

13th Annual

Crisis Intervention Conference

Making Connections to Create Solutions

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 24th & 25th, 2009
Chula Vista Resort, Wisconsin Dells, WI**

PROGRAM AT A GLANCE

THURSDAY • SEPTEMBER 24TH, 2009

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 Linda Harris , Deputy 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 25TH, 2009

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	ADJOURN
Friday PM	OPTIONAL UPPER DELLS BOAT RIDE (limited to 180)

DIRECTIONS

Access from the Interstate 190 - 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 24, 2009 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 11, 2009 \$175.00 includes conference materials, refreshment breaks, two continental breakfasts, one luncheon, and one reception.
After Friday September 11, 2009 \$200.00

***Discounted Registration Fee:** \$150.00 per participant for those counties or agencies who register four or more 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 11, 2009. 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 10, 2009 at www.uwsp.edu/conted/conference (Click 13th Annual Crisis Intervention Conference).

For more information, contact UW-Stevens Point Continuing Education at 800-898-9472. Follow us on Twitter!! @uwspceconf

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 "13th Annual Crisis Intervention Conference".

CONFERENCE COMMITTEE

Misty Barnhill
Michael Bialas
Ron Diamond
Patricia Ellis
Faith Fanger
Tracy Faust

George Hulick
Alyce Jablonski
John Lemerond
Jeff Lewis
Sue Opheim
DeeAnne Peterson

Nancy Pierce
Kari Schultz
Wayne Sorenson
Debi Traeder

KEYNOTE ADDRESSES

Thursday, September 24th, 2009

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

Alan D. Wolfelt, Ph.D., C.T. - Director, Center for Loss and Life Transition, Fort Collins, CO

HELPING CHILDREN AND TEENS COPE WITH GRIEF: A "COMPANIONING" PHILOSOPHY OF CAREGIVING

In our contemporary mourning-avoidant culture children and teens continue to be surrounded by grief and loss. This presentation will introduce a broader framework for loss and make an important distinction between grief and mourning. Inappropriate socio-cultural models of caregiving will be explored and the philosophy of "companioning" versus "treating" will be outlined in detail. In addition, the speaker's concept of the "shadow of the ghosts" of grief and potential fallout consequences will be introduced. Come prepared to learn more about supporting children and teens surrounding the topics of loss and grief.

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

Dr. David Lee - Director of Psychology and Research, Mendota Mental Health Institute, Madison, WI

CULTURAL COMPETENCE AND RECOVERY IN CRISIS INTERVENTION

Cultural awareness and recovery concepts have become quite prominent in mental health treatment considerations, and as well in our vernacular. This will be an opportunity to explore more deeply into what recovery and cultural competence concepts are, what they are evolving into, and how they may appear and be relevant in our work with patients/clients, and our own lives.

Friday, September 25th, 2009

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

Joel Slack - President, Slack Consulting, LLC, Montgomery, AL

RESPECT: THE GATEWAY TO TRUST

The presenter will emphasize the positive impact that respect has on establishing trusting relationships and healing.

TELEHEALTH DEMONSTRATION

Nina M. Antoniotti, RN, MBA, Ph.D., Director, Marshfield Clinic TeleHealth and **Chris Hendrickson**, Division of Mental Health & Substance Abuse Services/DHS

Participants will have an opportunity to experience first-hand how TeleHealth works. You will be able to become familiar with the equipment, actually partake in a interview using the equipment, and to ask any questions related to TeleHealth.

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

Thursday, September 24th, 2009

Alan D. Wolfelt, Ph.D., C.T. - Director, Center for Loss and Life Transition, Fort Collins, CO

HELPING CHILDREN AND TEENS COPE WITH GRIEF: A "COMPANIONING" PHILOSOPHY OF CAREGIVING

September 24 - Thursday

MORNING SESSIONS

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

1. CULTURAL COMPETENCY CONSIDERATIONS

This seminar explores ways in which we as mental health professionals can more effectively integrated our understanding of diversity concerns, including concepts such as privilege, micro aggressions, and various group differences and needs in our work. Areas of diversity issues range in groups from racial, religious, sexual identity to class differences.

Dr. David Lee - Director of Psychology and Research, Mendota Mental Health Institute, Madison, WI

2. TRANSFERENCE AND COUNTERTRANSFERENCE IN THE EMERGENCY SITUATION

This talk will focus on the strong, yet often subtle, emotions that get stirred up during a psychiatric crisis, particularly the ones that can interfere with helpful interventions. Participants will be encouraged to consider ways these personal reactions can enhance their clinical work if one is aware of them.

