21st Annual

Crisis Intervention Conference

The Crossroads of Crisis and Hope in a Diverse Society

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
- Mental Health Professionals
- Social Workers
- Hospital Professionals
- Substance Abuse Professionals
- Jail Personnel

Sponsored by:

September 28 and 29, 2017
Kalahari Resort & Convention Center, Wisconsin Dells, Wis.
**Program at a Glance**

**Thursday • September 28, 2017**

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
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<tr>
<td>7:15 - 8:15 a.m.</td>
<td>Registration and Continental Breakfast</td>
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<tr>
<td>8:15 - 8:30 a.m.</td>
<td>Introduction and Opening</td>
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<tr>
<td>George Hulick</td>
<td>Planning Committee Chair</td>
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<tr>
<td>8:45 - 9:45 a.m.</td>
<td>Morning Keynote</td>
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<tr>
<td>David A Jobes, Ph.D.</td>
<td>Professor of Psychology at The Catholic University of America, Washington D.C.</td>
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<tr>
<td>9:45 - 10 a.m.</td>
<td>Break</td>
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<tr>
<td>Noon - 1 p.m.</td>
<td>Workshop - Set I</td>
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<tr>
<td>1 - 2 p.m.</td>
<td>Lunch (Provided)</td>
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<tr>
<td>2 - 2:30 p.m.</td>
<td>Afternoon Keynote</td>
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<tr>
<td>Franklin Cook</td>
<td>Trainer, Peer Grief Support After Suicide, Personal Grief Coaching, Watertown, Massachusetts</td>
</tr>
<tr>
<td>2:30 - 4:30 p.m.</td>
<td>Workshop - Set II</td>
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<tr>
<td>4:30 - 6 p.m.</td>
<td>Reception</td>
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**Friday • September 29, 2017**

<table>
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<tr>
<th>Time</th>
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<tr>
<td>7:30 - 8:30 a.m.</td>
<td>Registration and Breakfast</td>
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<tr>
<td>8:30 - 10:30 a.m.</td>
<td>Workshop - Set III</td>
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<td>10:30 - 11 a.m.</td>
<td>Break</td>
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<tr>
<td>11 a.m. - Noon</td>
<td>Closing Keynote</td>
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<tr>
<td>Chacku Mathai, CPRP.</td>
<td>Director, STAR Center, Webster/New York, New York</td>
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<tr>
<td>Noon</td>
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**Directions**

**From the North:** I-39 southbound to I-90/94 westbound at Portage. I-90/94 west to exit #92, Hwy 12 (Lake Delton/Wisconsin Dells). Turn west (right) at the bottom of the exit ramp onto Hwy 12. At the first stoplight (Meadowview Drive), turn right to Kalahari Drive.

**From the South:** I-90/94 westbound to exit #92, Hwy 12 (Lake Delton/Wisconsin Dells). Turn right at the bottom of the exit ramp onto Hwy 12. At the first stoplight (Meadowview Drive), turn right to Kalahari Drive.

**From the East:** US 41 southbound to Hwy 44 west. Hwy 44 west to Hwy 23 west. [Hwy 23 merges with I-39], exit #100 Hwy 23 west to Wisconsin Dells. Hwy 23 [Broadway Street] through downtown Wisconsin Dells. Once over the bridge, at the 2nd stoplight, Hwy 23/12, Wisconsin Dells Parkway, turn left. In three stoplights, turn left onto Hwy 12. In two stoplights (Meadowview Drive), turn left to Kalahari Drive.

**From the West:** I-94 eastbound, exit #92 Hwy 12 (Lake Delton/Wisconsin Dells). Turn left at the bottom of the exit ramp onto Hwy 12. At the first stoplight (Meadowview Drive), turn right to Kalahari Drive.

