

in this issue
MEMBER SPOTLIGHT 2
NEW FACES & PLACES 5
WHAT A CELEBRATION! 6
SUMMER IN SAN DIEGO 14



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The Value of Relationships

*From the Desk of Dale Shreve,
mhca President & CEO*

Relationships have always mattered – but the value of strong peer relationships has become especially clear during this time of national crisis. The opportunity to develop meaningful relationships with peers from across the country has always been reported by **mhca** members as a key aspect of membership.

As individuals dealing with the personal toll of social distancing and as leaders dealing with massive amounts of change and uncertainty – getting to the “new normal” will be a process, and your peers can help.

Budgets, service models, and employee and customer expectations have all changed dramatically in a very short period. Seeing you, our members – innovating to meet the needs of your employees, customers, and communities; sharing ideas and resources with your peers... it is an amazing and heartwarming sight. Many of you have shared resources that are now available in our online member documents library, answered questions posed on the CEO listserv, and participated in virtual coffee breaks with your peers to offer encouragement and

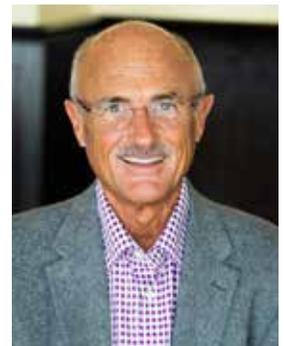
share concerns and solutions.

Every single one of your peers is facing challenges - and by talking regularly

about what you're experiencing and sharing your ideas, you will save valuable time and resources and you'll be better positioned to come out of this crisis stronger than ever.

If you could use some help- reach out and tell people exactly what you need. Giving others an opportunity to help during stressful times is a gift to them as well. Our online member directory has up-to-date contact information for all our member CEOs, and our listserv is also available if you want to address the entire group at once.

Even if you feel like you've got everything figured out — connecting with your peers may open your eyes to a new perspective or idea with significant long-term benefits, and offering assistance garners goodwill that will quickly



Dale Shreve

Member Spotlight: Danita Johnson Hughes, Edgewater Health



Danita Johnson
Hughes

Born and raised in Gary, Indiana, Danita Johnson Hughes is proud to give back to her community as CEO of Edgewater Health.

Like most behavioral healthcare leaders, Danita found her calling in a roundabout way. The fourth of seven children, she enjoyed dancing, music and reading and didn't initially seek a career in behavioral health. While her first job as an adult was at the Beatty Memorial psychiatric hospital as a psychiatric technician, her mother helped her get the job there as a matter of convenience – she worked there as a cook and Danita would be able to ride to work with her and the others in her carpool. While Danita was working there, she also started working towards her Bachelor's Degree in Public Administration at Indiana University.

When she completed her undergraduate degree, she went to work for a county workforce development program, and then became an assistant personnel and payroll manager at Purdue University. The Purdue job helped her gain experience, and then she was hired as the first Human Resources Director at Tri-City Mental Health Center. Thus, she began her career in behavioral healthcare.

Danita continued to work her way up, taking on more challenging and rewarding positions while continu-

ing her education. She completed her Master of Public Administration at Indiana University, a Master of Social Service Administration and a graduate certificate in Health Administration and Policy from the University of Chicago, and a Ph.D. in Human Services from Walden University.

When asked of what professional accomplishment she is most proud, she said, "I have been able to assemble an excellent leadership team over the years. Although there have been some changes, they have been able to weather the many storms we've encountered while providing quality services to our clients. Together, we have expanded our services through development and construction of several supportive housing programs. Two years ago, we acquired a primary care practice and have recently become a FQHC look-a-like."

She says building a successful leadership team is a lot more than just recruiting people with the right skill sets and credentials, "It's about making sure that you put together a group that is diverse in opinions and approach. You need people who can learn to appreciate the diversity and differences of others by first understanding themselves. Together you can increase collaboration and realize success."

When asked about the most challenging times of her career she said, "I've had many challenging days and experiences in my career; however, the current crisis with COVID-19 has to be the most challenging. This is a situation that is hard to plan for because it is so fluid and there is still a lot of uncertainty related to it. Many deci-

sions will be made at levels that are beyond my immediate control. Additionally, the challenge of having to allay the fears of employees and patients can be disheartening – but through it all, I must be that calm, reassuring voice and presence. That sometimes, in and of itself, is a challenge."