Jon S. Berlin, MD - Medical Director, Crisis Service - MCBHD, Milwaukee, WI

3. CRISIS PLANNING FOR YOUTH WITH SED

Topic includes discussion of general principles related to assessment and reactive crisis planning with youth. Attendees should learn basic strategies to help families reduce the risk of acting out in crisis, and de-escalate behavior already occurring.

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

4. SUICIDE ASSESSMENT WITH ADULTS

Given what we know about suicide in adults in Wisconsin, how can we perform suicide risk assessments in the most effective way?

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

5. SUBSTANCE USE DISORDERS

Recent research in neurobiology and neuroimaging are enhancing our understanding of the nature of Substance Use Disorders and impulse control. This presentation will help participants incorporate the new look at "Will-Power" into a clinical perspective to develop more effective interventions and treatments.

Robert M. Valentine, MSW, LCSW, CSAC, CCS - Marinette County Human Services, Marinette, WI

6. CRISIS DIVERSION AND STABILIZATION: THINKING OUTSIDE THE BUILDING

A panel presentation/discussion with several counties on how they are approaching alternatives to hospitalization involving crisis diversion and stabilization for adults and youth.

Sharon Locklin, NE Regional Crisis Grant, Maureen Neuville, LSS LaCrosse County, Jill Chaffee and Iris Ostenson, NW Guidance and Counseling, and Tracy Faust, Door County Community Programs

7. CBT WITH PSYCHOSIS

There is increasing understanding about how consumers with psychotic symptoms can learn to take more control over those symptoms. Many consumers have learned this on their own. They have learned how to distract themselves, or reframe the meaning behind symptoms, or just learned to focus their attention so as to decrease the intrusiveness and power of symptoms. Cognitive Behavioral Therapy expands these techniques to help people live more comfortably with their symptoms. It is an approach that is both empowering and recovery oriented. It can help medication to be more effective. The ABC's of CBT start with an exploration of the Activating event behind the symptom, the client's own Belief about the symptom, and an understanding of the Consequences of the symptom. This very brief introduction will present some of the basic approaches of CBT.

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

8. EXPLORING THE "SHADOW OF THE GHOSTS" OF GRIEF: IMPLICATIONS FOR CHILDREN AND TEENS

This workshop will explore what happens when children grieve, but do not have the opportunity to mourn. You will learn about the concept of "carried grief" and explore a five-phase wounding process that results in living in the "shadow of the ghosts" of grief. Sub-categories of "complicated" mourning will be outlined and a model to assist with "catch-up" mourning introduced.

Alan D. Wolfelt, Ph.D., C.T. - Director, Center for Loss and Life Transition, Fort Collins, CO

9. DEMENTIA AND THE GERIATRIC CRISIS

Geriatric medicine poses interesting challenges in addressing interacting medical and psychiatric comorbidities. Changes in behavior in an already fragile system often result in magnified complications as multiple problems interact with each other. While intervention of a crisis is often where most resources are mounted, focus on prediction and prevention is also necessary.

Timothy Juergens, MD - Geriatric Psychiatrist and Sleep Disorders Specialist, Department of Veterans Affairs and UW School of Medicine and Public Health, Madison, WI

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

Thursday, September 24th, 2009

Dr. David Lee - Director of Psychology and Research, Mendota Mental Health Institute, Madison, WI

CULTURAL COMPETENCE AND RECOVERY IN CRISIS INTERVENTION

September 24 - Thursday
AFTERNOON SESSIONS

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

10. LISTENING TO WHAT PEOPLE ARE SAYING

Attendees will examine the role of listening, in crisis management and in treatment in general. Different types and philosophies of therapeutic listening will be discussed, including its limitations. Listening relates to both one-person and two-person psychologies. We will review the clinician's need to listen to their inner self during an interaction, as well as his or her attempts to help another person improve upon his or her own ability to listen.

Jon S. Berlin, MD - Medical Director, Crisis Service - MCBHD, Milwaukee, WI

11. ASSISTING FAMILY MEMBERS TO HELP GET SUBSTANCE ABUSERS INTO TREATMENT AND TO STAY IN TREATMENT

CRAFT is an empirically validated method based on the Community Reinforcement Approach (CRA) used in alcoholism and drug abuse treatment. CRA views some aspects



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**

Follow us on Twitter @uwspceconf

HOURS:
8:00 AM - 4:30 PM
MONDAY - FRIDAY

of addiction as reinforced behaviors and identifies reinforcers for substance using days and abstinent days. CRA and Family Training (CRAFT) extends CRA to help family members set up reinforcers for abstinence and treatment seeking and attendance using a positive approach. This helps avoid cycles of alienation typically engendered by nagging, pleading and threatening that commonly occur among family members and identified substance users. In this lecture/workshop, we will discuss the application of these approaches in families of adult and adolescent substance abusers.

