Improve Mental Health and Substance Abuse Services

The 2003 National Conference on

Performance Measurement and Case Management for ***Mental Health*** and ***Substance Abuse*** Programs

Enhance Treatment, Measure Performance, and Integrate Services for Mental Health and Substance Abuse Services

The Performance Institute ■ Arlington, VA ■ March 10-11, 2003

Proven Strategies for Providing and Measuring Effective Case Management Programs for Your Agencies

Plus: Recruitment and Retention Strategies for Effectively Finding and Keeping Quality Case Managers

Sponsored by:

The Performance Institute

- **Enhance Treatment**
  Increase the Effectiveness of Your Case Management Programs by Implementing Best Practices from Around the Nation for Meeting the Varied Needs of Your Clients.
- **Define Outcomes and Measure Performance**
  Develop and Implement Performance and Outcome Measures for Effective Substance Abuse and Mental Health Case Management
- **Address Dual Diagnosis and Mixed Caseload Situations**
  Implement Best Practices for Case Management Programs for Dually Diagnosed and Mixed Caseloads
- **Integrate Services**
  Forge Partnerships and Ensure Seamless Treatment and Assistance across Multiple Departments or Service Providers

Enhance Treatment, Measure Performance, and Integrate Services

Dear Mental Health or Substance Abuse Program Manager, Contractor or Grantee:

Your are invited to join leaders from federal, state and local mental health and substance abuse agencies from across the nation as they share best practices, lessons learned and innovative strategies for developing, managing, and measuring your case management programs. Learn to create performance-based case management strategies to increase the effectiveness of your services and improve your ability to report outcomes.

Enhance Treatment and Services for Your Clients

The 2003 National Conference on Performance Measurement and Case Management for Mental Health and Substance Abuse Programs, March 10-11, 2003, is your opportunity to improve your case management skills in order to increase the effectiveness of your programs.

This conference outlines federal, state, and local frameworks for performance measurement along with innovative methods to design, manage and evaluate your case management programs. With these tools, you will have the ability to develop model case management programs to best meet the needs of your mental health and substance abuse clients. These strategies will include working with dually diagnosed clients as well as mixed caseloads.

Measure Performance and Report Outcomes to Funders

Develop and implement performance and outcome measures for effective case management and report on outcomes to enhance program funding and client services.

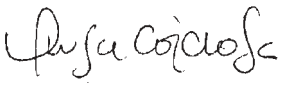
Through best practices, case studies and expert presentations covering mental health and substance abuse outcomes, measurement strategies, and models for performance management, you will emerge from this summit equipped with a practical framework for improving the performance of your programs and linking resources to results. Whether you use grants or managed care contracts to fund your services, you will acquire strategies to manage funding streams to maximize results.

Integrate Service by Forging Partnerships and Ensuring Seamless Treatment across Multiple Departments or Service Providers

We have convened leading experts from around the nation to share their success stories for forging partnerships, identifying grants and expanding case management services for their communities. Incorporate their lessons learned into your own program strategies and enhance the mental health and substance abuse services for your communities.

The strategies and best practices from the nation's leading mental health and substance abuse programs are waiting for you review. Join us for this critical event that will prove to be an important part of your efforts to improve your agency's performance. Register today by calling 703-894-0481 or visit us at www.PerformanceWeb.org!

Sincerely,



Luisa Córdoba
Director Health and Social policy
The Performance Institute

Improve Funding Outcomes for Your Program!

Day One: *March 10, 2003*

8:30 Keynote Address: Performance and Partnership Strategies for Improving Mental Health and Substance Abuse Treatment Programs

Learn about the latest efforts and current programs by the Substance Abuse and Mental Health Services Administration for effectively developing, measuring, and improving services for mental health and substance abuse programs.

Mady Chalk, *Office of Quality Improvement and Financing, SAMHSA*

9:30 Leadership Panel: Best Practices in Mental Health and Substance Abuse Case Management

- Best Practices and Innovative Strategies for Case Management Programs
- Develop and Implement Strategic Performance Measures
- Lessons Learned for Improving Delivery of Services and Outcome Reporting

Neil Brown, *Community Support Programs Branch, SAMHSA*
Jayme Sokolow, *The Development Source*
Harvey A. Siegal Ph.D. *Professor and Director, Wright State University School of Medicine*

