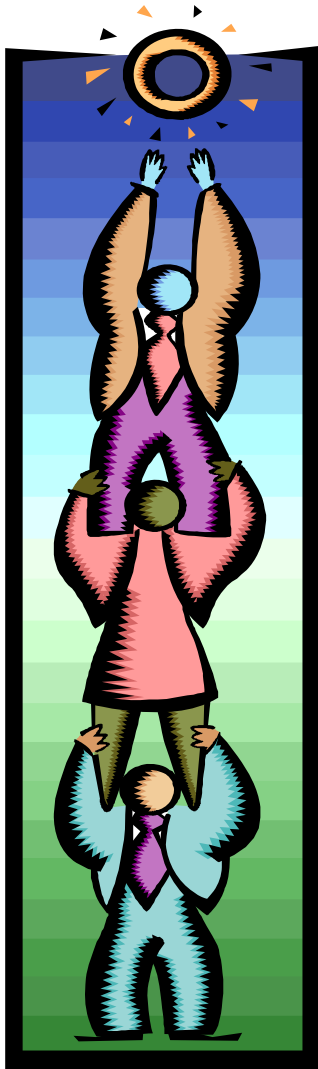


# California Office of Patients' Rights



## Patients' Rights Advocacy Training 2008

October 29, 30, & 31, 2008

## CONFERENCE SCHEDULE

Holiday Inn  
Sacramento Capitol Plaza  
300 J Street, Sacramento, CA 95814  
Telephone: (916) 446-0100

*Disability Rights California and California Office of Patients' Rights asks that you please refrain from wearing strongly scented products when attending or speaking at this training. Scented products may cause individuals with environmental or other disabilities discomfort.*

*\*\*No Flash Photography, please\*\**

**The California Office of Patients'  
Rights  
Welcomes you to the  
2008 Patients' Rights Advocacy Training**

**Patients' Rights Advocacy Training  
Committee**

**Michele Mudgett, Director**  
**[michele.mudgett@disabilityrightsca.org](mailto:michele.mudgett@disabilityrightsca.org)**

**Griselda Alvarez, Office Manager**  
**[griselda.alvarez@disabilityrightsca.org](mailto:griselda.alvarez@disabilityrightsca.org)**

**Judith Malone, Appeals Coordinator**  
**[judith.malone@disabilityrightsca.org](mailto:judith.malone@disabilityrightsca.org)**

**Agnes Lintz, Patients' Rights  
Specialist**  
**[agnes.lintz@disabilityrightsca.org](mailto:agnes.lintz@disabilityrightsca.org)**

**Ann Coller, Patients' Rights Specialist**  
**[ann.coller@disabilityrightsca.org](mailto:ann.coller@disabilityrightsca.org)**

Wednesday, October 29, 2008

**BASIC TRAINING**

Hermosa Room

**8:30 AM Registration**

**9:00 AM – 10:15 AM**

**Public Mental Health 101**

**Hank Hallowell, Patients' Rights Advocate, Sonoma County**

It is essential for advocates to understand the environment with which they operate. This class will provide a look at the basics of Public Mental Health -- how it is funded and who gets services. Participants will be able to differentiate among realignment, Medi-Cal Consolidation and MHSA; and define target population and medical necessity. [1.25 MCLE]

**10:15 AM – 10:30 BREAK**

**10:30 AM – 12:30 PM**

**Basic Advocacy Skills: Remembering the Mission**

**Mona Sparks, Patients' Rights Advocate**

**Kathleen Piché, Patients' Rights Advocate**

**Patients' Rights Advocacy Program, Los Angeles County**

This class will highlight the different kinds of advocacy and the need for advocacy. It will focus on client representation and how a review of the hospital's medical record could benefit the client. We will examine informed consent, involuntary detention and treatment. We encourage participants to bring questions and concerns to this training. [2.0 MCLE]

**12:30 PM – 1:30 PM      LUNCH ON YOUR OWN**  
**Wednesday, October 29, 2008**

## **BASIC TRAINING**

### **Hermosa Room**

**1:30 PM – 2:45 PM**

#### **Denial of Rights**

**Agnes Lintz, Patients' Rights Specialist, California Office of Patients' Rights – Sacramento**

This class discusses what constitutes good cause for denial of the Welfare and Institutions Code §5325 patients' rights, the steps facilities must take when a right is denied, how rights are restored and what advocates can do to insure that rights are not improperly denied. [1.25 MCLE]

