Case Management Training Series 2016-2017
Person-Centered Strategies for Successful Engagement

REGISTRATION FORM
Check in: 9:00a – 9:30a
Training: 9:30a – 4:00p

Date: Thursday, September 8, 2016
Place: Rutgers-UBHC Technical Assistance Center
151 Centennial Avenue
Piscataway, NJ 08854

Date: Tuesday, September 20, 2016
Place: Ocean County Training Center
200 Volunteer Way
Waretown, NJ 08758

FEATURED SPEAKERS:

Tameka Chatman, MA, LCADC (Master of Arts) received a BA in Psychology and Criminal Justice from Temple University and a Master’s in Forensic Psychology from John Jay College of Criminal Justice. She has substantial experience in program development, as well as curriculum design, development and implementation, and has brought her knowledge and experience in the behavioral health field to the classroom as an Adjunct Professor of Psychology. Mrs. Chatman has trained and supervised several treatment teams in a range of behavioral health settings on an assortment of topics including group dynamics, psychopathology, case management, crisis intervention, treatment planning, assessment, and clinical interventions. She currently provides outpatient substance abuse services and chairs two advisory councils focused on issues pertaining to behavioral health and the justice system. She provides training, technical assistance, and consultation services to mental health and substance abuse providers throughout the state of New Jersey as a Training and Consultation Specialist at Rutgers University Behavioral Health Care.

Adrienne C. Hoover, MSW, LCSW (Master of Social Work) is trainer and consultant with Rutgers’s UBHC’s Behavioral Research and Training Institute. She has over a decade of experience in the behavioral health field working in higher education, in-home and residential settings, and community-based agencies. Ms. Hoover’s broad clinical experience includes working with individuals diagnosed with serious and persistent mental illnesses, individuals impacted by intimate partner violence and sexual assault, children/adolescents, and families. She is an active member of the National Association of Social Workers (NASW), has presented at the NJ NASW Annual Conference and Exhibition, and is the current NASW Chair for the Sussex/Warren unit.

Course Objectives
1. Summarize 3 engagement strategies which are consistent with the philosophies of wellness and recovery and person-first, strength-based approaches.
2. Identify at least 2 theories/concepts of motivation.
3. Identify at least 2 ways to engage consumers as full collaborators in service planning, delivery, and evaluation.
4. Assess attitudes which may enhance or inhibit the engagement process and the effect(s) of culture on engagement.
5. Identify 3 barriers to engagement and at least 3 strategies for building engagement.
Registration Guidelines:

1. Click the registration link which corresponds to the training date and location you wish to attend on page one of this flyer.

2. Scroll to the bottom of the page and click on the “Register/Sign In Now” button that brings you to the “Your Account” page.

3. If you already have an account with the Rutgers University’s Online Registration System, you can login by going to the “Already have an account?” section and type in your username and password. If you do not remember your username, click on “Forgot Username” and type in your email address to receive an email with the information. If you don’t remember your password, click on “Forgot Password” and type in your email address and user name to receive an email with a link you will need to click on to change your password.

4. If you do not have an account, please go to the “New Students” section and create one by clicking on the “Create Account” button. Once on the “Registrant Profile” page, fill in all items that have a red asterisk, as well as “Affiliated Company/Employer” information. TAC requests that the agency name, address, phone number and mobile phone number are provided so that you can be reached should the training need to be cancelled, rescheduled or relocated for any reason. Please make sure your email address is correct and do not remove the checkmark next to “Email” on this page, as this is how you will receive notification of confirmation or waitlist status once the registration is completed.

5. At the bottom of the “Registrant Profile” page, please create your username and password. Remember to write both down for safekeeping since the TAC will not be able to retrieve your password if forgotten. You will use this username and password for all future trainings. After your account is created, hit the “Submit” button and from there, you can continue the registration process.

6. Please print out the confirmation form, which will be emailed to you, and bring it with you to the class.

If you have difficulty registering, please use either Internet Explorer or Safari. The registration software occasionally has conflicts with Firefox and Chrome. If registering via mobile device, click on “Full Version” to access the registration page. It may help to print out or have available the name of the course that interests you so that you can easily use the web site’s search functions.

Additional Information

- **Cancellation Policy:** If you have registered but cannot attend this program, please call so that we can offer your seat to an individual on the waiting list. **In case of inclement weather,** please call 732.235.9290 beginning at 8 a.m. on the scheduled training day for a recorded informational message about the status of the training.

- **Special Needs:** If you have a special needs (ADA) and wish to discuss possible provisions, please contact Technical Assistance Center at 732-235-9290.

- **Be sure to bring a sweater or jacket to accommodate for room temperature variations at all sites.**

- **Fee:** Registration for course is free.

- **Food:** There will be no food provided.

- **Delivery Format:** Live Training Program

- **Target Audience:** Case Managers, Social Workers, and Counselors

- **Program Goal:** To enhance case managers’ knowledge of person-centered engagement practices in order to improve service delivery and quality of care.

- This training has no commercial support.