For those thinking of pursuing a career in behavioral healthcare, she advises, "You have to be able to adapt to change because it is never ending. Strong leadership skills are a must. Understanding and appreciating people is so important in leadership."

She shared, "I was once at an event where a very prominent national speaker was addressing the audience. He was very animated and exciting as he was delivering his speech. All of a sudden, his dentures flew out of his mouth and landed on the side of the podium. He never stopped talking. He kept right on with his speech. A gentleman behind him on stage slowly and silently pulled a handkerchief out of his pocket, picked up the dentures with the handkerchief, wrapped it around them and sat down until the speech was over. After the speech ended, he turned them over to the speaker discreetly and without a word between them. I thought to myself, 'What a wonderful example of unwavering commitment and a strong sense of purpose by the speaker, and what a lesson in civility and compassion for the gentlemen who retrieved the dentures.' It was a very interesting experience, to say the least."

Danita has encountered some barriers over the years, like dealing with cliques who don't seem to



appreciate and value diversity – but she found that there are also those willing to share with and support the new kid on the block, and those are the ones she seeks to develop relationships with.

“I was most inspired by Lee Grogg of Porter Starke Services. Lee was the CEO there and acting as a consultant for then Gary Community Mental Health Center when I was hired. He was a person who served as my original mentor. His support and guidance was immeasurable. There have been no others, in my opinion, who could measure up to him as a decent, caring and supportive individual in this field. I will always be grateful to him. He was a student of the teachings of Stephen Covey. His motto was ‘First seek to understand then to be understood.’”

She said, “**mhca** has always been a good resource for getting information relative to what others are doing in the industry. I’ve had an opportunity to interact with others in the field who are doing very innovative things. We frequently get good ideas about programs and services by attending the conferences, and I have been able to meet

individuals where we can mutually share insights and opinions. It’s very insightful when I can learn from others’ experiences.”

Danita has several hobbies that keep her busy outside of work. She enjoys gardening and is an avid runner - having completed six marathons. She is also an award-winning porcelain doll artist and collector. “As most young girls, I loved receiving dolls as gifts. This carried over into adulthood where I began collecting dolls by various doll artists. My older sister belonged to a doll club and she made beautiful cloth dolls. After attending a number of doll shows across the country, I decided to try my hand at making dolls. I found a porcelain doll school and began learning to make dolls. I completed several courses and ultimately received recognition as a Master Doll Artist. My first doll was for my daughter on her 10th birthday. Since that time, I have made a number of dolls. My current doll collection consists of approximately 250 dolls.”

Danita’s other passion is writing, “As a student, my teachers encouraged me to write a lot. That turned



into people suggesting that I write a book to talk about my many life experiences as a way of inspiring others experiencing similar circumstances. Since that time, I have written three books. My most recent book is titled *The Unapologetic Woman*. It can be found at Amazon.com.”

Danita first met her husband, Chuck Hughes, at a local Ponderosa Restaurant. “He was with his boss and I was with our CFO and the auditors, from Indianapolis, who were here working on our audit. I was the Chief Operating Officer at the time. He tried to strike up a conversation with me, but I didn’t make it easy for him. A couple of weeks later we were both there again with the same people from

Continued on page 12>>



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New Faces & Places

Welcome our new members and keep an eye out for these new CEOs at future conferences!

TCN Behavioral Health Services is a non-profit organization that provides mental health and substance abuse treatment services to youth and adults in Greene County, Ohio, and surrounding communities. TCN employs sixteen psychiatrists and over 180 employees to serve over 7,000 clients annually.



Lori Strobl

Prior to taking the helm as CEO of TCN in 2016, **Lori Strobl** served as the organization's Vice President of HR/Legal Services. She is an experi-

enced attorney and adjunct professor and also owns a real estate holding company. She holds a Juris Doctorate in Law from University of Dayton School of Law and a Bachelor of Arts in Political Science and Philosophy from the University of Kentucky.