**2:45 PM – 3:00 PM      BREAK**

**3:00 PM – 4:30 PM**

#### **The Basics in Restraint and Seclusion**

**Leslie Morrison, Director, Investigations Unit for Disability Rights California – Oakland Regional Office**

This class will cover the basics of restraint and seclusion laws. Restraint and seclusion will be defined. Federal and State laws and regulations addressing the use of restraint and seclusion will be reviewed. Finally there will be an overview of the current community standard regarding restraint and seclusion reform. [1.5 MCLE]

Thursday, October 30, 2008

**8:30 AM – 12:00 PM REGISTRATION**

**9:00 AM – 10:30 AM**

*Balboa Room*

**Legislative Update 2008: What Happened at Your State Capitol?**

**Evelyn Abouhassan, Senior Legislative Advocate,  
Legislation Public Information Unit - Disability Rights  
California**

This class provides a brief overview of the legislative and budget process and provides attendees with an update on the main budget actions and legislation affecting persons with disabilities, with an emphasis on legislation affecting individuals who have psychiatric disabilities. Generous time will be allotted for participants' questions. [1.5 MCLE]

*Calaveras Room*

**Creating Change in Hospital Staff**

**Barbara Rocha, Patients' Rights Coordinator, Patients'  
Rights Advocacy Services, Orange County**

Participants will learn ways to change hospital staff to be more aware of patients' rights issues and to support treatment with dignity and respect. [1.5 MCLE]

*Granada Room*

**LPS and Lanterman: Comparisons and Contrasts —  
Working the Systems**

**Gail Gresham, Supervising Advocate, Office of Clients'  
Rights Advocacy – Sacramento Office**

Some of the most challenging work that we do as advocates involves clients who have needs that cross over to and from more than one delivery system. The needs are frequently not met adequately by either the mental health system or the developmental disabilities system. Understanding the similarities and contrasts in the systems can help us understand how to make the systems work most effectively for the people we serve. [1.5 MCLE]

# Thursday, October 30, 2008

## 9:00 AM – 10:30 AM

*Hermosa Room*

**Internet Research for Advocates**

**Eric Gelber, Chief Consultant, Assembly Human Services Committee**

An introduction to finding legal information on the internet, including state and federal statutes and regulations, appellate court opinions, and other websites useful for disability rights advocates. [1.5 MCLE]

## 10:30 AM – 10:45 AM      **BREAK**

## 10:45 AM – 12:15 PM

*Balboa Room*

**PHF – MHRC Data Collection**

**Michele Mudgett, Director of California Office of Patients' Rights, Sacramento**

Data Collection for PHF's and MHRC's. With the changes to Health & Safety 1180 regarding Seclusion and Restraint, the Department of Mental Health has taken the lead on implementing the data collection requirements. Come join us for a step by step instructional presentation on why the change, who it applies to (currently), how the data is being collected, and what the expectations are in the data collection. [1.5 MCLE]

*Calaveras Room*

**Overview of the Ombudsman Role**

**Geneva Carroll, Sacramento Regional Ombudsman, Ombudsman Services of Northern California (OSNC)**

A look at what a Long Term Care Ombudsman does in advocating for residents in nursing homes, assisted living facilities, board and care facilities and adult residential care facilities. [1.5 MCLE]

# Thursday, October 30, 2008

## 10:45 AM – 12:15 PM

*Granada Room*

### **Facility Monitoring**

**Theresa Galvez, Chief, Department of Mental Health Patients' Rights Program, Riverside County**

Need an overview or an update on facility monitoring? This may be the class for you. This presentation will discuss the use of proven tools for monitoring including licensing citations. We will review monitoring of PHFs, MHRC's, 23 hr Care, B&Cs, IMDs, and General Acute (5150). Open discussion will take place during this presentation. [1.5 MCLE]

*Hermosa Room*

### **Common Sense Investigations**

**Francesca Tenenbaum, Director for Patients' Rights Advocacy Programs of Alameda and San Mateo Counties;**

**Hazel King and Gwen Sharpless, Patients' Rights Advocates for Patients' Rights Program of Alameda County**

This training will provide a step-by-step system for conducting investigations of some of the violations most commonly reported to Patients' Rights Advocates. We will use real-life scenarios and share examples of substantiated licensing complaints. [1.5 MCLE]

