

Co-Sponsored by: University of Michigan Health System's Child Protection Team, University of Michigan Medical School and University of Michigan Mott Children's Hospital



Michigan Statewide Conference

# Child Abuse & Neglect:

Prevention, Assessment and Treatment







October 17-18, 2011
The Inn at St. John's, Plymouth, Michigan



## **Program Overview**

You are invited to the Michigan Statewide Conference on Child Abuse and Neglect, October 17-18, 2011, as we celebrate our 30th year. During this two-day course, we will provide a great opportunity to address challenges as the latest issues are presented by national and regional experts. Noted keynote and plenary presenters will discuss important topics, as will numerous workshop presenters. We have heard from you through your conference evaluations and will focus on many of your suggestions. You will gain knowledge about practice in our field of child abuse and neglect throughout the conference.

#### **Keynote and Plenary Presenters:**

Robert Anda, MD, MS, Co-Principal Investigator, ACE Study, will present *Health and Social Impact of Adverse Childhood Experiences Throughout the Lifespan*. The *Adverse Childhood Experiences (ACEs)* study focuses on the relationship of childhood abuse, neglect, domestic violence and related experiences to health throughout the lifespan. Dr. Anda will also discuss *Barriers to Change*, a public health perspective on adverse childhood experiences (ACEs) in a Monday morning workshop.

**Paula McLain, MFA**, professor and renowned author, will present during the plenary session on Tuesday afternoon, citing from her memoir, *Like Family*, with: "How Do You Stay Grounded When You're Only Passing Through? A Foster-Care Survivor Shares Her Thoughts About Home, Hope and the Power of Resilience."

**Andrew M. Baker, MD,** will present *Asphyxial Death in Infants and Children* in the Tuesday morning keynote discussing child asphyxia, including asphyxial deaths in infants in the sleeping environment, addressing SIDS, sudden unexplained infant death, cosleeping, bedsharing, positional asphyxia, and overlaying, as well as investigation and documentation in these cases. *Unusual Child Deaths* is the topic Dr. Baker will discuss during a later Tuesday morning workshop presentation.

#### **Target Audience:**

The course is designed for participants who are: social workers; child welfare specialists in child abuse and neglect, prevention, foster care, adoption and juvenile justice services; physicians, nurses, mental health and other medical professionals; law enforcement, attorneys, judges, child advocates, and educators.

#### **Conference Goals:**

At the conclusion of the conference, participants will:

- Have knowledge about the most recent advances in the field and application to practice
- Recognize symptoms of abused and neglected children in complex presentations
- Understand the source of child behavior when children are abused and neglected
- Be able to successfully intervene and plan treatment for children
- Understand successful prevention models in child abuse and neglect

At the end of the first day of the conference, you are invited to attend the annual meeting of Michigan Professional Society on the Abuse of Children (MiPSAC), which is the state-recognized chapter of the American Professional Society on the Abuse of Children (APSAC). This important organization focuses on meeting the needs of professionals who practice in areas of child maltreatment. All conference attendees are encouraged to attend to learn more about MiPSAC and become a part of this invaluable organization.

The Michigan's Children's Trust Fund provides strong sponsorship and support for the conference with many workshops focusing on prevention. The Michigan Children's Trust Fund will hold meetings for Grantees and Direct Services during lunch and at the end of the first day of the conference.

The Michigan Chapter of the National Children's Alliance also continues to support the conference with workshops focusing on Child Advocacy.

The conference committee planners are very pleased to have our highly-regarded presenters, outstanding agenda and wonderful location at the Inn at St. John's in Plymouth, Michigan. We look forward to seeing you in October.

Suzanne Cavanagh, LMSW Course Director

### **Planning Committee**

#### Suzanne Cavanagh, LMSW

Course Co-Director
Abuse Prevention Initiative
Child Protection Team
Coordinator
University of Michigan Health
System

#### Kim Celmer, MA

Children's Protective Services Supervisor Berrien County Department of Human Services

#### Michele Y. Davenport

Manager Child Welfare Institute Michigan Department of Human Services Detroit, Michigan

#### Sarah M. Davis

Senior Program Development Coordinator Children's Trust Fund

#### Linda K. DeVries, LMSW

Course Co-Director Clinical Social Worker Child Protection Team University of Michigan Health System

#### Marcia Dykstra

Program Director Washtenaw Area Council for Children

#### Jyoti Gupta

Executive Director Washtenaw Area Council for Children

#### Patricia Headley

Fund Development Coordinator Children's Trust Fund

#### Martha Kerr, LMSW

Course Co-Director
Abuse Prevention Initiative
Child Protection Team
Coordinator
University of Michigan Health
System

#### Darcy Komejan, MA

Executive Director Children's Advocacy Center of Ottawa County

#### F/Lt. Mike Krumm

Training Division Trooper Development Section Michigan State Police

#### Zoë Lyons, BS

Acting Director Michigan Department of Human Services

#### Lisa Markman, MD, FAAP

Assistant Professor Associate Medical Director Child Protection Team Pediatric Hospitalist Department of Pediatrics and Communicable Diseases University of Michigan Health System

#### Bethany A. Mohr, MD, FAAP

Assistant Professor
Medical Director
Child Protection Team
Pediatric Hospitalist
Department of Pediatrics and
Communicable Diseases
University of Michigan Health
System

#### Mary B. Ortega, LMSW, ACSW

Clinic Administrator Family Assessment Clinic University of Michigan School of Social Work

#### M. Jeffrey Sadler, BS, MBA

Bureau of Child Welfare Michigan Department of Human Services

#### Donna Schaefer, LMSW

Clinical Social Worker Child Protection Team University of Michigan Health System

#### Justin Zeller, BA

Social Work Intern Family Assessment Clinic Child Protection Team University of Michigan Health System

### **Faculty**

#### Robert F. Anda, MD, MS

Co-Principal Investigator ACE Study Fayetteville, GA

#### Andrew M. Baker, MD

Chief Medical Examiner Hennepin County Minneapolis, Minnesota

#### Joyce A. Bos, MA

Program Director Pathways, MI Holland, Michigan

## Catherine S. Connell, LMSW, ACSW

Child/Adolescent Forensic Interview Federal Bureau of Investigation Clinton Township, Michigan

#### Linda Crouch

Program Manager, Montcalm County Michigan Department of Human Services Stanton, Michigan

#### Amy J. Dalman

Prevention/Volunteer Coordinator The Children's Advocacy Center of Ottawa County Holland, Michigan

