



# MENTAL HEALTH SUBSTANCE ABUSE & THE BOTTOM LINE

HOW WELL IS YOUR WORKPLACE?

**MONDAY  
NOVEMBER 2, 2015**

**AUGUSTA  
CIVIC CENTER**  
Augusta, Maine



PRESENTED BY  
*Co-Occurring Collaborative Serving Maine  
and Lifeline Center for Workplace Wellness*

# Mental Health, Substance Abuse & the Bottom Line: How Well is Your Workplace?

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## A One-Day Event

**Monday, November 2, 2015**

8:30 am – 4:00 pm

Augusta Civic Center, Augusta, Maine

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## Cost

### **\$85 Members**

Southern Maine Wellness Council  
and/or CCSME

*Early-bird by 10/2 - \$75*

### **\$95 Non-members**

*Early-bird by 10/2 - \$85*

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## ***Presented by Co-Occurring Collaborative Serving Maine and Lifeline Center for Workplace Wellness***

A quarter of the U.S. workforce will experience a mental or substance use disorder over the course of their careers. A recent study from the Substance Abuse and Mental Health Services Administration suggests that “nearly one in 10 full-time employees in the United States has had a recent substance abuse problem” and depression accounts for more lost days than any other chronic illness. The impact of these issues on the workplace is costly and employers are not equipped to deal with these serious health issues. They can, however, ensure that the workplace culture reflects policies and practices which will support employee well-being, particularly in regards to mental health and the prevention of substance abuse. This conference will shed light on the business case for effectively addressing workplace mental illness and substance abuse, and provide practical strategies and resources to minimize the impact on organizations, individuals, and families.

## Speakers

### KEYNOTE SPEAKERS

**Clare Miller**

*Director, Partnership for Workplace Mental Health  
at the American Psychiatric Foundation*

**Mary Allen Lindemann**

*Co-owner/Community Builder, Coffee By Design*

**David Lee, M.Ed.**

*Founder, HumanNature@Work*

### PRESENTERS

**Donna Betts**

**Cheryl Cichowski**

**Donna Downing, MS, OTR/L**

**Donna Hardaker**

**Kevin J. Haskins, JD**

**Paul W. Heck, MEd, LPC, F-APA**

**Neil Korsen, MD, MSc**

**Greg Marley, LCSW**

**Hyong Un, M.D.**

## Objectives

Demonstrate the financial and personal health impact of mental health and substance use disorders in the workplace

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Identify intervention and treatment resources for employers, staff, individuals and families

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Discuss specific strategies to address mental health and substance use conditions in the workplace

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## Target Audience

Employers, human resource professionals, worksite wellness managers, occupational medicine providers, health insurance carriers/brokers, mental health/substance abuse provider organizations, EAPs, hospitals, licensed behavioral health providers

**8:00 – 8:30 REGISTRATION AND CONTINENTAL BREAKFAST**

**8:30 – 8:45 WELCOME AND OPENING REMARKS**

**8:45 – 9:45 KEYNOTE**

***The Business Case for Mental Health and Substance Abuse Treatment***

Clare Miller

In spite of the compelling prevalence, only one-third of individuals with a diagnosable mental health condition seek care. Employers can play a powerful role in increasing awareness and encouraging employees to get help when they need it. Ms. Miller will review the literature associated with the connection between mental health and the bottom line and offer free tools and resources for employers to take action. Learn why mental health matters and what you can do about it in your company.

**9:45 – 10:00 BREAK**

**10:00 – 11:00 KEYNOTE**

***Coffee by Design: How Mental Health Became Part of Our Story***

Mary Allen Lindemann

When Coffee By Design opened its doors in 1994, the goal was to offer a great cup of coffee and a whole lot more. That “whole lot more” has taken on much greater meaning than its founders ever could have imagined. This first-hand account will explore the history of Coffee By Design through the lens of a mental health journey from the deinstitutionalization of AMHI to direct experience with staff and ultimately, family members.