## 12:15 PM – 1:45 PM Lunch on Your Own

# Thursday, October 30, 2008

**1:45 PM – 3:15 PM**

*Balboa Room*

## **The Challenge of Recovery**

**Lisa St. George, Recovery Vice President – Recovery Innovations of California, Inc.**

This presentation uses a variety of tools to help understand how to work with people from a perspective that holds recovery not as a possibility but as a goal that people can expect for themselves. It will discuss the history of the belief that people recover from mental illness, with evidence that supports this belief. We, as people in supportive roles, can support people to believe in themselves. The concept of RECOVERY PATHWAYS will be explored and participants will leave with renewed hope in their work and for the people they serve. This will be a fun workshop using surprising tools to support the learning process.

*Calaveras Room*

## **Effective Outreach to Language Ethnic Distinct Communities**

**Leilani Pfeifer - MCA Coordinator, Pang Mou - Legal Secretary, Daniel Meadows - DDPSA Coordinator, Lisa Navarro – ACRA Special Projects from Disability Rights California**

A panel of speakers from different ethnic backgrounds will provide views and experiences working with multi-ethnic communities and share effective strategies in reaching out to individuals with disabilities from language ethnic distinct communities.

# Thursday, October 30, 2008

**1:45 PM – 3:15 PM**

*Hermosa Room*

**Disability Rights 101**

**Margaret Johnson, Advocacy Director – Disability Rights California**

Overview of the Americans with Disabilities Act and other disability civil rights laws as it applies with psychiatric disabilities in facilities and in the community. [1.5 MCLE]

*Granada Room*

**Mental Health Advocacy in Jails**

**Marsha Ballard, Patients' Rights Advocate – Consumer Self Help – Sacramento County**

**Barbara Rocha, Patients' Rights Coordinator – Patients' Rights Advocacy Services of Orange County**

Advocates experienced in Mental Health Advocacy in Jails will discuss what jail advocacy looks like in their counties and the types of issues they encounter and will lead a discussion with workshop participants of advocacy in the jail system.

**3:15 PM – 3:30 PM    BREAK**

**3:30 PM – 5:00 PM**

*Balboa Room*

**PHF – MHRC Data Collection**

**Michele Mudgett, Director – California Office of Patients' Rights**

Data Collection for PHF's and MHRC's. With the changes to Health & Safety 1180 regarding Seclusion and Restraint, the Department of Mental Health has taken the lead on implementing the data collection requirements. Come join us for a step by step instructional presentation on why the change, who it applies to (currently), how the data is being collected, and what the expectations are in the data collection. [1.5 MCLE]

# Thursday, October 30, 2008

## 3:30 PM – 5:00 PM

*Calaveras Room*

**Advanced Representation in Certification Hearings**

**Francesca Tenenbaum, Director, Patients' Rights Advocacy Program of Alameda and San Mateo Counties**

This training will use mock hearings to stimulate discussion and demonstrate techniques for presenting complex arguments when representing clients in Certification Review Hearings.

*Granada Room*

**Criminal Charges Against Institutionalized Patients**

**Sean Rashkis, Attorney, Disability Rights California and Paula McCord, Supervising Advocate Specialist, California Office of Patients' Rights**

This session will be a discussion of ideas on how best to advocate for patients who have been charged with crimes while in a State Hospital setting. What role can you play in the investigation? How to advocate for a patient who is removed from a State Hospital to a County Jail? What issues could arise for patients? [1.5 MCLE]

*Hermosa Room*

**Privacy and Personal Relationships in Facilities**

**Kevin Bayley, Staff Attorney, Disability Rights California, Los Angeles Regional Office**

This class will explore the legal rights of facility to have personal relationships. Also discussed will be common staff reactions to such relationships and strategies when dealing with staff, clinicians or family members who oppose a resident's right to make certain choices or invade the resident's privacy. [1.5 MCLE]

## **\*\*Thursday Evening Events\*\***

Granada Room

5:00 PM to 6:00 PM – Meet & Greet

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6:15 PM – 7:30 PM - *Balboa Room*  
Power Point Class

