Pre-Conference Institute & Workshop Descriptions

ACLAIMH

35th

1979-2014

ASSOCIATION OF COMMUNITY LIVING AGENCIES IN MENTAL HEALTH

Celebrating Thirty Five Years

NOVEMBER 4-7 2014 · THE SAGAMORE RESORT

PRE-CONFERENCE INSTITUTES

Tuesday, November 4th ~ 1:00 p.m. – 5:30 p.m.
Wednesday, November 5th ~ 9:00 a.m. – 10:30 a.m.

P1. Managed Care Toolkit

This pre-conference institute will provide a review of the ACL Managed Care Toolkit, which will have been previously sent to all ACL members free of charge. The toolkit will provide an overview of Managed Care; services covered; eligibility; network development; coverage plans; a review of contract terms to watch for; ongoing state and county roles; advice on how to analyze your costs in anticipation of negotiating rates; understanding claims, billing and reporting requirements and much, much more. The participant will leave armed with increased understanding of managed care and how Plans operate and the tools to assist them in creating positive relationships with the latest players to enter the behavioral health field.

P2. Housing Development - Then and Now

This Pre-Conference institute will provide an overview of the development process, recent changes to that process as well as review funding sources from tax credits, HCR, OMH, and OTDA. Participants will learn the roles of the provider, the developers and the investors. It will also review changes that are occurring as a result of how the federal and state governments choose to interpret the Olmstead decision. Providers will showcase some of their most recent projects and how they are different from ones done years ago.

WORKSHOP SESSION I

Wednesday, November 5th ~ 3:45 p.m. – 5:15 p.m.

1. Behavioral Health Managed Care Transition Update

This session will provide a status update on the process of transitioning behavioral health services to managed care, including the state of implementation in NYC and the rest of state and the role out of 1915(i)-like services.

2. Enhancing Workplace Effectiveness during Uncertain Times: A Focus on the Core Issues

Health Homes, HARPS, DISCOs, BHO's, MCO's, DSM, MRT, DSRIP and PPSs - Oy Vey! Who can keep up? These are unprecedented times in our profession and never before have we been faced with so much transformation. With change comes a range of emotions including anxiety, fear, skepticism and even anger. While these are natural and real emotions it's important to find a place for optimism, hope and excitement and lets change that message from Oy Vey to Hooray! At ICL we have a robust staff wellness program that has yielded high staff retention rates and strong feelings of worker satisfaction. In this experiential workshop, we will discuss our culture of inclusion and tolerance where all staff have a stake in important decisions. Our proactive approach to addressing managed care challenges has served to allay staff concerns. We will weave in topics related to cultural competence and the importance of effective supervision. Participants will be invited to share their unique strategies as well.

3. Executive Order #38

Executive Order #38 and implementing regulations placed caps on Executive Compensation and Administrative Expenses of state-funded entities. Now that the regulations are fully effective, it would be important to make sure you fully understand what your obligations are under the regulations—and how you need to comply. Here about the latest status of these regulations, the most recent clarifications from the State and the status of a series of legal challenges to the regulations.

4. Mindfulness Based Stress Reduction

In our ever changing world of behavioral healthcare stress is inevitable. However how we deal with that stress can affect our health. Mindfulness Based Stress Reduction (MBSR) is an evidence based practice that can help our staff and those we serve learn how to effectively deal with stress. Join us to learn the basics of MBSR and begin to think about how you might introduce it to your staff to help them in their own self-care.

5. Supporting at Risk Young Adults with Mental Illness Transition from Children to Adult Services

The presentation will discuss FREE's outreach and collaboration with local BOCES to develop a specialized treatment track for at risk adolescents with mental health diagnoses graduating from BOCES. FREE's Terry's Place PROS along with the Young Adult residence have been working closely with the BOCES team to design a program to help the Young Adults focus on positive opportunities such as employment and education.

