



Chapter Dispatch

March 2008

Volume 6 Issue 62

2007 Fall Member-Get-A-Member Campaign

Important dates:

2008 CALENDAR

Feb 1-April 30 Spring Member get a Member Campaign

March 3i Voting ends for CPC Representative.

June 17 Chapter leadership Mixer

June 18 Chapter Leadership Workshop

June 19-23 18th Annual Conference Orlando, FL.

Get ready; the spring membership drive is here. Take some time to brainstorm on what recruiting tools your chapter is going to use to bring new members into your chapter.

Your participation in member development campaigns plays an important and vital role in ensuring the vitality of the Society and the case management industry. Your efforts never go unnoticed and each time you recruit a new member or spread the word about case management you contribute to CMSA's growth, as well as strengthen the Society's position as the leader in the Case Management industry.

This is a great way for you to get involved in the recruitment! Simply print out the Member-Get-A-Member applications located at www.cmsa.org/recruit. Don't forget to put your name and chapter on the 'recruited by' section to get credit. You must also be a member to qualify! You may recruit Individuals or even a group Company Membership!

*For Company applications, please write in 'recruited by: and your name' in the **upper right hand corner of the application** or use labels.*

Round up your case/care management co-workers, friends, and colleagues and recruit new members for CMSA's Spring Member-Get-a-Member campaign. When

your recruits join CMSA, you receive the following for each new member:

- **FIRST RECRUIT:** A CMSA Member pin
- **EACH RECRUIT:** A \$5 CMSA coupon for each person recruited

• **FIVE OR MORE RECRUITS:** One free year of CMSA membership

• **TOP RECRUITER:** A complimentary Orlando 2008 conference registration



Time Frame for Contest

February 1 – April 30

For more information and ideas on how to promote the program, visit

www.cmsa.org/recruit.

As of March 15th we have about **40** new members have been recruited.

Pam Williams is in the lead with **5** recruits

Keep up the Good Work!



18th Annual Conference and Expo



CMSA's 18th Annual Conference & Expo is the largest case management event of the year and an exclusive opportunity for you

to connect with over 300 companies that will be available and ready to share knowledge, insights, and cutting-edge solutions. Our educational sessions will engage your unique abilities to move from "what is" toward "what can be." You're invited to join

us on this incredible journey as we create new ways to add professional value, develop critical thinking skills, enhance careers and learn experientially. This conference will be your source of cutting-edge practical advice, proven strategies, and how-to guidance. [Online Registration is now open.](#) For more information on fees and registration visit.

[Case Management Society of America > Conference > 18th Annual Conference & Expo - ORLANDO, FL](#)

Is your chapter going to the 18th Annual Conference in Orlando as a group?

Why not show up in a limited edition Conference T-shirt!

This colorful T-shirt is available for order, please visit www.cmsa.org to download an order form today!



Chapter Presidents Council



Don't forget to Vote. Ballots were sent out to all Chapter presidents on March 15th for the Chapter Presidents Council Representative election. Voting closes **March**

31st. Remember that every vote counts. This is a

chance to vote for someone that will best represent the needs of the local chapters around the nation. Be sure and read the position statements of all three of the outstanding candidates running for the position. If you are the current chapter president and have not received a ballot please contact Nikki Jackson at njackson@acminet.com.

Officer Update Form

Many chapters have recently undergone elections for a new term.

Please be sure to get the names, titles and email addresses of these new officers, board members and committee chairs to CMSA National to update the Leadership Database. This information is used to determine who to include on correspondence,



reports, chapter checks disbursement, chapter contact information, etc.... For the official Officer Update Form, please visit www.cmsa.org, under Membership, then Chapters, then Chapter Resources. Please complete mail, fax to 501-221-9068, or email to njackson@acminet.com.

Snap for Seniors

The CMSA Senior Housing Locator, powered by SNAPforSeniors is a **member only Benefit**, online management tool which allows you to quickly and easily find the senior housing options which best fit your client's specific requirements.

Save Time- A single database of 65,000+ senior housing facilities in the U.S. eliminates the need to consult multiple sources. Search for nursing for nursing homes, assisted living facilities, CCRCs, Residential care homes and more with a click of the mouse.

Stay Current- Facility information is regularly updated and maintained from more than 200 data sources ensuring current information despite the 20% annual turnover in senior housing providers.

