

DAY ONE – Tuesday October 14, 2008

TIME	ROOM	Session #	SESSION	PRESENTERS	RM Size	Recommended Attendee(s)	
7:45 - 9:00	Buffet Breakfast - Grand ABC Ballroom						
8:00 – 9:00	Upper Lobby Near Grand Ballroom		<i>Registration</i>				All staff
9:00 – 10:30	Grand ABC Ballroom	1	<i>Conference Welcome</i>	Bill Connors / Pat Richie		Everyone	All staff
10:30 – 11:00	AM Break - Lower Level Foyer & Oakbrook Foyer						
11:00 – 12:30	Oakbrook 1, 2 & 3	2	<i>Future of Human Services Delivery Systems in America</i>	Staff: Bill Connors/David Jordan/Terry Hight	156	C-Level leadership, Business Office, Clinicians	
	Oakbrook 4	3	<i>Security</i>	Staff: Scott Bell/Joe Monastra	32	System Administration, Form Developers, Project Managers	
	Hunt 1 & 2	4	<i>How to Use TIER Billing Effectively</i>	Staff: Dan Rizzo/Rosa Palacios	63	Business Office, Project Managers, C-Level leadership	
	Windsor Room	Supplemental S-1	<i>Roll up Your Sleeves</i>	Staff: Robin Milam/Deon Lumpkin/Gayathri Raghavan/Mark/Rosa	24		All available staff
	Ogden Room	Supplemental S-2	<i>Break Room</i>		24		
12:30 – 1:30	Lunch - Grand ABC Ballroom						
1:30 – 3:00	Hunt	5	<i>Addictions Session</i>	Clients: Jon Appel (CADAS – TN) Staff: Brooks Cagle	57	C-level leadership, Business Office, Clinicians, Project Managers, TIER Team Members	Jim Mays
	York	6	<i>Behavioral Health Session</i>	Clients: Bev Disen (Lifestream - FL) Staff: Joe Kocsis	57	C-level leadership, Business Office, Clinicians, Project Managers, TIER Team Members	Jo Weir
	Kent	7	<i>Human Services Session</i>	Clients: Michelle Gwaltney (Family Services of Central Indiana – IN) Staff: Mark Steward	57	C-level leadership, Business Office, Clinicians, Project Managers, TIER Team Members	
	Oakbrook 1 & 2	8	<i>Doc Watch</i>	Staff: Jim Mays/Anu Rao	74	System Administration, Form Developers, Project Managers	
	Oakbrook 3 & 4	9	<i>Maximizing Performance from SQL Server</i>	Staff: Scott Bell/Joe Monastra	74	System Administration	
	Essex Ballroom	Leadership L-1	<i>Five Dysfunctions of a Team</i>	Pat Richie	50	C-Level Leadership	
	Camden Room	Supplemental S-3	<i>Product Demonstration</i>	Staff: Geoff Fisher	24		Cristina
	Windsor Room	Supplemental S-1	<i>Roll up Your Sleeves</i>	Staff: Robin Milam/Deon Lumpkin/Gayathri Raghavan/Kari Alvarez/Anu Rao	24		All available staff
	Ogden Room	Supplemental S-2	<i>Break Room</i>		24		
3:00 – 3:30	PM Break - Grand Foyer						
3:30 - 4:15	Grand ABC Ballroom	10	<i>Sequest Tomorrow - Bill Connors</i>			Everyone	All Staff
4:15 – 5:00	Grand ABC Ballroom	11	<i>TIER® Tomorrow</i>				
6:00 – 8:30	Oakbrook Ballroom - 80s theme Buffet Dinner						

