North Carolina Employee Assistance Professionals Annual Conference

Valuing the EAP Across the Spectrum

March 16-18, 2011

Renaissance Charlotte Suites Hotel
Charlotte, North Carolina
A Message from Conference Chair:

Welcome to North Carolina Employee Assistance Professionals Association's 32nd Annual Conference!

I am excited about this year's conference as we have an awesome slate of presenters and topic areas! You will find that there is something for everyone regardless of your EA setting or model. We hope you will find sessions to be insightful and that you will be able to go back to your offices and implement what you've gained from your time spent here this week!

As you will notice, the conference theme is "Valuing the EAP Across the Spectrum". This theme resonates with me as a result of thinking about the importance of the EA profession. Specifically, it is importance to recognize the value in the various EA services that are offered in various EA settings and models. Our profession allows for client employees to be able to address various issues while maintaining productivity and motivation in the workplace. It also allows an opportunity for client companies to receive consultation and collaboration about various ways to continue to support client employees, address change processes and various other areas.

I would like to send a huge thank you to each of the presenters as well as to each of our sponsors, and exhibitors. Without you, our conference could not move forward. Thank you for being a part of the process in making this year's conference a success!

Finally, I would like to say thank you to each of our conference committee members. They have been the spokes to making the conference wheel of planning go round! I greatly appreciate each of you for your input and hard work!

Sincerely,
Your Conference Chair,

Renee'

NC EAPA 2011 Conference Committee:

David Hamby, NC EAPA President
Renee' Evans, Conference Committee Chair
Gina Penland, Conference Committee Co-Chair
John Waller, 2010 Conference Committee Chair
Karen Molli, Conference Committee Program Editor
Christina Galvin    Dawn Klug
Eileen Hodiak      Julie Ingram
Anthony Howard     Terry Newsome
Special Recognition

On behalf of the Board of Directors, conference Planning committee and the members of the North Carolina Chapter of Employee Assistance Professionals Association, we thank the following sponsors for their support of the 32nd Annual March conference.

Cornerstone of Recovery
AARP
Old Vineyard

Also a HUGE Thanks to Our Exhibitors

The Exhibitor List can be found on The Passport.
The 32nd Annual  
NC EAPA March Conference  
“Valuing the EAP Across the Spectrum”  
March 16-18, 2011

Location: Renaissance Charlotte Suites Hotel  
2800 Coliseum Centre Drive, Charlotte, NC 28217

For reservations, call 704-357-1414 or visit the Renaissance Charlotte Suites Hotel online at: www.marriott.com/hotels/travels/cltbr-renaissance-charlotte-suites-hotel/. If you register online the group/convention code is NC Employee Assistance Professional Association.

Rooms must be reserved by February 13, 2011 at 5pm to receive the discounted room rate of $129.00 single or double. Specify that you are with NC Employee Assistance Professional Association.

Full conference registration includes all presentations, Wednesday exhibitor and awards luncheon, admission to exhibit area, breaks, all handout material, 13 and ½ PDH’s and substance abuse certification credits.

For additional information and online registration visit our website at www.eapa.com and click on “Conferences and Events” or contact Renee’ Evans, Conference Chair at Revans6@bellsouth.net.
32nd Annual NC EAPA March Conference Registration
“Valuing the EAP Across the Spectrum”
Renaissance Charlotte Suites Hotel
2800 Coliseum Centre Drive, Charlotte, NC 28217
March 16-18, 2011

Name: ____________________________________________ Telephone: ________________
Organization Name: _____________________________________________________________
Address: ______________________________________________________________________
City: ___________________________ State: ___________
Email: ________________________________________________________________________
LEAP: __Yes __ No CEAP: __Yes __ No I plan to attend the lunch banquet: __ Yes __ No
Please list other licenses/certifications: ________________________

Early Registration must be postmarked and payment made by February 28th, 2011!