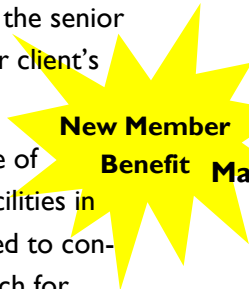
Improve Outcomes- Advanced search options yield tailored results, translating into a better fit between pro-

spective residents and facilities. Search by criteria such a geographic location, license type, facility names, availability status, payment types, care services and lifestyle amenities.

Maintain Objectivity- All facilities receive free listings, eliminating the bias that many referral services and advertisement-based websites possess.

A growing number of facilities have detailed listings comprised of 150+ data elements, some displaying photo galleries, virtual tours and current availability.

Visit [Case Management Society of America > CMSA Senior Housing Locator](#) for more information



2nd Annual Writing Contest

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Case in Point and the Case Management Society of America have teamed up for this important contest and have some exciting prizes for four winners. This year, we are asking Case Managers to 'share your proudest moment you have had as a case manager.' The theme allows case managers to tell the story that best exemplifies what makes you proud to be a case manager.

Rules:

- The due date for entries is **March 31, 2008**.
- Stories should not be longer than **500** words.
- Entrants need NOT be a member of CMSA.
- Four winners will be selected from all eligible entries.
- Winning entries will appear in the June/July 2008 issue of Case in Point. Winning stories may be edited for length, style and grammar.



Prizes:

- **Grand Prize:** Complimentary registration to the 18th Annual CMSA Conference and Expo, held in Orlando, Fla., June 17-20, 2008.
- **Runner-up:** One-year complimentary CMSA membership.
- **Runner-up:** Full year of complimentary CEUs from *Case in Point*.
- **Runner-up:** Complimentary set of all four volumes of the *Case Management Resource Guide*.

Please share this opportunity with your case management staff.

Send entries via email to Anne Llewellyn, editor in chief of *Case in Point*,

at allewellyn@contexomedia.com by 12:00 am April 1, 2008.

If you want to view last years winners, go to www.caseinpoint.cmrg.com and click on CM Stories.

Letter from your CPC Rep



Well- spring's not quite here- but I'm ready. I'm getting excited about traveling to DC with the CMSA Board on April 7-9th, for our 3rd CMSA Board meeting, joint meeting with Health Policy Committee and "Trip to the Hill" . We'll have scheduled appointments with legislators and their support staff to provide input regarding healthcare legislation and learn more about the current status of suggested policies.

Nikki just completed the first revision of the CMSA Speakers Bureau, so look for that. If you'd like to be more active on the national level, Make sure you submit your interest on the volunteer form on the CMSA website, <http://www.cmsa.org/ADVOCACYOUTREACH/CMSACommitteeVolunteerSignup/tabid/319/Default.aspx> You'll find information regarding committee opportunities and can indicate interest in other tasks also. The CMSA Board is dedicated to increasing member involvement on a national level, and hopes to continue utilizing your skills and dedication. This year we were taken by surprise by the number of volunteers, but hope to be contacting many of you for future opportunities, so please continue to indicate your interest and availability.

CMSA Board elections concluded Monday, so the results should be available soon. Make sure to Vote in the near future for your CPC Rep to the Board.

I hope to see many of you in Orlando, be sure to sign up for the Leadership session and the Monday night social event- to meet with the Chapter Leaders you've been sharing with on the CPC Forum.

Thanks for some great dialog and sharing on the Forum. If you haven't been tuned in- you're missing discussions regarding the CM Story Writing Contest, the Fees charged for conferences, and recommendations for Speakers on Ethics and how to fund your speaker choices.

See you next month- I'll give you an update on the DC meetings- and maybe a picture of the Cherry Blossoms!

Cheryl

Chapter Highlights



Volume 6 Issue

Indianapolis, IN

CMSA Central Indiana 2008 14th Annual Educational Conference “Case Management Without Walls” This year’s annual educational conference was an event that appeared to be enjoyed by all who attended. The focus was to provide information on how to perform case management creatively and not get “walled-in”.

