

Dialogues on Behavioral Health Care*
- 50th Anniversary Conference

*Re-inventing the Behavioral Health Work Force:
What Really Works?*



November 16-19, 2008
Renaissance Arts Hotel, New Orleans, LA

50th Annual Conference

*Come learn, "re-connect" with "old" friends &
Laissez Les Bon Temps Roulez!*

*This conference has traditionally been known as "SRCMHS"

ABOUT Dialogues on Behavioral Healthcare

Dialogues on Behavioral Healthcare (formerly SRCMHS) offers persons from local, state, and federal programs the opportunity to meet and interact with noted authorities in their field. While based in the south, the conference attracts speakers and attendees from over the country. This year's conference will be held at the **Renaissance Arts Hotel**, located in the Arts District of New Orleans at 700 Tchoupitoulas. Meeting space is limited, so mark you calendar now. For further information about the SRCMHS, visit our page on the MHSIP website at www.mhsip.org/srcmhs.

THIS YEAR'S CONFERENCE FOCUS

Reinventing the Behavioral Health Work Force:

WHAT REALLY WORKS!?

There is a looming crisis in the public behavioral health service delivery system which is a major stumbling block for moving the national transformation agenda forward. The provider workforce is insufficient in numbers and/or does not possess the competencies to meet the growing and changing demands of the populations to be served. And there are no good and timely solutions on the horizon! How do we address major public system provider recruitment and retention problems as the current workforce is "aging-out"? How do we change the culture of the provider system to be more inclusive of non-traditional mental health providers such family/ peer support specialists and non-traditional prescribers? How do we establish provider training/ credentialing and accreditation programs to promote and assure a diverse and culturally competent workforce? How can new technologies such as distance learning and tele-psychiatry help? How do we begin to transform our university/ professional schools and other education/training and programs to better address current treatment technologies, moving away from a predominating "private practice/ medical model" to a contemporary "recovery and rehabilitation" approach to care?

This conference will not only highlight these major issues but also of provide some model programs that have begun to demonstrate "what really works" to improve the behavioral healthcare provider workforce.

This is a very timely theme for this the 50th anniversary conference of Dialogues in Behavioral Healthcare. For half-a-century now this conference has been a national venue for addressing lessons learned and cutting-edge, data-based solutions to contemporary issues in the behavioral health care arena. The conference keynotes and plenaries will address where we have been and where we must go in order to achieve the vision and promise of transforming care for those we serve. Come join us to learn how you can begin to make a difference today in transforming care for tomorrow. Come celebrate 50 years of researching and demonstrating what really works.

CONFERENCE EXECUTIVE COMMITTEE

Randall Lemoine: President
Ed Payne: Secretary

Deborah Westvold: Treasurer
Will Ferriss: Past President

Committee Members: David Brown Hilary Hamlin Jan Smith
James Dunaway Melanie Harrison Mary Smith
Patricia Dunston Margaret Mitchell Carole Taff
Vijay Ganju

WELCOME ADDRESS AND KEYNOTE SPEAKERS

A. Kathryn Power, is the Director of the Substance Abuse and Mental Health Services Administration's (SAMHSA) Center for Mental Health Services (CMHS). SAMHSA's CMHS is charged with providing national leadership in improving mental health services for all Americans. As Director, Ms. Power leads the SAMHSA/CMHS staff of 126 individuals in addressing both the 21st century challenges and opportunities presented to the Nation's system of quality mental health care - from developing approaches to reduce disparities in access to services and negotiate the complexity of financing and funding concerns, to building on Presidential priorities such as the New Freedom Initiative, the President's New Freedom Mental Health Commission and growing support for mental health parity. Ms. Power received her bachelor's degree (B.A.) in education from St. Joseph's College in Maryland, and her master's degree in education and counseling (M.Ed.) from Western Maryland College.

Richard G. Frank, PhD, is the Margaret T. Morris Professor of Health Economics in the Department of Health Care Policy at Harvard Medical School. He is also a research associate with the National Bureau of Economic Research. Dr. Frank is engaged in research in three general areas: the economics of mental health care, the economics of the pharmaceutical industry, and the organization and financing of physician group practices. He is co-author of the book "Better But Not Well: Mental Health Policy in the United States since 1950" which presents an empirically based assessment of the evolution of mental health policies and services since 1950.

Dr. Junius J. Gonzales, is an expert in mental health research, policy, clinical services, and administration. In his former role as acting director for the National Institute of Mental Health (NIMH) Division of Services and Intervention Research, Dr. Gonzales provided scientific and management leadership for a \$250 million national and international research organization, including oversight for the largest-ever federally funded mental health clinical trials. NIMH is part of the National Institutes of Health, a component of the U.S. Department of Health and Human Services. Dr. Gonzales earned his M.D. from the University of Pennsylvania, received a M.B.A. from the University of Maryland, and was awarded an A.B. degree from Brown University.