#### Linda K. DeVries, LMSW

Course Co-Director Clinical Social Worker Child Protection Team University of Michigan Health System Ann Arbor, Michigan

#### **Donald Duquette**

Clinical Professor of Law Director, Child Advocacy Law Clinic University of Michigan Law School Ann Arbor, Michigan

#### Marcia Dykstra

Program Director Washtenaw Area Council for Children Ypsilanti, Michigan

#### David J.H. Garvin, MSW, LMSW

Senior Director Catholic Social Services of Washtenaw County Co-founder and Chair Batterer Intervention Services Coalition of Michigan Ann Arbor, Michigan

#### Patrick W. Gibbons, DO, MSW

Adjunct Clinical Instructor
Department of Psychiatry
University of Michigan
Medical Director, Dawn Farm and
Michigan Health Professionals Recovery Program
Psychiatrist, Washtenaw County Health
Organization
Ann Arbor, Michigan

#### **Breah Groen**

Forensic Interview Specialist The Children's Advocacy Center of Ottawa County Holland, Michigan

#### Renae Hyde

Children's Protective Services Investigator Montcalm County Michigan Department of Human Services Stanton, Michigan

#### Jeffrey Jentzen, MD, PhD

Professor of Pathology University of Michigan Medical School

#### E. Anne King, MA, SPADA

Education/Prevention Specialist Kent County Michigan State University Extension Grand Rapids, Michigan

#### **Donna Lackie**

Early Childhood Consultant Oakland County Schools Co-Coordinator Great Start Collaborative Oakland Waterford, Michigan

#### Sgt. Joshua Lator

Michigan State Police Training Division Lansing, Michigan

#### Alicia Luckie

TTA Coordinator FRIENDS National Resource Center for CBCAP Chapel Hill, North Carolina

#### Sgt. Aimee Maike, JD

Michigan State Police Lansing, Michigan

#### Lisa Markman, MD, FAAP

Assistant Professor Associate Medical Director Child Protection Team Pediatric Hospitalist Department of Pediatrics and Communicable Diseases University of Michigan Health System Ann Arbor, Michigan

#### Paula McLain, MFA

Author Cleveland Heights, Ohio

#### Carolynn M. Metz, MA, LPC, CAADC, CCS

Mental Health Supervisor Kids-TALK Children's Advocacy Center Detroit, Michigan

#### Bethany A. Mohr, MD, FAAP

Assistant Professor
Medical Director
Child Protection Team
Pediatric Hospitalist
Department of Pediatrics and
Communicable Diseases
University of Michigan Health System

#### Aimee Nimeh, LMSW

Kids-TALK Children's Advocacy Center Detroit, Michigan

#### Robert Ortega, LMSW, PhD

Associate Professor Clinical Consultant, Family Assessment Clinic University of Michigan School of Social Work Ann Arbor, Michigan

#### Jennifer Pantoja, RN, BSN

Educator, "Happiest Baby on the Block" University of Michigan Women's Health Resource Center Ann Arbor, Michigan

#### Julie Ribaudo, LMSW, ACSW, IMH-E (IV)

Clinical Assistant Professor University of Michigan School of Social Work Ann Arbor, Michigan

#### Traci Riehl

President Collaborative Resource Group Okemos, Michigan

#### Rochelle Rizzi

President Rizzi Designs Okemos, Michigan

#### Nancy Rostoni, MSW

Foster Care Program Director Michigan Department of Human Services Lansing, Michigan

#### D/Lt. Anthony Saucedo

Michigan State Police Lansing, Michigan

#### Guy Thompson, BA

Family Preservation Manager Michigan Department of Human Services Lansing, Michigan

#### Barbara J. Welke, LMSW

Forensic Interview Specialist The Children's Advocacy Center of Ottawa County St. Joseph, Michigan

## Program Schedule - Monday, October 17 (11 credit hours for full course)

| Monday | Morning, | October 17 |
|--------|----------|------------|
|--------|----------|------------|

| 8:00  | Registration and Continental Breakfast  | The Inn at St. John's  |
|-------|---|--|
| 8:45  | Welcome and Announcements   |  |
|       | Opening Remarks   |  |
|       | Presentation of 2011 MiPSAC Child Advocate Award  | Mary Smyth, MD   |
| 9:00  | Keynote Presentation -<br>The Health and Social Impact of Adverse Childhood Experiences Throughout the Lifesp |  |
| 10:15 | Break   | AL CONTRACTOR OF THE PARTY OF T |
| 10:30 | Workshop Session I  | The second   |
|       | 1. Barriers to Change—A Public Health Perspective on ACEs   | Robert F. Anda, MD, MS   |
|       | 2. The ABCs of Evidence-Based Programs and Practices  | Alicia Luckie  |
|       | 3. Body Safety Training for Preschoolers  | Marcia Dykstra; Amy J. Dalman  |
|       | 4. "The Happiest Baby on the Block"- Techniques to Calm Crying and Help Babies Sleep Lo                       | nger Jennifer Pantoja, RN, BSN   |
|       | 5. Worker Safety  | Sgt. Joshua Lator  |
|       | 6. How Young Children "Tell" Us Their Feelings  | Julie Ribaudo, LMSW, ACSW, IMH-E (IV)  |
|       | 7. Issues and Ideas for Forensic Interviewers: A Roundtable Discussion  | Breah Groen; Barbara J. Welke, LMSW  |
| 12:00 | Lunch   |  |
| After | noon  |  |
| 1:00  | Workshon Session II   | and the Name of the  |
|       | 1. The Deadly Bath – Part 1Linda  | Joutson MD DhD. Patham A Make MD EAAD  |
|       | 2. The Next Step: Implementing an Evidence-Based Program  | Alicia Luckie  |
|       | 3. Putting the Strengthening Families Five Protective Factors Model into Practice                             | Joyce A. Bos, MA   |
|       | 4. Methamphetamine Awareness  | D/Lt. Anthony Saucedo  |
|       | 5. Assessing the Needs of Relative and Foster Home Providers  | Nancy Rostoni, MSW   |
|       | 6. Darkness to Light: Stewards of Children  | Amy J. Dalman  |
| 2:30  | Break   |  |
| 2:45  | Workshop Session III  | and the same   |
|       | Medical Child Abuse: Redefining Munchausen Syndrome by Proxy  | Lisa Markman, MD, FAAP   |
|       | 2. Building Community Awareness with a Shout and a Whisper  |  |
|       | 3. Strengthening Families: Where Do I Begin? An Introduction to Parent Cafés and Commu                        |  |
|       | 4. Working with Offending Fathers   |  |
|       | 5. The Deadly Bath – Part 2   | Crouch; Linda K. DeVries, LMSW; Renae Hyde;<br>Jentzen, MD, PhD; Bethany A. Mohr, MD, FAAP   |

#### 4:15 Session Adjourns

#### 4:30 MiPSAC 16th Annual Meeting

All conference attendees are invited to attend this meeting. Come and learn more about the Michigan Professional Society on the Abuse of Children (MiPSAC) and what part you can play in this dynamic and important state organization.