The Chapter was thrilled and honored to have Susan Rogers, RN, BSN, CCM, RN-BC as this year’s keynote speaker and a session presenter. Susan is a certified nurse case manager specializing in teaching and consulting on nationally trended, cutting-edge healthcare issues. She is currently on the national team for Work Strategies, a division of Select PT, where she uses her case management experience to create collaborative practice models within the workers’ compensation market. She also owns

Grand Rapids, MI

The Greater Grand Rapids/Kalamazoo Chapter continues to strive to enhance membership services. The continued effort of working on membership resources, and spot lighting resources at each general membership meeting has allowed for further networking at meetings and for case managers to become better informed. Questionnaires will be distributed to members to see how the chapter can best meet the needs of current membership and how to meet needs of future members. The Marketing committee submitted a business plan that will continue to be updated on monthly basis. Legislatively, committee members were able to attend a telephone conference with National. The committee will continue to educate members regarding lobbying, writing legislation,

a case management education/ consulting company, Rogers Professional Guidance. She was National President for Case Management Society of America in 2005-2006, and remains active in the case management community.

This year CMSACI was excited at the opportunity to host 100 attendees and 50 exhibitors at the Ritz Charles in Carmel. It has been several years since CMSACI was at the Ritz Charles and it was good to be back.

In the not too distant future, planning for next year’s conference will begin. If you have an interest in being part of the conference planning committee, your time and talents would be sincerely appreciated.

Thanks to all the committee member and volunteers for their time and effort. We would also like to thank our title sponsor, Clarian Bariatrics, and the rest of our sponsors for their support in making this conference a reality.

meeting with legislative members about issues and developing relationships. Updates regarding legislative news will given at general membership meetings. Education committee will be sponsoring a CCM prep course with Sparrow Hospital that will be held in Lansing on April 11 and April 12th. Continue Education Credits continue to be offered for CCM, RN and Social Work at the general membership meetings. Practice Standards continue to be work in progress. A power point presentation focusing on the Standards of Practice and CMSA will be used for educational and marketing approach. The Greater Grand Rapids/ Kalamazoo Chapter next education offering will be held on March 18th in Lansing; featuring Alan Adyniec, BS RRT from Performance Edge, LLC presenting, “Self-Directed Care. The Key to Patient Adherence.”

Cincinnati, OH

On February 9, 2008, the Southern Ohio Valley chapter held its Third Annual Occupational Health and Acute Care Case Management Conference. The conference theme was "Yesterday, Today and Tomorrow". Over 90 attendees networked with other case managers from a variety of backgrounds and interacted with vendors and presenters. Featured speakers included Peter Moran, President CMSA ; Connie Commander, Immediate Past President CMSA ; Susan Rogers, Past President CMSA ; Kevin Carroll ; and Lisa Siefert. The conference received excellent evaluations from the attendees!

At the conclusion of the conference, the chapter raffled off its annual free registration to the national CMSA conference (for a member) and a free membership (for a non-member). Those eligible for the drawings were all attendees at chapter events over

Dallas, TX

Big things are happening in Dallas/Ft Worth! The 16th annual educational conference was held April 2-5. Attendees were treated to a choice of four tracks dedicated to various areas of practice. Social Workers were able to attend sessions that provided the mandatory 3hrs of ethics for licensure renewal. A New track dedicated to Psycho-Social issues & areas of practice was

Chattanooga, TN

Chattanooga's CMSA Annual Conference Committee is busy tying up the loose ends of what is expected to be another award winning seminar. The Academy Rewards of Case Management will be offered as a day-long seminar, with local and national speakers, on Friday, April 11th, at the Chattanooga Choo Choo Convention Center.

For additional information regarding the

the past six months. The winner of the conference registration for CMSA's 18th Annual Conference in Orlando was Cathy Johnson, and the winner of the free chapter membership was Elaine Shin.

Plans are complete for the March 20, 2008 Southern Ohio Valley Chapter dinner and special continuing education meeting. The topic will be "Evaluation of the Patient with Acute Lumbar Impairment" and will be presented by Dr. Lester Duplechan. Dr. Duplechan has a special interest in non-surgical spine care and interventional procedures. He was a featured presenter at Southern Ohio Valley Chapter's Fall Conference in 2007 and is one of the chapter's most highly rated speakers.

The Southern Ohio Valley Chapter CMSA is very honored that their immediate Past President Cris Walter has been nominated for Vice President on the National CMSA Board. *They all wish her the very best!!!*

well attended. The Strategic Planning hosted a silent auction that offered bidding on everything from a Mini Cooper child's push car to various electronics, spa packages and entertainment tickets. Over 65 exhibitors represented services and products to facilitate the Case Manager's job. The all day CCM prep class was also well attended. New officers, elected in March, were installed during the conference. Jose Alejandro stepped into the office of President.