10:45 Break

11:00 Use of Performance Measures for Substance Abuse Treatment Programs

- Develop a Course Set of Performance Measures for Substance Abuse Treatment for Private and Public Sector Health Plans
- Collaborate With a Broad Range of Stakeholders to Ensure Wide Spread Adoption of Alcohol and Other Drug (AOD) Performance Measures by Private Employers, Public Payers and Accredited Organization
- Address Challenges in Interpreting the Data

Harvey A. Siegal Ph.D. *Professor and Director, Wright State University School of Medicine*

12:15 Networking Luncheon

1:30 Evidence-based Treatment and Outcome Measurements for Mental Health and Substance Abuse

- Identify and Implement Evidence-Based Treatment Outcomes
- Effective Innovations for Applying Evidence-Based Practices to Systems Level Interventions
- Administrative-Practice Implications of Implementing Evidence-Based Services
- Address and Overcome Systemic Barriers to Evidence-Based Practices

Ron Manderscheid Ph.D. *Survey and Analysis Branch, SAMHSA*

2:30 Client Tracking, Data Collection, and Performance Reporting using the Latest Information Technologies

- Innovative Strategies for Collecting, Tracking, and Reporting Outcomes
- Leading Practices for Automating the Tracking and Reporting Process
- Develop Easy to Use Programs for Effective and Complex Tracking

Joshua Koerner, *Executive Director, CHOICE of New Rochelle, Inc*

3:30 Break

3:45 Partnerships for Performance: Linking Managed Care, Criminal Justice, Non-Profits and Community Health Centers to Achieve Integrated Treatment and Improved Performance in Substance Abuse and Mental Health Interventions

- Designing and Measuring Contracts and Partnerships to Best Meet the Needs of Your Clients
- Understanding and Identifying Potential Stakeholders
- Integrating Case Management Services Among Multiple Providers and Agencies
- Lessons Learned From Leading Service Providers

Steve Sawicki, *Connecticut Outreach-West, Center for Human Development**

4:45 Adjourn

Day Two: *March 11, 2003*

8:30 Performance Measurement Framework for Mental Health and Substance Abuse Case Management

- Develop a Framework for Measuring the Performance of Mental Health and Substance Abuse Programs: Designing, Implementing and Effectively Using Performance Indicators
- Master Best Practices in Performance Measurements from Leading Programs, Grants and Partnerships
- Utilize Logic Modeling: Linking End Outcomes to Specific Program Activities

Carl D. DeMaio, *Reason Public Policy Institute/The Performance Institute*

9:45 Break

10:00 Recruitment, Retention and Training of Case Managers for Mental Health and Substance Abuse

- Design And Implement A Comprehensive Recruitment And Hiring Strategic Plan That Tackles Your Specific Short-Term And Long-Term Needs
- Implement Targeted Strategies For Solving Staffing Shortages
- Identify The Signs That Burnout Is Occurring Among Your Staff
- Explore Options To Solve Burnout

Dr. Stanley McCracken Ph.D. LSCEW, *The University of Chicago Center for Psychiatric Rehabilitation**

11:00 Case Managing Multifarious Caseloads

- Six Types of Clients That can Be Found in a Multifarious Caseload.
- Twelve Intervention Strategies That Can Be Used With All Clients in a Multifarious Caseload
- Variations That Must Be Made In Case Management Activities Depending On the Type of Client Being Served

Ed Hendrickson, *Clinical Supervisor, Arlington County Alcohol and Drug Program*

Marilyn Schmal, *LPC, LSATP, Dual Diagnosis Specialist, Arlington County Mental Health Program*

12:00 Networking Luncheon

1:15 POST CONFERENCE WORKSHOPS Designing Outcome-based Measures for Your Agency

- Concepts, Models, and Techniques for Identifying and Outcomes for Your Program
- Use Logic Models to Connect Case Management Activities to Mental Health and Substance Abuse Outcomes
- Best Practice Tools for Measuring the Quality of Services: Partner Satisfaction; an Essential Measure for State and Local Government and Other Funders
- Using Actual Performance Data to Support Learning and Innovation

Workshop A: **Outcome-based Measures for Mental Health**

Jeb Brown, *Center for Clinical Informatics**

Workshop B: **Outcome-based Measures for Substance Abuse**

William Ford, Ph.D. *Sr. Associate, Health Systems Research, Inc.*

4:15 Adjourn

Rave Reviews from Previous Conferences:

"There was good collection of presenters who provided knowledgeable, theoretical, and practical information."
-Mollie Brodsky, *NCADD-NJ*

"Best speakers for performance measurement framework and mental health and substance abuse case management...they provided the most useful and user-friendly information."
-Elyse Hoffman, *Montgomery County, PA*

Diagnosis and Assessment

Free Subscription to Institute Research:

The Performance Institute serves as the nation's leading repository of thoroughly researched, documented, catalogued and peer-reviewed "best practices" in a multitude of issue areas. Each month, the Institute publishes its research through a variety of e-mail publications. To subscribe to the Institute's newsletter Health Issues at Health@perfomranceweb.org, and Performance measurements at Performance@Peformanceweb.org. For more information on Institute programs and services, visit us online at www.PerformanceWeb.org.