6. **The Impact of Permanent Housing on Healthcare and Cost**

This presentation will discuss the link between permanent supportive housing and the improvement of the overall wellbeing of people with serious mental illnesses (SMI). Specifically, permanent housing increases greater access to healthcare, improves chances of employment, reduces involvement in the criminal justice system, all while significantly reducing the cost to the system. In particular, it has long been known that stable housing for people with SMI substantially reduces the cost of healthcare. People with SMI account for a disproportionate amount of public funds spent compared to the rest of the general population, suffering greater chronic debilitating and often untreated comorbidities which can be prevented through non-medical interventions. Other dynamics also disproportionally impact the mentally ill, including homelessness, addictions, poor nutrition and so on. The costs reductions are significant; for example, in NYC, each unit of permanent supportive housing saved over $16,000 per year in other public costs.

7. **The Justice Center: Compliance and Reflections after the First Year**

The presentation will give an overview of the New York Justice Center for the Protection of People with Special Needs, including its mission, functions, internal structure, and practices. The Justice Center has been active for a year now, during which it has had a rocky start and significant criticism along the way. Because the Justice Center provides an additional layer of regulatory oversight for OMH providers, providers should be very familiar with the differing reporting requirements for the Justice Center, as well as the potential liability involved with dealing with a law enforcement agency like the Justice Center. Attendees will leave understanding what the agency is and who runs it, how to comply with Justice Center and OMH regulations relevant to the Justice Center, what is reportable to the Justice Center, and how to deal with Justice Center investigations. The presentation will include case studies based upon actual experiences of covered facilities during the Justice Center's first year.

8. **There is No Us vs. Them: Combatting Organizational and Worker Stigma**

Community Access provides services for individuals who have experienced stigma and discrimination not only related to a psychiatric diagnosis, but also due to additional "labels" related to histories of incarceration, drug and alcohol use, homelessness, health concerns (e.g. HIV/AIDS, diabetes) and sex work. As we know from the literature, stigma expressed by direct service workers is entrenched and problematic. Therefore, we vigorously pursue and implement agency-wide stigma and discrimination reduction practices so that we are not contributing to services that harm rather than help and heal. In this presentation, we will discuss insidious ways that stigma and discrimination play out in mainstream social services, sharing our agency strategies that fight oppressive practices. We will explore challenges, and their solutions, when putting stigma-fighting strategies into practice. Although our main focus is on workforce and policies, we will also cover public stigma campaigns. Participants in this workshop will leave with concrete approaches they can infuse into their work, including in their agency's hiring practices, training, intake policies, language and health promotion activities.

9. **Through the Smokescreen: Tackling Synthetic Cannabinoid Use in Homeless, Mentally Ill Adults**

Synthetic cannabinoids (also called K2 or Spice) are increasingly popular drugs that have proven to be extremely dangerous, particularly for clients with underlying mental health and medical issues. Fast becoming the drug of choice for many clients, providers must create their own best practices to tackle this issue. Come learn about BRC's Through the Smokescreen, an innovative group-based approach designed to help clients who regularly use K2 accept the Stages of Change model while providing a harm reduction focus on the realities of use. Participants will learn about the group design and methods, the pre and post test data collected, and what we've learned so far.

10. **What You Don't Know Can Hurt You - Today's Compliance Risks**

Compliance, regulatory and quality risks face every agency and today's challenges are ever evolving. It's important to be able to identify them, face them and prevent them from occurring in the future. Using contemporary case studies and lessons learned, this interactive session will assist you in determining the risks and areas of improvement (some which may be hiding) as well as developing best practices to support your agency's goals to deliver compliant and quality services.

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11. **Beyond Trauma: The Path Towards Wellness (Part I)**

   This workshop will give an overview of the latest research on the effects of trauma on the brain and the implications for therapeutic treatment. It will include diagnostic considerations, the biological templates of trauma, the psychological affects and the spiritual dimensions of a traumatic experience. Treatment considerations will be discussed including mindfulness practices, creating new brain pathways and discovering the power to create your own story and mission. ***Part Two of this series is Workshop #22.***

12. **Conducting Spirituality Groups in a Clinical Setting**

   Participants will have an opportunity to discuss the rationale and role of spirituality groups in behavioral health settings.   They will also learn how this inner search for meaning and purpose can enhance and impact the recovery process in multicultural inpatient and outpatient settings.