Chattanooga, Tennessee, Chapter of CMSA - including registration instructions for the Conference, please visit www.ChattanoogaCMSA.org.

Nancy Skinner, RN, CCM is the recipient of the Chattanooga CMSA Grass Roots Award. Her tireless efforts to advance CMSA, NTOC, her home Chapter of CMSA; along with her all of her accomplishments are applauded.

Kathy Ream, RN, CCM has been awarded the Chattanooga Case Manager of the Year recognition. She currently is a Transplant Case Manager and serves as Treasurer of CCMSA.

Better Board Meetings

Do you ever get frustrated by board meetings that go on and on and on? Are just plain disorganized? Or don't seem to have a purpose? Effective board meetings don't just happen. They are the result of planning and careful management. To hold concise, fruitful meetings, consider the following tips from nonprofit leaders from across the country.

- **Prepare.** Give meeting board members agendas -- and any additional information -- at least 48 hours before the meeting.
- **Don't surprise your board.** This is the most important rule of board management. You should never, ever surprise your board. Be sure all items are on the agenda. When members add agenda items at the last minute, board members can easily get out of control. If you have additional items to cover that arise at the last minute, ask permission from your board to add them.
- **Pay attention to comfort.** A carefully planned agenda that runs right on schedule won't help meeting attendees make decisions if they can't see each other -- or are too hot, cold, tired, or hungry to think.
- One of the worst arrangements are straight rows, which leave people looking forward at only one speaker. It keeps people from being able to form a tight community and leaves them feeling like part of the audience, rather than as a participant. They can only really see the person to the right or the left.
- Board meetings are most effective when held at oval or circular tables where participants can see one another, in order to promote group efforts.
- **Set rules.** It is best to set up rules of procedure, which can include things like: limiting the length of debate, voting, etc. It gives the president or chairman permission to keep things on track. It's very empowering.
- **Keep it short.** I know it sounds basic, but you want to set time limits for the different parts of the meeting. If people have a sense ahead of time that we're only going to have 15 minutes to talk about this [agenda item], then they'll make sure their ducks are in a row. Time allotments also help participants focus and keep them from expending too much energy on minor matters. Some boards even go so far as to assign time limits to each item on the agenda. Hot topics can be assigned to future gatherings rather than boiling over during the current one.
- **Think interactively.** Don't allow a meeting to turn into a lecture. The more interactive a meeting is, the more you can absorb, because you don't get bored. The more empowered board members feel the more they will contribute.
- **Share the spotlight.** One way to keep people interested is to entrust them with giving the majority of the presentations at board meetings. It might seem like common sense, but if you've got a finance report that needs to be given, the treasurer should be giving the report. Most boards have smart, experienced people with strong expertise, but most nonprofits don't engage their board members as well as they can to deal with problems and opportunities.
- **Plan ahead.** Spend the last few minutes of your meeting planning the agenda for the next meeting. That way, the agenda doesn't just belong to the facilitator, it belongs to the group. Also, make sure meeting minutes are distributed to board members within a timely manner after the meeting (usually within 1 week). Including a task list with action items & who's responsible is a great way to maintain forward momentum.
- **Ask for feedback.** Efforts to improve shouldn't stop when the meeting ends. Evaluate your board meetings to determine what you can do better next time. You also might identify people who are being under-utilized or over-utilized. Sometimes, when you're in front of a large group of people, you might not catch the subtleties until you sit back and reflect.

The MoneyMinder Team email: info@moneyminder.biz web: <http://www.moneyminder.biz>

“The Americans With Disabilities Act: What Every Planner Should Know When Planning Events”

By: Barbara F. Dunn, Esq.

With the amount of hard work and creativity that’s necessary to plan and organize events, legal issues may be far from the planners’ minds. Yet, it’s often those legal issues which tend to arise when we least expect them to. Case in point: the Americans with Disabilities Act of 1990 (“ADA”). While there has been much written and discussed concerning this broad piece of civil rights legislation over the last twelve years, many planners may find themselves in unfamiliar territory when attempting to determine how ADA may apply to their programs and active events. This article will give you a bird’s eye view of the ADA and its requirements as well as cover some key items which need to be addressed in when planning and managing special events.

