

12th Annual

Crisis Intervention Conference

*From Darkness to Light:
Crisis to Recovery*

Who Should Attend:

Consumers and family members, administrators, front-line workers, and community professionals involved in crisis intervention from the following areas:

- Court Personnel
- Law Enforcement
- School Administrators
- Emergency Services Personnel & Faculty Personnel
- Mental Health Professionals
- Social Workers
- Hospital Professionals
- Substance Abuse Professionals
- Jail Personnel



Presented by:

Bureau of Prevention, Treatment and Recovery,
Division of Mental Health and Substance Abuse Services,
WI Department of Health Services



UW-Stevens Point
Continuing Education

**September 25th & 26th, 2008
Chula Vista Resort, Wisconsin Dells, WI**

PROGRAM AT A GLANCE

THURSDAY • SEPTEMBER 25TH, 2008

7:30 - 8:30 AM	REGISTRATION AND CONTINENTAL BREAKFAST
8:45 - 9:00 AM	INTRODUCTIONS
	OPENING George Hulick , Division of Mental Health & Substance Abuse Services
	WELCOME John Easterday , Administrator, Division of Mental Health and Substance Abuse Services
9:00 - 10:00 AM	KEYNOTE
10:00 - 10:30 AM	BREAK
10:30 - 12:00 PM	WORKSHOPS - SET I
12:00 - 1:00 PM	LUNCH (Provided)
1:00 - 2:00 PM	KEYNOTE
2:00 - 2:30 PM	BREAK
2:30 - 4:00 PM	WORKSHOPS - SET II
4:30 - 6:00 PM	RECEPTION
6:00 - 7:00 PM	SUICIDE PREVENTION INITIATIVE MEETING

FRIDAY • SEPTEMBER 26TH, 2008

8:00 - 9:00 AM	REGISTRATION AND BREAKFAST
9:00 - 10:30 AM	WORKSHOPS - SET III
10:30 - 11:00 AM	BREAK
11:00 - 12:00 PM	KEYNOTE
12:00 PM	ADJURN

DIRECTIONS

Access from the Interstate I90 - 94:

Take exit 87 off the Interstate. Go to the 7th set of stoplights all the way through the downtown. Turn left onto Hwy. 13 N. and continue for approximately 3 miles. Turn left on Chula Vista parkway which will lead you right to Chula Vista Resort.

Access from the East:

From the east, go to the intersections of Hwy's 16, 23, and 13. Go north on 13 for 3 miles. Turn left the Chula Vista Parkway entrance.

CONFERENCE INFORMATION

LOCATION:

Chula Vista Resort and Conference Center
HWY 13 North, Wisconsin Dells, WI 53965

LODGING:

A block of lodging rooms has been reserved until August 22, 2008 at the state rate of \$70 per night for single occupancy. Please make reservations by calling 1-800-388-4782, and make sure to reference the "Crisis Intervention Conference."

REGISTRATION FEES AND DEADLINE:

Received by Friday September 12, 2008 \$175.00 includes conference materials, refreshment breaks, two continental breakfasts, one luncheon, and one reception.

After Friday September 12, 2008 \$200.00

***Discounted Registration Fee:** \$150.00 per participant for those counties or agencies who register more than three participants at the same time. Please note these registrations must be submitted together. **(US mail or fax only.)**

CANCELLATION FEE:

Cancellations will be accepted if received in writing by September 12, 2008. A \$25.00 administrative fee will be assessed for all refunds.

SCHOLARSHIPS:

A limited number of registration scholarships for consumers are available. Scholarship applications will be available after July 11, 2008 at www.uwsp.edu/conted/conference (Click 12th Annual Crisis Intervention Conference). **For more information, contact UW-Stevens Point Continuing Education at 800-898-9472**

ACADEMIC & PROFESSIONAL EDUCATION CREDITS:

UW-Stevens Point graduate and undergraduate credit may be available in conjunction with the conference. Credit tuition is in addition to the conference registration fee, and is based on current UW-System tuition. In addition to attending the conference, students will be required to complete additional coursework to earn the credit. Contact UW-Stevens Point Continuing Education at 800-898-9472 for more information or visit www.uwsp.edu/conted/conferences and click "12th Annual Crisis Intervention Conference".