**11:00 – 11:15 BREAK/TRANSITION TO WORKSHOPS**

**11:15 – 12:15 WORKSHOP 1: SESSION A**

**A1: Retooling EAP Capabilities to Support Overall Health**

Hyong Un, MD

Employers are increasingly focused on wellbeing and engagement as a way to improve overall health and productivity of their employees. Multiple strategies, including wellness, disease management, and an employee assistance program (EAP) are engaged to support health and wellness. This session will focus on ways EAPs can support overall health and wellbeing of employees and enhance engagement in other workplace wellness resources.

**A2: Managing Mental Health Issues and Substance Abuse Under the Americans with Disabilities Act and Maine Human Rights Act**

Kevin Haskins, JD

For many people, mental health and substance abuse issues do not stop at the doors to the workplace. Dealing with these issues can be a challenge for employees and employers alike. Questions as to whether an employee is “disabled” and therefore entitled to an accommodation under federal and state disability laws can be difficult to assess. Navigating the interactive process with an employee with mental impairments or substance abuse issues can also present distinct challenges, as there can be violations of workplace rules that may be attributable to an employee’s impairment. This session will focus on these questions and other aspects of disability law relating to mental impairment and substance abuse in the workplace.

**A3: Depression and Medical Co-morbidities in the Workplace**

Neil Korsen, MD, MSc

Depression is commonly seen in association with medical problems such as diabetes and heart disease. Co-morbid depression leads to increased costs of care and poorer quality outcomes of care for these conditions. This session will review the literature on this problem and will highlight approaches to helping people achieve better outcomes.

**A4: Suicide Prevention in the Workplace: Valuing Staff, Saving Lives**

Greg Marley, LCSW

A suicide is an often preventable devastating loss of life that deeply impacts family, workplace and the community. A significant majority of suicide deaths occur to people of working age, the life stage with the greatest increase in rates over the past decade. The workplace offers a vital opportunity to recognize and support a person in crisis, and maintain the health and safety of its employees. This workshop will offer a rationale for suicide prevention and postvention in the work environment, as well as information and tools to integrate a suicide management protocol.

**12:15 – 1:15 LUNCH**

**1:30 – 2:30 KEYNOTE**

***Creating a Resilient Workforce: It’s All about the Relationship***

David Lee, M.Ed.

Employee resilience doesn’t only impact mental health, substance abuse, and healthcare costs. Employee resilience plays a central role in every aspect of employee performance, and an organization’s ability to thrive in a challenging, uncertain economy. Research shows that resilience is profoundly affected by

a person's relationships. Relationships also play a central role in organizational resilience. Therefore, knowing how to create a culture of collaborative, supportive, and encouraging relationships is vital to any employer wanting to create a resilient workforce. This lively presentation will explore how to foster strong, empowering relationships in the following domains: Labor/ Management, Across Teams and Departments, Among Co-workers, and With the Organization's Mission.

**2:30 – 2:45      BREAK/TRANSITION TO WORKSHOPS**

**2:45 – 3:45      WORKSHOP 2: SESSION B**

**B1: DuPont ICU Program: Dispelling the Image of Cold, Uncaring Corporate America**

Paul Heck, M.Ed., LPC, F-APA

This session will cover the impressive history of the DuPont employee assistance program and how it has been utilized by corporate leadership as a management tool since its early inception in 1942. Mr. Heck will describe the most recent nationally acclaimed employee information campaign entitled "ICU-I See You" and explain how it has affected the worldwide landscape at DuPont.

**B2: Employees and Family Mental Health Issues: Employers as Crucial Allies**

Donna Downing, MS, OTR/L and Donna Betts

Maine has a rich history of citizens who want to work, as well as a large percentage of mental illnesses. One in five people in Maine has a mental illness, and most of these have some family relations. Families deal with the stigma of mental illness and the burden of supporting their ill loved one(s) while maintaining their work ethic, and it isn't easy. In this session, employers will gain an understanding of what families need from the workplace in order to be productive employees, while at the same time supporting their loved ones with a mental illness.

**B3: Substance Abuse and the Workplace: Protecting Your Investment**

Cheryl Cichowski

Most employers would agree that having a healthy functional workforce is vital to maintaining productivity. Policy and procedure manuals play an important role in assuring employees understand and comply with things such as safety protocols and standard operating procedures. Some employers go a step further and implement workplace wellness programs to help employees adopt healthy lifestyles though oftentimes stop short of addressing substance use. This session will examine the impact substance abuse has on businesses small and large, the components and benefits of a comprehensive drug-free workplace program, how employers can implement a program and the positive results a program can have for employees and employers alike.