The Brookline Center has achieved a statewide reputation for excellence in mental health services and mental health training. With a team of nearly 100 clinicians, staff in every Brookline public school, and partnerships with healthcare providers and public agencies, Brookline provides outpatient mental health treatment and integrated social services for thousands of people each year with a focus on underserved individuals with lower and moderate incomes, limited care access, and serious mental illness.

Ian Lang has a background in community healthcare and campaign management. Prior to taking the



Ian Lang

helm as Executive Director of Brookline, he served as Chief Strategy Officer and then Vice President of Advancement & External Relations for The Providence Center. Earlier in his career, he managed political campaigns for several congressional candidates. Ian holds an MBA, graduating with honors from the University of Rhode Island, and a Bachelor of Arts in Religious Studies from Trinity College.

The Guidance Center, a subsidiary organization of The NARBHA Institute, is a not-for-profit Community Mental Health Center providing a full range of services to individuals of all ages in Flagstaff, Williams, and surrounding Northern Arizona communities. With a budget of \$20 million, the Guidance Center employs over 200 staff at two main locations that serve almost 3,000 consumers annually.



Lauren Lauder

served as the Senior Vice President of Northern Arizona with Southwest Behavioral & Health Services. During her tenure, Lauren was responsible for service expansion, implementation and development of integrated care, and data-based

decision making. Lauren also has previous experience working at the Regional Behavioral Health Authority (NARBHA). Her responsibilities included working to expand service provision, implementing evidence-based treatment models, and compliance monitoring. She earned her Bachelor of Social Work from Northern Arizona University, her Master of Social Work from New Mexico Highlands University, and her Master of Business Administration from the University of West Georgia. Lauren is licensed in the state of Arizona as an Independent Substance Abuse Counselor.



Clyde Nix

Clyde Nix succeeded Paul Wilson as CEO of **Park Center**. Clyde has worked for Park Center since 1996. He holds a Bachelor's Degree in

Business Administration with a concentration in finance from the University of Saint Francis; he also holds a Master's Degree in Health and Human Services Administration from Saint Mary's University of Minnesota. Within Park Center, Clyde has held various positions, including Business Office Manager, Chief Financial Officer and Chief Operating Officer. Over his tenure at Park Center, Clyde has served on the Corporate Compliance Committee and EMR implementation teams, helped develop MRO training, and performed various audit functions. External roles have included consultation related to billing and integrity, EMR configurations for billing, and an advisory capacity for a university master's

Continued on page 13>>

What a Celebration!



Don Wood, Joe & Lois Niedzwiedzki, and Veronica & Tim Groff

As most of you know, we kicked-off our 35th anniversary celebration during our Winter Conference and Annual Meeting in Clearwater Beach in early March. The weather was perfect for attendees to enjoy nightly beach-front receptions with amazing food and signature cocktails and mocktails – as is appropriate for a coral anniversary. Our welcome reception was sponsored by MHRRG and Negley Associates and our closing reception was co-sponsored by Pondurance and **mhca**. On Wednesday evening, Genoa Healthcare generously sponsored the reception as well as a beach-front buffet dinner featuring an abundance of fresh, Florida seafood and a beautiful anniversary cake.

While delicious refreshments in a tropical setting are always sure to draw a crowd, the main attraction throughout the conference was seeing old friends and making new ones. We were especially pleased that many of our retired member CEOs were able to join us to reconnect with their friends and share some of their memories of the early days of **mhca**, as well as their experiences of transitioning to

retirement.

Our reception greeters did an excellent job of welcoming everyone to the evening receptions, with Georgianne Broughton and Shelly Spalding taking the prize for “most creative welcome” with a human archway that only occasionally trapped guests London Bridge style.

Throughout the conference, members had the opportunity to participate in special activities from sunrise yoga sponsored by DesignRoom, headshots sponsored by Jeri Davis International, and chair massages sponsored by Secure Telehealth.

It wasn't all fun in the sun though – as we opened



the conference with our all new Innovation Expo, sponsored by Netsmart, to introduce attendees to a variety of innovations being implemented by their peers from

Continued on page 10>>



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Jim Frutkin



Jill Young, Krista Lewis, Lauren Pagel & Wayne Young



Bill & Jane Sette, Bennett Cooper & Harriet Hall



Harriet Hall's husband Geoff gets a big hug!