CONFERENCE COMMITTEE

Misty Barnhill	Oren Hammes	Joann O'Connor
Michael Bialas	George Hulick	Sue Opheim
Ron Diamond	Alyce Jablonski	Samantha Pech
Patricia Ellis	Judi Larson	DeeAnne Peterson
Tracy Faust	John Lemerond	Nancy Pierce
Shel Gross	Jeff Lewis	Wayne Sorenson

KEYNOTE ADDRESSES

Thursday, September 25th, 2008

9:00 A.M. - 10:00 A.M. / **MORNING KEYNOTE**

Sue Estroff, Department of Social Medicine, University of North Carolina, Chapel Hill

IS FORCED TREATMENT AN OXYMORON?

QUESTIONS FOR PRACTICE

In crisis interventions, the use of a range of persuasive measures with clients is viewed from widely differing perspectives. We will examine a central unresolved question about various forms of leverage in crisis intervention—Whether and how the therapeutic goals of an intervention are accomplished or diminished by these processes.

Thursday, September 25th, 2008

1:00 P.M. - 2:00 P.M. / **AFTERNOON KEYNOTE**

Kenneth Hardy, Ph.D., Professor of Family Therapy, Syracuse University, Syracuse, NY

KIDS IN CRISIS : STRATEGIES FOR UNMASKING HIDDEN TRAUMA WOUNDS

In the current world of zero tolerance to violence, kids killing kids, and the invasion of the internet, it has become virtually impossible for those of us working with young people to see beyond their troubled behavior. As more and more young people struggle with complex mental health issues, alienation, rage, and violence, our solutions and strategies for reaching them have become increasingly more simplistic and oriented towards punishment, control, and symptom relief. In the 'quick-fix,' evidence-based, punishment-first era in which so many of us work, getting to the underlying trauma that often serves as an incubator for young people's acting out behavior is a challenging endeavor. As they flaunt their masks of invincibility alleging that "nothing matters", as human service providers, we too often fail to unmask the vulnerabilities and traumatic experiences buried beneath their acting out behaviors.

This keynote address will examine the hidden wounds of trauma and oppression that often underpin the acting out behaviors of troubled youth. Particular attention will be devoted to working with youth across cultural boundaries. Specific strategies for providing effective intervention will be provided

Friday, September 26th, 2008

11:00 A.M. - Noon / **CLOSING KEYNOTE**

Pat Deegan, Deegan and Associates LLC, Byfield, MA

CARE AND WHAT MATTERS IN THE RECOVERY PROCESS

Drawing on her own experience of recovery from schizo-

phrenia as well as the world literature on recovery, Pat Deegan will discuss the important role that mental health workers can play in supporting clients' recovery. She will describe what helps and what hinders recovery, especially in the context of crisis oriented work. She will also discuss the promise of assistive technology in amplifying client voice, concerns and preferences, even during periods of decisional incapacity and/or crisis.

September 25 - Thursday **MORNING SESSIONS**

9:00 A.M. - 10:00 A.M. / **MORNING KEYNOTE**

Sue Estroff, Department of Social Medicine, University of North Carolina, Chapel Hill

IS FORCED TREATMENT AN OXYMORON?

QUESTIONS FOR PRACTICE

10:30 A.M. - Noon / **WORKSHOPS 1-9**

1. LESSONS LEARNED: LIVING WITH SERIOUS MENTAL ILLNESS

This is an interactive workshop. The presenters and participants will be engaged in a reflective exchange about what they have learned and experienced as consumers and providers in our mental health system. Misty Barnhill and Mary Neubauer will present their views of : 1) What I wish I had known (what I have learned) about living with serious mental illness; and 2) What I wish providers had known (what providers have or could learn) about my needs living with serious mental illness. The workshop participants will be asked to reflect on the same topics and engage in a discussion with the presenters. Sue Estroff will introduce and moderate the discussion.