**Conference Information**

**Location:** Kalahari Resort and Conference Center  
1305 Kalahari Drive, Wisconsin Dells, WI 53965

**Lodging:** A block of rooms is available at the Kalahari Resort and Convention Center. At check-in, if only one person is staying in the guest room, the Kalahari will honor the rate of $82 for single occupancy. The rooms will be held until Monday, August 28, 2017. Please make your reservations directly with the Kalahari by calling 1-877-253-5466. Be sure to mention that you are with the 21st Annual Crisis Intervention Conference. Kalahari Resort asks for a deposit of one night’s lodging (plus tax if applicable) at the time of the individual reservation. If you are tax exempt, please make sure to provide appropriate documentation at check-in.

**Registration Fees and Deadline:** Received before Friday September 15, 2017, $190 includes conference materials, refreshment breaks, two continental breakfasts, one luncheon and one reception.

**After Friday, September 15, 2017, all fees increase by $25.**

*Discounted Registration Fee:* Discount rate for agencies sending four or more people to the conference is $170 per person; however, the registrations must be completed together. The discount cannot be applied retroactively to individual registrations from the same agency. If you need assistance with multiple registrations, please call customer service at 715-346-3838.

**Cancellation Fee:** All cancellations must be in writing. Full refunds granted upon receipt of written request received by September 15, 2017. Refunds after September 15, 2017, will be assessed a $25 processing fee. No refunds will be given after September 26, 2017. Substitutions may be made at any time, but no-shows will be responsible for the full conference fee.

**Scholarships:** A limited number of registration scholarships for consumers are available. Scholarship applications will be available on July 29, 2017, at www.uwsp.edu/conted/confwrkshp (21st Annual Crisis Intervention Conference). For more information, contact University of Wisconsin-Stevens Point Continuing Education at 715-346-3838.

**Academic and Professional Education Credits:** University of Wisconsin-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 University of Wisconsin 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 715-346-3838 for more information or visit www.uwsp.edu/conted/confwrkshp and click “21st Annual Crisis Intervention Conference.”

**Conference Committee**

- Faith Boersma
- Kay Cram
- Ron Diamond
- Patricia Ellis
- Faith Fanger
- Tracy Faust
- George Hulick
- Evonne Kundert
- Jeff Lewis
- Brad Munger
- Sue Opheim
- Nancy Pierce
- Kari Schultz
- Wayne Sorenson
- Debi Traeder
- Laura Wopp
Name__________________________________________

Phone_________________________Fax_____________________

Professional Title________________________________________

Company__________________________________________

Company Mailing Address________________________________

City/State/Zip_________________________________________

Home Address__________________________________________

City/State/Zip_________________________________________

Email Address__________________________________________

❑ First-time participant

❑ Special meal needs ________________________________

❑ Special needs accommodations ______________________

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

REGISTRATION FEES:
Postmarked by September 15, 2017: $190
After September 15, 2017 all fees increase by $25.

Discounted Registration Fee: $170 per participant for agencies who register four or more participants at the same time. Please note these registrations MUST be submitted together.

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

Full refunds granted upon receipt of written request received by September 15, 2017. Refunds after September 15 will be assessed $25 precessing fee. No refunds after September 26, 2017. Substitutions can be made at anytime, but no shows will be responsible for the full conference fee. Last minute registrations cannot be guaranteed meals or materials.

PAYMENT METHOD:

TOTAL AMOUNT ENCLOSED: __________

❑ Check
❑ P.O. Number __________________________
❑ MasterCard  ❑ Visa  ❑ Discover

Cardholder’s name __________________________________________

Cardholder’s signature _______________________________________

Cardholder’s address _________________________________________

Cardholder’s Phone # _________________________________________

Card number ____________________________________________ Expires ________________

WORKSHOP CHOICES:
Please indicate the workshop numbers you wish to attend.

