Management Training Series

We’re STILL not in KANSAS Anymore
Continuing to Manage in a Fee-For-Service Environment

featuring

Ira Hammer & Mike Swerdlow
up to 15 CEUs available! (5 per session)

Location: NJAMHAA Headquarters
Mercerville, NJ

Registration Brochure

Each session will include a brown bag lunch break. Lunch will not be provided.
The Spring 2019 Management Training Institute will provide the tools and expertise to assist managers in the successful implementation of fee-for-service (FFS) reimbursement in their agencies.

SESSION 1
ENHANCING MANAGEMENT SKILLS TO SUCCEED IN THE NEW FISCAL ENVIRONMENT
March 26, 2019

Course Description
In a period of continuing flux in health care and behavioral health, particularly the recent change in behavioral health from grant funding to FFS reimbursement, managers must develop and enhance their skill sets to perform a wide array of tasks and responsibilities. This workshop will cover selected competencies needed by managers to achieve personal and organizational success during this period of transition. The topics to be covered will include: understanding the various approaches to management and determining what style works best for you; techniques to optimize use of time and prioritize responsibilities; delegating tasks while building in accountability and oversight; developing and sustaining effective team functioning; and strategies to plan and manage large projects. This workshop will utilize case studies, role play and group projects. Managers who attend this workshop will develop the basic management skills critical to addressing complex FFS issues.

Learning Objectives
Following this workshop, participants will be able to:
• Design and implement a leadership development plan.
• Develop a system to prioritize multiple demands.
• Create successful work teams to manage large projects.
• Determine which tasks and responsibilities to delegate to which staff.
• Foster an effective team culture, including role clarity and team norms.

Course Outline
• Introduction (9:30 a.m. - 9:45 a.m.)
• Defining your Management Style (9:45 a.m. - 10:25 a.m.)
• Building Effective Teams (10:25 a.m. - 11:05 a.m.)
• Break (11:05 a.m. - 11:15 a.m.)
• Time Management/Effective Prioritization (11:15 a.m. - 12:10 p.m.)
• Working Brown Bag Lunch (12:10 p.m. - 12:45 p.m.)
• Delegating to Optimize Efficiency (12:45 p.m. - 1:25 p.m.)
• Planning and Managing Large Projects (1:25 p.m. - 3:15 p.m.), includes a 10-minute break
• Summary/Feedback (3:15 p.m. - 3:30 p.m.)

Target Audience: Social Workers, Management

Target Levels: Beginner, Intermediate, Advanced

CE Hours: 5 CE, General Social Work
SESSION 2
FINANCIAL MANAGEMENT
UNDER AN FFS PARADIGM
April 23, 2019

Course Description
The transition from grant funding to FFS reimbursement requires that behavioral health managers expand their knowledge base and comfort level with financial management, and develop and implement strategies in order for their organizations to survive and potentially flourish. This workshop will describe the new reimbursement model, with emphasis on effective approaches to succeed in the new environment. The topics to be covered will include: overview of the difference between grant funding and FFS reimbursement and the opportunities and risks under both payment systems; approaches to developing and monitoring FFS revenue projections; need for cost containment under FFS; importance of performance measurement, especially productivity; techniques to increase staff’s billable time in order to maximize revenue; and increased need to examine restructuring options in an FFS environment. This workshop will utilize case studies, role play and group projects. Managers who attend this workshop will learn to develop financial strategies and analyses to assist in transitioning to FFS reimbursement.

Learning Objectives
Following this workshop, participants will be able to:
• Develop a framework to achieve financial viability under FFS reimbursement.
• Calculate and implement staff productivity standards to achieve revenue projections.
• Develop a tracking tool to ensure that revenue targets are met.
• Develop realistic approaches to increase clinicians’ billable time.
• Classify and analyze specific restructuring options appropriate for their organizations.