Sue Estroff-Department of Social Medicine, University of North Carolina-Chapel Hill, Misty Barnhill, Program Supervisor, Friendships Unlimited, Waukesha, WI and Mary Neubauer, American Red Cross, Milwaukee, WI

2. TEENS WHO HURT: EFFECTIVE STRATEGIES FOR WORKING WITH TROUBLED ADOLESCENTS

Adolescence is one of the most complex phases of the human development lifecycle. Under the best of circumstances, puberty, the elevated sense of significance assigned to peers, self-centeredness, and a generalized spirit of experimentation, exploration, and "testing of limits" make working with adolescents a challenging endeavor. This work is further complicated when the "normal developmental struggles" of adolescence are compounded by a myriad of emotional, behavioral, familial, and cultural challenges.

Kenneth Hardy, Ph.D., Professor of Family Therapy, Syracuse University, Syracuse, NY

3. CRISIS INTERVENTION COLLABORATION WITH LAW ENFORCEMENT AND MENTAL HEALTH

The Appleton Police Department and NAMI Fox Valley partnered in 2003 to bring CIT (Crisis Intervention Team - For Law Enforcement) to the community. Since that time they have found the effort of building collaboration is a constant work in progress. This presentation will focus on what efforts have been taken to build collaboration, what worked and what hasn't.

John Wallschlager - Officer, Appleton Police Department - Appleton, WI and Karen Aspenson - Executive Director, NAMI Fox Valley - Appleton, WI

4. WORKING WITH PEOPLE THAT DON'T WANT TO WORK WITH US

Ron Diamond, MD - Professor - Psychiatrist, University of Wisconsin - Madison, WI

5. CRISIS INTERVENTION WITH PEOPLE WITH PERSONALITY DISORDERS

Working with personality disorders "as well as having one" always leads to impasses in all mental health work, including crisis intervention. This workshop will enlighten participants with regard to the most common personality disorder agendas and provide suggestions for managing the inevitable conflicts.

David Mays- MD - Private Forensic Consultant - Mt. Horeb, WI

6. ROLE OF PEER SPECIALISTS AND THEIR VALUE IN CRISIS WORK

Peer Specialists from in-patient settings will present their life experiences and work experiences as Peer Specialists. This inspiring presentation will provide expert practical results oriented information about the Peer Specialist role. Included will be tips about what works and doesn't work for Crisis intervention and to help others recover. The Peer Specialist position is used differently in each state and each contributes to a deeply personal unique process of change to staff and clients. Staff and consumers will understand the value of the Peer Specialists position and will be inspired by the innovative contribution a Peer Specialists can make in various settings.

Maria Hanson - Consumer Involvement Coordinator, Mendota Mental Health Institute - Madison, WI and John Moore, Behavioral Health Division, Milwaukee, WI

7. THE PSYCHIATRIC EMERGENCY ASSESSMENT OF THE GERIATRIC PATIENT

The workshop will provide a brief overview of 1) the geriatric care system in the United States, 2) emergency psychiatric assessment of the elderly, 3) acute behavioral disturbances in the elderly, 4) indications for psychiatric hospitalization of the older adult, and 5) pharmacological and non-pharma-

cological interventions in geriatric psychiatric emergencies.

Joseph Goveas MD - Assistant Professor, Medical College of Wisconsin - Milwaukee, WI

8. CRISIS WORK WITH CHILDREN AND ADOLESCENTS AFTER A SUICIDE DEATH

Most crisis professionals don't feel comfortable or prepared on what to say and do when working with children/teenagers who have experienced an unexpected and/or violent death of a loved one. It's even more challenging when the loved one has taken their own life. This workshop will explore how children and adolescents view and grieve death since it is different than adults and review trauma-informed approaches so participants will understand what to say and do for the child or adolescent who experiences a suicide death.

Nancy Pierce, MA, LCSW Mental Health Crisis Consultants, Madison, Wisconsin

9. CRISIS PLANS FOR SUICIDAL YOUTH

Trauma Informed Peer Support is a non-pathology based approach to help aid crisis prevention. These workshops will focus on the theory of trauma informed peer support and basic practices. Peers and professionals are encouraged to attend.