Thursday, September 28
Set I: 10 a.m. - noon _________ (1-9)

Thursday, September 28
Set II: 2:30 - 4:30 p.m. _________ (10-18)

Friday, September 29
Set III: 8:30 - 10:30 a.m. _________ (19-26)

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

UW-Stevens Point
Continuing Education
032 Main Bldg.
2100 Main St.
Stevens Point, WI 54481-3897

Phone: 715-346-3838
Fax: 715-346-4045

Register online at www.uwsp.edu/conted/confwrkshp
Click on “Crisis Intervention Conference”

CEUs have been applied for. Please contact UW-Stevens Point Continuing Education for more information. An official record of CEHs will be given to you at the end of 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
**Clinical Suicidology: Innovations in the Assessment and Treatment of Suicidal Risk**

The field of clinical suicidology is vibrant with new theories and exciting breakthroughs in the clinical assessment and treatment of suicidal risk. Recent research-based innovations have distinct implications for suicide-specific health care policy and a stepped-care approach to effectively treating suicidal risk within contemporary systems of health care delivery.

**Objectives:**
1. Participants will learn about new theories that are driving research innovations in assessment and treatment.
2. Participants will learn about innovations in the clinical assessment of suicidal states and effective treatments.
3. Participants will learn about suicide-specific health care policy and stepped-care model across settings.

David A. Jobes, Ph.D. – Professor of Psychology at The Catholic University of America, Washington D.C.

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**Suicide Clusters, Contemporary Pressures, and Suicidal Risk Among Youth**

This presentation will examine youth suicide in relation to modeling effects, the impact of media, and contemporary pressures on suicide clusters and so called copy-care effects. As an intriguing example the impact of suicidal rock music lyrics will be presented, explored, and discussed.

**Objectives:**
1. Participants will learn about the Werther Effect and how modeling can impact suicidal behavior.
2. Participants will learn about experimental studies of the impact of suicide-specific rock music lyrics.
3. Participants will learn about social media as a means of both increasing and decreasing suicidal risk in youth.

David A. Jobes, Ph.D. – Professor of Psychology at The Catholic University of America, Washington D.C.

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**Recovery Oriented Prescribing**

Medication is often considered the critical element of treatment, especially for people with serious mental illness. This will explore a recovery approach to thinking about medication, with specific ideas for the non-prescribing clinician.

**Objectives:**
1. Participants will learn how to engage consumers more in medication related decisions.
2. Participants will learn how to target medications towards consumers own life goals.
3. Participants will learn how to facilitate communication between consumer and prescriber to enhance recovery.

Ron Diamond, M.D. – Professor, University of Wisconsin Department of Psychiatry, Consultant, Wisconsin Bureau of Mental Health and Substance Abuse, University of Wisconsin, Madison, Wis.
3. **How Do We Help Families Stay Safe in their Caregiver Roles?**

When is it time for family caregivers for persons with major mental illness to safety plan or protect themselves and ask for help? This workshop will provide an opportunity to hear from a family member who watched her parent care for her adult sibling with a major mental illness with resulting tragic consequences. We will discuss how crisis professionals can partner with family to recognize and plan for their own safety.

Objectives:
1. Participants will recognize and address families’ safety needs when caring for their loved ones with mental illness.
2. Participants will acknowledge the benefits of an outpatient civil commitment for clients and their families.
3. Participants will partner with family caregivers to bridge the gap between concern/worry to safety action plan.

_Nancy Pierce, M.A., LCSW – Advanced Clinical Practitioner, Mental Health Crisis Consultants, Mt. Horeb, Wis._

4. **Documentation, Tele-Health, and Big Data**

In the near future, it is likely that crisis services will be affected by pressures to utilize the resources of telehealth. There are lots of unanswered questions. This break-out session will review important aspects of documentation for crisis workers, give a history of telehealth and the current research about its effectiveness, and review the promise and pitfalls of big data.

_David Mays, M.D., Ph.D. – Forensic Psychiatrist, Mt. Horeb, Wis._

5. **Ethical Decision Making in the Time of Crisis - Part I**

This workshop will review some of the ethical issues that can arise when providing mental health counseling to individuals experiencing crisis and trauma. Participants will review a sample case and consider how the Code of Ethics for American Counseling Association and The National Association of Social Workers informs decision making in the sample case. (Continued in session 16).