<table>
<thead>
<tr>
<th>Membership Type</th>
<th>Early Registration Before Feb. 28, 2011</th>
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<tbody>
<tr>
<td>Full Conference Member</td>
<td>$185.00</td>
<td>$240.00</td>
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<tr>
<td>Full Conference Non-Member</td>
<td>285.00</td>
<td>340.00</td>
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<tr>
<td>One Day Member*</td>
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<td>One Day Non-Member*</td>
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<tr>
<td>Full Time Student EAPA Member</td>
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<td>50.00</td>
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<tr>
<td>Full Time Student Non-Member</td>
<td>150.00 (or $50 per day)</td>
<td>150.00</td>
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</tbody>
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Additional Lunch Ticket $35.00

Total_____________

*Full conference and one day registrations for Wednesday include banquet lunch

EAPA-NC membership #________________

Please indicate if you need a vegetarian meal: ______

You can either pay by check via mail, or by credit card via Pay Pal on website

By Check: Fill out Registration Form, Make Check Payable to NC EAPA and Mail to:

John Waller
NC EAPA Treasurer
Carolinas Healthcare System 720 East Blvd Charlotte, NC 28203

By Pay Pal (available only until February 28th) after that date use mail or register on-site:
Go to www.eapa.com and click on Conferences and Events, and follow Pay Pal instructions

Scholarships Available: Contact John Waller at John.Waller@Carolinashealthcare.org

THERE WILL BE NO REFUNDS
Valuing the EAP Across the Spectrum (Panel)  
Andrew Silberman, Lucy Henry, Donna Dewan and Hank Christiansen

EAPs provide “immeasurable” value to the individuals and organizations they serve. Though perhaps immeasurable in some respects, it is critically important to identify, and promote, the myriad of ways in which EAPs are indeed “valued” by key stakeholders. The presenters represent EAPs from a wide spectrum- the private, corporate, and public sectors, utilizing different service delivery models, and working in areas of higher education, healthcare, financial services, and small businesses. Presenters will discuss how they have successfully documented value for their customers, and will facilitate discussion about value of their EAPs.

Andrew Silberman, MSW, LCSW, LEAP

Andy is currently an Assistant Professor of Community and Family Medicine, and Director of the Duke Personal Assistance Service (PAS), the EAP for Duke University and Health System in Durham, NC. Over the past 25 years, he has led the development, implementation, and expansion of services at this internal EAP, which now covers 32,000 faculty and staff. In addition, Andy designed and implemented evaluation systems within Duke’s PAS to capture client outcome metrics to determine effectiveness of the program and demonstrate value to key stakeholders. He is a past-President of the EAPs in Education association, and a Board member of the NC EAPA chapter for over 10 years.

Lucy Henry, LPC, LMFT, CEAP

Lucy is a risk management specialist for First Sun EAP; a South Carolina based external EAP. In this capacity she consults with work organizations to identify workplace behavioral risks and to mitigate those risks through formal workplace referrals. In doing this she works closely with a network of EAP affiliate providers. Lucy has a passion for introducing core technology and EAP basics to these providers as well as encouraging and mentoring counselors to be involved in the EAP Association and pursuing CEAP certification. Lucy is a past president of the SC EAPA chapter and is currently serving her second term as District 2 Director for EAPA.

Donna Dewan

Donna joined Wells Fargo in October 2009, as an EAC manager working in the Charlotte office. Her prior work experience includes nine years with Merrill Lynch as the Associate Director of their internal Employee Assistance Program in New York City supporting 70,000 employees and their family members nationally and internationally. Her experience in financial services also includes several years with American Express and Lehman Brothers EAP. Donna has provided training programs to a variety of Fortune 500 companies in the U.S., Europe, Canada, and Asia. Her areas of specialty include cross cultural adjustment, change management and threat assessment. Donna received her undergraduate degree from Rochester Institute of Technology and has a Masters degree in Criminal Justice from the University of New Haven and a Master’s degree in Psychology from Marist College.

Hank Christiansen, LCSW

Hank has worked in the EAP industry for 15 years. He completed his undergraduate studies at Central Michigan University in health education/math, and his graduate work at Boston University. Hank has presented at many CUPA events over the years with his present employer, Wellness Corporation, and previously with Segal/Sibson as a behavioral health consultant in their higher education practice. Recently Hank’s focus has included designing Student Assistance Programs that are vastly different from those for faculty and staff. Hank lives in Central Massachusetts.
Not Just a Bag of Tricks: Integrating Theory & Techniques
Trish Murray, PhD, LPCS, NCC, ACS

In this session, participants will be introduced to Impact Therapy (Jacobs, 1992); a multisensory approach to counseling that integrates certain counseling theories with a variety of counseling techniques in a unique and powerful way. The presenter will introduce participants to the tenets of Impact Therapy, some common mistakes that therapists make, and ways therapists can use creative techniques to facilitate both the counseling session and the change process.