Steve Ronik



Angie Hampton



Sharon Freese-Klepper, Megan & Jennifer Waterman



Nelson Burns and Family



Cathy Barnes helps members find their pieces

Terri Wilson & Deb Flores



Michelle Griffith

Tom Gilliom & Kathie Snell

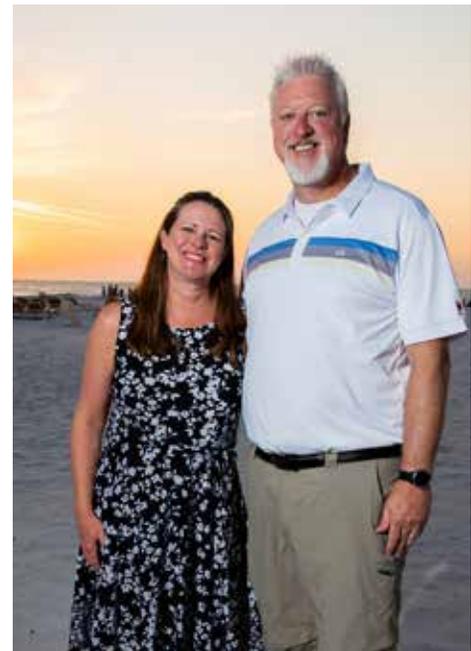


Adam Nutt & Deb Flores

Anthony Di Fabio & Greg Speed



Gary Henry & Kelly Phillips Henry



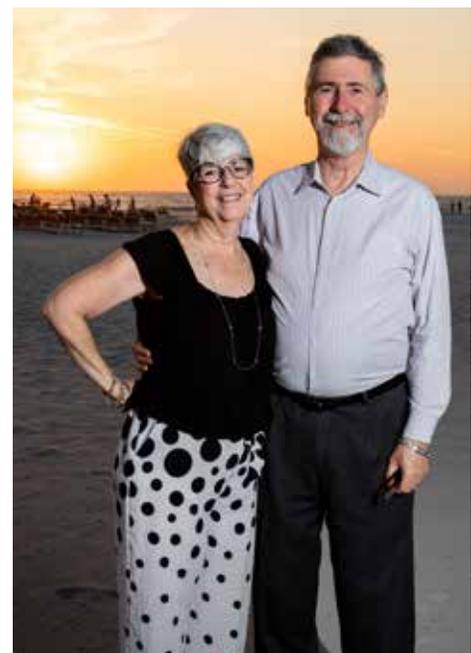
Jamie & Jodi Stewart



Joe & Julia Rutherford



Dixie Casford, Jennifer Leosz & Lenya Robinson



Maggie Labarta & Jon Cherry



Carl Clark



Jim Cooney



Peggy Chase



Collier Tynes, Jeff Tolbert & Kate O'Day



Gail Lapidus



Debbie Chisolm

across the country. We will also be using these presentations to populate an Innovation tab on our website and recognizing the most innovative members who present this year with an annual award.

Our attendees also enjoyed hearing from Monica Oss and Chuck Ingoglia, as well as nationally recognized leadership consultant, speaker and author John Spence who's session was sponsored by The Martyn Family Foundation. Cop-

ies of presentation materials and professional videos of our general sessions are all available at mhca.com under conferences/conference presentations.

During our Annual Meeting, the board provided an overview of our association's membership, finances and strategic plan; acknowledged board members who's terms were expiring and introduced newly elected board members who's terms would begin following the confer-

ence.

Nelson Burns, Candance Clevenger, Kelly Phillips-Henry, April Rhodes and Catherine Ryder were newly elected to serve 3-year terms on the **mhca** Board; and, Lauren Pagel was re-elected to a second 3-year term.

Your 2020 executive committee is Dennis Regnier as the new board chair, Jamie Stewart as Vice Chair, Tuerk Schlesinger as Treasurer, Terri Wilson as Secretary, Rick Doucet



*Recognizing 3 of our founding CEOs:
John Van Camp, Bob Quam & Chuck Vorwaller*



Recognizing some of our founding member organizations: CPC Behavioral Healthcare, Center for Mental Health, Aurora Mental Health Center & AltaPointe Health



*Recognizing our outgoing board members:
Tom Sebastian, Susan Garnett & Chris Wyre*



Recognizing our outgoing Board Chair Rick Doucet



Star Recruiter Dennis Regnier

as Past Chair and Dale Shreve as an exoficio board member.