Election of 2012 Officers/Board Members and Annual Meeting. Meeting adjourns at 6:00 pm.

#### **CTF Local Council and Direct Service Peer Sessions**

All local council and direct service grantees are invited and encouraged to attend this session. The session will provide an opportunity for programs to share successes, challenges, needs, and ideas for working together in collaborative partnerships. CTF staff will also provide updates on current initiatives and work group activities.

# Program Schedule - Tuesday, October 18

|       | 1 8   |                                   |
|-------|---|-----------------------------------|
| 8:00  | Registration and Continental Breakfast  | The Inn at St. John's             |
| 8:45  | Welcome and Announcements   | Martha Kerr, LMSW                 |
|       | Opening Remarks   |                                   |
| 9:00  | Keynote Presentation: Asphyxial Death in Infants and Children   | Andrew M. Baker, MD               |
| 10:15 | Break   | - IMA                             |
| 10:30 | Workshop Session IV   |                                   |
|       | 1. Unusual Child Deaths   |                                   |
|       | 2. Outcome Measurement Basics: Collecting and Analyzing Data to Tell Your Program's Story   | Alicia Luckie                     |
|       | 3. Domestic Violence & Child Abuse/Neglect Legal Update   | Sgt. Aimee Maike, JD              |
|       | 4. Conceptual Clarity: Understanding Why Men Batter   | David J. H. Garvin MSW, LMSW      |
|       | 5. Engagement and Defusion: Essential Skills for Working with Families – Part 1   | Guy Thompson, BA                  |
|       | 6. Integrated Trauma Focused - Cognitive Behavioral Therapy Carolynn M. Metz, MA, L.  | PC, CAADC, CCS; Aimee Nimeh, LMSW |
| 12:00 | Lunch   |                                   |
| After | rnoon   |                                   |
| 1:00  | Plenary Presentation: How Do You Stay Grounded When You're Only Passing Through?<br>A Foster-Care Survivor Shares Her Thoughts About Home, Hope and the Power of Resilience | Paula McLain, MFA                 |
| 2:00  | Break   |                                   |
| 2:15  | Workshop Session V  |                                   |
|       | 1. The Changing Face of Substance Use In Pregnancy  | Patrick W. Gibbons, DO, MSW       |
|       | 2. Engagement and Defusion: Essential Skills for Working with Families – Part 2   | Guy Thompson, BA                  |
| ¥     | 3. Taking Care of the Caregiver   | E. Anne King, MA, SPADA           |
|       | 4. Preparing for Successful Court Appearance: Child Witness and Worker Witness  | Don Duquette, JD                  |
|       | 5. Interviewing the Compliant Adolescent Victim   | Catherine S. Connell LMSW, ACSW   |
| 3:45  | Course Adjourns   |                                   |
|       |   |                                   |



## **Special Thanks to:**

The Michigan Children's Trust Fund for their sponsorship. The Michigan Chapter of the National Children's Alliance for their sponsorship.

### Monday, October 17, 2011

#### Keynote Presentation: 9:00 am - 10:15 am

# The Health and Social Impact of Adverse Childhood Experiences Throughout the Lifespan

Presenter: Robert F. Anda, MD, MS

The ACE Study demonstrates the relationship of childhood abuse, neglect, domestic violence and related experiences to health throughout the lifespan among more than 17,000 members of the Kaiser Health Plan. The findings are consistent with recent discoveries about the neurobiology of stress and the effect of stress on the developing central nervous system.

Unlike other studies, the ACE study assessed a wide array of traumatic childhood experiences as well as many behavioral, health, and social problems from adolescence to late adulthood. The number of ACEs has a graded relationship to many common medical and public health problems. An overview of these concepts and findings from the study will be presented.

#### Workshop Session I: 10:30 am - 12:00 pm

#### 1. Barriers to Change — A Public Health Perspective on ACEs

Presenter: Robert F. Anda, MD, MS

Work in the field of child abuse and neglect frequently encounters barriers to change that need to be understood in order to be surmounted. Laying out these adverse childhood experiences (ACEs) as the nation's leading public health problem is a model that will be presented.

This workshop will review common barriers and present a public health framework for getting traction. An example of a successful model that has used a public health approach and community "grassroots" work will be reviewed. Use of applied public health surveillance (surveys) will be highlighted as an approach to the common barriers to change.

#### 2. The ABCs of Evidence-Based Programs and Practices

Presenter: Alicia Luckie

This workshop will provide a general overview of evidence-based and evidence-informed programs and practices in child maltreatment prevention. Organizations will learn how to identify these programs using web-based tools and resources and learn the process involved in selecting an appropriate program or practice for your community.

#### 3. Body Safety Training for Preschoolers

Presenters: Marcia Dykstra; Amy J. Dalman

This presentation will discuss an evidence-based personal safety program aimed at children ages 3-7. The safety program focuses on using short increments, concrete concepts, repetition and reinforcement.

# 4. "The Happiest Baby on the Block"- Techniques to Calm Crying and Help Babies Sleep Longer

Presenter: Jennifer Pantoja, RN, BSN

The Happiest Baby on the Block as developed by pediatrician, Dr. Harvey Karp, teaches parents 5 simple steps ("The 5 S's"- Swaddling, Side-lying, Swinging, Shushing, and Sucking) to trigger a baby's Calming Reflex and help baby sleep longer. Participants will have the opportunity to practice the 5 S's and learn the rationale behind these techniques. A brief review of current research on prolonged crying and its relationship to Shaken Baby Syndrome will also be reviewed. Open discussion is encouraged.



#### 5. Worker Safety

Presenter: Sgt. Joshua Lator

This presentation will focus on a personal safety for field staff that handle child abuse and neglect cases. The course will applicable for all attendees.

