlapping quality outcome measures and potential for future funding opportunities. Facing new outcome measures to define and implement quickly, Integral Care brought together project management, operations, and data analytics staff. This cross-functional team successfully collaborated to define measures and data collection, review processes and training, identify areas of improvement, and build meaningful reports that display trends and progress, all towards ensuring high-quality care. From the experience presented by the Integral Care team, participants will learn best practices for initiating cross-functional collaboration to drive major change management projects in their organizations.

- Kimberly Macakiage, MPP, PMP, Director of Integrated Health Homes, Integral Care
- Brooke Martin, MSW, LMSW-AP, Director of Operations, Integral Care
- Kristin Christensen, MSW, Director of Data Analytics, Integral Care
- Teresa Williams, MA, LPC, Practice Administrator for Prevention Services, Integral Care

**Education and Research Demystified for Community Centers**
There is a commonly held belief that education and research in Community Centers is burdensome, complicated and expensive. The presenters will offer solutions for any Center to become engaged with teaching and research, no matter its size, location or budget. Testimonials from clinical and research trainees who have participated in the program will be included.

- Dr. John Burruss, MD, CEO, Metrocare Services
- Dr. Carol North, MD, MPE, DFAPA, Medical Director, The Altshuler Center for Education & Research, Metrocare Services

**Managed Care Panel: How We Got to “Yes” on Alternative Payment Models**
This session will provide an overview of state and federal requirements promoting alternative payment models (APMs) for managed care providers, including tips for identifying the “measures that matter” to MCOs. Following the presentation, a panel of Community Center representatives will describe their APM projects, how they prepared for AMP negotiations with MCOs, and “lessons learned” from these projects.

- Elizabeth LaMair, JD, Director of Healthcare Policy, Texas Council of Community Centers
- Ayanna Castro-Clark, MPH, Director of Contract Management, Western Behavioral Health Network
- Martin Cook, Director of Revenue Cycle Management, Integral Care
- Yulanda Haynes-Mims, MBA, Director of Health Plan Reimbursement, Bluebonnet Trails Community Services
- Stacey Durr, MEd, Director of Managed Care, MHMR Tarrant

Continuing education credit for multiple disciplines will be provided for this event.
Elizabeth Reed, LMSW, Director of Managed Care, The Harris Center for Mental Health and IDD

Medication-Assisted Treatment for Substance Use Disorders
The purpose of creating a Medication-Assisted Treatment (MAT) program is to expand treatment options for those affected by substance use disorders. An effective program is designed to address treatment in a way which honors a person-centered and trauma-informed approach. This presentation will review diagnostic criteria, treatment protocols and prescribing guidance for the treatment of nicotine, alcohol and opiate use disorders.

Courtney Bearden, RN, PMHNP-BC, Director of Nursing and Quality Management, Bluebonnet Trails Community Services

Neglect, Abuse and Exploitation of Individuals with IDD: Identification, Issues, and Mandated Reporting
Individuals with IDD are twice as likely to experience neglect, abuse, and exploitation as are people without IDD, and this maltreatment is likely to occur for longer spans of time. As human service professionals, we are mandated to report, but often lack specific and deliberate training on the identification of signs related to neglect and abuse. This training will detail information about these issues, mandated reporting guidelines, and training methods and materials.

Taylor Cope, BCBA, Metrocare Services

No Greater Burden/Gift
Maya Angelou once wrote, “There is no greater burden than an untold story.” At the Respect Institute, graduates are guided through the process of discovering their personal story of recovery in the company of colleagues who are also trying to make sense of their experiences. Following the healing experienced in crafting their stories, graduates carry a message of hope into their communities as they authentically speak their truth. Lived experience with trauma and subsequent mental health challenges creates a unique setting to gain wisdom and cultivate resilience, which requires recognition that experiences of adversity are also gifts that foster who we are. In a panel discussion, several Respect graduates from diverse cultures and points of recovery will share their stories and invite questions and comments.

Jim Lemon, Program Coordinator, East Texas Behavioral Healthcare Network
Tracey Moore, MEd, CPS, Program Director, Anchoring Hopes Wellness Recovery Institute
Tina Simpson, CPS, Peer Support Specialist Supervisor, Spindletop Center
Paula Cooper, CPS, Peer Support Specialist, Gulf Coast Center

Toddlers and Autism: Shifting the Paradigm in Early Childhood Intervention
Research in the last few years teaches us that babies and toddlers with autism often do not fit stereotypical ideas of autism. Presenters will review the current research in identification, brain function and development of autism in the very young child. This shift in paradigm drives the scope and sequence of autism interventions from general developmental services to an autism-specific intervention. The presentation will transition into a panel discussion on the state of the Early Childhood Intervention (ECI) system, the use of various interventions with the ECI population (including the Pathways Early Autism Parent Training and HOPES programs), strategies for community collaboration, and how to think outside the box in these tight funding years to provide needed services to children and families.