Thanks to referrals from our members and trusted vendors, and the support of **mhca**'s Membership Committee, we added 12 new members to our ranks in 2019 and exceeded our goal of maintaining membership at 150 members.



Star Recruiter Ron Morton

Over the past 3 years, Dennis Regnier and Peggy Chase have each provided referrals resulting in 2 new **mhca** members; and during the same time period, The Meyers Group was also responsible for referrals that resulted in 2 new **mhca** members. Each of these Star Recruiters was recognized with an engraved Key to Success paper-



Star Recruiter Peggy Chase

weight in recognition of their Star Recruiter status.

As part of the anniversary celebration, founding member organization's and founding CEOs were also recognized with awards, and all current members had their logos featured in a giant puzzle to illustrate that they are a valuable piece of **mhca**. ■

>> *continued from cover*

deepens your peer relationships.

As your association, we are also working toward a new normal. We understand meeting in person is just not possible right now, but that you need your connections with **mhca** now more than ever. We're here to help you stay informed and virtually connected – so please reach out if there is anything we can do to help. We are also working hard with our conference venues to ensure your health and safety once in-person events resume.

During times like these, we can all benefit from additional help, reassurance, and assistance. Thank you for your continued generosity towards one another in these trying times. If you can't find the light- be the light and shine for others. ■

>> *continued from page 3*

each of our organizations. This time when he approached me, I was a bit more receptive. We exchanged business cards. That was thirty years ago. On December 31, 2019 we celebrated our 25th wedding anniversary. We have a blended family of three daughters and 8 grandchildren.”

After a long day at work, Danita likes being greeted by her two dogs, Storm (an Airedale) and Juno (a Bolognese), kicking off her shoes and watching one of her favorite shows like FBI or FBI Most Wanted, while having a glass of red wine.

Something she says most people would be surprised to now is that she is a certified, Human Behavior Consultant specializing in DISC Personality Assessment. “I enjoy helping people to understand themselves and other people. My goal is to facilitate human understanding in workplaces, personal relation-



ships, classrooms, etc. I have been reading a number of books by Dr. Robert Rohm recently - I have also attended a number of his training sessions as well. His work on the DISC Human Behavior Model has been tremendously helpful in my work.” ■

If you would like to be interviewed for a Member Spotlight article, please contact Lonnie Parizek at lparizek@mhca.com.

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curriculum. Clyde has been involved with various initiatives related to the recent growth and expansion of the Park Center continuum of care. When not at Park Center, Clyde likes to spend time with his family, catch a Notre Dame football game, and escape to the Upper Peninsula of Michigan.



Bill Trowbridge

Bill Trowbridge has succeeded Bob Krumwied as president and CEO of **Regional Health Systems**. Bill was formerly president and CEO of

Paladin, a Northwest Indiana human service organization. During his 7-year tenure, Bill developed strategic partnerships and pursued mergers and acquisitions to grow Paladin from a \$1.7 million organization with 56 employees to a nearly \$15 million organization with over 400 employees serving thousands daily. Bill, a former US Marine, also serves as the executive director of ARC of Northwest Indiana and as an adjunct professor at Valparaiso University School of Law where he earned his law degree. He also holds an MBA from Purdue University.



Dixie Casford

Mental Health Partners (MHP) announced **Dixie Casford**, MBA, LPC and **Jennifer Leosz**, LCSW, have been selected as its new Co-Chief

Executive Officers. Previously, Ms. Casford and Ms. Leosz served as



Jennifer Leosz

Vice-Presidents of Acute Care and Clinical Care, respectively.

Having spent years cultivating relationships with community

partners on behalf of MHP, Dixie and Jen are uniquely qualified to share this leadership role.

In their free time, Dixie enjoys bird-watching, camping and skiing, while Jennifer enjoys running, hiking and spending time with family and friends. ■

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Summer in San Diego



The Pendry

After months of social distancing, we are looking forward to seeing you all in San Diego for our summer conference this August. We are working with our conference hotel, The Pendry, to ensure the safety and comfort of all of our attendees as we endeavor to define our new normal.