**B4: Reframing Workplace Mental Health: What Every Leader Must Know**

Donna Hardaker

This session offers an overview of the highly acclaimed Wellness Works training program of Mental Health America of California that is benefitting employers throughout California by helping them build capacity to address workplace mental health strategically and effectively. This presentation unpacks the business issues employers face due to unaddressed employee mental health, and reframes them through the lens of psychological health and safety, disability rights, and human resources and business best practices. Participants will receive suggestions for next steps on addressing organizational issues that impact employee mental health, while being invited to consider in a new way how current policies, practices and culture inside their own organizations have an impact on employee psychological health and safety.

**3:45 – 4:00      WRAP-UP AND CALL TO ACTION**

Main Ballroom

# Speakers



## **Donna Betts**

Donna Betts began Family Hope as a passionate response to her own family's struggles with Maine's mental health system. She quickly discovered she was not alone in facing the hurdles and barriers of working with disconnected resources in Maine. One of the most powerful resources she has found through the years is the support of other families who understand all too well the challenges her own family has faced.

Family Hope was incorporated in 2012 as a resource connection for people who care about someone living with mental illness. "Our family now has something we didn't have before - hope," Donna recently stated. "Hope that, with the tools and resources we need, we will be able to support and take care of our loved ones in an effective way. Information and connection with other families provide hope; tools and resources provide the foundation for recovery. Together they offer Family Hope."

Ms. Betts was an at-home mom for seventeen years and has worked as a nonprofit fundraising professional for more than fourteen years. She holds a Bachelor's degree in Business Administration from Husson University.



## **Cheryl Cichowski**

Cheryl Cichowski is a Prevention Specialist with the Maine Office of Substance Abuse and Mental Health Services. She coordinates the Behavioral Health and the Workplace Workgroup for the state of Maine. The workgroup provides information and resources to help employers understand that regardless of their workforce size there are things that can be done to help protect their employees, investments, and maintain productivity. Cheryl has over 14 years of experience working with community coalitions to implement substance abuse prevention programs and strategies in numerous venues from schools to worksites.



## **Donna Downing, MS, OTR/L**

Donna Downing is the former team leader (2000-2006) of the Portland Identification and Early Referral (PIER) Program in Portland, Maine. PIER began as a treatment research project working with families and young people at clinical high risk of psychosis. From 2007-2010, she served as the Director of Training for the Robert Wood Johnson Foundation-funded project EDIPPP (Early Detection and Intervention for the Prevention of Psychosis Program) that replicated PIER in six U.S. sites. For the past two years, Ms. Downing has been coordinating a research study for youth at risk of psychosis to better understand their attitudes about their experiences. She has been a family psychoeducation multifamily group trainer and supervisor for 18 years, and has co-facilitated numerous multifamily groups during that time.



## **Donna Hardaker**

Donna Hardaker is the Director of Wellness Works, a workplace mental health training program of Mental Health America of California. She has been developing and delivering training and consulting services to organizations in Canada and the US since 2003. She is an award-winning content developer and consultant, with the Canadian Mental Health Association and the Mental Health Commission of Canada. Through her content



development, training, peer support, writing, coaching and consulting, Donna helps workplaces improve their awareness, communication and effectiveness in dealing with complex situations when employees are struggling with mental health issues. To all her work, Donna brings a balanced understanding of the issues. Her reflections on her personal experience of mental illness and addiction while trying to stay productive at work contributes significantly to the tone and approach of all her work. She is a frequently-requested public speaker at education and training events and conferences across the US and Canada for return to work and accommodation, disability management, human rights in the workplace, applied public health, and employee wellness. Donna has a background in psychology, mental health policy, adult education, human resources management, communication skills training, peer support and transformational coaching. She was a content contributor to the Mental Health Commission of Canada's Peer Support Project and a contractor and stakeholder advisor to the Standards of Practice for Peer Support in Canada. She has been published in the Canadian Journal of Community Mental Health, Canadian Healthcare Manager, Moods Magazine, Network Magazine and Crosscurrents: the Journal of Addiction and Mental Health. She sits on the Workplace Taskforce for the National Action Alliance for Suicide Prevention.