#### 6. How Young Children "Tell" Us Their Feelings

Presenter: Julie Ribaudo, LMSW, ACSW, IMH-E (IV)

Children who have experienced early neglect and abuse create representations of themselves and their world based on a lens of lack of certainty about safety and comfort. They may lack the words to tell us how they feel but their interactions with us can. Early experiences of persistent unmet needs and/or unremitting distress create interactions with caregivers that can elicit the same feelings of confusion, despair, loneliness and rage that the child feels. This workshop will highlight the internal working models of abused and neglected children and how caregivers and interventionists can actively work to understand and resist confirming negative self-models.

## 7. Issues and Ideas for Forensic Interviewers: A Roundtable Discussion

Presenters: Breah Groen; Barbara J. Welke, LMSW

This will be a roundtable discussion of techniques, problems, and solutions relevant to child forensic interviewers. Facilitated by two experienced forensic interview specialists, the goals of this session will be to provide participants with a forum for engaging in debate about best practices; for finding creative solutions to the problems we deal with each day in our jobs; and for networking with others in their field. Current research on best practices in interviewing will be provided.

#### Workshop Session II: 1:00 pm - 2:30 pm

#### 1. The Deadly Bath - Part 1

Presenters: Linda Crouch; Linda DeVries, LMSW; Renae Hyde; Jeffrey Jentzen, MD, PhD; Bethany Mohr, MD, FAAP

The workshop is the first of two consecutive sessions that examines the death of a child and highlights the multi-interdisciplinary nature of child abuse investigations. Attendance at both workshops is strongly recommended. This presentation will begin with a detailed introduction to the case by the University of Michigan Child Protection Team, followed by presentations from other involved disciplines, including: Children's Protective Services (Foster Care), Law Enforcement, and the Medical Examiner. Time for discussion will be allotted. This workshop is appropriate for all conference attendees.

#### 2. The Next Step: Implementing an Evidence-Based Program

Presenter: Alicia Luckie

This workshop will provide an overview of resources that are needed to plan for implementation and sustainability of a quality evidence-based program. It will discuss the importance of implementation drivers and the stages of successful implementation for child maltreatment prevention programs.

## 3. Putting the Strengthening Families Five Protective Factors Model into Practice

Presenter: Joyce A. Bos, MA

The presentation will provide an overview of the Strengthening Families Model as well as how the Western Michigan Child Maltreatment Prevention Team is utilizing the protective factors model for regional planning and training. Participants will learn how to incorporate this model into community action plans.

#### 4. Methamphetamine Awareness

Presenter: D/Lt. Anthony Saucedo

This presentation will focus on the current trends in methamphetamine use, indicators, effects, and safety for first responders.

#### 5. Assessing the Needs of Relative and Foster Home Providers

Presenter: Nancy Rostoni, MSW

There are few more important decisions in Child Welfare than finding the best place for a child who has been removed from a parent. Even when we find that placement, there are almost always going to be additional needs. This workshop will focus on how we can complete evaluations that are thorough; ongoing assessments of the needs of the entire family; and provide support through a time that is oftentimes difficult but so very important for the child.

#### 6. Darkness to Light: Stewards of Children

Presenter: Amy J. Dalman

This workshop will take a direct and comprehensive approach to the problem of sexual abuse. The program will educate steps that can be taken to prevent, recognize and react responsibly to the reality of sexual child abuse.

#### Workshop Session III: 2:45 pm - 4:15 pm

#### 1. Medical Child Abuse: Redefining Munchausen Syndrome by Proxy

Presenter: Lisa Markman, MD, FAAP

This presentation will cover the latest in medical studies and practice to answer questions frequently raised during investigations and trials. Questions explored will include: Are findings related to the frequency and type of abuse? How can we maximize medical findings? What is the value of the medical history? What types of evidence may be overlooked? How solid is our medical evidence and where are the controversies? The overall goal is to give investigators, lawyers and frontline medical providers tools to better care for and protect children.

#### 2. Building Community Awareness with a Shout and a Whisper

Presenters: Traci Riehl; Rochelle Rizzi

Building community awareness today requires a multi-faceted approach. This interactive session will provide you with tips and tools to build a consistent message. Topics covered include: the roles of social media, web presence, media relations, marketing materials and purposeful news events.

# 3. Strengthening Families: Where Do I Begin? An Introduction to Parent Cafés and Community Engagement

Presenter: Donna Lackie

Participants will learn about the national Strengthening Families framework and five protective factors that build strong families, promote child development and reduce child abuse and neglect. This interactive session will focus on parent café sessions and community engagement work in Oakland County, Michigan. Tips, tools, and techniques for embedding this research-based, cost-effective, and culturally responsive strategy will be shared.

#### 4. Working with Offending Fathers

Presenter: Robert Ortega, LMSW, PhD

This workshop will present information that helps better understand fathers, their role in child maltreatment and implications for assessment and treatment. Additional implications will be discussed in terms of prevention and additional services necessary to meet the treatment needs of fathers while protecting their children and others in their care.

#### 5. The Deadly Bath - Part 2

Presenters: Linda Crouch; Linda DeVries, LMSW; Renae Hyde; Jeffrey Jentzen, MD, PhD; Bethany Mohr, MD, FAAP

This presentation is a continuation of the multidisciplinary discussion of a child death case from the 1:00 pm session.

### Tuesday, October 18, 2011

#### Keynote Presentation: 9:00 am - 10:15 am

#### Asphyxial Death in Infants and Children

Presenter: Andrew M. Baker, MD

Asphyxial Death in Infants and Children will begin with an overview of the classification of asphyxia and how it occurs in all age groups. Focus will then be turned to those types of asphyxia that are more commonly seen in children, and how they are investigated and documented. The talk will conclude with a discussion of asphyxial deaths in infants in the sleeping environment, addressing SIDS, sudden unexplained infant death, co-sleeping, bedsharing, positional asphyxia, and overlaying.

#### Workshop Session IV: 10:30 am - 12:00 pm

#### 1. Unusual Child Deaths

Presenter: Andrew M. Baker, MD

Unusual Child Deaths will consist of 6-7 case presentations, spanning infancy to the teenage years, in which an unusual, unexpected, or surprising cause of death was eventually uncovered. Some of the cases include homicides, accidents, and naturals. Each case will include a review of the pertinent medical literature.



# 2. Outcome Measurement Basics: Collecting and Analyzing Data to Tell Your Program's Story

Presenter: Alicia Luckie

This workshop will cover key concepts in measuring outcomes, including data collection methods and how to analyze data. Organizations will learn about different data collection methods, procedures used in outcome measurement, and how to create an effective data collection plan. The workshop will include a demonstration of web-based tools that can help identify appropriate measurement tools. Organizations will also learn how to prepare data for analysis and a technique to communicate your findings to better tell the story about your program and its results.