Christie Shaw, MA, EIS, ECI Program Director, West Texas Centers
Michelle Campbell, MS, CCC-SLP, BCBA, Speech Language Pathologist and BCBA, Pathways Early Autism Intervention
Renee Hoffman, LPC, BCBA, Pathways Early Autism Intervention
Meghan Glovier, MS, EIS, Clinical Director, MHMR Tarrant

Trauma-Informed Care: Why It Matters, Challenges of Culture Change, and Where to Go Next
There is growing awareness of the impact of trauma on people, which Center personnel observe every day in the workplace. So, what is trauma and how does it impact human behavior? This
Continuing education credit for multiple disciplines will be provided for this event.
replicated in many areas with little to no modification, and in areas without ready access to behavior analysis, modification may be used to gain similar outcomes.

- Matthew Seago, MS, BCBA, Lead Crisis Intervention Specialist, Lifepath Systems
- Amanda Coffey, MS, BCBA, Behavior Network

**Risk Stratification: A Necessary Tool for Value-Based Payments**

Join a discussion of risk stratification and its usefulness for utilization management and implementation of alternate payment models, facilitated by the Texas Council. Topics will include the value of risk stratification, available tools and materials for Centers, and Center examples of approaches to using risk stratification.

- Jolene Rasmussen, MS, Director of Adult Behavioral Health, Texas Council of Community Centers
- Tim Markello, Senior Software Developer, Gulf Coast Center
- Mary Duffy, LCSW-S, Director of Utilization Management, Bluebonnet Trails Community Services
- Grace White, MSN, RN, APHN-BC, Director of Nursing, MHMR Tarrant
- Chalee Rivers, RN, Assistant Director of Behavioral Health, MHMR Tarrant
- Laura Schwartzendruber, BSN, RN, Lead Registered Nurse of Behavioral Health, MHMR Tarrant

**Gulf Bend Regional Collaborative Group**

The Gulf Bend Community Collaborative is an initiative undertaken to reduce the incidence of mental illness in rural Texas communities and provide hope for those on a path to a mental health crisis. Representatives of the Collaborative will discuss current actions being taken to reduce the potential for incarceration of the mentally ill due to mental health crises and, if an individual is jailed, improve the chances of successful re-entry into the community while reducing the likelihood for recidivism.

- Jeffrey Tunnell, CPA, Executive Director, Gulf Bend Center
- Lane Johnson, MDiv, LPC, Chief of Clinical Services, Gulf Bend Center

**Maximizing Outcomes Utilizing the Newest Recovery Team Members**

Peers and family partners are working alongside LMHA traditional staff, but are Centers maximizing the benefits of their peer staff? In this presentation we will look at what peers and family partners do; how the roles differ; and how by bringing them together, you can maximize their effectiveness, especially around transition-age youth. This presentation will also include a forum on how to decrease burnout and increase job satisfaction while getting the outcomes you want.

- Janet Paleo, Director of Recovery Based Services, Texas Council of Community Centers
- Shea Meadows, Family Partner, The Harris Center
- Melissa Knott, MS, CFP, Family Partner, PermiaCare
- Tony Cruz, MEd, LPC, Peer Supervisor, Center for Life Resources
- Rhonda Saenz, CPS, Team Lead Peer Specialist, Helen Farabee Centers

**Mental Health Outpatient Court Commitment**

Inpatient treatment often has a “revolving door” effect: a client recently discharged from a psychiatric hospital has a high probability of returning to the same level of care within 30 days. Outpatient commitment can be an effective way to reduce the number of hospitalizations, emergency department visits and arrests, as well as increase clients’ quality of life. Presenters will discuss how, by involving community partners, Tri-County Behavioral Healthcare has been able build a team with decision-making authority, desire, and compassion which has been instrumental in transforming the mental health needs of the community.