CONFERENCE PROGRAM

PRE-CONFERENCE WORKSHOPS

SUNDAY, November 16, 2008

09:00 – 10:00 AM REGISTRATION

10:00 – 04:00 PM CONCURRENT PRE-CONFERENCE WORKSHOPS (A Box Lunch will be provided.)

Workshop 1: Using Telepsychiatry to Extend the Workforce. *Max Stachura, Medical College of Georgia*

Dr. Stachura, an Eminent Scholar in Telemedicine at the Medical College of Georgia, will provide a practical workshop on the implementation of Telepsychiatry as an effective technological means of extending the available workforce to meet mental health service delivery needs, particularly in rural communities. This workshop will provide information on clinical considerations and protocols of tele-psychiatry, regulatory and procedural requirements, as well as technological infrastructure and equipment needs.

OR

Workshop 2: Evidence Based Supported Employment: How to organize and fund effective return to work programs for people with psychiatric disabilities.

Dan O'Brien, Social Security Administration; Deborah Becker, Dartmouth; Steven Reeder, Maryland Department of Health and Mental Hygiene.

People with psychiatric disabilities have higher rates of unemployment and/or underemployment than people with other disabilities. Traditional vocational programs that emphasize getting ready for work have proven to be less effective than evidence-based supported employment in helping people obtain competitive, regular employment (part-time or full-time) in their communities. Most people with psychiatric disabilities, however, don't have access to supported employment services. New federal programs and financing strategies coupled with evidence-base supported employment are creating more opportunities for people to gain employment and become a part of the mainstream workforce in their communities. This workshop will highlight practical information about evidence-based supported employment, the Medicaid for Employed People with Disabilities (MEPD) Program and the Ticket to Work. Information will be provided about a successful model of implementation in the State of Maryland that has assisted consumers move from dependence on public assistance to greater independence through employment.

Enrollment in the pre-conference workshop is limited, so early registration is encouraged. Registrations for the pre-conference must be received by October 16, 2008. After this date, to determine availability, please contact Deb Westvold, SRCMHS Treasurer, at (515) 255-9215 or by e-mail at dwestvold@msn.com.

CONFERENCE SCHEDULE
SUNDAY, November 16, 2008

5:00 – 7:00 PM <u>50th Anniversary Celebratory Reception</u> Everyone is invited to this special reception to kick off the 50 th Anniversary Conference.

MONDAY, November 17, 2008

- 08:00 – 08:30 AM** **REGISTRATION**
- 08:30 – 08:45** **Welcome and Conference Overview.** *Randy Lemoine, 2008 President*
- 08:45 – 09:15** ***Celebrating the 50th Anniversary Conference:***
A Celebratory Retrospective *Ron Manderscheid, SRA International, Bethesda, MD*
In celebration of the 50th Anniversary Conference, Dr. Manderscheid, who was associated with the conference for decades while at SAMHSA, will provide a lively historical view of the conference, highlighting the special role that the conference has played in providing a venue for addressing contemporary issues in mental health service delivery and the importance of the use of data/evaluation technology to promote mental health system development and operations.
- 09:15 – 10:15** ***WELCOME ADDRESS:*** *A. Kathryn Power, SAMHSA-CMHS*
Ms. Power's welcome address will highlight the decades of SAMHSA/CMHS support for mental health system development and the current federal agenda and program initiatives for workforce development in support of transforming the mental health system for tomorrow. Her address will reference the transformation grants and the special role of data and evaluation in guiding mental health policy, planning, and service system development.
- 10:15 – 10:30** **BREAK**
- 10:30 – 11:30** **KEYNOTE: The Mental Health System: Progress & Prospects.**
Richard Frank, Harvard Medical School
Dr. Frank's keynote will further set the stage for the conference by providing an overview of progress of the mental health service delivery system over the past 50 years and what might be in store for the future, with implications drawn his book "Better Not Well." The importance of using best practices ("what works") and data and evaluation to support workforce development and management will be noted.
- 11:30 – 12:00** **DIALOGUE WITH THE EXPERTS**
Frank, Kathryn Power, & Manderscheid
- 12:00 – 01:45 PM** **LUNCH (On Your Own)**