#### 3. Domestic Violence & Child Abuse/Neglect Legal Update

Presenter: Sgt. Aimee Maike, JD

This presentation will focus on the current laws that cover domestic violence, child abuse and child neglect.

#### 4. Conceptual Clarity: Understanding Why Men Batter

Presenter: David J. H. Garvin MSW, LMSW

We must have a searing and accurate analysis of the etiology of battering, or the batterer will continue to have the advantage and he will use the listener's lack of clarity towards his own end. In order to effectively intervene with batterers, on any level, we must fully comprehend WHY he has chosen to utilize this behavior. Simply knowing the right answers to this question is no longer sufficient. This workshop will provide clarity regarding the full etiology of this decisive behavior.

## 5. Engagement and Defusion: Essential Skills for Working with Families – Part 1

Presenter: Guy Thompson, BA

This two-part workshop will focus on teaching participants to apply strength-based approaches to engage families and reduce the potential for further risk and crises. The participants will also learn how to defuse/deescalate family members in order to prevent harm, as well as, worker safety techniques to employ when the potential for crisis is high.

#### 6. Integrated Trauma Focused- Cognitive Behavioral Therapy

Presenters: Carolynn M. Metz, MA, LPC, CAADC, CCS; Aimee Nimeh, LMSW

The presenters will provide an overview of Children's Advocacy Centers and Trauma Focused Cognitive Behavioral Therapy (TF-CBT), as well as techniques for integrating TF-CBT into service delivery.

#### Plenary Presentation: 1:00 pm - 2:00 pm

#### How Do You Stay Grounded When You're Only Passing Through? A Foster-Care Survivor Shares Her Thoughts About Home, Hope and the Power of Resilience

Presenter: Paula McLain, MFA

Author Paula McLain will speak of her experiences in foster care. She will read excerpts from her memoir, *Like Family*, and then answer questions.

Ms. McLain also wrote about her experiences for *Real Simple Magazine*. Her article can be read online at:

http://www.realsimple.com/work-life/life-strategies/inspiration-motivation/a-lesson-in-motherhood-0000000053262/index.html

#### Workshop Session V: 2:15 pm - 3:45 pm

#### 1. The Changing Face of Substance Use In Pregnancy

Presenter: Patrick W. Gibbons, DO, MSW

This workshop will discuss basic neurobiology of addictive disease, risk factors, epidemiology and approach to women using substances in pregnancy. Alcohol, sedative, opioid and stimulant drug use pregnancy with respect to signs, symptoms, complications, management, and legal/reporting requirements will be examined.

## 2. Engagement and Defusion: Essential Skills for Working with Families – Part 2

Presenter: Guy Thompson, BA

This two-part workshop will focus on teaching participants to apply strength-based approaches to engage families and reduce the potential for further risk and crises. The participants will also learn how to defuse/deescalate family members in order to prevent harm, as well as, worker safety techniques to employ when the potential for crisis is high.

#### 3. Taking Care of the Caregiver

Presenter: E. Anne King, MA, SPADA

Working with children and families dealing with issues and effects of abuse is hard work. When you give all day, it often feels too exhausting to take care of ourselves. This workshop will give you options and hope...and permission to recapture your spirit as you learn to recognize stressors and ways to handle that stress. This humorous and real world presentation will leave you smiling and refreshed.

## 4. Preparing for Successful Court Appearance: Child Witness and Worker Witness

Presenter: Don Duquette, JD

Appearing in court can be an intimidating and stressful experience – for the professional and for the child. For the professional, this workshop will present the nuts and bolts of preparing for court, effective presentation as a witness, dealing with cross examination and tips for general success in the legal setting. When children are required to appear in court, the professional should know how to prepare and protect the child. The workshop will present techniques for preparing the child witness and identify the legally available child witness protections.

#### 5. Interviewing the Compliant Adolescent Victim

Presenter: Catherine S. Connell LMSW, ACSW

Many child and adolescent victims of exploitation require interviews significantly different from the one's investigators typically have training and/or expertise. Special dynamics surrounding these situations and accordingly, the forensic interviewing of children and adolescents has become a specialized field. This workshop will show interviewers what they must understand about the development and complexity of teenagers, as well as the dynamics involved in the relationship between victim and offender, to help in the interview process.



#### **Travel**

#### The Inn at St. John's, Plymouth, Michigan

Located in the heart of Metropolitan Detroit's dynamic western suburbs, The Inn at St. John's offers superior access to the area's major freeways, with Detroit Metropolitan Airport just minutes away.



#### **DRIVING DIRECTIONS**

**From the East:** Follow I-96 until it turns into M-14. Follow M-14 west to Sheldon Road exit. Turn right onto Sheldon Road. Follow Sheldon Road for about half a mile. Turn right on to Five Mile Road. Entrance to The Inn at St. John's is on the right.

**From the West:** Follow M-14 east to Sheldon Road exit. Turn right onto Sheldon Road. Follow Sheldon Road for about half a mile. Turn right onto Five Mile Road. Entrance to The Inn at St. John's is on the right.

**From the South:** Take I-275 north to M-14. Exit onto M-14 west towards Ann Arbor. Follow M-14 west to Sheldon Road exit. Turn right onto Sheldon Road. Follow Sheldon Road for about half a mile. Turn right onto Five Mile Road. Entrance to The Inn at St. John's is on the right.

**From the North:** Take I-275 south to M-14. Exit onto M-14 west towards Ann Arbor. Follow M-14 west to Sheldon Road exit. Turn right onto Sheldon Road. Follow Sheldon Road for about a half mile. Turn right onto Five Mile Road. Entrance to The Inn at St. John's is on the right.

## Lodging

The hotels designated for this course are The Inn at St. John's and the Hilton Garden Inn, both located in Plymouth. A deposit for the first night's lodging (in US currency) must be mailed to the hotel or a major credit card number provided to secure reservations. If reservations are made by telephone, please indicate registration with this course to qualify for the reduced conference rate on hotel rooms.

#### **Reservation Deadlines**

The Inn at St. John's: October 2, 2011 Hilton Garden Inn: September 25, 2011

#### The Inn at St. John's

44045 Five Mile Road Plymouth, Michigan 48170 Phone: (734) 414-0600 Fax: (734) 414-0606 http://www.theinnatstjohns.com

#### \$129 per night\*

10 Government rooms are available on a first come, first serve basis for \$93 per night\*.

#### Hilton Garden Inn

14600 N. Sheldon Road Plymouth, Michigan 48170 hone: (734) 354-0001 Fax: (734) 354-5121 http://www.hiltongardeninn.com

\$65 per night\*

\*All room rates are subject to 6% state and local taxes.

