

32nd Annual Recipient Rights Conference

Creating Connections

*REGISTRATION
OPEN*



Pre-Conference Institute: Sept. 16, 2025

Main Conference: Sept. 17-19, 2025

Radisson Plaza Hotel and Suites | Kalamazoo, Michigan

Sept. 16, 2025

Pre-Conference Institutes

Morning Session: 9 a.m. – Noon

Pre-Conference Institute A:

Leadership Lifecycles: Developing and Sustaining Leaders in Public Behavioral Health

Presenter: Erin Barbus

This workshop will explore current patterns in hiring within Community Mental Health (CMH) and Prepaid Inpatient Health Plans (PIHPs) in Michigan, highlighting the challenges and strategies for attracting and retaining qualified staff in a rapidly evolving landscape. Emphasizing the importance of leadership development, the session will delve into how teaching the history, funding structure and values of the public behavioral health system can foster a deeper sense of purpose and commitment among staff. Key strategies for building strong leadership pipelines will be discussed, focusing on mentorship, training and creating environments that promote long-term retention. By aligning resources, organizational culture and leadership practices, CMHs and PIHPs can effectively navigate workforce challenges while ensuring the continued success and resilience of the public behavioral health system.

Objectives: 1. Highlight the role of leadership development in attracting and retaining staff. 2. Discuss strategies for building and strengthening leadership pipelines. 3. Promote long-term workforce resilience.

Afternoon Session: 1 – 3 p.m.

Pre-Conference Institute B:

Recipients Rights Investigations through a Trauma Informed Lens

Presenter: Tana Bridge, PhD

The work of recipient rights is to discover the truth while upholding the rights, dignity and worth of the individuals involved in the investigation. Recipient rights officers are charged with ensuring integrity in the process through investigative interviews that are trauma responsive. Participants will explore techniques such as rapport building, cognitive interviewing and active listening, tailored to address the distinct needs of recipients—who may have trauma histories and experiencing emotional dysregulation, fear or powerlessness—and staff or witnesses, who might exhibit stress-induced behaviors. By understanding the physiological responses to stress and trauma, recipient officers can interpret behaviors more accurately and foster an environment conducive to honest and open investigations.

Objectives: 1. Describe how stress and trauma impact brain function and behavior, thus influencing interview dynamics. 2. Implement interviewing strategies that acknowledge and accommodate the effects of trauma on memory and communication. 3. Recognize and adapt to the differing needs and responses of recipients versus staff or witnesses during interviews.

Sept. 17, 2025

7:30 – 8:30 a.m. Continental Breakfast

Welcome and General Session I: 8:30 – 10 a.m.

General Session I: Leadership is Your Superpower

Presenter: Cole Williams

10 – 10:15 a.m. Refreshment Break

Morning Sessions: 10:15 – 11:45 a.m.

1. So, You're New to Rights

Presenters: Raymie Postema, Edward Wilson, Beverly Sobolewski, Tammi Leto, Janice Terry, Cindy Shadeck, Sue Witting, Carla Coleman, Kelli Jones, Lisa Haywood, Angie Louiselle, Karen Currington

2. Situational Awareness for Emergency Response

Presenter: Brian Uridge

3. Cultural Competency in Psychiatry: Delivering Equitable, Patient-Centered Mental Health Care

Presenter: Syma Khan

Noon – 1 p.m. Lunch

Afternoon Sessions: 1:15 – 2:45 p.m.

4. Advisory and Appeals Committee Review

Presenters: Beverly Sobolewski, Tammi Leto

5. Confidentiality 101

Presenter: Neil Marchand

6. A Systemic Approach to Safer Care Implementing: Zero Suicide for Youth Mental Health

Presenter: Syma Khan

2:45 – 3 p.m. Refreshment Break

Afternoon Sessions: 3 – 4:30 p.m.

7. CMH Roundtable

Moderators: D'Angela O'Dowd, Katie Snay

8. LPH Roundtable

Moderators: Lisa Haywood, Nina Mastronardi, Matt Zugel

9. MDHHS RRAC Meeting and RRAC Roundtable

Presenter: David Emmett-Hulet

Sept. 18, 2025

7:30 – 8:30 a.m. Continental Breakfast

Morning Sessions: 8:30 – 10 a.m.

10. Microsoft Tools and Tips for Rights Staff

Presenter: Jeran Ulrich

11. Medication with Applied Behavioral Analysis (ABA) Changes

Presenters: Dr. Kruse, Mary Luchies

12. Michigan Crisis Stabilization Units: Protecting Rights in a New Service Model

Presenters: Krista Hausermann, Kelly Stearns

10 – 10:15 a.m. Refreshment Break

Morning Sessions: 10:15 – 11:45 a.m.

13. Guardianship Alternatives, Process and Expectations

Presenter: Brad Geller

14. Navigating Crossroads: Psychiatric Management in Dual-System Involvement

Presenter: Dr. Kruse

15. The Dynamic Duo: Customer Service and Recipient Rights Working Together

Presenters: Vicki Suder, Linda Bartaloni-Till, Michelle McCormic

Noon – 1 p.m. Lunch

Afternoon Sessions: 3 – 4:30 p.m.