Our agenda and online registration will be available in June, and we have some great sessions in store for you. With year-round sunshine and mild temperatures, San Diego is a great city to explore - so you may want to arrive early.

Nicknamed the “birthplace of California,” San Diego has a vibrant downtown, cultural attractions and beautiful beaches. These are just a few of the most popular places to visit in San Diego:

Constantly rated in the top 10 parks in the United States, **Balboa Park** features 16 unique gardens including a Japanese garden and rose garden with more than 2,400 rose bushes. The Botanical Building houses more than 2,100 plants including a fascinating collection of cycads, ferns, orchids and palms. Balboa Park is also home to 15 museums and theaters as well as the world-famous **San Diego Zoo**, the Old Globe Theatre, San Diego



The Pendry pool

Museum of Art, and the San Diego Air and Space Museum.

For 100 acres of fun, visit the world-renowned San Diego Zoo with more than 3,700 animals representing 668 species. Camels, giraffes, grizzly bears, elephants, polar bears, and koalas (the largest



Red Panda at San Diego Zoo

collection outside of Australia) are just a few of the many animals that call the San Diego Zoo home. If you prefer not to walk the zoo, take the guided bus tour or aerial sky tram. Get close to the animals at the shows and encounters. The zoo also has upgraded experiences available.

For authentic Mexican food, visit **Old Town San Diego**. You might even run into strolling mariachis.



Balboa Park

Old Town has historical exhibits, museums and living history demonstrations. You can visit Old Town and several other sites via the Old Town Trolley. This complimentary service gives historic tours of San Diego, Coronado, Embarcadero, Old Town, Seaport Village, Gaslamp Quarter, Balboa Park, San Diego Zoo and Little Italy.

Take a fellow **mhca** member with you to visit the **USS Midway Museum**, the most popular naval warship museum in the United States. The interactive museum is an unforgettable adventure as you walk in the footsteps of the 200,000 plus men who served on the Midway.

Just across the bay from downtown San Diego is **Coronado Island**, a 15 minute crossing by ferry. You can spend a day visiting the charming main street and its shops, relax on the beach or rent a bike and tour the island via Coronado’s beachfront boardwalk. More than 70 miles of beaches line San Diego’s coastline. If you come early or stay late, take a side trip to Mission Beach and La Jolla.

San Diego’s premier daytime and nighttime destination can be found just a few blocks from the conference location. Rising from 16 square-blocks in downtown San

Diego, you'll find the historic **Gaslamp Quarter**. The Victorian-era buildings contain more than 100 of San Diego's finest restaurants, pubs, nightclubs and trendy boutiques. Try al fresco dining at a sidewalk café or high above on a rooftop lounge. In the evening enjoy live theatre, music and dancing.

Little Italy is a lively neighborhood with patio cafés, popular restaurants, craft brew stops, urban wineries, art galleries, sophisticat-

ed shops, and the beautiful Amici Park. Top Chef alums have set up shop next to old-school eateries that remain treasured landmarks.

Waterfront dining is available at Seaport Village, a 14-acre waterfront shopping, dining and entertainment complex harborside. The village includes one-of-a-kind shops, casual dining eateries, and fine dining waterfront restaurants.

Whatever your pastime might be, San Diego has one thing you can't

miss – a sunset over the bay or ocean. ■



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We have some exciting plans for 2020 and beyond! Don't miss out - make plans now to join us for each of our quarterly conference. Save the dates and keep an eye out for information on registration, room blocks and fun group activities about 90 days prior to each conference. Questions? Just give us a call at 850-942-4900. See you soon!

Save the Dates!

August 11-13, 2020

**The Pendry San Diego
San Diego, California**

Reservations: 619-738-7000

Hotel Group Rate: \$299

Reservation Deadline: July 9

October 13-15, 2020

**The Peabody Memphis
Memphis, Tennessee**

Reservations: 901-529-4000

Hotel Group Rate: \$246

Reservation Deadline: Sept. 10

February 23-25, 2021

**The Opal Sands Resort
Clearwater Beach, Florida**

Room block will open in August 2020.

May 11-13, 2021

**Belmond Charleston Place
Charleston, South Carolina**

Room block will open 6 months prior to conference date.