*Come join me for an open discussion on what Power Point is all about, when to use it, and how to use it to make the most of your trainings. Since this is after the Meet & Greet, feel free to bring your goodies along for our time together. **Michele Mudgett, Director of California Office of Patients' Rights***

6:00 PM to 8:00 PM - CAMHPRA Board Meeting  
& BAYPAC Meetings in the Granada Room

# Friday, October 31, 2008

General Session

*Balboa – Calaveras – Granada Meeting Rooms*

**8:00 AM – 10:00 AM**

## **Consent Issues**

**Jim Preis, Executive Director, Mental Health Advocacy Services, Inc., Los Angeles**

This session will discuss the legal basis of informed consent and its application in various circumstances such as minor consent, consent for psychotropic medication, and consent in the criminal justice systems. [2.0 MCLE “Ethics”]

**10:00 AM – 10:15 AM      BREAK**

**10:15 AM – 11:30 AM**

## **Short Term Hold Issues Panel**

**Adele Lynch, Director – USD Patients Advocacy Program**

**Jim Preis, Executive Director – Mental Health Advocacy Services in Los Angeles**

**Jim Raphael, Patients’ Rights Advocate – Mental Health Advocacy Project for Santa Clara County**

**Dave Vandenberg, Patients’ Rights Advocate – Monterey County Health Department – Behavioral Health**

Panel discussion of issues faced by Patients’ Rights Advocates re: 5150’s and 5250’s. [1.25 MCLE]

**11:30 AM – 11:45 AM      BREAK**

**Friday, October 31, 2008**

*Balboa – Calaveras – Granada Meeting Rooms*

**12:00 PM – 2:00 PM**

**C \* A \* M \* H \* P \* R \* A**

**California Association of Mental Health Patients' Rights Advocates**

**LUNCHEON**

Presents

**A CELEBRATION OF ADVOCACY**



**Awards Presentation**

**Speaker: Claudia Center, Legal Aid Society -  
Employment Law Center, San Francisco**

**You must make a reservation to attend. The price of the luncheon is \$37.43  
(includes tax & tip)**

**Please see Kathleen Piché from Los Angeles County Department of Mental  
Health – Office of Patients' Rights at the CAMHPRA table or contact her at  
(213) 738-2524 or e-mail address [KPiche@dmh.lacounty.gov](mailto:KPiche@dmh.lacounty.gov).**

Friday, October 31, 2008

General Session  
*Balboa – Calaveras – Granada Meeting Rooms*

**2:00 PM – 2:30 PM    BREAK**

General Session  
*Balboa – Calaveras – Granada Meeting Rooms*

**2:30 PM – 4:00 PM**

**Conservatorship**

**Mort Cohen, Professor, Golden Gate University,  
School of Law – San Francisco**

This class will provide a detailed description of the conservatorship process from petition to establishment and discuss the issues that arise at each step. Advocates will gain a clear understanding of what should happen during the conservatorship process and be able to compare this to what may actually be happening in their counties. [1.5 MCLE]

## **WE HAVE CHANGED OUR NAME!**

This year Protection & Advocacy, Inc. celebrated its 30<sup>th</sup> year of advocating and advancing the rights of Californians with disabilities.

As part of our 30<sup>th</sup> Anniversary celebration, the Board of Directors and staff felt that a different name would better reflect our vision and mission to advance the rights of Californians with disabilities. As of October 1<sup>st</sup>, our new name is:

## **Disability Rights California**

And Office of Patients' Rights is now:

## **California Office of Patients' Rights**

We will continue to do the same work and our addresses, telephone, TTY, and fax numbers will remain the same. We look forward to 30 more years of working with you to ensure that Californians with disabilities have equality, dignity, power, freedom of choice, independence and freedom from abuse, neglect and discrimination.

If you have any questions about our new name, feel free to contact our office.

**Disability Rights California is a State Bar of California approved MCLE provider. Disability Rights California certifies that this activity has been approved for MCLE credit hours by the State Bar of California, for the credit hours noted for each qualified class.**

Thank you for coming and safe  
return trip home!

California Office of Patients'  
Rights

Disability Rights California  
100 Howe Avenue, Suite 210N  
Sacramento, CA 95825  
(916) 575-1610

[copr@disabilityrightsca.org](mailto:copr@disabilityrightsca.org)