- 01:45 – 02:45** **Trends for the Future and Implications for the Workforce.**
John Morris, USC School of Medicine & Annapolis Coalition, Columbia, SC
Building on the keynote, this plenary session will focus on the specific implications for the workforce, highlighting the core goals and strategies outlined in the Action Plan on Behavioral Health Workforce Development developed by the Annapolis Coalition and providing examples of specific workforce initiatives of the mental health transformation states, which are beginning to demonstrate “what works.”
- 02:45 – 03:00** **BREAK**
- 03:00 – 04:00** **State Workforce Initiatives.** *Vijay Ganju, TX; Deb Kupfer, WICHE, Boulder, CO*
Workforce development is a critical component of state mental health transformation and systems change efforts. These initiatives address both the training and support of the existing workforce and the projected needs of future mental health systems. This session reviews current, cutting edge initiatives and how states are addressing emerging issues and challenges.
- 04:00 – 04:30** **DIALOG WITH THE EXPERTS.** *John Morris, Deb Kupfer, & Vijay Ganju*
- 05:00 – 06:30** **RECEPTION**

TUESDAY, November 18, 2008

- 08:00 – 08:30 AM** **REGISTRATION**
- 08:30 – 10:00** **Non-Traditional Providers in the Workforce: Consumer and Family Members—What Really Works?**
- The Georgia Peer Support Model. *Larry Fricks, Appalachian Consulting Group, GA*
 - The Recovery Innovations Approach. *Lori Ashcroft, Recovery Opportunity Center, AZ*
- This session will provide an overview of what works to involve consumers and families in the behavioral health workforce and will highlight models of successful partnership. The Georgia Peer Specialists Model and the model program developed by Recovery Innovations will be highlighted. Both of these models have been implemented in a number of states. The presentation will address Model components as training and certification, implementation strategies, and Medicaid reimbursement. There will be dialogue with the experts and opportunity to compare and contrast the benefits of each model.
- 10:00 – 10:15** **BREAK**

- 10:15 – 11:30 Non-Traditional Providers in the Workforce:
The Example of Self-Directed Care Programs.**
Clarissa Netter, Maryland Department of Mental Hygiene & Ethel Nemcek, Soul Haven, Hagerstown, MD
- 11:30 – 12:00** **Dialog with the Experts.**
Fricks, Ashcroft, Netter, Nemcek
- 12:00 – 01:30 PM** **LUNCH (On your own)**
- 01:30 – 03:00** **Training Non-traditional and Current Providers in the Workforce**
- **Mental Health First Aid** – *Laurie Reid, Seminole Community Mental Health Center, Fern Park, FL*
 - **Credentialing** - *James Savage, Assoc. of Black Psychologists, Washington D.C.*
- There are a growing number of new approaches for mental health prevention and intervention that are currently being used by individuals outside of the mental health field. What is unique about these approaches is that they are performed by individuals who ordinarily would not be considered a mental health professional and often occur in natural settings and are embraced by the community in which they are used. Also, within the mental health discipline, there have been increased efforts towards provider certification standards and cultural competency.
- 03:00 – 03:15** **BREAK**
- 03:15 – 04:00** **The Changing University Curriculum.** *Karen Sowers, College of Social Work, University of Tennessee, Knoxville, TN.*
- Transforming the workforce will also require new approaches for training the current workforce and changes to the curriculums at universities and professional schools to be more in keeping with contemporary needs. Training programs need to apply what is now known to be effective approaches to adult learning and knowledge transfer rather than basing training on the traditional didactic/experiential workshop approach. What are some examples of what really works?
- 04:00 – 04:30** **Dialog with the Experts.** *Reid, Savage, & Sowers*

WEDNESDAY, November 19, 2008

08:00 – 08:30 AM Registration (for last day only)

08:30 – 10:30 Using New Technologies to Address Workforce Needs

- **Telepsychiatry & Distance Learning: Models that Work.** *Natasha Johnson, UAB School of Medicine, Birmingham, AL & Steve Dolan, Altapointe Health Systems, Mobile, AL*
- **Using Electronic Clinical Records to Extend the Workforce.** *Stephen Christian-Michaels, Family Services of Western PA, Pittsburgh, PA; Steve Dolan, AL*

How can new technologies such as tele-psychiatry, e-learning, and electronic health records help? This morning is dedicated to exploring how new technologies can help address workforce issues by improving training, direct service delivery, and communication. What are the advantages and benefits of using technology? What needs to be in place for different technologies to succeed? What roadblocks might you run into? We will look at some specific examples of using technology and examine what worked. The closing keynote will address the future of behavioral health workforce using new technologies.

10:30 – 11:00 Dialog with the Experts – Johnson, Dolan, & Christian-Michaels

11:00 – 11:15 Break

11:15 – 12:00 CLOSING KEYNOTE: The Future of the Behavioral Health Workforce: New Demands, New Technologies. *Junius Gonzales, M.D. Florida MH Institute, Tampa, FL*

Clearly, as the presentations at the conference have shown, the nature and the demands on the behavioral health care workforce are changing. How are we gearing up to face these emerging challenges in terms of financing, training, and new technologies? This session – based on current initiatives – is a crystal ball into the future, identifying directions and possibilities to be explored.

12:00 – 12:15 PM WRAP-UP AND EVALUATIONS