Chris Morano Ph. D. - Milwaukee County, Mobile Urgent Treatment Team - Milwaukee, WI

September 25 - Thursday
AFTERNOON SESSIONS

Thursday, September 25th, 2008

1:00 P.M. - 2:00 P.M. / AFTERNOON KEYNOTE

Kenneth Hardy, Ph.D., Professor of Family Therapy, Syracuse University, Syracuse, NY

KIDS IN CRISIS : STRATEGIES FOR UNMASKING HIDDEN TRAUMA WOUNDS

2:30 P.M. - 4:00 P.M. / WORKSHOPS 10-18

10. AGING AND MENTAL HEALTH - WE'RE ALL IN THIS TOGETHER

What happens to the brain as we age? What are the long term outcomes for major mental illnesses? What are the long term outcomes for the rest of us? This workshop will explore the future in the most personal sense as we look at aging and mental health.

David Mays- MD - Private Forensic Consultant - Mt. Horeb, WI

11. RETHINKING THE RISKS FOR VIOLENCE

This workshop addresses the differing ways to think about and assess risk for violence among people with serious mental illnesses. Much attention has been paid by the public, and researchers, to identifying individuals who are 'at risk' for violent acts or threats. But, this approach has not improved prevention and prediction measurably. We will review and discuss alternate approaches, for example, identifying at risk situations and at risk relationships as a means for approaching the early intervention, prevention, and dynamics of violence in relationship to people with serious mental illnesses.

Sue Estroff - Department of Social Medicine, University of North Carolina, Chapel Hill - Chapel Hill, NC

12. UNTANGLING INTANGIBLE LOSS IN TRAUMATIZED CHILDREN AND ADOLESCENTS

For children and adolescents whose lives have been ravaged by trauma and oppression, living with loss is a stark and painful non-negotiable reality. Unfortunately, acknowledging and working effectively with loss seems to be a major challenge for even the most experienced mental health professionals, especially when it is entangled with the dynamics of trauma and oppression. This workshop will examine the concept of intangible loss as a defining experience in the lives of the traumatized and oppressed children and adolescents. Intangible loss is a silent assassin of children's hopes and dreams, and is often a major factor affecting the unexplainable behavior of angry, aggressive, and depressed children and youth. Specific strategies for effectively assessing and treating intangible loss will be provided.

Kenneth Hardy, Ph.D., Professor of Family Therapy, Syracuse University, Syracuse, NY

13. WORKING WITH PEOPLE WHO CUT

Ron Diamond, MD - Professor - Psychiatrist, University of Wisconsin - Madison, WI

14. BRAIN INJURY BASICS FOR PROFESSIONALS

In order to provide effective service and intervention, professionals would benefit from screening for brain injury and understanding the implication of how a brain injury changes the dynamics and management of services offered. Brain injury is a public health issue that will result in service providers working more and more with consumers living with a brain injury.

Pete Klinkhammer - Associate Director of Services, Brain Injury Association of MN - Minneapolis, MN

15. SUBSTANCE USE DISORDERS: IDENTIFICATION AND TREATMENT IN ADOLESCENTS

Participants will learn to identify Substance Use Disorders (SUD) in adolescents and recognize 'High Risk Factors' that make adolescents more susceptible to SUD. Participants will also gain an understanding of essential factors required in the treatment and recovery of SUD in adolescents most importantly the family and community.

Rob Valentine - MSW, LCSW, CSAC, CCS, Peshtigo, WI

16. COMPONENTS OF A SUCCESSFUL PEER SPECIALISTS PROGRAM

This session will provide best practice recommendations for developing effective peer specialist programs in a variety of settings serving individuals in a mental health crisis. It will explore workplace strategies to promote the interaction of peer providers into mental health teams to expand recovery driving services. Staff and consumers will understand the components of a supportive environment including the role of the administrator, a clear job description, and a well articulated human resource policy that provides guidance governing staff/client relationships.

Sue Schuler MSN - East Troy, WI, Melissa Butts - Peer Support Specialist, Our Space Inc - Milwaukee, WI and Mary Neubauer - American Red Cross - Milwaukee, WI

17. SUICIDE ASSESSMENT PROTOCOL- TRYING TO SATISFY EVERYONE

Is this person suicidal? Law enforcement, emergency room staff and families want to know the definitive answer. This presentation highlights a protocol that we believe is a movement toward responding to what we know about objective suicide risk assessment. The session will present the Suicide Assessment Protocol used in Door County as well as an exercise that you can use to train your staff for its use.

