

# Washington Community Mental Health Council

## Administrative Services Division

2011 Conference ~ Yakima, WA ~ Wednesday, June 8th

In the past the Administrative Services Division (ASD) Conference has been held in October annually. This conference has provided two full days of training & networking in the support areas of information technology, finance, human resources, & administration. For many agencies this has been the main source of quality training for individuals working in these fields as it relates to our behavioral healthcare industry.

To meet the current budgetary challenges affecting our agencies in 2011, the ASD Board will present an affordable one day conferences in conjunction with the Washington Behavioral Healthcare Conference in June. The ASD conference will be held on **Wednesday June 8** in Yakima, WA at the Yakima Conference Center. There will be three workshops to choose from in the morning & four more in the afternoon. Additionally, there will be a plenary session featuring noted national consultant **David Lloyd** of MTM Services during the lunch session. David will also be presenting one of the afternoon workshops. David & MTM Services have assisted agencies across the nation & recently several here in Washington to improve their access & productivity & prepare for health reform implementation for **only a \$49 dollar registration fee**. Please see more information below & join us in Yakima on **June 8**.

Since 1987 the Administrative Services Division (ASD) of the Washington Community Mental Health Council has been producing terrific conferences to meet the training needs of the administrative staff of our members & other agencies in the public mental health arena. This year is no exception, with workshops designed for people working in:

Finance Billing Information systems Human resources Other areas of administrative support

There is no more cost-effective opportunity for staff to learn about new developments, hone new skills, & connect with other professionals from across the state who are dealing with the same issues, in support of the same mission.

**Special Thanks to our Sponsors:**

~ Speakers & Board Members ~

**Ann Strand** is an Assistant Audit Manager for Team Cascadia at the Washington State Auditor's Office. She has been with the office for 12 years. Ann has supervised local & state audits & is the Higher Education Coordinator for the State Auditor's Office. Prior to this Ann worked at Central Washington University in the business office while obtaining a Bachelor's in Accounting



**Beth Mauch** is the Audit Manager for Team Cascadia at the Washington State Auditor's Office. She has served the State Auditor for over 18 years. Prior to this Beth was a field auditor for the Washington Statement Department of Retirement Systems & held various secretarial & accounting positions at Western State Hospital for 10 years. Beth is a certified public accountant & has a Bachelor's in Accounting from Central WA University.

**David Lloyd** is founder of MTM Services, has been providing consultation to National Council members on improving operations & accountability for over 15 years. At the lunchtime plenary session David will discuss the roles of each of us in helping our agencies survive & thrive in the emerging world of healthcare reform by providing three primary values—accessibility, efficiency & measurable outcomes. Following the plenary, David will deliver a workshop focusing in on the opportunities & barriers involved in implementing centralized scheduling & using engagement specialists to increase capacity & improve access.



**Dave Kishler** is Director of Marketing Communications for Netsmart Technologies, a provider of clinical & practice management software for health & human services agencies nationwide. He is based in Netsmart's Dublin, Ohio office. Netsmart provides software as a service (SaaS), self-hosted software solutions & project implementation services to customers in all 50 states, including 350,000 care providers & 40 state-level mental health systems. Netsmart customers include mental health & substance abuse treatment agencies, psychiatric hospitals, private & group mental health practices, public health departments, intellectual & developmental disabilities organizations, vital records offices & managed care organizations. At Netsmart, Dave oversees company branding, as well as marketing communications, external communications & public policy communications. He also assists in managing Netsmart's annual CONNECTIONS customer conference. He has spent most of his career working in corporate communications for business-to-business technology companies. Dave is an active member of the Central Ohio Chapter of the Public Relations Society of America, serving on the board of directors & chairing several committees. Dave has a bachelors degree in political science & masters degree in mass communication from Miami U of Ohio.

**Arnold (Fritz) Wrede** started his professional life as a chemical dependency counselor. He completed a Masters in Educational Psychology from the U of Washington in 1977. Since that time he has completed Certificate programs in Mental Health Administration and IT Project Mgmt from the same institution. Throughout the 1980's he worked with the Seattle - King County Dept of Public Health managing contracts & program development for chemical dependency tx & prevention services. During this time he was involved in a number of research grant projects for the department & developed his interest in the IT world. In 1992 Fritz moved to Olympia & employment with the DSHS Division of Alcohol & Substance Abuse (DASA). Over the course of his tenure at DASA he has been

responsible for the development & management of the TARGET data system & other computer systems operated by the division. With the re-organization that has occurred in recent years Fritz has moved to the Management Services Division in the Aging & Disability Services Administration. He continues to provide guidance & support for the data & computer systems utilized by the staff, providers & contractors of the new Division of Behavioral Health & Recovery.