Trish Murray, PhD, LPCS, NCC, ACS

Trish earned her BS degree in Psychology from Geneva College, her MA in Counseling from WVU and her PhD in Counselor Education from the University of South Carolina. She is currently the Director of the Student Health and Counseling Center at Davidson College and she also maintains a private practice in Belmont, NC. Although Trish has spent the last 12 years working primarily with college students, she has experience working with diverse populations in a variety of mental health settings. Her clinical interests include college student development, addictions, mood disorders, multicultural issues, and supervision.

It’s the Little Things
Lewis Isaac

It’s The Little Things is a discussion of the everyday interactions that anger, annoy and divide the races. In 2000 Lena Williams a veteran writer for the New York Times penned the text that form the basis for our discussion of how seemingly innocent remarks can cause unanticipated friction between people of different racial backgrounds.

Lewis Isaac

Lewis Isaac served as the Equal Employment Opportunity Manager with the VA Medical Center in Asheville, North Carolina. He is the former chairman of the Board of Building Bridges Asheville and continues to serve on the Board of Directors. He has done diversity training with the Department of Veterans Affairs, the City of Asheville, Mission Hospital Systems and the State of North Carolina.

Addressing the Impact in the Workplace of Families Raising Children with Special Health Care Needs
Alice Massanari, M.A., LCSW and Jared Massanari, Ph.D., LPC

The unique experiences of employees and their families who are raising children with special needs make them specialized clients in the EAP world. Because these families are often experiencing chronic trauma and/or grief in addition to the usual stressors of raising children and managing a work life, the EAP who is aware of the differences can listen, assess and, if necessary, refer these clients more effectively. Understanding that such life experiences often generate responses in families that may be mistaken for symptoms of mental health diagnoses assists the EAP in developing a particular sensitivity in the helping role.

Alice Massanari, M.A., LCSW and Jared Massanari, Ph.D., LPC

Alice has worked with the Employee Assistance Network in Asheville for 14 years. Jared has maintained a private practice working with families, individuals and couples for 25 years. Together Jared and Alice are the parents of a very independent adult daughter and a son who died at an early age of complex medical difficulties. They have continued to co-facilitate classes for which they created a parenting curriculum called Raising Special Kids now published by Research Press. They also co-authored Our Life with Caleb

THURSDAY, MARCH 17

Military Family Transitions: Deployment Issues & Reintegration into the Workplace
David Hale, MA and Brad Lanto, LCSW

The session will address the stresses and issues of today's military family. Emphasis will be on transition-related stressors of military moves and the dynamics of deployment. The session will also explore and address emotional cycles, developmental and stress reactions to deployment. The session will conclude with coping strategies, positive aspects of separation and knowing when to seek additional help.

David Hale, MA

David is currently serving Craven County Schools as their Military Liaison Counselor. He facilitates and serves as the point of contact for the Department of Defense Military Family Life Consultants that counsels our military connected students and families. In addition to serving Craven County students, he is the liaison between Cherry Point family programs and the student and families of Craven County Schools. He has an EdS in Education Administration from George Washington University; a MA in Counseling and Guidance from Louisiana Tech University and a BS in History from North Carolina State University. He has served as a Middle School Counselor in Craven County Schools. He is a retired Lieutenant Colonel in the United States Air Force where he served as a pilot and a career counselor. He is also a former commercial airline pilot.

Brad Lanto, LCSW

After serving four years on active duty, as an Officer, in the United States Marine Corps, Brad Lanto graduated from East Carolina University in May of 1997, with a Master of Social Work (MSW) degree. He began working in Marine and Family Programs for the Marine Corps at Cherry Point, North Carolina, that same year. Mr. Lanto is a Licensed Clinical Social Worker (LCSW) who has worked in a variety of positions within the Marine Corps since 1997: Clinical Counselor, Family Advocacy Program Counselor (working with domestic abuse perpetrators and victims), General Counseling Supervisor, Exceptional Family Member Program Manager, and, most recently, General Counseling/Family Advocacy Program Manager. In 2010, he was detailed to Headquarters, Marine Corps, to serve as the Clinical Program Manager. Mr. Lanto resides in Emerald Isle, North Carolina, and is currently a Lieutenant Colonel in the United States Marine Corps Reserves.

ADHD in the Workplace
Tess Lineback, M.Ed., NCC, LPC, CEAP, LEAP, DCC

This session will give participants a brief history of ADHD and the definition of ADHD will be given along with information on how to diagnose and meet the DSM-IV criteria for children, adolescents and adults. Symptoms and causes of ADHD will be clarified especially with adult ADHD. How ADHD impacts the workplace, marriage, and the family will be discussed.