Objectives:
1. Participants will review the important role ACA and NASW code of ethics have in professional practice.
2. Participants will identify and discuss ethical issues that arise during the crisis intervention process.
3. Participants will review an ethical decision making process during a mental health crisis including documentation protocols.

_Patricia Parker – Consultant, PA Parker Consultations, Milwaukee, Wis._

_Dawn Shelton Williams – Mental Health Consultant and Psychotherapist, Shelton-Williams Therapy and Consultation Services, LLC., Milwaukee, Wis._

6. **Working with Adolescents in Crisis**

Working with individuals through a crisis is difficult, and doing this with adolescents adds another wrinkle. This session will discuss assessing traumatized youth in crisis and how the brain affects, and is affected by, crisis.

Objectives:
1. Participants will discuss neurobiological development and trauma, and how these impact an adolescent’s perspective.
2. Participants will discuss assessing traumatized youth in crisis.
3. Participants will discuss from a biopsychosocial perspective.

_Lucas Moore – Journey Mental Health Center, Madison, Wis._

7. **Dementia: Reframing the Crisis**

When it comes to dementia, our personal and cultural views tend to focus on suffering, loss, and behaviors. Because of those views, caregivers, both personal and professional, mimic that attitude in the care they provide. If we can start to change that caregiver’s perception, attitude, view of what dementia is, what abilities still exist, and what quality of life can look like, people can really LIVE a full life with dementia.

By using experimental activities to put caregivers in circumstances that many people with dementia live through each day, the workshop helps answer the question - who really is “starting it” and who ultimately has the ability to “stop it?”

Objectives:
1. Participants will be able to identify situations where the caregiver’s own behavior could be a factor.
2. Participants will be able to take common symptoms associated with dementia and phrase them into positive statements.

3. Participants will be able to promote an overall environment of positive language and behaviors when working with people with dementia.

Cagney Martin – Staff Education and Development, North Central Health Care, Wausau, Wis.

Merry Wimmer – Social Worker, North Central Health Care, Wausau, Wis.

8. Substance Use Trends and the Impact on Crisis Intervention

Substance use disorders have a significant impact on the well-being of consumers and are often involved in crisis situations. This workshop will present information about recent trends in substance use, the effects of substance use on mental health, the prevalence of co-occurring disorders, challenges faced by providers, the effects of substance use on crisis assessments, the effects of Assembly Bill 5, identifying intoxication, and how to appropriately respond to the needs of persons in crisis with substance use issues. This workshop will also include facilitated discussion of the observations, needs, and strategies of conference participants surrounding these issues.

Objectives:

1. Participants will become familiar with recent substance use trends and newer substances of abuse.

2. Participants will learn to identify the effects of substance use on mental health.

3. Participants will identify resources and strategies for doing crisis assessments with people with substance use issues.

John Kettler, MS, CSAC, LPC, ICS – Human Services Supervisor, Waukesha County Department of Health and Human Services, Waukesha, Wis.

9. Integrating Cultural Competence Into Crisis Intervention Services

This workshop will address culture and how it affects us in all areas of life. We will look at the dimensions of diversity, allow participants to explore their cultural values and beliefs, and challenge themselves. Individuals from all cultures are impacted by crises; thus in order to provide client specific crisis intervention services, it is imperative to be able to understand a person’s culture as well as your own in order to provide quality services.

Objectives:

1. Participants will be able to define cultural competence and understand its importance to practice.

2. Participants will be able to identify how cultural competence and crisis intervention intertwine.

3. Participants will be able to start an action plan to integrate cultural competence into standard practice within crisis intervention practice.

Harold Gates MSSW, CISW, HS-BCP – President, Midwest Center for Cultural Competence, LLC. Sun Prairie, Wis.