**Mary Herem** CPA is an ASD Board member & Finance Director at Greater Lakes Mental Healthcare in Lakewood (Tacoma) for 24 years. She is an honorary member of various HR, Clinical, & IT committees. In other words, she wears many hats like everyone else in the Not-for-Profit world.



**Michael Gordon**, Vice President & Senior Treasury Relationship Manager of Treasury Management at Key Bank provides cash management solutions to companies & organizations whose sales range between \$10 & \$250 million. As a Key Treasury Management TRM, Michael provides financial expertise, counsel, & customized solutions to help clients reach their complex goals. Through competitively priced financial solutions, his clients get the best financial alternatives available to meet their short- & long-term goals. In addition, Michael works with a collaborative team of Product Managers, Treasury Sales Specialists, & Implementation Specialists to ensure his clients have access to the extensive resources of one of the nation's largest financial organizations. Michael has been providing Key clients with comprehensive & customized financial solutions since February 2005. For the past 11 years, Michael has been actively involved with Multi-Service Center of South King County & currently serves as its President & also serves on the Pierce County Library Foundation Board.

**Jerry Schneider** has worked in the public mental health arena for over 30 years, the past 25 in Washington State. Jerry has served as a clinician, clinical supervisor of both outpatient & inpatient programs, as a DMHP in Kitsap & King counties & as a crisis team member at several mental health agencies. In the past 13 years, he has worked in the Information Technology aspect of public mental health in Washington. He has been the database administrator for several RSNs & mental health agencies. He was also the IS mgr for Pierce RSN for 6 years & is the past IS mgr for the Mental Health Division of DSHS. He also gained large system integration experience as IS Manager for the Senior & Community Services Division of Providence Health and Services. Currently he is Decision Support Manager for the Division of Behavioral Health & Recovery within the Aging & Disability Services Administration of Washington DSHS. Jerry will be rejoining Jet Computer Support, a Washington consulting firm, providing technical system analysis, project management, design & implementation work for information & decision support systems to RSNs & mental health agencies around the state. Jerry holds a Masters degree in Research Psychology & a second Masters in Counseling. He is a licensed mental health counselor with Washington state.

**John Moser** is the current ASD Board Chair & is currently the Human Resources Specialist & Compliance Officer for Northeast Washington Alliance Counseling Services (NEWACS). Prior to this John managed a wood treatment company & a bowling center. During his United States Air Force career John managed & supervised various programs & served as an instructor to mid-level managers in the areas of employee supervision & performance evaluations.



**Pat Flannery** is a former educator with 31 years of experience as a teacher, coach, athletic director, high school vice-principal, & Middle School principal with the Ephrata School District. After retiring from education in 2000, Pat began working as a workshop presenter & risk manager for Canfield & Associates. He provides many workshops to our members including: Sexual Harassment in the Workplace, Bullying Law for Schools, Employee Evaluation Training for Supervisors, Managers, or Principals (Classified &/or Certified), Supervision of Students During Unstructured Times, Challenging Job of the School Bus Driver, Enhancing Workplace Climate, Confronting Personnel Problems, Public Officials Liability, Hiring Smart, & Recognizing & Reporting Child Abuse & Sexual Misconduct in Schools.



**Gregory Robinson** has been the Senior Policy Analyst for the WA Community Mental Health Council since 2007. Prior to that, he was the Executive Director of Columbia River Mental Health Services in Vancouver, WA. He also served in various other capacities at CRMHS, & before that Eastside MH in Bellevue & Harborview Medical Center in Seattle. His first involvement with the Council was in 1987 at a meeting of what eventually became the ASD.



**Jennifer Whitson, LPN, ASD Board Secretary** is the Network Systems Administrator for Whatcom Counseling Clinic in Bellingham, WA. She has been at WCPC for 12 years. Prior to that she was an LPN & previously worked in grocery.