- Matthew LaVoie, MA, QMHP-CS, Psychiatric Emergency Treatment Center Utilization Reviewer, Tri-County Behavioral Healthcare
- Beth Dalman, MEd, QMHP-CS, Crisis Triage Specialist, Tri-County Behavioral Healthcare

*Continuing education credit for multiple disciplines will be provided for this event.*
Navigating Ethical Challenges in Today’s Service Settings
This session precedes “Applying Ethical Principles in Challenging Circumstances” (Friday 10:30 a.m.). Participants are welcome to attend either or both of the sessions.
Come collaborate with colleagues to identify and analyze key ethical challenges confronting service providers. Various legal requirements and professional codes will be reviewed, distinguishing them from moral and ethical principles. After considering key ethical constructs, the presenter will guide participants through applying key ethical constructs to self-identified challenges, focusing on learning how to think through ethical challenges that don’t have an easy answer. This session is designed to distribute participation and fully engage all participants, so come prepared to work!

- Dr. Lynda Frost, JD, PhD, Principal, Lynfro Consulting

Recognizing and Supporting Individuals Impacted by Dementia and IDD
The presentation will provide evidence of the signs and stages of dementia in individuals with an intellectual disability and its impact on functioning and behavior. The importance of health care advocacy related to diagnostic overshadowing and treatable conditions in IDD will be discussed. Presenters will provide strategies for effectively providing care and creating supportive environments for individuals with IDD and dementia.

- Maricela Ortega, BSN, RN, MHMR of Tarrant County
- Dr. Laura Golden, OTD, OTR, Occupational Therapist, MHMR Tarrant

Texas Council Legislative Update
Presenters will discuss the 85th Legislative Session (2017) and upcoming 86th Legislative Session (2019), including new and proposed laws that impact or have the potential to the Community Center system.

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

Friday, June 30, 2017 cont.

10:30 a.m. – 12:00 p.m. Concurrent Sessions

Applying Ethical Principles in Challenging Circumstances
This session builds on “Navigating Ethical Challenges in Today’s Service Settings” (Friday, 8:30 a.m.) but is distinct. Participants are welcome to attend either or both of the sessions.

It is one thing to analyze hypotheticals, but another to act according to legal and ethical requirements. This session will engage participants in building skills to identify and apply relevant laws and ethical principles in difficult situations. Participants will practice analyzing and implementing principles in simulated examples of common but complicated challenges. Resources available to service providers confronting challenging ethical situations will be explored.

- Dr. Lynda Frost, JD, PhD, Principal, Lynfro Consulting

Coffee, Tea and Books
Learn how individuals with IDD can explore new worlds, new horizons, and new adventures through books. Presenters will discuss how weekly book clubs can offer individuals unlimited opportunities to learn more about their communities, their cities, and their worlds through reading.

- Tanya Wallace, IDD Program Supervisor, Community Healthcare
- Sandra Taylor, IDD Program Director, Community Healthcare
- Sherry Edwards, IDD Program Supervisor, Community Healthcare

Combined Peer Services Session:
Effective Incorporation of Peers into Integrated Behavioral Health Services
Effectively integrated behavioral health services must treat the person as a whole, and peers provide an invaluable component of a person’s recovery. To maximize effective use of peers, MHMR Tarrant

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utilized program research and peer input to determine optimum placement of peers in service positions and clinic locations. This presentation will walk through how to create an effective Behavioral Health Peer Program, harness the strengths of peer services in an integrated health care program, and establish a Peer Services Workgroup to provide oversight and continuous quality improvement.

- William Ostarch, MA, LPC, Director of Program Development, MHMR Tarrant

Peer Supporters: Walking the Tightrope Between Forming Relationships and Practicing Healthy Boundaries

Peer specialists play a critical role in supporting an individual's path to recovery. However, this can be challenging with unclear boundaries around peer support roles and relationships. Maintaining appropriate, healthy boundaries and practicing within ethical guidelines is particularly challenging for peers working in peer-run programs and organizations. This presentation will explore the hard lessons learned by peers working at PEERS for Hope House, a crisis peer respite facility in Houston, Texas.

- Stephanie Jack, CPS, Peer Bridger, PEERS for Hope House, The Harris Center for Mental Health and IDD
- Letrice Dennis, CPS, Peer Bridger, PEERS for Hope House, The Harris Center for Mental Health and IDD

Using Parent Cafés to Empower Families Living in Homeless Shelters with Young Children

The most effective way to strengthen families and communities is from the inside out. The 5 research-based Strengthening Families Protective Factors act as buffers against the elements that place children and families at risk. Parent Cafés introduce, promote, and build the Protective Factors through a non-traditional peer-to-peer learning process and deep self-reflection. The interaction of learning and sharing knowledge among parents attending Parent Cafés can also strengthen some of the most vulnerable families and young children experiencing homelessness. Attendees will experience an actual Parent Café through an interactive demonstration. Then, a panel of providers will discuss the various ways that Parent Cafés have been used to strengthen families in the community, including among homeless populations, in elementary school settings, and at child care centers.