- Speakers and planners have declared they have nothing to disclose.
### Person-Centered Strategies for Successful Engagement

#### Agenda

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<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Presenter</th>
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<tbody>
<tr>
<td>9:00 AM – 9:30 AM</td>
<td>Registration</td>
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<tr>
<td>9:30 AM – 10:30 AM</td>
<td>Engagement strategies and person-centered care.</td>
<td>Tameka Chatman, MA, LCADC</td>
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<tr>
<td>10:30 AM – 11:00 AM</td>
<td>Motivational concepts and theories.</td>
<td>Adrienne C. Hoover, MSW, LCSW</td>
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<td>11:00 AM – 11:15 AM</td>
<td>Break</td>
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<tr>
<td>11:15 AM – 12:15 PM</td>
<td>Empathy, active listening, and perception.</td>
<td>Adrienne C. Hoover, MSW, LCSW</td>
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<td>12:15 PM – 1:15 PM</td>
<td>Lunch (On your own)</td>
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<tr>
<td>1:15 PM – 2:30 PM</td>
<td>Engagement and attribution.</td>
<td>Tameka Chatman, MA, LCADC</td>
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<td>2:30 PM – 2:45 PM</td>
<td>Break</td>
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<tr>
<td>3:55 PM – 4:00 PM</td>
<td>Evaluations</td>
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### Professional Contact Hours Provided

(Certificate Fee: $20 - Do not send payment with registration)

- Continuing Education Credit Request Form available at the program.
- Please note that participants may not be eligible for continuing education credits if they are not on time and present for the entire session.
- Participants must sign in.
- Participants must submit a completed evaluation form at the end of the program.
- Partial credits will not be issued to participants arriving late or leaving early.
- Complete, Sign and Submit a "Continuing Education Credit Request Form".

**Social Worker (New Jersey Board of Social Work Examiners):** This program is approved for 6 general social work continuing education hours by Rutgers University Behavioral Health Care in accordance with New Jersey Administrative Code 13:44G and recognized by The New Jersey Board of Social Work Examiners. **NOTE:** Social Workers must provide their Social Work license/certification/registration number and license jurisdiction on the sign in sheet and request for certificate. Please be sure to bring this information with you to the training. Check with your state board for acceptance of NJBSWE Credits.

**Certified Counselors:** Rutgers University Behavioral Health Care (UBHC) is NBCC Approved Continuing Education Provider (ACEPTM) and a co-sponsor of this event/program. UBHC may award NBCC approved clock hours for events of programs that meet NBCC requirements. The ACEP maintains responsibility for the content of this event. **(5 clock hours)**, ACEP Number: 6198.

**Certified Alcohol and Drug Counselors (CADC):** This course is approved for renewal (recertification) credits by the Addiction Professionals Certification Board of NJ, Inc. This course is approved for **5 hours** of training for course C108. Rutgers University Behavioral Health Care approval number is #1902010. Approval number for this course is #1902010 C108.

Please contact Ravi Maharajh at (732) 235-9282 with any questions or concerns regarding continuing education documentation for this training.

The UBHC TAC gratefully acknowledges the sponsorship of this program by the New Jersey Division of Mental Health and Addiction Services.

Training is for NJ Division of Mental Health and Addiction Services funded programs only.
Directions to:
Ocean County Training Center
200 Volunteer Way, Waretown, NJ 08758
800.723.2088

From the North & South:
• Take Garden State Parkway to exit 69.
• Turn right onto Route 532 East (Wells Mills Road).
• Take Wells Mills Road approximately 2.5 miles to Route 9.
• Turn left onto Route 9 North.
• Travel Route 9 North approximately 0.6 miles to Volunteer Way
• Turn left and follow to the end.

From the West
• Route 70 East to Route 72 East
• Route 72 East for approximately 16 miles to Route 532 (Wells Mills Road)
• Turn left onto 532 for approximately 8 miles to Route 9.
• Turn left onto Route 9 North
• Travel Route 9 North approximately 0.6 miles to Volunteer Way
• Turn left and follow to the end.

We recommend that you confirm directions before driving.
Online map services and GPS can sometimes provide inaccurate information.

Check "UBHC Training and Technical Assistance Center" on Facebook for updates or additional training information.
PLEASE BE SAFE AND ALLOW ADEQUATE TRAVEL TIME. TRAFFIC IS VERY HEAVY ALONG ALL MAJOR ROADS IN THIS AREA ESPECIALLY DURING RUSH HOUR.

Directions to:
Rutgers UBHC Technical Assistance Center
151 Centennial Avenue, Piscataway, NJ 08854
732.235.9290

From The South:
- Take the New Jersey Turnpike (Exit 10) or Garden State Parkway North (Exit 127) to Route 287 North.
- Take Route 287 North to Exit # 8 - Possomtown Road/Highland Park/Middlesex.
- Bear RIGHT at the end to the exit ramp onto Possomtown Road.
- Then turn RIGHT at the next traffic light onto Centennial Avenue.
- Make a RIGHT at the THIRD traffic light on Centennial Avenue. This road will also have a sign for Embassy Suites. (The building you pass before the light on your right side is 151 Centennial Avenue.)
- Go to the STOP sign and make a RIGHT. The building to your right is 151 Centennial Avenue. It is a white, one-story building. Park at the far end of the lot. Enter the front doors and follow the signs to the training room.

From The North:
- Take the New Jersey Turnpike or the Garden State Parkway South to Route 287 North. Take 287 North to Exit # 8 - Possomtown Road/Highland Park/Middlesex. Follow directions for From the South above.
- From the Northwest, take Route 80 east to 287.
- From the Northeast, take Route 80 west to 287. Please allow extra time as these routes experience frequently delays.

From The East:
- Take Route 18 North through New Brunswick and follow signs on the Lynch Bridge to continue on Rt.18
- After crossing the Lynch Bridge, take the exit for “River Road, Piscataway, Highland Park.”
- At the end of the ramp, turn right onto River Road.
- In about 3 miles, you will pass a Quick Check, River Road Tavern and a Gulf Gas station located at the traffic light at the intersection of River Road and Plainfield Avenue.
- Shortly after this light and before the next traffic light, bear RIGHT onto Centennial Avenue.
- Get in the left lane and make a left at the FIRST traffic light. You will also see a sign for Embassy Suites.
- Go to the STOP sign, make a RIGHT. The building to your right is 151 Centennial Avenue. Park at the far end of the lot. It is a white, one-story building. Enter the front doors and follow the signs to the training room.

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