**Jim Hose, M.S., SPHR, ASD Board Member** has been the Director of HR at Spokane Mental Health for the past 10 years & an ASD Board member since October 2008. Jim has a B.A. in Business Admin., an M.S. in HR Development & Vocational Administration & a certification in Professional Training & Development from Eastern Washington University. He also holds the Senior Professional in HR designation from the Human Resource Certification Institute. Jim came to Spokane Mental Health following 5 years as a Lecturer in Management at EWU, where he taught upper division & Master's level courses including Human Resource Mgmt, Organizational Development, & Training & Development. Prior to that Jim spent nearly 7 years with Goodwill Industries of the Inland Northwest as Dir. of Human Services, with responsibility for all Vocational/Clinical services & Human Resource programs

**Judi Mitchell, MEd, ASD Board Member**, has been the VP of Admin. Services at Navos since 1993. She has combined an initial clinical career with administrative experience to create a unique perspective on HR Mgmt.



**Michele Wilsie, ASD Board Treasurer**, joined Cascade Mental Health Care in 2005 after many years in private industry. She is the Administrative Service Director there & supervises & directs HR services, financial management, safety & buildings & grounds.

**Suzanne O'Neil** a Principal in Mercer's Spokane office, works directly with HR & finance staff to analyze the strategic direction of health & benefit plans & set priorities for meeting goals. Particular areas of expertise include self-funding, strategic design & implementation of wellness & consumerism plans, & serves on Mercer's National Wellness & Productivity Committee, bringing together intellectual capital on wellness. Attended Vanderbilt U & holds a BA in Journalism from the U of Georgia.

**PLEASE PRINT (one form per person):**

For questions, contact Jennifer Whitson at 360.752-4547 or email [jennifer.whitson@whatcomcounseling.org](mailto:jennifer.whitson@whatcomcounseling.org)

Full Name: \_\_\_\_\_

Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

**Payment Method (see Fees on next page)**

Check – Make payable to WCMHC

Purchase Order – Attach copy & write PO# here \_\_\_\_\_

Visa, Mastercard, Amex, Discover

Cardholder Name \_\_\_\_\_

Card Number \_\_\_\_\_

Exact Billing Address: \_\_\_\_\_

Expiration Date \_\_\_\_\_

**Workshops**

Workshops are assigned to meeting rooms based on the number of people who pre-register for them. Please indicate which sessions you will be attending. Mark only 1 per time slot.

9am –9:45am Registration

9:45—10am Welcome (John Moser )

10am—11:30am

1. Payment Fraud - Managing Risk (Michael Gordon / Key Bank)

2. Data Dictionary Update (Jerry Schneider)

3. Maintaining Professional Boundaries ( Patt Flannery / Canfield)

11:30am—11:45 Break

11:45am—12:15pm Lunch

12:30pm—2pm

Plenary “How will Healthcare Reform Affect our Daily Work” (David Lloyd / MTM Services)

2pm—2:15pm Break

2:15pm—3:45pm

1. Auditors (Beth Mauch & Ann Strand / WA Auditors)

2. Centralized Scheduling (David Lloyd / MTM Services)

3. Meaningful Use (Netsmart)

4. Health Plans (Mercer)

**COURSE DESCRIPTIONS**

**10am—11:30am**

**1. Payment Fraud - Managing Risk** Michael Gordon, of Key Bank, will give an overview of Payment Fraud, Check Fraud, Electronic and Treasury Management and a discussion of today's technology.

**2. Date Dictionary Update:** Jerry Schneider and Fritz Wrede will discuss changes coming in October. There will be some significant changes to the Data Dictionary. Familiar data elements will be gone, some will be changed, & reporting timelines modified. An explanation of the changes & why they are occurring will be discussed, & they will give an update on what is happening with the NOMS. SAMHSA will be requiring client level data, similar to what is required in CD, & data on EBP services provided will be captured from the database rather than through an annual survey. This is a rare opportunity for providers to ask about these changes, & any other questions you might have.

**3.Maintaining Professional Boundaries** Patt Flannery will discuss how all workplaces face personnel issues that can have a negative impact on every aspect of business. While rules, procedures, policies, & codes of conduct attempt to prevent problems by setting clear expectations, no organization is totally free of workforce difficulties. This workshop addresses conduct that can create a breach or violation of workplace professionalism. Harassment, bullying, teasing, intimidation, workplace relationships, rumors, confidentiality, silence, violence, & retaliation are examples of topics discussed in a deterrent approach. Too often we operate in a crisis mode waiting until the problem explodes & are then forced to address the issue. Dealing with sensitive issues is most effective when it is done in a prevention format, which is the focus of this workshop.