Tess Lineback, M. Ed., NCC, LPC, CEAP, LEAP, DCC

Tess is an alumni of UNC-G and NC State University. She worked as an EAP Consultant for the State of North Carolina for 4 ½ years and has maintained a private practice for the past 17 years. Tess Specializes in ADHD, Bipolar, anxiety and substance abuse disorders. For the past 8 years, she has been a weekly
onsite EAP Consultant at two different facilities. Presently, she is contracted to conduct CISDs for multiple national organizations and a member of the NC Disaster Network.

**An EA Professional’s Inside Scoop on AA**

**Homer Moeller and Kenneth Colston**

This presentation will educate EA professionals about what Alcoholics Anonymous resources are available to both the professionals and their clients. Additionally we will provide practical suggestions on how to make effective referrals to Alcoholics Anonymous. Finally we will identify what AA does and does not do, how AA cooperates with professionals, and discuss online AA resources for both professionals and their clients.

**Homer Moeller**

Homer is a member of Alcoholics Anonymous with 15 years of sobriety. He has made numerous presentations to Professional groups and Conferences during the last two years, some of which had over 1,000 attendees. He has served as Area 51 NC Coordinator, Cooperation with the Professional for the last 2 years.

**Kenneth Colston**

Kenneth has recently been selected as the replacement for Homer for the above position. He has a number of years participating in various AA service positions. He served 2 years as the Coordinator of Treatment, working with a number of Treatment facilities to help recovering patients make the transition to AA groups in their home communities.

**Ouch that Stereo Type Hurts**

**Michael Carter**

This session will discuss how to recognize biases and stereotypes in ourselves as well as others and how they can poison the workplace environment. Moving beyond diversity being identified strictly by race and ethnicity is an area that will be explored. We hope to be able to come to terms with the fact that, “the unexamined life is not worth living”, meaning that this work is a journey towards wholeness. It is an inward journey, a journey without distance.

**Michael Carter**

Michael is an ordained Interfaith Minister and retired hospital chaplain, has served various Unitarian Universalist Congregations in New York City and surrounding areas. Michael was trained as an anti-racism trainer for the denomination and has been recognized by President Clinton for his efforts. Michael was also a weekly columnist for the Asheville Citizen Times. He currently serves as the Diversity Officer for Mission Health System as well as having worked as a diversity consultant for The Grove Park Inn, The Asheville City School Foundation, and The Asheville Buncombe Institute for Parody Achievement (ABIPA).

**Ethics in Employee Assistance Practice**

**Jeff Christie, LCSW, CEAP**

The goal of this session is to educate EA practitioners on the role and significance of ethics in professional practice, to establish the basic theoretical underpinnings of EAP ethics, and to familiarize EA practitioners with the relevant codes of professional conduct. It will also raise awareness of contemporary ethical dilemmas and their implications on practice, to equip EA practitioners with a model of ethical decision-making, and to outline the various resources available to EA practitioners concerned with ethics violations.
Jeff Christie, LCSW, CEAP

Is currently the Global Manager of the Halliburton Employee Assistance Program. He received his Master of Social Work from the University of Pittsburgh in 1981, with specialization in industrial social work. For the past 28 years he has worked in the fields of family therapy, chemical dependency treatment and employee assistance programs. Prior to Halliburton, Mr. Christie served in the employee assistance programs of Conoco, Pennzoil, and those of a large external EAP vendor. Jeff has published numerous articles on ethics and is a primary author of the book, Ethical Dilemmas in Workplace Counseling: A Casebook. Jeff is currently the president of the Employee Assistance Roundtable, an organization of internally managed employee assistance programs of Fortune 500 companies and president of Employee Assistance Professionals Association.

Brief Introduction to Motivational Interviewing
Worth Bolton, LCSW, LCAS

This “person centered approach” to counseling developed by Carl Rogers may be viewed as a primary antecedent to the Motivational counseling style developed by Miller and Rollnick and others in the 1990’s. MI differs from Rogerian work in that there are strategic responses to “ambivalence” and “resistance” that help to shape and guide interaction towards the client’s willingness to change. Therapist using this approach must embrace the guiding principles of MI; it is a subtle balance of directive and client-centered components shaped by a guiding philosophy and understanding what triggers change. If it becomes a trick or a manipulative technique, its essence has been lost (Miller 1994).