#### **General Information**

#### Date and Time:

Monday and Tuesday, October 17-18, 2011 Registration: 8:00 am, October 17-18, 2011 Course Adjourns: Tuesday, October 18, 2011 at 3:45 pm

#### **Location:**

The Inn at St. John's 44045 Five Mile Road Plymouth, Michigan 48170 Phone: (734) 414-0600

NOTE: Temperatures may vary throughout the different rooms of the conference center. Please dress in layers.

#### Conference Fee: \$295

Conference fee includes: continental breakfasts, lunches, refreshments, and program materials.

#### **Accreditation:**

The University of Michigan Medical School is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. The University of Michigan Medical School designates this live activity for a maximum of 11 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with their extent of participation in the activity.

An application has been submitted to the American Osteopathic Association and the University of Michigan Extension Service for credits.

MCOLES credit for Michigan Law Enforcement officers has been approved for 11 hours.

An application has been submitted, and approval is pending, with the Michigan Social Work Continuing Education Collaborative.

Other credits by specialty may apply.

#### **Recording the Program:**

Recording the program with tape recorders not requiring podium microphones is permitted for the registrant's personal use.

# Registration Form - Child Abuse & Neglect: Prevention, Assessment and Treatment Payment by Individual October 17-18, 2011

**Return to:** Registrar, Office of Continuing Medical Education

University of Michigan Medical School

G1200 Towsley Center

1500 E. Medical Center Drive, SPC 5201 Ann Arbor, Michigan 48109-5201 Phone: (734) 763-1400 or (800) 800-0666 Fax: (734) 615-6129 E-mail: OCME@umich.edu

Course Registration Deadline Date: October 10, 2011

| 1. Personal Information - (Please Print)  | 9-5201                                |  |  | U031784                           |
|---|---------------------------------------|--|--|-----------------------------------|
|   |                                       |  | m: 1   |                                   |
| Name  |                                       |  |  |                                   |
| Street Address  |                                       |  |  | 1.                                |
| City and State or Province  |                                       |  | <del>-</del>   |                                   |
| Phone Number ()   |                                       |  |  |                                   |
| E-mail  | •                                     |  |  |                                   |
| Agency Affiliation  |                                       | I  | ocation  |                                   |
| Please place a check mark next to your special  |                                       | 0.5  |  |                                   |
| O Child Protective Services Worker  | O Hospital Social Worker              |  | ediatrician  | O Psychologist                    |
| O Clergy or Church Worker   | O Juvenile Court Judge                |  | revention Services Worker  | O Substance Abuse Counselor       |
| O Family Physician O Foster Care Worker   | O Lawyer O Law Enforcement            |  | rivate Therapist<br>Sychiatrist  | O Teacher                         |
| O General Practitioner  | O Nurse                               | O P  | sychiatrist  | O Other                           |
|   |                                       |  |  |                                   |
| 2. Workshops - (Please check one workshop   | in each session)                      |  | <b>3. Payment</b> - Please indicate billing information below.   | e registration option and provide |
| WORKSHOPS – SESSION I – Monday, 10  |                                       |  | onling information below.  |                                   |
| 1. Barriers to Change—A Public Health   |                                       |  | <b>Fees</b> - Please indicate payn   |                                   |
| 2. The ABCs of Evidence-Based Program     3. Body Safety Training for Preschoolers                                    |                                       |  | \$295 Conference Fee \$190 One-Day Fee Mon Tues  |                                   |
| 4. "The Happiest Baby on the Block"- Te   |                                       |  |  |                                   |
| and Help Babies Sleep Longer  |                                       |  | ○ I will be attending the  | Michigan Professional Society     |
| 5. Worker Safety  | Paulina.                              |  | <ul> <li>I will be attending the Michigan Professional Soc<br/>on the Abuse of Children (MiPSAC) Annual Meeting</li> </ul> |                                   |
| 6. How Young Children "Tell" Us Their Feelings 7. Issues and Ideas for Forensic Interviewers: A Roundtable Discussion |                                       | Monday, October 18, 4:30 pm.   |  |                                   |
| WORKSHOPS – SESSION II – Monday, I  |                                       |  |  |                                   |
| 1. The Deadly Bath – Part 1   |                                       | Enclose check (U.S. currency) payable to the University of Michigan or complete credit card information below. |  |                                   |
| 2. The Next Step: Implementing an Evidence-Based Program  |                                       |  |  |                                   |
| 3. Putting the Strengthening Families Fi  | ve Protective Factors Model into Pra  | ctice  |  |                                   |
| 4. Methamphetamine Awareness     5. Assessing the Needs of Relative and Foster Home Providers                         |                                       | Credit Card Payment: O AmEx O MasterCard O Visa  |  |                                   |
| 6. Darkness to Light: Stewards of Childs  |                                       |  |  |                                   |
| WORKSHOPS - SESSION III - Monday,   |                                       |  | Cardholder Name  |                                   |
| 1. Medical Child Abuse: Redefining Mu   |                                       |  |  |                                   |
| 2. Building Community Awareness with     3. Strengthening Families: Where Do I I                                      |                                       |  |  |                                   |
| An Introduction to Parent Cafés and   |                                       |  | Account Number   |                                   |
| 4. Working with Offending Fathers   |                                       |  |  |                                   |
| 5. The Deadly Bath – Part 2   |                                       | Exp. Date  |  |                                   |
| WORKSHOPS – SESSION IV – Tuesday,<br>1. Unusual Child Deaths  | 10:30-12:00                           |  |  |                                   |
| 2. Outcome Measurement Basics: Collection   | cting and Analyzing Data              |  | Billing Zip Code   |                                   |
| to Tell Your Program's Story  |                                       |  | , i  |                                   |
| 3. Domestic Violence & Child Abuse/N  |                                       |  | Signature (Not valid without signatu   |                                   |
| 4. Conceptual Clarity: Understanding V 5. Engagement and Defusion: Essential  |                                       | ort 1  | Signature (Not valid without signatu   | ne)                               |
| 6. Integrated Trauma Focused – Cogniti  |                                       | 1111   |  |                                   |
| WORKSHOPS – SESSION V – Tuesday, 2  | :15-3:45                              |  |  |                                   |
| 1. The Changing Face of Substance Use   |                                       |  |  |                                   |
| 2. Engagement and Defusion: Essential   | Skills for Working with Families – Pa | art 2  |  |                                   |
| <ul><li>3. Taking Care of the Caregiver</li><li>4. Preparing for Successful Court Appear</li></ul>                    | rance:                                |  |  |                                   |
| Child Witness and Worker Witness  |                                       |  |  |                                   |
| 5. Interviewing the Compliant Adolesce  | nt Victim                             |  |  |                                   |