David Hirn - Mental Health Program Coordinator, Door County Dept of Community Programs - Sturgeon Bay, WI

18. PROTECTIVE FACTORS: WHAT HELPS AN INDIVIDUAL STAY ALIVE?

This workshop is dedicated to focusing on what is STRONG as opposed to what is wrong. Protective factors have a significant role in prevention and intervention strategies not only for crisis services but for those who work with the challenge of suicide. Learn more about what are protective factors and how they can be honored when delivering services.

Carmen Cerna - Recovery Services Administrator, Recovery Innovations Inc. - Phoenix, AZ



Continuing
Education
Register online at:

www.uwsp.edu/conted/ Click on "Conferences", Click on "Crisis Intervention Conference"

For more information or to register by phone: **800-898-9472**

Hours: 8:00 AM - 4:30 PM, Monday - Friday

September 26 - Friday

MORNING SESSIONS

9:00 A.M. - 10:30 A.M. / WORKSHOPS 19-27

19. USING PSYCHIATRIC MEDICINE IN THE RECOVERY PROCESS: HELPING CLIENTS WORK THROUGH DECISIONAL UNCERTAINTY

In this workshop Pat Deegan will review the concept of decisional uncertainty related to the use of medication. She will present seven concrete tools that workers can use to help clients navigate decisional uncertainty related to the use of psychiatric medication in the recovery process.

Pat Deegan Ph. D. - Deegan and Associates, LLC - Byfield, MA

20. CRISIS ASSESSMENT 101

This workshop will focus on basic techniques for crisis intervention including conducting an assessment, looking at risk factors, working with para-suicidal individuals, and working with law enforcement.

Jeff Lewis - Training and Development Consultant - Ramsey County - St. Paul, MN

21. PSYCHIATRIC ADVANCE DIRECTIVES AND THEIR VALUE IN CRISIS WORK

This session will show consumers and staff the value of using Advance Directives, including Health Care Durable Power of Attorney and WRAP, to direct person centered care. It will show ways to complete an advance directive, with a psychiatric component, to have some legal authority in Wisconsin. Advance Directives are effective tools for stating psychiatric care preferences. Copies of these documents will be available for workshop participants.

Luann Simpson - Program Coordinator, NAMI Racine - Racine, WI, Misty Barnhill - Program Supervisor, Friendships Unlimited - Waukesha, WI

22. COMMUNITY BASED DIVERSION OPTIONS

This panel will discuss community-based alternatives to hospitalization for both adults and youth during times of crisis. Best practice models will be presented, including mobile crisis response, prevention/early intervention, diversion, wraparound services and other community based responses.

Sharon Locklin - Northeast Regional Crisis Grant, Shawano, WI, Panel Members - Jim LeDuc, Rick Miceli-Wink, Jamie Van Dyck, Ian Agar

23. VALUING RECOVERY PRINCIPLES IN INPATIENT AND COMMUNITY SETTINGS

Ms. Riemer will show how an inpatient forensics unit reduced violence, thus the need for seclusion and restraints by promoting use of less restrictive interventions that promote recovery and protect sanctuary. Focusing on areas that include 1) increasing milieu structure, 2) early intervention 3) thera-

peutic alliance, bringing amazing results and meaningful success for staff and consumers with this innovative programming!
Donna Reimer - Nursing Supervisor, Mendota Mental Health Institute - Madison, WI and Keith Addy, Mendota Mental Health Institute, Madison, WI

24. ASSESSMENT OF IMMINENT RISK FOR SUICIDAL CALLERS

This workshop will explore current suicide risk assessment standards set by the National Suicide Prevention Lifeline and the American Association of Suicidology. Focus will be on the four facets of suicidology so that participants may begin to develop a full framework for suicide assessment in the context of crisis center hotline work.

Nancy Pierce, MA, LCSW Mental Health Crisis Consultants, Madison, Wisconsin

25. WHAT YOU CAN DO TO PREVENT SUICIDE IN YOUTH

Suicide is everyone's business. How to engage your community in youth suicide prevention with an "across the lifespan" approach. We will share some of the lessons learned from the communities who have participated in the Youth Suicide Prevention efforts through the Garrett Lee Smith Grant in WI.