Thursday - September 28, 2017

Afternoon Keynote

1 - 2 p.m.

Responding to Grief, Trauma, and Distress After a Suicide

This presentation covers U.S. guidelines for responding to grief, trauma, and distress after suicide, published in 2017 by the National Action Alliance for Suicide Prevention. It focuses on fundamental principles that can be applied by all kinds of service providers, including mental health counselors, clergy, first responders, and crisis workers. Topics include the unique nature of suicide and how it might affect people who are close to or who know the deceased, or who are otherwise exposed to the death.

Objectives:

1. Participants will be able to explain generally the purpose of the new national guidelines on postvention.

2. Participants will be able to explain generally what is unique about suicide and how a suicide fatality might affect family members of the deceased and others who are exposed to the death.
3. Participants will be able to describe a framework for a systematic response to suicide that includes the immediate aftermath, ongoing support, clinical treatment, and survivors’ lifelong needs.

Franklin Cook – Trainer, Peer Grief Support After Suicide, Personal Grief Coaching, Watertown, Mass.

Thursday - September 28, 2017
AFTERNOON SESSIONS
2:30 - 4:30 p.m. / WORKSHOPS 10-18

10. An Overview of the Collaborative Assessment and Management of Suicidality (CAMS)

CAMS is an evidence-based suicide-specific clinical intervention that has been supported in a series of clinical trials. CAMS is both a philosophy of care and a therapeutic framework which is designed to enhance the clinical alliance and increase patient motivation through the collaborative assessment and treatment of patient-defined suicidal drivers.

Objectives:
1. Participants will learn about CAMS philosophy and use of the Suicide Status Form (SSF).
2. Participants will learn about suicide-specific care through the CAMS-guided treatment of suicidal drivers.
3. Participants will learn about the evolving evidence-base supporting CAMS through randomized controlled trials.

David A Jobes, Ph.D. – Professor of Psychology at The Catholic University of America, Washington D.C.

11. Principles of Peer Support Applied to Helping the Suicide Bereaved

This workshop is designed for people involved in peer grief support after suicide, whether you are a peer helper, someone receiving peer help, or a provider who works in collaboration with peer grief support helpers. The focus is on evidence-based principles of peer support that are relevant to all kinds of approaches, including suicide grief support groups, telephone outreach, one-on-one mentoring, and online support. Throughout the workshop, participants are invited to consider how the principles presented might apply to the practice of peer grief support after suicide.

Objectives:
1. Participants will be able to explain generally what distinguishes peer support from other forms of care.
2. Participants will be able to explain generally how and why peer support is helpful to the suicide bereaved, based on the principles covered in the workshop.
3. Participants will be able to discuss with peers how the principles covered in the workshop might apply to providing peer grief support after suicide.

Franklin Cook – Trainer, Peer Grief Support After Suicide, Personal Grief Coaching, Watertown, Mass.

12. Working With People Who Do Not Want To Work With Us

We are often asked to work with people who do not want our help. They may be legally coerced or disagree with us about the nature of their problem. This can make it difficult to develop a collaborative relationship. I start with the assumption that everyone wants something. If our job is to help people meet their own goals and their own needs, a treatment relationship can develop even with very recalcitrant consumers.

Objectives:
1. Participants will learn how to begin a conversation with someone who does not want your help.
2. Participants will learn how to start with the consumer’s view of the world to develop a shared problem list.
3. Participants will learn how to develop a collaborative treatment plan, even with someone who initially does not want to collaborate.

Ron Diamond, M.D. – Professor, University of Wisconsin Department of Psychiatry, Consultant, Wisconsin Bureau of Mental Health and Substance Abuse, University of Wisconsin, Madison, Wis.
13. **Time for Tarasoff**

State of Wisconsin mandates a duty to protect when there is a clear and immediate probability of physical harm to other individuals or to society. The crisis professional should stay knowledgeable about limits of confidentiality when it comes to protecting others. This workshop will offer guidelines when it is time to discharge our duty to protect and warn according to the Tarasoff standard.