# **Registration Form** - Child Abuse & Neglect: Prevention, Assessment and Treatment October 17-18, 2011

**Return to:** Registrar, Office of Continuing Medical Education

University of Michigan Medical School

G1200 Towsley Center

1500 E. Medical Center Drive, SPC 5201 Ann Arbor, Michigan 48109-5201 Phone: (734) 763-1400 or (800) 800-0666 Fax: (734) 615-6129 E-mail: OCME@umich.edu

Course Registration Deadline Date: October 10, 2011

| 1. Personal Information - (Please Print)  | 7-5201                     |  |   | U031784                           |
|---|----------------------------|--|---|-----------------------------------|
| 1. Personal information - (Please Print)  |                            |  |   | 0031784                           |
| Name  |                            |  | Title   |                                   |
| Street Address  |                            |  |   |                                   |
| City and State or Province  |                            |  | Zip/Postal Cod  | le                                |
| Phone Number ()   |                            | Fax Nu   | mber ()   |                                   |
| E-mail  | Special Needs              |  |   | Vegetarian Meal?                  |
| Agency Affiliation  |                            | L  | ocation   |                                   |
| Please place a check mark next to your specialt   | y:                         |  |   |                                   |
| O Child Protective Services Worker  | O Hospital Social Worker   | O P  | ediatrician   | O Psychologist                    |
| O Clergy or Church Worker   | O Juvenile Court Judge     | O P  | revention Services Worker   | O Substance Abuse Counselor       |
| O Family Physician  | O Lawyer                   |  | rivate Therapist  | O Teacher                         |
| O Foster Care Worker  | O Law Enforcement          | O P  | sychiatrist   | O Other                           |
| O General Practitioner  | O Nurse                    |  |   |                                   |
| 2. Workshops - (Please check one workshop   | in each session)           |  |   | e registration option and provide |
| WORKSHOPS - SESSION I - Monday, 10  | :30-12:00                  |  | billing information below.  |                                   |
| 1. Barriers to Change—A Public Health   |                            |  | Registration Options  |                                   |
| 2. The ABCs of Evidence-Based Program   | s and Practices            |  | Full Conference   |                                   |
| <ol> <li>Body Safety Training for Preschoolers</li> <li>4. "The Happiest Baby on the Block"- Term</li> </ol>  | de ni consta Calar Carin a |  |   | Mon Tues                          |
| and Help Babies Sleep Longer  | chinques to Caim Crying    |  | , , ,   |                                   |
| 5. Worker Safety  |                            |  | O I will be attending the CTF Local Council or Direct<br>Service Peer Session on Monday, October 18, 4:30 pm. |                                   |
| 6. How Young Children "Tell" Us Their I   |                            |  | oct vice i cet ocosion on wi  | ionally, october 10, 1.50 pm.     |
| 7. Issues and Ideas for Forensic Interview  |                            |  | Payment by Children's Trust Fund  |                                   |
| WORKSHOPS – SESSION II – Monday, 1:00-2:30  |                            | (This section must be completed in full for registration to be processed.)  ○ Direct Service ○ Local Council  Supervisor's Name: |   |                                   |
| 1. The Deadly Bath – Part 1 2. The Next Step: Implementing an Evidence-Based Program  |                            |  |   |                                   |
| The French order. Implementing an Evadence Based Frogram      The French order. Implementing an Evadence Based Frogram  3. Putting the Strengthening Families Five Protective Factors Model into Practice |                            |  |   |                                   |
| 4. Methamphetamine Awareness  |                            | Phone:   |   |                                   |
| <ul><li>5. Assessing the Needs of Relative and Foster Home Providers</li><li>6. Darkness to Light: Stewards of Children</li></ul>   |                            | Agency Name:   |   |                                   |
| WORKSHOPS – SESSION III – Monday, 2   |                            |  |   |                                   |
| Medical Child Abuse: Redefining Munchausen Syndrome by Proxy  |                            | County:  |   |                                   |
| 2. Building Community Awareness with  |                            |  | Street Address:   |                                   |
| 3. Strengthening Families: Where Do I B An Introduction to Parent Cafés and C   |                            |  |   |                                   |
| 4. Working with Offending Fathers   | Johnnanity Engagement      |  | City, State, Zip:   |                                   |
| 5. The Deadly Bath – Part 2   |                            |  | Signature/Date:   |                                   |
| WORKSHOPS - SESSION IV - Tuesday, 1   | 0:30-12:00                 |  |   |                                   |
| 1. Unusual Child Deaths   |                            |  | Please note: CTF will pay for   |                                   |
| 2. Outcome Measurement Basics: Collecting and Analyzing Data to Tell Your Program's Story   |                            | grant. If more than two people are attending from your Agency/<br>Council, please use the "Payment by Individual" or "Payment    |   |                                   |
| 3. Domestic Violence & Child Abuse/Ne   | glect Legal Update         |  | by Agency" forms for additio  |                                   |
| 4. Conceptual Clarity: Understanding W  |                            |  | 3, 8, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1, 1,  |                                   |
| 5. Engagement and Defusion: Essential S   | ē                          | ırt 1  |   |                                   |
| 6. Integrated Trauma Focused – Cognitiv   |                            |  |   |                                   |
| WORKSHOPS - SESSION V - Tuesday, 2: 1. The Changing Face of Substance Use I   |                            |  |   |                                   |
| Engagement and Defusion: Essential S  |                            | ırt 2  |   |                                   |
| 3. Taking Care of the Caregiver   |                            |  |   |                                   |
| 4. Preparing for Successful Court Appear Child Witness and Worker Witness   | rance:                     |  |   |                                   |
| 5. Interviewing the Compliant Adolescen   | nt Victim                  |  |   |                                   |

# **Registration Form - Child Abuse & Neglect: Prevention, Assessment and Treatment**Payment by Agency October 17-18, 2011