Susan Conlin Opheim - HOPES, Madison, WI and Shel Gross - Mental Health America of WI, Milwaukee, WI

26. PTSD & READJUSTMENT CONCERNS OF RETURNING OEF/OIF VETERANS

PTSD is the most prevalent mental health diagnosis among our newly returning veterans. Returning veterans face a range of issues from simple readjustment to complex mental and physical problems. This talk explores veterans' range of stress reactions; typical traumatic events; as well as clinical themes in PTSD treatment; best clinical practices for PTSD; and dealing with the acutely suicidal veteran.

Tracey Smith - Program Manager, Middleton Veterans Hospital, Madison, WI

27. CULTURAL COMPETENCY

This workshop provides an overview of cultural considerations in working with diverse populations in health care and crisis situations. We will also discuss ways to that we can build our cultural competence and gain perspective of groups different from our own.

David Lee Ph. D. - J.D. - Director of Psychology, Mendota Mental Health Institute, Madison, WI

11:00 A.M. - Noon / CLOSING KEYNOTE

Friday, September 26th, 2008

11:00 A.M. - Noon / CLOSING KEYNOTE

Pat Deegan, Deegan and Associates LLC, Byfield, MA
CARE AND WHAT MATTERS IN THE RECOVERY PROCESS

12th Annual Crisis Intervention Conference

REGISTRATION FORM — SEPTEMBER 25TH & 26TH, 2008

(Only one person may register per form. Please photocopy for additional registrations. **PLEASE PRINT CLEARLY**)

Name _____

Phone () _____ () _____
Work Fax

Professional Title _____

Company _____

Company Mailing Address _____

City/State/Zip _____

Home Address _____

City/State/Zip _____

Email Address _____

By checking this box, you are indicating you wish to be **EXCLUDED** from the participant roster.

REGISTRATION FEES:

Postmarked by September 12, 2008: \$175

After September 12, 2008: \$200

Discounted Registration Fee: \$150 per participant for agencies who register more than three participants at the same time. Please note these registrations **MUST** be submitted together. (**US mail or fax only.**)

All registration fees include conference materials, breaks, two continental breakfasts, one luncheon, and Thursday reception.

Cancellation Fee: Cancellations will be accepted if received in writing by September 12th, 2008. Cancellations will be charged a \$25 administrative fee.

If you have special needs that require assistance, including special dietary needs, please notify us by phone or in writing at least two weeks prior to the conference.

UW-Stevens Point provides equal opportunities in employment and programming.

WORKSHOP CHOICES:

Please indicate the workshop numbers you wish to attend.

Thursday, September 25th

Set I: 10:30 AM - 12:00 PM: _____ (1-9)

Thursday, September 25th

Set II: 2:30 PM - 4:00 PM: _____ (10-18)

Friday, September 26th

Set III: 9:00 AM - 10:30 AM: _____ (19-27)

- First-time participant
 Special needs accommodations _____
 Vegetarian Meal _____

Complete and send registration form and fee, payable to UW-Stevens Point to:



UWSP Continuing Education
2100 Main St.
103 Main Bldg.
Stevens Point, WI 54481-3897

1-800-898-9472 or 1-715-346-3838

Fax: 715-346-4045

Register online at: www.uwsp.edu/conted/conferences
Click on "Crisis Intervention Conference"

CEU's have been applied for. Please contact UWSP Continuing Education for more information. A certificate of attendance will be issued for all attendees after the conference.

The University of Wisconsin asks that you voluntarily respond to the questions below. The cumulative demographic information will be used to enhance our programming efforts.

Gender: Male Female

Age: A. Under 18 B. 18-34 C. 35-49 D. 50-64 E. 65+

Race/Ethnicity: A. Black (Non-Hispanic) B. Asian or Pacific Islander

C. Amer. Indian/Alaskan Native D. Hispanic E. White (Non Hispanic)

Are you enrolled in this program for career purposes? Yes No

Please indicate your occupation/organization:

02. Educational Services 05. Health Services (Mental and Physical) 07. Protective Services

08. Public Administration/Gov. Agency 10. Social, Recreational, Religious 13. Other

PAYMENT METHOD:

MasterCard Visa

TOTAL AMOUNT ENCLOSED: _____

Card number _____ Expires _____

Check

Cardholder's name _____

PO Number _____

Cardholder's signature _____



Continuing Education
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800-898-9472

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