13. **Converting an OMH Licensed CR to a Crisis Residence**

   This workshop will explore several issues related to converting a licensed supervised community residence to a licensed crisis residence, including regulatory reform, role of peer staff, contracting and payment, design, and financing.

14. **Exploring New Business Opportunities for Housing Providers**

   As behavioral health services are funded through managed care plans and other initiatives are implemented, such as Health Homes and DISRIP, there are greater imperatives along with opportunities to implement new approaches to emergency diversion. This creates new roles for housing providers as crisis diversion services will be covered under the 1915(i) provision of Medicaid. This session will present two models of crisis programs, one of which is entirely peer operated, PEOPLe, Inc., and one which uses a combination of peers and clinical staff, OptumHealth Pierce County. Both these models have proven very successful in diverting clients from inpatient care. Data demonstrating program effectiveness, models of collaboration utilized to achieve success and tactics and strategies will be discussed. Participants will be able to apply these models to current business opportunities in New York.

15. **Housing Reform and Olmstead**

   Moira Tashjian, Director of Housing at the Office of Mental Health, will provide an overview of the many reform projects that have been completed or that are in the works around the state. Providers have changed CRs into apartment buildings, crisis programs, scattered site apartments, or into combinations of some or all of these. All of this is being done as the United States Department of Justice holds states' feet to the fire to more fully integrate people with special needs into communities around the nation per the ADA and the Olmstead decision. If you are thinking of taking on a reform project, come to this presentation to get ideas.

16. **Preparing for, Responding to, and Surviving an OMIG Audit**

   This presentation will inform attendees how to prepare for, respond to, and survive an audit by the New York State Office of the Medicaid Inspector General (OMIG). The presenters are providers who have successfully navigated the process, who have developed Best Practices that they will share. They have also presented numerous times for ACLAIMH and have made themselves available for individual help. A question and answer period will be provided.

17. **Preventing the Criminalization of Mental Illness**

   Improving the interactions between police, consumers, and providers of mental health services is necessary to decrease the disproportionate amount of incarcerated individuals with mental illness. This can be accomplished by increasing the collaboration and partnership between and among law enforcement, service providers, consumers, advocates, family members, government, and others. This presentation will discuss how Crisis Intervention Team (CIT) programs are an effective way to increase that collaboration. Other ways that providers and consumers can prevent the criminalization of mental illness will also be addressed.

18. **Tackling Difficult but Common Workplace Scenarios**

In today's social media-driven society, employers of all sizes are being forced to apply traditional employment policies in non-traditional forums. This program will examine how organizations can proactively address and lawfully respond to employee misuse and abuse of social media. The presenters will also address some of the most difficult but common workplace scenarios - employees with inappropriate social media postings, alcohol or drug issues and more.

19. **Using Continuous Quality Improvement to Strengthen Outcomes**

Human Services providers are increasingly being evaluated and funded on their ability to demonstrate the effectiveness of their services. This workshop will provide participants an overview of the core concepts of Continuous Quality Improvement (CQI) as a performance management strategy for achieving desired outcomes and goals. Participants will learn about implementation design, common implementation challenges, and concrete strategies to create an organizational culture that values performance improvement. Workshop participants will be able to identify the necessary next steps for implementing or enhancing CQI systems within their programs.

20. **What Road Will You Travel To Managed Care & ICD-10 Implementation?**

With Managed Care and ICD-10 in the horizon you need to ensure that your organization is poised to travel down a smooth super highway and not a pothole-ridden back road on its way implementation. Knowing that a journey down a rough road can leave you in need of costly repairs this session will provide you with pothole avoidance tips including "best practice" advice for billing Managed Care – including credentialing, insurance verification, prior authorization, understanding the plan/contract and communication; and a basic understanding of ICD-10, the key points of a sample implementation plan, claim testing and billing considerations.