Worth Bolton, LCSW, LCAS

Worth has trained and presented on MI since 2003. He was trained by Dr’s William Miller, Chris Wagner and Karen Ingersoll. He has presented to human services agencies in the southeastern US and is a member of the Motivational Interviewing Network of Trainers (MINT). He also provides “Motivational Interviewing Assessment: Supervisory Tools to Enhance Proficiency” (MIA STEP) training to Clinical Supervisors. Worth is proficient in the coding of taped MI sessions using the Motivational Interviewing Treatment Integrity Scale to give clinicians specific feedback on fidelity to the principles embodied in MI.

An EAP Refresher: Where We Come From, Where We Are and Where We Are Going
Al Greene, MSSW, LCAS, CSS, Renee’ Evans, PhD, LPC and Christina Rosen Galvin, Ed.D., LCP, NCC, LCAS, ICRC

There is strength in the history and knowledge of EA pioneers and the development of the field. This training will provide participants with a thorough grounding in the basics of employee assistance programming. Topics will include EAP history, marketing, program design, implementation, ongoing maintenance and program evaluation. This track is designed for those new to the field or those experienced professionals interested in a review of programming fundamentals.

Al Greene, MSSW, LCAS, CCS

Al has retired as Professor Emeritus in the Dept of Human Development and Psychological Counseling at Appalachian State University, where he taught for thirty-three years, initiated the Employee Assistance Service for faculty and staff (1975), and was instrumental in developing the master's curriculum in addictions counseling, including the first master's level course in the EAP model (1977). A recipient of the NC EAPA President's Achievement Award, he has consulted, presented and conducted trainings widely in NC and the southeast on clinical issues in the addictions field. He is presently a therapist at the Mood Treatment Center in Winston-Salem, NC, and serves on the NC Substance Abuse Professional Practice Board.
**Renee’ Evans, PhD, LPC**

Renee’ is in private practice at Ridgeview Counseling Associates in Cary, North Carolina. Her areas of specialty are EAP, individual adult and children work, and career development. She is president of R. Evans Professional Development Consultation Inc. Renee’ is a national school counselor trainer and has worked collaboratively with school districts in providing training and addressing systemic issues. She is also an adjunct professor in the Department of Human Development & Psychological Counseling at Appalachian State University. She is the 2011 Conference Planning Committee Chair and Diversity Chair for the North Carolina Employee Assistance Professional Association (NC EAPA).

**Christina Rosen Galvin, Ed.D., LPC, NCC, LCAS, ICRC**

Christina is an Assistant Professor at Appalachian State University. She has been at Appalachian State University for four years. Her professional experiences included 21 years as a license clinical counselor, 11 years as a supervisor, 7 years as a counselor educator and 4 years as an instructor. Christina’s counseling experiences include working as an EAP while a Community Mental Health Counselor who specialties in chemical dependency, co-dependency, dual diagnosis, integrating spirituality into counseling and multicultural counseling. Her presentation, publications, and research interests are group work, dual diagnosis, relapse prevention, chemical dependency, ethics in supervision, the supervisor and supervisee’s relationship, and counselor training. Christina currently has six publications, two manuscripts in-press, and one manuscript in-review. Her professional presentations have been in China, at ACA, ACES, SACES, RMACE, NCACES, and ASGW, as well as state conferences in Ohio, Idaho, and North Carolina. Furthermore, she has least 17-community presentations.

**FRIDAY, MARCH 18**

**The Post 9/11 Workplace: Mental Health Findings from Qualitative and Quantitative Research in Highly Affected Workplaces**

**Carol North MD**

The final conference presentation will focus on mental health effects on the workplace following major disasters. She will review the diagnosis of post-traumatic stress disorder, present findings on postdisaster mental health effects of major disasters and evidence of resilience in the workplace, and discuss workplace efforts to cope with disaster.

**Carol North MD**

Dr. Carol North is Director of the Program in Trauma and Disaster at the VA North Texas Health Care System and The Nancy and Ray L. Hunt Chair in Crisis Psychiatry and Professor of Psychiatry and Surgery/Division of Emergency Medicine/Section on Homeland Security at The University of Texas Southwestern Medical Center at Dallas. Dr. North completed medical school and residency training followed by a NIMH fellowship and a Masters degree in psychiatric epidemiology at Washington University School of Medicine in St. Louis, Missouri.