Course Outline
• Introduction (9:30 a.m. - 9:45 a.m.)
• Grants vs. FFS – Risk vs. Reward (9:45 a.m. - 10:00 a.m.)
• Developing and Monitoring FFS Revenue Projections (10:00 a.m. - 10:50 a.m.)
• Break (10:50 a.m. - 11:00 a.m.)
• Containing/Reducing Costs under FFS (11:00 a.m. - 11:30 a.m.)
• Performance Measurement and Productivity (11:30 a.m. - 12:30 p.m.)
• Working Brown Bag Lunch (12:30 p.m. - 1:05 p.m.)
• Increasing Clinicians’ Billable Time to Maximize Revenue (1:05 p.m. - 1:45 p.m.)
• Examining Restructuring Options under FFS (1:45 p.m. - 2:10 p.m.)
• Break (2:10 p.m. - 2:20 p.m.)
• Analytical Framework for Expansion under FFS (2:20-3:15)
• Summary/Feedback (3:15-3:30)

Target Audience: Social Workers, Management
Target Levels: Beginner, Intermediate
CE Hours: 5 CE, General Social Work
SESSION 3
HUMAN RESOURCE MANAGEMENT UNDER FFS
May 30, 2019

Course Description
Although an agency’s most important resource is its staff, especially in successfully transitioning to FFS reimbursement, utilizing and managing staff to ensure both agency success and employee satisfaction is not always done in an optimal manner. This workshop will provide techniques and strategies to maximize staff performance and how it relates to FFS implementation. The topics to be covered include: helping staff understand that clinical and financial performance are both important and are not in conflict with each other; exploring alternative staffing models to determine which, if any, might be suitable for your agency; developing a commitment to customer service and client engagement; ensuring that the performance appraisal process is consistent with FFS reimbursement; designing methods to mediate and resolve conflicts; and creating a work environment that minimizes problematic staff behaviors. This workshop will utilize case studies, role play and group projects. Managers who attend this workshop will develop strategies to enhance staff performance in the FFS world.

Learning Objectives
Following this workshop, participants will be able to:
• Motivate/educate staff to emphasize both clinical and financial performance.
• Analyze pros and cons, including cost-effectiveness, of various staffing models.
• Develop specific techniques to enhance customer service and client engagement throughout the organization.
• Integrate conflict resolution techniques in day-to-day management.
• Develop concrete strategies to prevent or minimize negative staff behavior.

Course Outline
• Introduction (9:30 a.m. - 9:45 a.m.)
• Clinical vs. Financial Performance – Are Both Possible? (9:45 a.m. - 10:10 a.m.)
• Utilization of Alternative Staffing Models (10:10 a.m. - 10:50 a.m.)
• Break (10:50 a.m. - 11:00 a.m.)
• Importance of Customer Service and Client Engagement (11:00 a.m. - 11:45 a.m.)
• Appraising Staff Performance (11:45 a.m. - 12:25 p.m.)
• Working Brown Bag Lunch (12:25 p.m. - 1:00 p.m.)
• Mediating and Resolving Conflicts (1:00 p.m. - 1:40 p.m.)
• Managing Difficult Employees (1:40 p.m. - 3:15 p.m.), includes a 10-minute break
• Summary/Feedback (3:15 p.m. - 3:30 p.m.)

Target Audience: Social Workers, Management Level
Target Levels: Intermediate & Advanced
CE Hours: 5 CE, General Social Work
Meet the Presenters

Ira Hammer, MSW, MBA  
**Consultant/Principal**  
H & S Consultants

Ira Hammer is a senior level executive with more than 30 years of progressive management experience in healthcare and behavioral health administration and finance. Mr. Hammer is currently an independent consultant providing strategic planning, project management, business development and revenue enhancement services for healthcare and human service organizations. Previously, Mr. Hammer was Executive Vice President for a multi-hospital system in Hudson County, New Jersey. For the past 10 years, Mr. Hammer has conducted numerous workshops for managers and leaders in the mental health and human service fields. Mr. Hammer has a BBA in Accounting from Baruch College, an MSW from Fordham University Graduate School of Social Service and an MBA from New York University Graduate School of Business Administration.