21. **OMH Contracting – What Every Housing Provider Needs to Know**

Recent changes in the OMH contracting process will impact your agency! This interactive workshop will cover recent changes and modifications.   Attendees will learn and have an opportunity to ask questions regarding initiatives including; the new five year contracting process, an initiative to simplify annual renewals, on-line RFPs, Grants Gateway prequalification, and Minority and Women-Owned Business Enterprise goals. Send your finance staff and bring your questions!

22. **Beyond Trauma: The Path Towards Wellness — Part Two**

Part Two of a two-part series. **See Workshop #11 for a description.**

23. **Creating Community Services to Best Meet Veteran's Needs**

Several years ago President Obama, HUD and the VA committed to ending veteran homelessness. As more and more veterans are returning from active duty community behavioral health and housing services need to adapt to meet their unique needs. Several initiatives have helped significantly decrease the number of homeless veterans nationwide. This panel will discuss the developments of housing programs specifically designed to serve veterans and their families as well as how community services can best serve our returning war heroes. This workshop will provide information on specific funding mechanisms and program plans for addressing this high priority population. It also will provide a general overview of veterans' mental health issues including PTSD, TBI, Substance Abuse, Military Sexual Trauma, Suicide and Homelessness.

24. **Re-Entry Practices for People with Mental Illness**

This presentation will cover guiding principles of re-entry, the APIC model (Assess, Plan, Identify, and Coordinate), screening and assessment, public safety and criminogenic risks, re-entry planning, entitlement issues and timely access to treatment post release. It will also address trauma-informed care, Health Homes and Care Coordination, housing, peer supports, as well as employment and transition management.

25. Future-Proofing Your Agency in 5 (Not So) Easy Steps

With regulations on healthcare delivery coming down constantly and quickly, many providers are scrambling to predict what it will take to survive in the newly emerging landscape of care. The answer: data-driven planning. This session offers specific strategies for using data and metrics to help agencies eliminate guessing and create a platform for growth that's strong and agile enough to face whatever changes are sure to come. Building on the principles of accountability, accessibility, and affordability, attendees will learn how to create a base of knowledge that will help them operate more efficiently and economically while improving their quality of care. Drawing on decades of experience using data to support decision-making at all levels, the presenters can offer the perspective of legislators, direct care providers, administrators and other stakeholders for a discussion about what you can do to prepare your organization to face the coming changes in a way that will best support your staff, your clients, and your positioning as an agency of the future.

26. How are Your Colleagues Preparing for Managed Care?   - Actual Alliances in NYS

Many providers throughout the state are entering into strategic alliances and mergers in preparation for the changing behavioral healthcare environment. Some are forming Independent Practice Associations, others are forming Management Services Organizations and others are just merging. This presentation will provide participants with a look inside a few of the alliances that have formed over the last year in the ACL membership.

27. Managing the Impact of Job Related Stress for Staff in the Human Services

This workshop addresses the sources and impact of stress in social work and helps participants strategize ways to gain control of on-the-job stress. Specifically, it helps participants to use the same professional strengths that they use in their daily work to identify and define sources of stress, both personal and organizational, that can lead to burnout, compassion fatigue, and vicarious trauma, and can affect the quality of service delivery. It also describes the importance of self-care for staff, and identifies helpful coping techniques to manage challenges of the job. Finally, it reconnects participants to why they chose to work in human services, encouraging a renewed sense of purpose and helping to set the framework for lowering stress while enjoying the work.

28. Riding the Waves of Change

Mental Health Housing is in the process of major change in all areas. In order to not just survive, but thrive, agencies need to be able to "ride the waves". This workshop will provide practical information for how to do this and stay afloat. Changes will be looked at in the areas of housing, funding, staffing, administrative systems, partners and service delivery. Tools will be provided that help administration/management look at where they are now and how to adapt for future successes. There will be opportunity for attendees to participate. Come learn to surf with us.