DAY TWO – Wednesday October 15, 2008

TIME	ROOM	#	SESSION	PRESENTERS	RM Size	Recommended Attendee(s)	
7:00 - 8:00	Buffet Breakfast - Grand ABC Ballroom						
8:00 - 9:30	Hunt	12	<i>Implementing Your System - Case Study The 5 Phase approach</i>	Clients: Kathy Greenberg (Geo Care – FL)/ Staff: Shelly Casale	80	Project Managers, Leadership, TIER Team Members, System Administrators	Jo Weir
	York	13	<i>Data Migration - Case Study</i>	Staff: Dan Rizzo, Joe Monastra, Gayathri Raghavan	80	Project Managers System Administrators, TIER Team Members	
	Oakbrook 4	14	<i>Stress Management</i>	Staff: Joe Kocsis	32	Anyone who needs a little stress relief	
	Oakbrook 1, 2 & 3	Leadership L-2	<i>Standardization/Certification/ Legislation</i>	Clients: Rachael Clausen (EMQ – CA) Staff: Bill Connors	156	C-Level Leadership, Business Office, Clinicians	
	Camden Room	Supplemental S-3	<i>Product Demonstration</i>	Staff: Geoff Fisher	24		Cristina
	Windsor Room	Supplemental S-1	<i>Roll up Your Sleeves</i>	Staff: Robin Milam/Deon Lumpkin/Gayathri Raghavan/Mark/Rosa	24		All available staff
	Ogden Room	Supplemental S-2	<i>Break Room</i>		24		
9:30-10:00	AM Break - Lower Level Foyer & Oakbrook Foyer						
10:00-11:30	Oakbrook 1, 2 & 3	Leadership L-3	<i>Changes in Psychiatry and Addiction Treatment Services</i>	Dr. Richard Rosenthal/Ron Hunsicker	156	C-level Leadership, Business Office, Clinicians	
	Hunt	15	<i>Improving Communication with Tech Support</i>	Staff: Kelly Currie/Linda Vokoun/Debbie Allison, Jim McFadden, Adriel Archie	80	TIER Developers, System Administrators, Project Managers	
	Kent	16	<i>TIER Design Tools</i>	Staff: Robin Milam/Kari Alvarez/Anu Rao	80	TIER Developers, System Administrators, Project Managers, TIER Team Members	
	York	17	<i>TIER Add-ons - Bar Code, Sig Pad, Scanned Docs, Tablet PC, JAWS, Dragon NaturallySpeaking</i>	Clients: Melissa Ogletree (ABVI - NY) / Bob Fernandez (Marworth - PA) Staff: Kari Alvarez/Jim Mays/Cristina Prince	80	Project Managers, Leadership, TIER Team Members, TIER Developers, System Administrators	
	Ogden Room	Supplemental S-2	<i>Break Room</i>		24		
11:30-12:30	Lunch - Grand ABC Ballroom						
12:30 - 2:00	York	18	<i>HL7 - Case Study</i>	Clients: Doug Salvino (Ashley - MD) Staff: Deon Lumpkin	80	Project Managers, Leadership, TIER Team Members	
	Hunt	9	<i>Maximizing Performance from SQL Server</i>	Staff: Scott Bell/Joe Monastra	80	System Administration	
	Oakbrook 1 & 2	19	<i>What's New In WFS</i>	Staff: Robin Milam/Scott Bell	74	TIER Developers, TIER Team Members, Project Managers, Clinicians	Jo Weir
	Kent	17	<i>TIER Add-ons - Bar Code, Sig Pad, Scanned Docs, Tablet PC, JAWS, Dragon NaturallySpeaking</i>	Staff: Kari Alvarez/Jim Mays/Cristina Prince	80	Project Managers, Leadership, TIER Team Members, TIER Developers, System Administrators	
	Oakbrook 3 & 4	20	<i>Sequest Chat</i>	Staff: Shelly Casale/Anu Rao/Mark Steward/ Brooks Cagle/Gayathri Raghavan/ Geoff Fisher/Jo Kocsis	74	All Groups	All available staff
	Essex	Leadership L-4	<i>Dashboards, Graphics for Executive Suite</i>	Joe Monastra and Bill Connors	50	C-level Leadership, Business Office, Clinicians	