**Kevin J. Haskins, JD**

Kevin J. Haskins practices with Preti Flaherty's Employment Law Group in Portland, Maine. He concentrates primarily on discrimination, retaliation, harassment and labor relations issues, and works with employers to find effective solutions to challenges that arise in the workplace. Kevin also represents clients in litigation before administrative agencies, including the Maine Human Rights Commission and the National Labor Relations Board, and in state and federal courts. Prior to joining Preti Flaherty, Kevin practiced employment, environmental and intellectual property law with a large Maine law firm and also served as a clerk to Justice Jon D. Levy of the Maine Supreme Judicial Court.



**Paul W. Heck, MEd, LPC, F-APA**

Paul W. Heck has more than 30 years of experience building and managing health and employee assistance programs (EAPs) in the U.S. and globally for such notable companies as J.C. Penney, American Airlines and, currently, DuPont, where he is responsible for an integrated EAP serving employees and their families in over 85 countries. Paul was co-founder and first chairman of the Asia Pacific Employee Assistance Roundtable and is a past-president of the U.S. Employee Assistance Roundtable. He has served as an advisor to the World Health Organization, National Business Group on Health and the Partnership for Workplace Mental Health (an initiative of the American Psychiatric Association.) He is a Fellow of the American Psychotherapy Association, a licensed professional counselor of mental health, and a nationally certified counselor.



**Neil Korsen, MD, MSc**

Dr. Neil Korsen is a family physician/geriatrician with 18 years of practice experience, mostly in small towns in Maine. Since 2001, he has worked for MaineHealth, an integrated delivery system in southern and central Maine. He is the medical director of the Behavioral Health Integration program for MaineHealth. He has received funding support for this work from the MacArthur Foundation, the Robert Wood Johnson

Foundation and the Maine Health Access Foundation. He has a number of peer reviewed publications related to behavioral health integration and depression in primary care, and has spoken extensively on these topics regionally and nationally. Dr. Korsen is a member of the AHRQ National Integration Academy Council, an expert panel working with AHRQ to develop resources related to behavioral health integration in primary care. He is principal investigator for the AHRQ Atlas of Integrated Behavioral Healthcare Quality Measures. Dr. Korsen received his undergraduate degree from Dartmouth College in 1975, his medical degree from Hahnemann Medical School in 1979, and a Master of Science degree from the Center for the Evaluative Clinical Sciences at Dartmouth (now the Dartmouth Institute) in 2002.



**David Lee, M.Ed.**

David Lee is the founder of HumanNature@Work. He works with managers and leadership teams wishing to improve employee productivity, teamwork, morale, and customer service. He has worked with organizations, and presented at conferences, in the US, Canada, and Australia. He is also the author of *Managing Employee Stress and Safety*, plus nearly 100 articles and book chapters on topics related to leadership and maximizing employee performance.



**Mary Allen Lindemann**

Mary Allen Lindemann is the Co-owner/Community Builder of Coffee By Design (CBD); a Maine owned and operated specialty coffee roastery/retailer, which she co-founded with her partner, Alan Spear, in Portland, Maine in 1994. Committed to changing the world, one cup of coffee at a time, CBD has five coffeehouses and a micro roastery, which provide customers with sustainably sourced, craft roasted coffee. In addition to serving some of the world's finest coffee, Coffee By Design is committed to running a sustainable business dedicated to the arts, the environment, and the community – both here in Maine as well as around the world at origin where they buy their coffee. Ms. Lindemann's title of Community Builder illustrates the many hats she wears at the company. Her involvement in the community includes being a founding member of Portland Buy Local, the Maine Women's Fund's Women Standing Together and Portland's First Friday Artwalk. With regards to coffee, Mary Allen believes "it is an honor to represent the many farmers we buy from by serving you a great cup of coffee." She hopes that the work she does on a daily basis at Coffee By Design and in the community makes a difference now and in the years to come. For her work, she has received the Maine Centers for Women, Work and Community's Women Making a Difference Award as well as Southern Region Champion, Maine Women's Fund's Tribute to Women in Industry Award and Portland Buy Local's Essential Founders Award. Last year, she and Alan were selected as the SBA's Small Business Persons of the Year for the State of Maine.