29. The Federal Fair Housing Act—The Basics and Recent Developments

This workshop presenter will review how the Fair Housing Act can be used to access housing for people with disabilities.   He will discuss the types of cases in which it can be used (rejection by landlords on the basis of disability, special requirements placed on people with disabilities) and the standards used by the Court in determining whether there is a violation of the Fair Housing Act (discriminatory intent, disparate impact, reasonable accommodations, retaliation). Also, Mr. Schonfeld will discuss briefly the interplay with the Americans with Disabilities Act, the New York State Human Rights Law and other local anti-discrimination laws. He will also discuss the recent Fair Housing landmark decision in a Federal case on Long Island involving the Village of Garden City which required Garden City to change its policies regarding low income and multi-family housing. Finally, he will cover any other Fair Housing decisions that come up between now and November.

30. The Many Benefits of Urban Farming in our Supported Housing Backyards

Vocational training, nutrition education, food production, exercise, increased sense of wellbeing, a forum for community engagement….the list of benefits seems to go on and on! This presentation will discuss the experience we have had at The Bridge of running two Urban Farms over the past 8 years in New York City. Along with a power point presentation which will provide visual images and bring our program to life, our discussion will highlight how urban farming integrates vocational training and nutrition education utilizing the fresh produce grown on site, into the residential lives of our clients. We will also discuss how this program enables us to link what our clients learn in their various outpatient programs to what goes on at home in their residential lives. Finally, we will discuss our involvement with the Design Trust of New York and our training on how to track the many outcomes and benefits we are reaping from Urban Farming in our Supported Housing Backyards!

WORKSHOP SESSION IV

Thursday, November 6th ~ 1:45 p.m. – 3:15 p.m.

31. Technical Assistance with OMH: Frank Jaklitsch & Moira Tashjian

Every year at the ACLAIMH Conference, Frank and Moira provide an opportunity for providers to learn directly from them on issues such as contracts, development, building renovation and many other issues (including when OMH will pay for the eradication of bed bugs and replacement of damaged goods!) They will review anything that is new and then will answer any and all questions. We are always surprised at what confuses staff, particularly if an agency has turnover in their fiscal and contract departments, e.g., do you know to do property worksheets for licensed programs every year? If not, you are leaving money on the table! Do you know the status of exempt income? Do you know what property costs are allowable in licensed v. unlicensed programs? This session is a must for contract and fiscal staff.

32. An Update on NY's Olmstead Plan

This workshop will provide an overview of NY's Olmstead Plan as well as an update on the state's commitment to its implementation. This plan will have a lasting impact on the way that special needs housing and services will be developed and operated in the state on a go forward basis. It will also impact the way that current housing and services are reformed. Our presenters are Roger Bearden, who was instrumental in the creation of the plan, Michael Goldberger from the Department of Justice and John Tauriello from the NYS Office of Mental Health.

33. Cultural Competence

Cultural competence is foundational to the wellness of individuals and organizations. Come explore culture, privilege and oppression, and how cultures form. Learn skills, knowledge and attitudes vital to recovery orient residential services. Enjoy this experiential based workshop sharing personal expertise and group knowledge as a source of cultural wisdom.

34. Evidence Based Practices in Housing

As we move to managed care we must realize that payers will focus on evidence and outcomes. This session will provide an overview of the activities involved in implementing evidence-based practices (EBPs) in housing. Although SAMSHA EBPs in housing focus on permanent supportive housing there will be some take-aways relevant to making transitional programs more evidence based.

35. Health Homes and Housing

Health Homes have now been rolled out throughout the entire state. This presentation will provide an overview of how Health Homes are faring, how the portal is coming along, what Care Coordinators are expected to accomplish now, and what Care Coordinators will be expected to do once the HARPS and 1915-I services are available. Providers of Care Coordination and Housing will talk about how it is working in their organizations. They will share implementation challenges and solutions, strategies to develop effective partnerships and collaboration, case studies, experiences with MRT supported housing beds and other lessons learned.