For nearly a quarter of a century, Dr. North has continuously conducted federally funded research into disaster mental health. Dr. North has been an international leader in shaping the science of disaster mental health epidemiology. She and her research team studied 3,000 survivors of major disasters that include the bombings in Oklahoma City and the US Embassy in Nairobi, Kenya, the Capitol Hill anthrax attacks, the September 11 terrorist attacks on New York City, and Hurricane Katrina. Dr. North has trained thousands of mental health and other health professionals on disaster preparedness and has provided expertise and leadership for major disaster response operations. She testified to the US Senate, advised the State Department, the Carter Center, and the White House on disaster mental health; informed the FDA about...
post-traumatic stress; and provided consultation to New York City’s Department of Health on post-9/11 mental health response.

**The North Carolina Chapter of EAPA – 32nd Annual Conference**

**Schedule of Events**

**Wednesday March 16, 2011**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>10:00am – 11:00am</td>
<td>Conference Registration</td>
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<tr>
<td>11:00am - 11:15 pm</td>
<td>Welcome and Opening Remarks – Renee’ Evans</td>
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<tr>
<td>11:15am – 1:00pm</td>
<td>Exhibitor Luncheon &amp; Awards Banquet</td>
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<td>Keynote speaker Jeff Christie, EAPA President</td>
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<td>1:00pm - 1:15 pm</td>
<td>Break in Exhibit Hall</td>
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<tr>
<td>1:15pm – 3:30pm</td>
<td>Plenary Session – Andy Silberman, Lucy Henry, Donna Dewan and Henry Christiansen</td>
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<td>Valuing the EAP Across the Spectrum</td>
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<td>3:30pm – 3:45pm</td>
<td>Break in Exhibit Hall</td>
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<td>3:45pm – 5:30pm</td>
<td>Track A – Trish Murray</td>
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<td>Not Just a Bag of Tricks: Integrating Theory &amp; Techniques</td>
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<td>With a break from 4:30-4:45</td>
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<tr>
<td>5:30pm – 6:00pm</td>
<td>Track B – Lewis Isaac</td>
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<td>It’s the Little Things</td>
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<td>Track C – Alice and Jared Massanari</td>
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<td>Addressing the Impact in the Workplace of Families Raising</td>
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<td>Children with Special Health Care Needs</td>
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<td><em>DINNER ON YOUR OWN</em></td>
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**Thursday March 17, 2011**

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<tr>
<td>7:45 am - 8:15am</td>
<td>Conference Registration</td>
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<tr>
<td></td>
<td>Coffee &amp; Tea in Exhibit Hall</td>
</tr>
<tr>
<td>8:00am – 8:15am</td>
<td>Welcome and Remarks – Renee’ Evans</td>
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</table>
8:15am – 9:45am  Plenary Session – David Hale and Brad Lanto
Military Family Transitions: Deployment Issues & Reintegration into the Workplace

9:45am – 10:00am  Break in Exhibitor Hall

10:00am – 11:30am  Track A – Tess Lineback
ADHD in the Workplace

Track B – Homer Moeller and Kenneth Colston
An EA Professional's Inside Scoop on AA

Track C – A. Greene, R. Evans and C. Rosen Galvin
An EAP Refresher: Where We Come From, Where We Are, Where We Are Going

11:30am – 1:00pm  LUNCH ON YOUR OWN

1:00pm – 2:00pm  Plenary – Michael Carter
Ouch that Stereotype Hurts

2:00pm – 2:15pm  Break in the Exhibitor Hall

2:15pm – 3:45pm  Track A – Jeff Christie
Ethics in Employee Assistance Practice

Track B – Worth Bolton
Brief Introduction to Motivational Interviewing

Track C – A. Greene, R. Evans and C. Rosen Galvin
An EAP Refresher (continued)

3:45pm – 4:00pm  Break in Exhibitor Hall –

4:00pm – 5:30pm  Track A – Jeff Christie
Ethics in Employee Assistance Practice (continued)

Track B – Worth Bolton
Brief Introduction to Motivational Interviewing (continued)

Track C – A. Greene, R. Evans and C. Rosen Galvin
An EAP Refresher (continued)

5:30pm  DINNER ON YOUR OWN

Friday March 18, 2011

7:45am – 8:00am  Registration –
Coffee& Tea in Exhibit Hall
8:00am – 9:00am  Chapter Business Meeting –  
Passport Prize Drawing (Must be present to win)

9:00am – 10:30am  Plenary – Carol North  
The Post 9/11 Workplace

10:30 am – 10:45am  Break

10:45am – 12:15pm  Plenary – Carol North  
The Post 9/11 Workplace (continued)

12:15pm  Wrap Up