- Meghan Glovier, MS, EIS, Clinical Director for Early Childhood Services (ECS), MHMR Tarrant
- Sarah Branch, MMFT, LMFT, Clinical Lead for HOPES Program, MHMR Tarrant - ECS
- Alex Canales, MSW, BSW, Family Advocate, Center for Transforming Lives
- Chantal Brandon, MS, Family Advocate, Center for Transforming Lives
- Emily Calk, MEd, Clinical Lead for HOPES Program, MHMR Tarrant - ECS
- Laura Kender, MEd, Chief of ECS, MHMR Tarrant
- Debra Lindsey, MEC, Senior Director - Public Awareness and Special Projects, MHMR Tarrant

Listening: What Do You Hear?

A basic human need is to understand and be understood. Think of those special moments when you could feel that the other person was listening and paying attention to what you were saying. What did you feel at that moment? Being a good listener makes people feel good. We are distracted constantly, which means we are often not connected or closely tied to what is right in front of us. Listening is something you have to practice, which will happen through role playing and group interaction.

- Carolyn Sims, President, Colleyville Chamber of Commerce

Impact of Successful Police Department Engagement

Local police departments are increasingly recognizing the need for training on how to safely and appropriately respond to crisis situations involving individuals with IDD. This presentation will explore how two community organizations each addressed this need from the perspectives of law enforcement agencies, community members and the LIDDA. The first portion of this presentation will focus on the curriculum developed by the Alamo Area Council of Governments (AACOG) for law enforcement in Bexar County, which is first of its kind to utilize classroom instruction and, most importantly, include interaction with community members who have IDD. Representatives of MHMR
Tarrant will then discuss educational outreach, curriculum development, and success stories in Tarrant County.

- **Virginia Charles, LPC-S, Alamo Area Council of Governments**
- **Lt. Jose Robledo, Instructor, Alamo Area Regional Law Enforcement Academy**
- **Hannah Bednar, LMSW, MHMR Tarrant**
- **Kelly Land, START Program Team Lead Mentor, MHMR Tarrant**

**Analytical Approaches to Transform Collaborative Care Using CANS/ANSA**

Transformational Collaborative Outcomes Management (TCOM) is the process of developing a shared vision, including shared understanding of issues and shared goals for a set of actions. In support of TCOM, the CANS/ANSA assessments are often used as a practical decision support tool for individual service planning, but they can also be used to predict service intensity need; recommend level of care; evaluate individual progress; identify clinician strengths and needs; and prioritize service delivery for the populations served. This presentation will review examples and methods of applying the CANS/ANSA assessment data to improve service planning and service quality at the individual, staff, and agency levels.

- **Kate Cordell, MPH, PhD, Policy Fellow, Chapin Hall**
- **Mark Catalano, LCSW-S, Team Lead – YES Waiver, HHSC**

**First Episode Psychosis Session**

Content description TBA.

- **Leela Rice, JD, Director of Children’s Mental Health, Texas Council of Community Centers**
- **Co-presenters TBA**

**Conflict Resolution and Communication Skills for Leaders**

Conflict is inevitable, but it does not have to be destructive. How we communicate about conflict – or don’t communicate about it – can make a big difference to the health of an organization. Left unaddressed, conflict can seriously harm an organization. When managed well, however, conflict, can lead to a healthy form of problem-solving and benefit organizations by resolving the underlying issues that led to conflict, assisting in retention of experienced staff and building valuable collaborations. This session will afford participants the opportunity to learn more about and practice, via interactive exercises, communication skills necessary to successfully manage conflict and allow organizations to better fulfill their missions.

- **Erin Lawler, JD, MS, Director of IDD Services, Texas Council of Community Centers**

**Post-Conference Session  12:30 – 4:30 p.m.**

**Peer and Family Partner Summit: Empowering the People We Serve**

Empowering people is a skill that can be hard to master. There are many aspects to empowerment, including the language used, the environment where services are provided, and even how service providers present themselves. This summit will explore the realm of Peers and Family Partners and the tools they can use to empower people to lead lives they love.

- **Janet Paleo, Director of Recovery Based Services, Texas Council of Community Centers**
- **Co-presenters TBA**