**Objectives:**
1. Participants will recognize signs and symptoms of violence in major mental illness.
2. Participants will learn guidelines in discharging the duty to protect and warn.
3. Participants will understand how to discharge the duty so both client and others are protected.

*Nancy Pierce, M.A., LCSW – Advanced Clinical Practitioner, Mental Health Crisis Consultants, Mt. Horeb, Wis.*

14. **What Crisis Workers Need to Know About the New America: Political Division, Resentment, and How to Listen to Each Other Again**

It is difficult to remember a more toxic political culture in the United States. Research shows that parents are now more resistant to their children marrying outside of their political party than of their religion. How can we work with colleagues who don’t share our political beliefs, or listen to clients who voted for the "other candidate?" This break-out session will begin the discussion.

*David Mays, M.D., Ph.D. – Forensic Psychiatrist, Mt. Horeb, Wis.*

15. **Officer and Clinician Crisis Assessment Response Team Approach to Behavioral Health Emergencies**

Milwaukee County Behavioral Health Division and Milwaukee Police Department have a unique approach to responding to mental health crises in the community. By utilizing a mental health clinician and crisis intervention trained officer in a trauma informed approach, we have found that we are able to resolve crises in the field or recommend voluntary treatment options while decreasing emergency detentions and use of force by law enforcement. We will discuss the team concepts, approaches, and outcomes to this unique response model.

**Objectives:**
1. Participants will be able to learn the history of crisis intervention trained officers within the United States.
2. Participants will be able to identify treatment and safety benefits of the collaboration efforts between clinician and police officer.
3. Participants will be provided with the full picture of how the collaborative process works within the Milwaukee area.

*Erin Quandt – Licensed Clinical Social Worker, Milwaukee County Behavioral Health Division, Milwaukee, Wis.*

*Laurie Buesing – Licensed Professional Counselor/Social Worker, Milwaukee County Behavioral Health Division, Milwaukee, Wis.*

*Lt. Cassandra Libal – Crisis Assessment Response Team Coordinator, City of Milwaukee Police Department, Milwaukee, Wis.*

16. **Ethical Decision Making in the Time of Crisis - Part II**

This workshop will review some of the ethical issues that can arise when providing mental health counseling to individuals experiencing crisis and trauma. Participants will review a sample case and consider how the Code of Ethics for American Counseling Association and The National Association of Social Workers informs decision making in the sample case. *(A continuation of session 5)*.

**Objectives:**
1. Participants will review the important role ACA and NASW code of ethics have in professional practice.
2. Participants will identify and discuss ethical issues that arise during the crisis intervention process.
3. Participants will review an ethical decision making process during a mental health crisis including documentation protocols.

*Patricia Parker – Consultant, PA Parker Consultations, Milwaukee, Wis.*

*Dawn Shelton Williams – Mental Health Consultant and Psychotherapist, Shelton-Williams Therapy and Consultation Services, LLC., Milwaukee, Wis.*

17. **Conceptualizing Suicide Risk for Effective Safety Planning**

Using case scenarios and small-group interactions, this session will introduce participants to an updated, evidence-based model for conceptualizing suicide risk that facilitates best-practice safety planning. Opportunities to practice suicide risk conceptualization skills and talk through safety planning elements will be provided. Brief
highlights of cellphone apps that may enhance prevention work will be included.

Objectives:
1. Participants will be able to describe the new, recommended suicide risk formulation model and apply it to a case example.
2. Participants will be able to identify the effective elements of safety planning, including select phone apps to use with clients.
3. Participants will improve their confidence in suicide risk conceptualization and safety planning skills.

Jennifer Muehlenkamp – Professor of Psychology, University of Wisconsin-Eau Claire, Eau Claire, Wis.