Michael J. Bohn, M.D. - Aurora Psychiatric Hospital, Wauwatosa, WI

12. COLLABORATE WITH A COP: HOW TO GET ALONG ON A CRISIS CALL

Interaction between mental health workers and police on crisis calls can be challenging. This workshop will explore what makes these interactions succeed or fail. Come and help find the answers to better define your role and understand the role of others on your next crisis call.

John Wallschlaeger - Officer - Appleton Police Department - Appleton, WI, Nancy Pierce - Advanced Clinical Practitioner, Mental Health Crisis Consultants, Mt. Horeb, WI

13. BASIC INTRODUCTION TO CRISIS INTERVENTION

Crisis is a time of change. This change can be either for the good, or for ill. The goal of crisis intervention is to manage risk, promote positive change, and begin the connection to more ongoing treatment when appropriate. This workshop will be a very practical introduction to crisis intervention. It will start with a discussion of what is a crisis, how to consider the needs of all of the people involved in the crisis, and how to set goals that are appropriate for crisis intervention. While it will be focused on the practice of crisis intervention, it will include a brief discussion of the role of medication and the role of the hospital.

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

14. HOW "STANDARD" IS CHAPTER 51?

Atty. Galen Strebe and Dr. Molli Rolli will discuss the standards in Chapter 51 and how differently those standards are applied in various counties throughout Wisconsin. Your input with questions and comments will be appreciated.

Molli Rolli - Psychiatry Director, Wisconsin Department of Corrections, Madison, WI and Galen Strebe - Dane County Corporations Counsel, Madison, WI

15. PTSD IN VETERANS

The wounds of PTSD are common in our returning veterans. These harm relationships, families, jobs, and increase substance abuse. While no treatment can erase the past, many can markedly help build a future.

Timothy Juergens, MD - Geriatric Psychiatrist and Sleep Disorders Specialist, Department of Veterans Affairs and UW School of Medicine and Public Health, Madison, WI

16. UNDERSTANDING THE SIX CENTRAL CHILDHOOD NEEDS OF MOURNING: THE CAREGIVER'S HELPING ROLE

Grieving children and teens have fundamental needs that must be met if they are to integrate loss into their lives. This workshop will explore "six reconciliation needs of mourning" for children and teens. The conditions the adult caregiver must create will be outlined and discussed. The ingredients that must be present in the caregiver will also be introduced and examined.

Alan D. Wolfelt, Ph.D., C.T. - Director, Center for Loss and Life Transition, Fort Collins, CO

17. QPR - QUESTION, PERSUADE, REFER

QPR is a grassroots suicide prevention program specifically designed for everyone. It does not take an expert to prevent suicide - it takes us, everyday people, from a young student, to an elderly grandparent. From a waitperson in the café to a physician or other professional person, we are all the best means preventing the tragedy of suicide for a family member, friend, coworker, or acquaintance. Ask a question, save a life!

Debi Traeder - MHA - Wisconsin, Schofield, WI

18. THE ART OF DEVELOPING EFFECTIVE CRISIS RESPONSE: PLANS FOR CHILDREN & FAMILIES INVOLVE IN MULTIPLE SYSTEMS OF CARE

Creating a list of common responses to a crisis can be relatively easy; developing an effective, progressive Crisis Response Plan that utilizes the strengths and supports of the child, family & community is much more difficult. This presentation/discussion will highlight the key elements of writing effective Crisis Response Plans as a part of the Coordinated Services Team wraparound process, resulting in positive outcomes for both clients and responders.

Dan Naylor - CST Project Specialist, White Pine Consulting Service, Inc., Waupaca, WI

September 25 - Friday
MORNING SESSIONS

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

19. CRISIS MANAGEMENT THROUGH PERSON CENTERED PLANNING

A person centered plan (PCP) builds on the person's strengths and skills and can help them achieve what they want in terms of their overall health, relationships, community involvement, employment and education. It puts control back in the hands of the individual including crisis planning and psychiatric advance directives.

Sheri L. Berg - Director of Talent Management & Employment, Bethesda Lutheran Homes and Services, Inc., Watertown, WI

20. USE OF THE FIFTH STANDARD IN CRISIS WORK

Learn how one county uses crisis workers for fifth standard evaluations and its role in crisis prevention and treatment.