**12:30pm to 2pm Plenary: How will Healthcare Reform Affect our Daily Work:** David Lloyd will present, at the lunch-time plenary session, and will discuss the roles of each of us in helping our agencies survive & thrive in the emerging world of healthcare reform by providing three primary values - accessibility, efficiency, & measurable outcomes.

## 2:15pm—3:45pm

**1. Auditors** Beth Mauch & Ann Strand have prepared a presentation and will discuss the types of audits performed by the State Auditor's Office. Internal controls over federal compliance & high risk areas, such as cash receipting payroll & disbursements & how federal grants are selected in accordance with A-133. It will also include recent issues noted by our office for Mental Health Departments at Counties.

**2. Centralized Scheduling:** David Lloyd has been working with agencies across the country on improving productivity and operations and will present a workshop focusing in on the opportunities & barriers involved in implementing centralized scheduling & using engagement specialists to increase capacity & improve access.

**3. Meaningful Use:** Netsmart will discuss how millions of dollars in Medicaid & Medicare Incentive Funds are set aside for organizations, including health & human services (HHS) providers, meeting the criteria for "Meaningful Use" of Electronic Health Records. It is vital that HHS providers understand that Medicaid & Medicare incentive funds are not just for primary healthcare. Most provider organizations will need to undertake major process changes to attain eligibility for incentive funding. It's crucial to evaluate your organization's current situation, including internal processes, budget & time factors, state criteria & training needs, & create a plan so that your organization can receive maximum benefits under ARRA. This session will feature the latest update on Meaningful Use criteria as well as insights & examples from a behavioral health provider organization on how they are preparing for Meaningful Use. Attendees at this session will: Understand organizational challenges, opportunities & required actions related to Meaningful Use, Learn how Meaningful Use will impact clinical processes, measurements & intake procedures, Hear about process changes to consider to prepare to meet Meaningful Use criteria.

**4. Health Plans—Navigating Health Care Reform** Suzanne O'Neil will help you explore the unique convergence in the world of health benefits to support HR leadership in developing a multi-year benefit strategic plan. Convergence of health reform & changes in the market created a great deal of confusion, particularly for the C-Suite. Challenges & opportunities facing employers defined in terms & in such a way that will assist HR leadership in effectively facilitating a strategic discussion with leadership, with both quantitative & non-quantitative considerations. With the passage of landmark health care reform legislation, it's imperative that HR leaders build health care strategies that continue to meet financial targets & optimize current programs. Information needed for making decisions to build a multi-year strategy, including an exit strategy, discussed. To optimize the value of health benefits, all the levers available must be used to control costs & improve health. Strategic levers defined. Communication with all levels of employees is important. Discussion will include determining what & when to communicate as part of the strategic plan.

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### FEES

**Registration cost:** \$49.00 by May 31st or \$59.00 after & you may register at the door. **Payment** - Make Checks Payable to: **WCMHC Mail registration form & payment to:**

WA Comm. MH Council , Attention: Natalie Walker

600 Stewart Street, Suite 202, Seattle, WA 98101

Phone: 206-628-4608 (x15) for Registration Received  
Questions FAX – 206-448-2448

**The conference is at the Yakima Convention Center**

**10 North 8th St, Yakima WA 98901-2515**

***Reserve your room ASAP to obtain the group rate.***

You must identify yourself as a participant in the "Behavioral Health Conference" to receive the special conference rates.

Reservations received after May 31st, 2010 will be on a space-available basis & you will need to ask for the Government rate to receive the conference discount.

### Recommended Hotels:

The following hotels in Yakima are offering special rates for conference participants:

#### **Red Lion Yakima Center Hotel**

607 East Yakima Avenue, Yakima, WA 98901

Phone: (509) 457-9000 \$94 + tax single, \$104 + tax double

Adjacent to the convention center

#### **Holiday Inn**

802 East Yakima Avenue, Yakima, WA 98901

Phone: (509) 249-1000

\$95.00 + tax Walking distance

**Holiday Inn Express** 1001 East A Street ,Yakima, WA 98901 (509) 249-1000 \$95.00 + tax Walking distance

#### **Howard Johnson Plaza Hotel**

9 North 9<sup>th</sup> Street, Yakima, WA 98901

Phone: (509) 452-6511 \$77.00 + tax single, \$85.00 + tax double. Walking distance

**Cedars Inn** 1010 East A Street, Yakima, WA 98901

Phone: (509) 452-8101 \$59.00+ tax single, \$65.00 + tax double. Walking distance .