18. CHAPTERS 51 AND 34: AN OVERVIEW
This presentation will provide an overview of Wisconsin State Statute Chapters 51 and 34. Attendees can expect to take home more information than is able to be covered in two hours, and audience participation is strongly encouraged.

Objectives:
1. Participants will be presented an overview of Chapter 51.
2. Participants will be presented an overview of Chapter 34.
3. Participants will receive practical application of both chapters derived from audience participation.

Tracy Faust, MA, LPC, SAC, NCC – Shorehaven Behavioral Health, INC., Green Bay, Wis.

Friday - September 29, 2017
MORNING SESSIONS
8:30 - 10:30 a.m. / WORKSHOPS 19-26

19. HOW DO WE KNOW IF WE CHANGED?
Crises and the way we respond to them have a profound impact on our lives and our communities. Our experiences compel us to rethink and make important adjustments to our approaches and even our worldview. Sometimes this happens in practice like a driver fishtailing on an icy road. Other times, we are making changes in policy to reflect what we have learned. What have we learned so far from our crises and how do we know we learned it?

Objectives:
1. Participants will be able to identify at least one characteristic of crisis response that has changed in personal practice.
2. Participants will describe the reasons for the change in personal practice.
3. Participants will be able to identify 3-4 standards for the practice, policy and measurement of a transforming crisis response system.

Chacku Mathai, CPRP. – Director, STAR Center, Webster/New York, N.Y.

20. CULTURAL HUMILITY: LEARNING ABOUT OURSELVES AND CONNECTING WITH THOSE AROUND US
This workshop will help people look at their own biases and prejudices towards various cultures and how to approach others from a culturally humble stance. In addition, we will look at practical steps that can be taken to assess and work with persons from a cultural group different from our own.

Objectives:
1. Participants will expand current knowledge base in order to be more culturally aware when working with persons who present as culturally different from them.
2. Participants will increase their (and their agencies) accountability to the goal of making cultural humility an ongoing process.
3. Participants will learn more about themselves and as a result, become an even better resource to their consumers.

William Hutter – Associate Dean-MFT, Edgewood College, Cross Plains, Wis.
21. Taking Care of Our Own - Suicide Prevention for Law Enforcement

This presentation includes tough facts, open conversation, humor and sometimes tears. Starting with a discussion of suicide and depression warning signs sometimes seen in police officers, this presentation examines the paradigm shift taking place within law enforcement in which it is becoming increasingly OK to ask for help. Yet, stigma still exists and many officers fear they will lose their job if they seek mental health assistance. There is a long way to go. Addressed are the topics of stigma, the “suck it up” attitude lived by many officers, the myth that seeking help is a sign of weakness, and the reality that more officers die by their own hand than in the line of duty.

Objectives:
1. Participants will learn about suicide and depression warning signs.
2. Participants will learn about mental health stigma.
3. Participants will learn about special resources for police officers in crisis.

Chris Prochut – Wisconsin Law Enforcement Death Response Team (LEDR Team), Hartford, Wis.

22. Stepping Up to Divert Persons with Mental Illness from Criminal Justice Settings

This workshop will provide insights into how Crisis can work in partnership with the criminal justice system—law enforcement, courts, prosecutors and district attorneys—to help individuals get into treatment instead of penal/correctional settings. Learn how your locality can become a “Stepping Up” community and put forth a resolution to help persons in the criminal justice system with mental illness get needed treatment.

Jeff Wright – Behavioral Health Administrator, Eau Claire County, Eau Claire, Wis.

23. Crisis Response in Rural Areas

In this session, we will discuss ways to create collaborative stakeholder investments, MOUs, and utilizing existing resources to best serve rural communities. A strong emphasis will be on how to educate stakeholders in crisis assessment and least restrictive interventions to assist and reduce the impact on smaller systems.

Objectives:
1. Participants will be able to engage stakeholders (schools, hospitals, clinics, law enforcement, and human/community services).
2. Participants will be able to create a stakeholder meeting that is forward thinking vs. reactive.
3. Participants will be able to teach others about assessment and least restrictive intervention.