	Ogden Room	Supplemental S-2	Break Room		24		
2:00-2:30	AM Break - Lower Level Foyer & Oakbrook Foyer						
2:30-4:00	Hunt	21	Addictions and TIER - Tomorrow	Staff: Brooks Cagle/Jim Mays	80	C-Level Leadership, Business Office, Clinicians, Project Managers, TIER Team Members	
	York	22	Behavioral Health and TIER - Tomorrow	Staff: Joe Kocsis/Dan Rizzo	80	C-Level Leadership, Business Office, Clinicians, Project Managers, TIER Team Members	
	Kent	23	Human Services and TIER - Tomorrow	Staff: Mark Steward/Shelly Casale	80	C-Level Leadership, Business Office, Clinicians, Project Managers, TIER Team Members	
	Oakbrook 1 & 2	8	Doc Watch	Staff: Scott Bell/Anu Rao	74	System Administration, Form Developers, Project Managers	
	Oakbrook 4	24	TIER Troubleshooting	Staff: Kelly Currie/Linda Vokoun/Debbie Allison, Jim McFadden	32	TIER Developers, System Administrators, Project Managers	
	Essex	Leadership L- 5	Added Value Opportunities-HRIS and Other Possibilities	Joe Monastra and Les Goldstein	50	C-level Leadership, Business Office, Clinicians	
	Windsor Room	Supplemental S-1	Roll up your Sleeves	Staff: Rosa Palacios/Robin Milam/Kari Alvarez/Deon Lumpkin/Gayathri Raghavan/Kelly Currie/	24		All available staff
	Camden Room	Supplemental S-3	Product Demonstration	Staff: Geoff Fisher	24		Cristina
	Ogden Room	Supplemental S-2	Break Room		24		
4:30 - 10:00	Shuttle trip to Downtown Schaumburg						

DAY THREE – Thursday October 16, 2008

TIME	ROOM	#	SESSION	PRESENTERS	RM Size	Recommended Attendee(s)	
7:45 - 9:00	Buffet Breakfast - Grand ABC Ballroom						
9:00 – 10:30	Hunt	16	<i>TIER Design Tools</i>	Staff: Robin Milam/Kari Alvarez/Anu Rao	90	TIER Developers, System Administrators, Project Managers, TIER Team Members	
	Cermak Room	14	<i>Stress Management</i>	Staff: Joe Kocsis	24	Anyone who needs a little stress relief	
	York	25	<i>Implementation - Getting Started</i>	Staff: Jim Mays/Scott Bell	90	Project Managers, Leadership, TIER Team Members, System Administrators	
	Butterfield Room	15	<i>Improving Communication with Tech Support</i>	Staff: Kelly Currie/Linda Vokoun/Debbie Allison/Jim McFadden/ Adriel Archie	24	TIER Developers, System Administrators, Project Managers	
	Kent	4	<i>How to Use TIER Billing Effectively</i>	Staff: Dan Rizzo/Rosa Palacios	90	Business Office, Project Managers, C-Level leadership	
	Camden Room	Supplemental S-3	<i>Product Demonstration</i>	Staff: Geoff Fisher/Mark Steward	24		
	Ogden Room	Supplemental S-2	<i>Break Room</i>		24		
10:30 – 11:00	AM Break - Lower Level Foyer						
11:00 – 12:30	Hunt	24	<i>TIER Troubleshooting</i>	Staff: Kelly Currie/Linda Vokoun/Debbie Allison/Jim McFadden	90	TIER Developers, System Administrators, Project Managers	
	York	19	<i>What's New in WFS</i>	Staff: Robin Milam/Jim Mays	90	TIER Developers, TIER Team Members, Project Managers, Clinicians	
	Cermak Room	26	<i>Advanced User Forum</i>	Staff: Dan Rizzo/Anu Rao/Deon Lumpkin	24	Advanced Users/Developers	
	Butterfield Room	20	<i>Sequest Chat</i>	Staff: Kari Alvarez/Gayathri Raghavan/Rosa Palacios/Brooks Cagle/Geoff Fisher/ Joe Kocsis/Mark Steward	24	All Groups	All available staff
	Kent	3	<i>Security</i>	Staff: Scott Bell/Joe Monastra	90	System Administration, Form Developers, Project Managers	
	Camden Room	27	<i>Design Phase - How to Keep Momentum</i>	Staff: Shelly Casale/ Jo Weir	90	Project Managers, Leadership, TIER Team Members	
12:30 – 1:30	Lunch - Grand ABC Ballroom						