36. How to Conduct a Medicaid Self Audit and How to Make a Medicaid Self Disclosure

From the Medicaid program's perspective, a critical part of any Medicaid provider's compliance program is the concept of risk assessment and self-auditing of those risk areas. Learn about identifying where errors are most likely to be made and how to self-audit your organization's Medicaid claims and supporting documentation for compliance with applicable requirements. Hypothetical situations for risk assessment and self-auditing, particularly the scope of the self-audit, will be discussed. The potential role of statisticians will also be discussed. Once you have found that your organization has received Medicaid overpayments, what is the next step? Federal law (ObamaCare a/k/a the Affordable Care Act) requires that providers report, repay and explain Medicaid overpayments. Learn about these requirements and how to report Medicaid overpayments. The consequences of failing to report Medicaid overpayments will be discussed. A question and answer period will be provided.

37. New Ways to Measure Success in Transitional and Permanent Housing

What do we mean by "success" in housing? How can we more accurately assess how tenants are doing so we can improve services? BRC has been implementing an evidence-based assessment for the last two years that has changed the way we deliver services in housing…for the better. The implementation has been so successful that we are expanding its use to all of our housing programs, including OMH transitional housing. Come learn about the scale from both an administrative and program perspective.

38. Non-Profit Law Changes

On July 1, 2014, the Nonprofit Revitalization Act changed the New York State non-profit law in order to reduce burden to nonprofits, create efficiencies in process, and enhance governance and oversight. This was a long overdue update of statutes that had not changed in over 40 years. This presentation will provide participants with the knowledge they need to make any Bylaws, policy, and operational changes in their organization to ensure compliance with the new laws. Key changes will be outlined and there will be a discussion as to next steps and best practices. Question and Answer period will be provided. Our presenter, Nancy Sciocchetti, is managing partner with O'Connell & Aronowitz's Health Law practice, concentrating in the area of health care and general corporate enterprise development and transactions.

39. A Problem Behind Closed Doors: Understanding & Working with Individuals with Hoarding Disorders

Hoarding is one of the most troublesome issues in managing supportive housing: it speaks to a clinical need that must be addressed by case managers sensitively, but also to a perilous situation that must be addressed by operations staff directly. This workshop is adapted from the CUCS popular training "Understanding Compulsive Hoarding", and uses as its framework the research and finding of Dr. Randy Frost, considered the foremost expert on hoarding in the United States. Mr. Golub lays the groundwork for understanding hoarding as a condition (newly added to the DSM 5), and describes how it differs from having poor ADLs or simply being a collector. He then describes how to engage and work with these individuals by using Motivational Interviewing, taking a harm-reduction approach, learning the Stages of Change model, and employing cognitive behavioral strategies.

40. Top Ten Compliance Risks of Electronic Records

Most providers realize that the use of Electronic Medical Records (EMRs) is in everyone's future and here to stay. They can assist staff from accurately documenting to assuring that all the pieces of a record are accounted for before a claim is submitted. But is this really true all the time? Hear from compliance experts that this is not always the case! From their experience with various providers, they will share the top 10 risks and ways to reduce your exposure with your current software or as you work to identify and implement an EMR and electronic billing system in your agency.

A.   Housing for Individuals with Disabilities: What is HUD Thinking?

HUD funding and programs support individuals with disabilities in many different ways, from Capitol for new construction to rental assistance, operating expenses and services. HUD has been working closely with the Departments of Justice and Health and Human Services to identify ways to increase community living options, increase home and community based service options, and to do all this in a rapidly changing landscape driven by Olmstead enforcement actions and health reform. As a senior advisor to the Secretary of HUD and primary liaison for HUD with HHS, Jennifer Ho will provide an overview how HUD programs are changing and the unprecedented collaboration between HUD and HHS.

B.   Identifying Symptoms: Medical, Psychiatric, Substance Related, Developmental or All? - Part One

Assessing the likely origins of a problem can be enormously useful in providing relevant and effective care, however, symptoms that people present may appear to be due to a variety of underlying problems. You may ask yourself, "Am I seeing symptoms of depression with this person, or has he stopped taking his thyroid medication, or has he been drinking again?" Knowing if a problem is medical, psychiatric, related to the ingestion or withdrawal from a substance, related to the abuse of substances, or a response to a situation or stage of life would be useful in directing appropriate interventions and care. This workshop reviews each category. The information presented can help all care providers develop better abilities to focus on the issues they see with clients. *Part Two of this series is Workshop #43.*

C.   The Justice Center - One Year Later

The Executive Director and staff at the Justice Center will present an overview of The Justice Center's accomplishments and challenges from the last year, policy and rule changes, data on incidents and its future direction. A Question and Answer period will be provided.