Michael Swerdlow PhD, FACHE  
**Director, Integrated Care**  
**Bridgeway Rehabilitation Services**

Michael Swerdlow has more than 30 years of experience working and managing a wide range of mental health programs. He has a PhD in Medical Anthropology with specialization in cross-cultural mental health. Dr. Swerdlow has developed programs related to the integration of primary care and mental health. He has also operated a wide variety of mental health services, including inpatient, outpatient, partial hospitalization and emergency screening services. One of Dr. Swerdlow’s areas of interest is the transition from direct care staff to management staff. Dr. Swerdlow is a Fellow of the American College of Health Care Executives.

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THE IVY LEAGUE OF BEHAVIORAL HEALTH

Policy and Practice in Action

2019 NJAMHAA ANNUAL CONFERENCE
April 15-16, 2019, Crowne Plaza Princeton

Save the Date
NJAMHAA’s 2019 Annual IT Conference

GET SMART
about your IT Needs

May 29, 2019
Pines Manor Edison, NJ

Save the Date
Continuing Education Credits
NJ Social Workers: An application has been submitted for consideration of CE approval. Once granted, CE credits will be available for each session. In order to receive your CE for your participation, you must sign in and out of each session. No exceptions can be made. Certificates will be mailed to attendees to the addresses provided in their registration within 30 days. For information about Continuing Education credits, please contact jmoy@njamhaa.org.

Terms and Conditions:
Please follow the guidelines listed below to ensure that your registration is promptly and accurately processed.

Registration Rates
We are pleased to offer discounted rates for our members. We request that you confirm your organization’s membership status to ensure that you benefit from the discount if you are a member. Please visit www.njamhaa.org and click on the NJAMHAA Membership Directory button to view our membership list to see if your organization is included. If the discounted rate is paid by a non-member, the non-member will be invoiced for the difference. We would be happy to discuss membership with you if you are interested.

Online Registration
To ensure efficiency and accuracy, we need to process all registrations online. E-mails and faxes do not constitute registrations. After completing your online registration, if you are paying by check, please print the confirmation and send a copy of it along with your payment, made payable to NJAMHAA, and mail it to Accounts Payable, at NJAMHAA (see address below). If you have any difficulties with online registration, please contact Julie Moy at 609-838-5488, ext. 218.

Cancellation, Substitution and Refund Policy
Attendee registrants must cancel registrations IN WRITING ONLY to Julie Moy via fax at 609-838-5489 or e-mail at jmoy@njamhaa.org, by 4:00 p.m., seven calendar days prior to the conference start date in order to receive a 100 percent refund. Substitute registrations can be made after that date. No-show registrants will still be responsible for payment of their registration fees IN FULL and will be invoiced accordingly. Phone calls and voicemails will not be accepted as a means of cancellation.

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Should any registrant be dissatisfied with the quality of their continuing education program, a request in writing, explaining why you were dissatisfied, must be submitted to NJAMHAA within five business days of the conclusion of the conference/training in order to receive a full refund of registration fees. The claim must be a valid claim and supported by specific documentation. Please go to njamhaa.org/events for full details on NJAMHAA’s grievance policy.

Payment Information and Insufficient Funds
Online payments may be made in the form of a Visa or MasterCard. Checks are also accepted, made payable to “Accounts Payable” and mailed to NJAMHAA, 3635 Quakerbridge Road, Suite 35, Mercerville, NJ 08619. If a credit card is declined for any reason, a $15 fee will be applied to your invoice and be required as payment. If a check is returned by the bank due to insufficient funds, a $35 fee will be applied to your invoice and required as payment. Individuals holding outstanding balances will be ineligible to attend future NJAMHAA conferences or trainings until the outstanding balances are paid in full. Each individual with an outstanding balance that has been carried for more than 30 days will incur a $25 late fee, which will be applied to the invoice and required as payment.

ADA Accommodations
Participants who require disability accommodations, please contact Julie Moy at 609.838.5488 ext. 218 or by e-mail at jmoy@njamhaa.org at a minimum of fourteen (14) business days prior to the event.