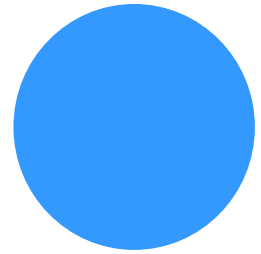
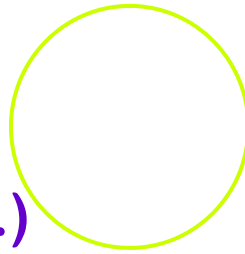
When the ADA was passed in 1990, the stated goal of the legislation was to balance the qualified disabled individual’s needs with legitimate business concerns. While the ADA addresses a wide range of issues from employment, to transportation, to state and local government compliance, to telecommunications services, the public accommodations provisions (Title III) are of key importance to event planners. Title III, which became effective in 1992, prohibits places of public accommodations from discriminating against individuals on the basis of disability in the full and equal enjoyment of goods, services, facilities, privileges, advantages or accommodations of any place of public accommodation.

A “disability” as defined under the ADA is a physical or mental impairment that substantially limits one or more of “major life activities”. “Major life activities” include caring for oneself walking, seeing, hearing, speaking, breathing, learning and working.

A “place of public accommodation” under the ADA includes hotels, restaurants, retail establishments, gathering places, such as auditoriums and convention centers, service establishments, places of exercise or recreation. Note that a private entity that owns, leases (or leases to), or operates a "place of public accommodation" is considered to be a "public accommodation" for purposes of the ADA. Thus, when a group rents a recreational facility or museum for its special event, it becomes a “place of public accommodation” by virtue of such rental.

The foundation of the ADA is that places of public accommodations must afford individuals with disabilities full and equal enjoyment of the goods and services its offers in the most integrated setting appropriate to the needs of an individual. “Separate but equal” is not sufficient. Therefore, when planning an event, planners must ensure that persons with disabilities will be welcomed into the various events as persons without disabilities.

So what are the group’s obligations when hosting an active event that will be attended by a person with a disability? There are three main areas of obligations: (1) policy modifications necessary to provide goods and services to individuals with disabilities (e.g., modification of policies to permit service animals/”seeing eye dogs” to attend); (2) the provision of auxiliary aids and services where necessary to ensure that no disabled individual is excluded, denied services, segregated or otherwise treated differently than others (e.g., for hearing disabilities, a sign language interpreter, for vision disabilities, Braille materials) unless an undue burden (i.e., significant difficulty or expense) would result (in which case the public accommodation must provide an alternative auxiliary aid or service if one exists, to ensure that, to the maximum extent possible, disabled individuals receive the goods and services offered); and (3) removal of physical barriers of access in facilities (e.g., for mobility disabilities, the provision of ramps).



Ask Barbara (cont.)

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For many events, it may be necessary to provide auxiliary aids and services to persons with disabilities as noted above. Keep in mind that the group can choose the least burdensome alternative as long as the result is effective. Also, the group may not place a surcharge on a disabled individual to cover its costs of complying with the ADA (e.g., charge them for the cost of a sign language interpreter) but may require reasonable deposits on equipment, provided the deposits are completely refundable. Finally, an individual with a disability is not required to accept any accommodation or auxiliary aid or service that he or she chooses not to accept.

Title III permits parties to allocate responsibilities in contracts. Planners should discuss accessibility issues with potential sites and include in facility contracts a clause allocating responsibility for various aspects of ADA compliance to the facility such as the removal of physical barriers to access. Planners may also want to consider including a clause indemnifying each party from any claims and losses it may sustain as a result of the other's failure to comply with its obligations under the ADA.

Planners should also take practical steps towards complying with ADA. For example, planners should inquire on registration materials as to whether any of the registrants will require special accommodations. This permits the person to specify their needs and gives the organization a chance to make ADA determinations and arrangements well before the event. Planners should also research the availability of auxiliary aids and services in the locale selected for the event.

Above all else, keep in mind that the ADA is a civil rights law. Often, offending someone with a disability is far more damaging to an organization than any legal action that could be brought. Be sensitive to the needs of persons with disabilities and be prepared to address their special needs and concerns. This includes training on site personnel to appropriately respond to ADA related inquiries.

With proper ADA planning and management, planners can ensure that events are accessible to all.

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