**Greg Marley, LCSW**

Greg Marley is the Clinical Director at NAMI (National Alliance on Mental Illness) Maine and has worked in suicide prevention and response in a number of capacities since 1995. His expertise includes clinical assessment, intervention and postvention response with individuals and families across the lifespan. In addition he provides supervision and management of clinical crisis and support teams. Over the past five years, Mr. Marley has

developed and provided training modules in suicide awareness, Gatekeeper training, clinical assessment and protocol development for schools, medical and behavioral health clinicians and community organizations.



### **Clare Miller**

Clare Miller has served as director of the Partnership for Workplace Mental Health at the American Psychiatric Foundation since 2003. The Partnership collaborates with employers to advance mental health to help people live healthy and productive lives. Under her leadership, the Partnership has grown to a network of more than 5,000 employers and related health purchasing stakeholders; the program now responds to more than 100 employer inquiries per month.

Ms. Miller currently serves on several advisory boards, including the Center for Dignity, Social Inclusion and Stigma Elimination; Wellness Works of Mental Health America of California; and the Wisconsin Partnership Program of the Mental Health Association of Wisconsin. She is a member of the National Business Coalition on Health's Leadership Council and the US Action Alliance for Suicide Prevention's Workplace Committee. She previously served on the board of the College for Behavioral Health Leadership and advisory councils of the National Business Group on Health and the Substance Abuse and Mental Health Services Administration.

Before joining the Partnership, Ms. Miller was manager of the Center for Prevention and Health Services at the National Business Group on Health. Prior to that, she was the director of public policy for Mental Health America.



### **Hyong Un, M.D.**

Dr. Hyong Un is the Chief Psychiatric Officer for Aetna and Head of Aetna Employee Assistance Program, and has been with Aetna since January 2002. In his role, Dr. Un supports the development of behavioral health care strategy. He also oversees accreditation, patient disease and quality management as well as the development of innovative behavioral health disease and care management programs that promote overall optimal health and integration of behavioral health with medical management. Dr. Un also has strategic, programmatic, operational and financial oversight of Aetna's Employee Assistance Program.

Prior to joining Aetna in 2002, Dr. Un was the Psychiatrist-in-Chief of Friends Hospital, the nation's first private psychiatric hospital and Chief Medical Officer for Penn-Friends Behavioral Health System of the University of Pennsylvania. Dr. Un's clinical interests and expertise include behavioral and psychosocial determinants of overall health and productivity as well as fields of neuropsychiatry and psychopharmacology. He is a member of the American Psychiatric Association. Dr. Un graduated from the University of Pennsylvania's School of Medicine in 1981 and completed his residency at the Hospital of the University of Pennsylvania in 1985.

## Contact Hours

Certificates will be emailed to participants upon completion of an online program evaluation. Please go here to complete an evaluation:

**[www.surveymonkey.com/r/mhsa-workplace](http://www.surveymonkey.com/r/mhsa-workplace)**. No partial credit will be given.

- 5.5 contact hours pending approval by the Maine Board of Alcohol and Drug Counselors
- 5.5 Category I contact hours for Psychologists are provided. CCSME is a pre-approved sponsor and provider of Professional Education Activities for Psychologists.
- 5.5 contact hours for CHES. CCSME is a designated provider of continuing education contact hours (CECH) in health education by the National Commission for Health Education Credentialing, Inc.
- Certificate of attendance for 5.5 contact hours for social workers, licensed clinical professional counselors, and other professionals

## Refund Policy

If you cancel in writing by email, fax or mail no later than one week before the event, CCSME will refund your tuition minus a \$10 administrative fee and any online registration charges. If you cancel less than one week before the event or do not show up at the event, you will be charged the full registration fee.





# MENTAL HEALTH SUBSTANCE ABUSE & THE BOTTOM LINE

HOW WELL IS YOUR WORKPLACE?

## THANK YOU TO OUR SPONSORS

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