D.   The Transition to Managed Care from the Plans' Perspective

This panel of Managed Care Plans and Behavioral Health Organizations will provide an overview on how providers will interface with them regarding contracts, what is open to negotiation, rate setting and billing. In addition, there will be a discussion about 1915(i) readiness and their relationship to Health Homes; their ability to manage the education and employment components that the state requires; and opportunities for funding new program types, if any.

ACLAIMH 35th ANNUAL BASH

It's 1979 Man!

That's right — step back in time and celebrate the year ACLAIMH was founded!

Grab your go go boots, leisure suits and bell bottom jeans and

get ready to *Shake Your Groove Thing* in our *Boogie Wonderland*!

41. Collaborations with Academic Communities and Institutions

East House Career Services has partnered with a prestigious college, Rochester Institute of Technology, for the last 18 years, to offer the "East House Enrichment Program at RIT". This collaboration provides East House clients with a 2 week college experience, including an application process, class selection, a scholarship opportunity, and a graduation ceremony. The goal of the program is to empower each individual to make decisions regarding their education. Learn about the program, expectations, experience, and outcomes in this session.

42. Employee Wellness Program: Laying the Foundation - From Start to Now

A 5 year snapshot of where our Employee Wellness Program began from assessing the needs of our employees' health status, getting our directors on board, program planning, implementation and evaluation. This workshop will guide planners through a process that starts with desired outcomes and identifies a mix of strategies to achieve the set objectives outlined by the PRECEDE-PROCEED Model (PPM). This model is currently the most used formal planning model in health education and it embodies two key aspects of intervention: (a) planning and (b) evaluation. PRECEDE stands for Predisposing, Reinforcing, and Enabling Constructs in Educational/Environmental Diagnosis and Evaluation. As its name implies, it represents the process that precedes, or leads up to, an intervention. PROCEED spells out Policy, Regulatory, and Organizational Constructs in Educational and Environmental Development, and, true to its name as well, describes how to proceed with the intervention itself. The PPM guides the program planner to think logically about the desired end point and work "backwards" to achieve that goal.

43. Identifying Symptoms: Medical, Psychiatric, Substance Related, Developmental or All? Part Two

Part Two of a two-part series. *See **Plenary Session B** for a description.*

44. Injecting Fun! How to Incorporate Recreation as an Effective Harm Reduction Strategy

This session will describe intentional strategies used by Community Access, Inc. (CAI) staff members to inject "fun" as an engagement tool and harm reduction service for individuals who use substances and those who are less inclined to engage due to health or mental health distress. CAI staff work together with program participants to promote socialization activities that encourage relationship building, broaden cultural horizons and expand positive coping skills as inspired by peers. Audience members will hear the pros and cons of including participants in the planning and implementation process and learn about the multitude of harm reduction approaches CAI uses to support individuals on their unique paths of recovery.

45. Risks of Partnerships and Integrations

This program will walk the participant through the critical issues to consider when thinking about mergers, alliances, affiliations or other forms of partnering. Whether you are responding to a request or contemplating reaching out to other providers, this session will help you understand the advantages and disadvantages.

46. Using Social Capital to Improve Outcomes

Human service agencies across the nation generally don't look at social capital as a means to help participants find employment. Social capital refers to the network of social connections that exist between people, which enable and encourage mutually advantageous social cooperation. Increasing one's social capital is key to increasing the social determinants of health – that being better housing and employment. Using social capital has proven to be most effective way to help people find employment. Participants will map their own social capital as a way to learn how to deploy this powerful method to help improve employment outcomes and overall wellness.