Robert Walker - Waukesha County, Waukesha, WI

21. LGBT YOUTH AND CRISIS

A review of the special needs of lesbian, gay, bisexual, and transgendered youth presenting in a mental health crisis. The program will address specific helpful interventions to restore a safe psychological equilibrium.

Thomas Harding, MD - Milwaukee County Behavioral Health Division, Milwaukee, WI

22. THE PURSUIT OF HAPPINESS: NOBLE QUEST OR FOOL'S ERRAND

What does social and biological science have to say about the pursuit of happiness? Freud says our goal should be common misery, but what is the truth about happiness?

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

23. CAN I BILL FOR...? CRISIS BILLING DISCUSSION

This will be a presentation/discussion about billing for crisis services. Many counties are getting DHS34 Subchapter III certified but are missing out on revenues for their program. An overview of crisis billing for Medicaid and other payors will be presented, followed by questions, and a discussion about billing and reimbursement issues.

*Sharon Locklin - NE Regional Crisis Grant, Shawano, WI,
Lori Hock - EDS Professional Relations, Madison, WI and
Vicky Murphy - EDS Professional Relations, Madison, WI*

24. HOW TO PROFESSIONALLY AND PERSONALLY SURVIVE A SUICIDE DEATH

Mental health professionals may experience having a client die by suicide. Friends and family may lose a loved one to suicide. In this workshop, a mental health professional and a survivor of a suicide death offer their unique and similar perspectives on how to cope.

Nancy Pierce, MA, LCSW - Clinical Specialist, Mental Health Crisis Consultants, Mt. Horeb, WI and Sue Conlin Opheim - Survivor and Co-Founder of HOPES (Helping Others Prevent and Educate about Suicide), Madison, WI

25. CHILD AND ADOLESCENT SUICIDAL IDEATION AND BEHAVIOR

This presentation will introduce, define, refine, and develop the concepts necessary to recognize and appropriately respond to the nuances of suicidal thinking, statements and behavior (including self injurious behavior) in persons under 18 years of age. We will review the existing data on known difficulties that surround the threat of suicide, and how to discern which threats are more dangerous than others. There will be a discussion about the developmental aspects of suicidal ideation, and the ability to talk about suicide in ways that are differently meaningful from adults.

Michael T. Witkovsky, M.D. MS., Clinical and policy consultant, Bureau Of Prevention, Treatment and Recovery Wisconsin Department Of Health Services

26. LIVING WITH MENTAL ILLNESS

The presenter will provide unique insights into the mental illness experience.

Joel Slack - President, Slack Consulting, LLC, Montgomery, AL

27. BRAIN INJURY BASICS: PHYSIOLOGY, ADJUSTMENT AND COMPENSATORY STRATEGIES

Attendees will gain information on the basic physiology of the brain and behaviors and how they are affected by injury. Adjustment to brain injury as well as compensatory strategies and resources will be addressed.

Erika J. Frake - Education Manager, Brain Injury Association of Minnesota, Minneapolis, MN

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

Friday, September 25th, 2009

Joel Slack - President, Slack Consulting, LLC,
Montgomery, AL

RESPECT: THE GATEWAY TO TRUST

The presenter will emphasize the positive impact that respect has on establishing trusting relationships and healing.

Friday PM

UPPER DELLS BOAT TOUR

Join us for a post conference boat ride on Friday afternoon complements of the Chula Vista. Space is limited to 180 total participants. *Please indicate you'd like to take the tour on the registration form.*

13th Annual Crisis Intervention Conference

REGISTRATION FORM — SEPTEMBER 24TH & 25TH, 2009

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

Name _____

Phone () _____ Fax () _____

Professional Title _____

Company _____

Company Mailing Address _____

City/State/Zip _____

Home Address _____

City/State/Zip _____

Email Address _____

First-time participant

Special needs accommodations _____

Vegetarian Meal _____

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

REGISTRATION FEES:

Postmarked by September 11, 2009: \$175

After September 11, 2009: \$200

Discounted Registration Fee: \$150 per participant for agencies who register four or more 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 11th, 2009. Cancellations will be charged a \$25 administrative fee.

WORKSHOP CHOICES:

Please indicate the workshop numbers you wish to attend.

Thursday, September 24th

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

Thursday, September 24th

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

Friday, September 25th

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

Optional PM Boat Tour: (limited to 180)

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"**

Follow us on Twitter @uwspceconf

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.

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.

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
 402297 - Crisis Intervention Conference
 University of Wisconsin-Stevens Point
 UWSP Continuing Education
 032 Old Main Building
 2100 Main St
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800-898-9472

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

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