**Return to:** Registrar, Office of Continuing Medical Education

University of Michigan Medical School

G1200 Towsley Center

1500 E. Medical Center Drive, SPC 5201 Ann Arbor, Michigan 48109-5201 Course Registration Deadline Date: October 10, 2011

| 1. Personal Information - (Please Print)  |                                      |  |  | U031784                           |  |
|---|--------------------------------------|--|--|-----------------------------------|--|
| Name_   |                                      |  | Titlo  |                                   |  |
| Street Address  |                                      |  |  |                                   |  |
| City and State or Province  |                                      |  |  |                                   |  |
| Phone Number ()   |                                      |  |  |                                   |  |
| E-mail  |                                      |  |  |                                   |  |
| Agency Affiliation  | =                                    |  |  | -                                 |  |
| Please place a check mark next to your specialt   |                                      | L  | ocation  |                                   |  |
| O Child Protective Services Worker  | O Hospital Social Worker             | O F  | ediatrician  | O Psychologist                    |  |
| O Clergy or Church Worker   | O Juvenile Court Judge               |  | revention Services Worker                          | O Substance Abuse Counselor       |  |
| O Family Physician  | O Lawyer                             | OF   | rivate Therapist                                   | O Teacher                         |  |
| O Foster Care Worker  | O Law Enforcement                    | OF   | sychiatrist  | O Other                           |  |
| O General Practitioner  | O Nurse                              |  |  |                                   |  |
| <b>2. Workshops</b> - (Please check one workshop i  | in each session)                     |  | 3. Payment - Please indicate                       | e registration option and provide |  |
| WORKSHOPS - SESSION I - Monday, 10:   | 20.12.00                             |  | billing information below.                         |                                   |  |
| 1. Barriers to Change—A Public Health I   |                                      |  | E DI ' I' '  |                                   |  |
| 2. The ABCs of Evidence-Based Program   |                                      |  | Fees - Please indicate paym<br>\$295 Conference Fe |                                   |  |
| 3. Body Safety Training for Preschoolers  |                                      |  | \$190 One-Day Fee Mon Tues                         |                                   |  |
| 4. "The Happiest Baby on the Block"- Tec  | chniques to Calm Crying              |  |  |                                   |  |
| 5. Worker Safety  |                                      |  |  | Michigan Professional Society     |  |
| 6. How Young Children "Tell" Us Their F   |                                      |  | on the Abuse of Children (MiPSAC) Annual Meeting,  |                                   |  |
| 7. Issues and Ideas for Forensic Interview  |                                      |  | Monday, October 18, 4:30                           | pm.                               |  |
| WORKSHOPS – SESSION II – Monday, 1:   | :00-2:30                             |  | Payment by Agency                                  |                                   |  |
| 1. The Deadly Bath – Part 1     2. The Next Step: Implementing an Evidence-Based Program  |                                      | (This section must be completed in full for registration to be processed.) |  |                                   |  |
| The Next Step: Implementing an Evidence-Based Program     Step: Implementing an Evidence-Based Program |                                      | Supervisor's Name:   |  |                                   |  |
| 4. Methamphetamine Awareness  |                                      | Phone:   |  |                                   |  |
| 5. Assessing the Needs of Relative and Foster Home Providers  |                                      |  |  |                                   |  |
| 6. Darkness to Light: Stewards of Children WORKSHOPS – SESSION III – Monday, 2:45-4:15  |                                      | Agency Name:   |  |                                   |  |
| Medical Child Abuse: Redefining Munchausen Syndrome by Proxy  |                                      | County: Street Address:  |  |                                   |  |
| 2. Building Community Awareness with  |                                      |  | Street Address:                                    |                                   |  |
| 3. Strengthening Families: Where Do I Be  |                                      |  |  |                                   |  |
| An Introduction to Parent Cafés and Community Engagement 4. Working with Offending Fathers  |                                      | City, State, Zip:  |  |                                   |  |
| 5. The Deadly Bath – Part 2   |                                      | Signature/Date:  |  |                                   |  |
| WORKSHOPS – SESSION IV – Tuesday, 1   | 0:30-12:00                           |  |  |                                   |  |
| 1. Unusual Child Deaths   | ting and Analyzing Data              |  |  |                                   |  |
| Outcome Measurement Basics: Collect to Tell Your Program's Story  | ing and Analyzing Data               |  |  |                                   |  |
| 3. Domestic Violence & Child Abuse/Ne   | glect Legal Update                   |  |  |                                   |  |
| 4. Conceptual Clarity: Understanding W  |                                      |  |  |                                   |  |
| 5. Engagement and Defusion: Essential S. 6. Integrated Trauma Focused – Cognitiv  |                                      | rt I   |  |                                   |  |
| WORKSHOPS – SESSION V – Tuesday, 2:   |                                      |  |  |                                   |  |
| 1. The Changing Face of Substance Use In  |                                      |  |  |                                   |  |
| 2. Engagement and Defusion: Essential S.  | kills for Working with Families – Pa | rt 2   |  |                                   |  |
| <ul><li>3. Taking Care of the Caregiver</li><li>4. Preparing for Successful Court Appear</li></ul>  | ance:                                |  |  |                                   |  |
| Child Witness and Worker Witness  | ance.                                |  |  |                                   |  |
| 5. Interviewing the Compliant Adolescen   | nt Victim                            |  |  |                                   |  |

## **Registration Information**

The cost of the course is \$295 for both days and \$190 for either Monday or Tuesday only. Conference fee includes: continental breakfasts, lunches, refreshments, and program materials.

We ask you to register as soon as you are certain of attending. Copies of educational materials or lunch may not be available for applicants who are not preregistered and prepaid by October 10, 2011. Checks should be payable to the University of Michigan (US currency). American Express, MasterCard and Visa are also accepted.

Participants may register by mail, fax or phone. If you are registering by phone, please have your workshop selections ready prior to calling.

Please download the appropriate registration form below:

| Payment by Individual                                    | Download Download |
|--|-------------------|
| Payment by Agency  | Download          |
| Payment by Children's Trust Fund (for CTF grantees only) | Download Download |

#### Mail to:

Registrar, Office of Continuing Medical Education University of Michigan Medical School G1200 Towsley Center 1500 E. Medical Center Drive, SPC 5201 Ann Arbor, Michigan 48109-5201

#### Fax to:

734-615-6129

#### Call us:

734-763-1400 or 800-800-0666

#### **Cancellation Policy:**

An administrative fee of \$50 will be deducted from cancellation refunds. Refund requests must be received in writing one week prior to the course date, no later than October 10, 2011. No refunds will be made thereafter.

#### **Confirmation and Further Information:**

Conference registrations will be confirmed by mail. If you do not receive confirmation, or if the information is in question, call the Registrar at (800) 800-0666, or (734) 763-1400.