Who Should Attend?

- Substance Abuse Program Managers
- Mental Health Program Managers
- Public Health Contract Officers
- Health Program Grant Makers
- Health Grant Writers
- Health Program and Grant Evaluators
- State and Local Health and Social Service Officials
- State and Local Mental Health and Substance Abuse Research Agencies
- Community Foundation Administrators
- Executive Directors and CEO's for Health Programs
- Federal, State and Local Social Services, and Research Agencies

…and All Those That Care About Improving the Performance of Mental Health and Substance Abuse Programs!

Exhibiting and Sponsorship Information:

To learn more about exhibit and sponsorship opportunities at *The 2003 National Conference on Performance Measurement and Case Management for Mental Health and Substance Abuse Programs* contact James Simpson at 703-894-0481 or Simpson@PerformanceWeb.org.

Hotel Information:

The 2003 National Summit on Performance Measurement and Case Management for Mental Health and Substance Abuse Programs will be held at the Hilton Garden Inn.

Hilton Garden Inn
1333 Courthouse Road
Arlington, VA 22201
Tel: 703-528-4444
Fax: 703-528-4933

From its celebrated symbols of patriotism to its undiscovered neighborhoods, the sites and sounds of the nation's capitol inspire millions of visitors every year. Packed with famous sights, free attractions, and an endless calendar of special events, Washington, D.C. offers year-round inspiring experiences. For a better traveling experience, a limited number of rooms have been reserved at the Hilton Garden Inn at a discounted rate of $148. To make reservations directly, call 703-528-4444 and ask for the Performance Institute conference rate. The hotel is a few short blocks from many of Washington's lively and monumental attractions.

Tuition Rates:

Registration for *The 2003 National Conference on Performance Measurement and Case Management for Mental Health and Substance Abuse Programs* is as follows:

Conference & Workshop:	$1,295
Conference Only:	$995
Application Workshop Only:	$300

Group discounts are available. Contact The Performance Institute regarding group rates to the *2003 National Conference on Performance Measurement and Case Management for Mental Health and Substance Abuse*.

*Administrative Note: A 10% cancellation fee on registration will be charged for cancellations received less than three weeks from the date of the conference. As speakers are confirmed 6 months before the event, some speaker changes or topic changes may occur in the program. The Performance Institute is not responsible for speaker changes, but will work to ensure a comparable speaker is located to participate in the program.

Ten Key Reasons to Attend:

1) **Acquire** Innovative Strategies for Developing Case Management Programs to Best Meet the Needs of Your Clients

2) **Implement** Best Practices in Mental Health and Substance Abuse Diagnosis and Assessment

3) **Lessons** Learned from Working With Dually-diagnosed Clients

4) **Establish** Effective Partnerships to Provide Seamless Delivery of Mental Health and Substance Abuse Services

5) **Innovative** Approaches to Enhancing Client Tracking, Data Collection and Public Health Outcome Reporting

6) **Design** Specific Outcome-based Measures For Your Very Specific Program Needs, Regardless the level of Government: Federal, State and Local

7) **Increase** Performance, Enhance Reporting, & Improve Funding Outcomes for Your Program

8) **Coordinate** Social Service and Public Health Service Providers and Contractors More Effectively to Ensure Seamless Delivery of Service to Your Clients and Community

9) **Demonstrate** and Communicate Your Results-Orientation to Program Partners, Decision Makers and Program Funders

10) **Improve** Your Services and Motivate the Efforts of Program Partners with Performance Measurements

The Performance Institute
1515 N. Courthouse Rd. Suite 600
Arlington, Virginia 22201

The Performance Institute

Registration Form: *The 2003 National Conference on Performance Measurement and Case Management for Mental Health and Substance Abuse Programs*

Call (703) 894-0481; Fax This Form To: (703) 894-0482;
or visit www.PerformanceWeb.org

❑ Yes! Register me for the Conference

❑ Yes! Register me for the Conference and Workshop

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