Ashley Williams – Emergency Services Director, Northwest Connections, Menomonie, Wis.

24. 7 Things Not to Say to a Veteran

Seven things not to say to a veteran is a personal account of coping with PTSD as told by singer/songwriter, storyteller, and Iraq war veteran, Jason Moon. Moon weaves scientific/statistical information within the sharing of his own journey of PTSD. 7 Things is a solution-based presentation of how veterans, care providers, and civilians can work together to ease the burden of living with PTSD.

Objectives:
1. Participants will be able to reengage in active listening with PTSD veterans.
2. Participants will be able to recall statistical and factual information in correlation to PTSD/veteran issues.
3. Participants will be able to relate/appreciate PTSD veterans and their struggles through personal account/music.

Jason Moon – Executive Director of Warrior Songs, Veteran of Iraq War, Singer/Songwriter/M.A. Religious Studies, Warrior Songs, Madison, Wis.
25. Healing Voices

HEALING VOICES is a feature-length documentary examining experiences commonly labeled as ‘psychosis’ or ‘mental illness’ through the real life stories of individuals working to overcome extreme mental states, and integrate these experiences into their lives in meaningful ways. The film runs for 1 hour and 40 minutes and will include a talk back session of 20 minutes. Please note this is an extended session time of 120 minutes.

Objectives:
1. Participants will have an increased understanding of the lived experience for some individuals experiencing extreme mental states, otherwise known as mental health issues, mental disorders, or mental illnesses.
2. Participants will have an increased understanding of the experiences of family members and other significant supports.
3. Participants will learn ways of relating to, and supporting people with experiences of extreme mental states, along with their families and friends.

Mary Madden – Executive Committee Member, WISE, Waukesha, Wis.

26. Making the Connection to Lesbian, Gay, Bisexual, Transgender, and Queer Survivors of Violence

Learn about the forms of violence impacting Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ) survivors (Intimate Partner Violence, Sexual Assault, pick-up violence, bias and community violence, suicide, etc.) We will be discussing the barriers LGBTQ survivors face when accessing health care and systems designed to help which can sometimes prevent LGBTQ survivors from seeking services. Participants will gain knowledge about resources available to LGBTQ survivors within Wisconsin.

Objectives:
1. Participants will be able to gain a greater understanding of the LGBTQ community (languages/labels).
2. Participants will be able to have the ability to recognize the various forms of violence facing LGBTQ survivors.
3. Participants will develop a greater understanding of how trauma impacts LGBTQ survivors.
4. Participants will be better prepared to address LGBTQ community members in a culturally competent manner.
5. Participants will be able to access resources and safety tips available to LGBTQ survivors on violence.

Kathy Flores – Statewide LGBTQ Anti-Violence Program Coordinator, Diverse & resilient, Milwaukee, Wis.

Friday - September 29, 2017
Closing Keynote
11 a.m. - Noon

How Do We Know If We Changed?

Crises and the way we respond to them have a profound impact on our lives and our communities. Our experiences compel us to rethink and make important adjustments to our approaches and even our worldview. Sometimes this happens in practice like a driver fishtailing on an icy road. Other times, we are making changes in policy to reflect what we have learned. What have we learned so far from our crises and how do we know we learned it?

Objectives:
1. Participants will be able to identify at least one characteristic of crisis response that has changed in personal practice.
2. Participants will describe the reasons for the change in personal practice.
3. Participants will be able to identify 3-4 standards for the practice, policy and measurement of a transforming crisis response system.

Chacku Mathai, CPRP. – Director, STAR Center, Webster/New York, N.Y.
21st Annual
Crisis Intervention Conference

The Crossroads of Crisis and Hope in a Diverse Society

September 28 and 29, 2017 — Kalahari Resort & Convention Center, Wisconsin Dells, Wis.

Sponsored by:

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