16. Community Mental Health, Co-Response Training and Ensuring Access to Care

Presenters: James White, Dr. Daicia Price

17. Comparing ORR and CMS Complaint Systems

Presenters: Raymie Postema, Sue Witting

18. Autism, Developmental Disabilities (DD) and Intellectual Developmental Disabilities (IDD) Services

Presenter: Mary Luchies

2:45 – 3 p.m. Refreshment Break

Afternoon Sessions: 3 – 4 p.m.

19. Overview and Changes within the Juvenile Justice System, and the Transitioning of Youth to Mental Health Programs

Presenters: Thom Lattig, Dave Palon

20. Not Just Investigations: Other Roles and Responsibilities of the Rights Office

Presenters: Beverly Sobolewski, Kelli Jones

21. Working Together Across Child Serving Systems

Presenters: Patricia Neitman, Rachel Willis

Sept. 19, 2025

7:30 – 8:30 a.m. Continental Breakfast

**8:45 – 9 a.m. Cookie Gant Spirit Award
MDHHS Recipient Rights Advisory Committee**



General Session II: 9:15 – 10:45 a.m.

General Session II: Passive Victim to Resilient Warrior. Transforming the Way You Think About Trauma Informed Care

Presenter: Shari Simmons

10:45 – 11 a.m. Refreshment Break

Morning Sessions: 11 a.m. – 12:30 p.m.

22. Mental Health 101

Presenter: Dr. Robert Lagou

23. Restraint, Seclusion and Discharge Planning

Presenter: Dr. Debra Pinals

24. What's New in Lansing

Presenter: Alan Bolter

Hotel Information

Radisson Plaza Hotel and Suites, 100 W. Michigan Ave., Kalamazoo, MI 49007

2025 Room Rates: **Standard Room: \$174 plus taxes (Single/Double)**
 Upgraded Room: \$224 (Single/Double)

Parking: Discounted rate for self-parking: \$10 per night/car for all attendees. Valet parking is \$35.

Hotel Check-In: 4 p.m. **Hotel Check-Out:** Noon

To Make Your Reservations at the Radisson Plaza Hotel:

Phone Reservations: 269-343-3333 and connect with either the reservations team or the front desk.

- The reservations team is available Monday through Friday, 8 a.m. - 5 p.m.; the front desk team will manage requests outside of those times.
- For discounted rates, guests need to mention the "Recipient Rights Conference."

[Book Your Hotel Reservation Online](#)

Deadline for Reduced Rate: Aug. 25, 2025

Booking online: Deadline of 11:59 p.m. EST the day *before* Aug. 25, 2025, or until the room block fills.

Phone reservations: Deadline of 5:00 p.m. EST on the day *of* Aug. 25, 2025, or until the room block fills.

Cancellation Policies:

- If you find it necessary to cancel or change plans, please inform the hotel 24 hours prior to check-in time to avoid one night's room and tax charged to your credit card. If the reservation was booked as an advance purchase, non-cancel or non-refundable, then full penalty applies.
- Reservations can be modified or canceled by calling the in-house reservations team at 269-343-3333.
- If a reservation is canceled after this time, it will be subject to a late cancellation fee (one night's guestroom rate + taxes). If there is a credit card on file, this fee will be routed to the credit card.
- If a guest does not arrive for their reservation, it will be subject to a no-show fee (one night's guestroom rate + taxes). If there is a credit card on file, this fee will be routed to the credit card.
- If a guest does not arrive for their reservation and check-in for the first night, their reservation will be cancelled. The hotel can reinstate the reservation as able and requested (based on hotel availability).

Conference Registration

	Before Sept. 1, 2025	On or After Sept. 1, 2025
Pre-Conference Institute A: Leadership Lifecycles: Developing and Sustaining Leaders in Public Behavioral Health <i>Includes lunch</i>	\$85	\$92
Pre-Conference Institute B: Recipients Rights Investigations through a Trauma Informed Lens <i>Includes lunch</i>	\$85	\$92
Main Conference Sept. 17, 2025 through Sept. 19, 2025 Includes Wed. lunch, Thurs. lunch, Fri. breakfast.	\$360	\$395

Sept. 17 or Sept. 18 only Includes General Session I and Sessions 1-9 or General Session II and Sessions 10-21. Lunch is included each day.	\$205	\$255
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Cancellation / Refund Policy: Cancellations must be received in writing on or before Sept. 9, 2025, for a full refund less a \$50 administrative fee. If cancellation is received on or after Sept. 10, 2025, no refund will be given. No-shows will be billed the full registration fee. Substitutions are allowed. Refunds will not be processed until after the event.

Click the button to register for the conference.

Register Now

Detailed brochure to follow.

Registration Closes on Sept. 10, 2025.