



NYPWA

presents...

The Shifting Landscape of Social Services

139th Annual Summer Conference
July 20-23, 2008
The Saratoga Hilton
Saratoga Springs, New York

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NYPWA Policy Development Series

The NYPWA is featuring a series of small, intimate policy development workgroups of local DSS commissioners. These groups will meet throughout the course of the conference to discuss key policy issues identified by our Board of Directors in relationship to evolving state policy initiatives. State agency administrators will be invited to join in the discussions on select topics. Public policies for child welfare, financial assistance programs, Medicaid and adult services will be addressed.

Details are provided in the commissioners' Packet.

Contents

Agenda at a Glance 6-7

Hotel Map 8

Conference Agenda 9-19

Exhibit Area Map 22

Exhibitor & Sponsor Information 23-30

Directory of Speakers 35-39

Local District Commissioners 40

2008 NYPWA Board & Staff 41

Attorneys' CLE Information

Please refer to the ***NYPWA Legal Sessions Pamphlet*** for more information on scheduling and CLEs. All child welfare legal sessions are approved for 2.0 CLEs and have been extended by 10 minutes beyond the times listed in order to maximize CLEs provided by the University of Buffalo Law School. The child support legal session is 90 minutes in length, and 1.5 CLEs are provided by OTDA.

The maximum number of available credits is 11.5 CLEs.

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A Tribute to John R. Beaudoin

*For Over Forty Years of Extraordinary Leadership as
Commissioner of the Rensselaer County Department of
Social Services and for his*

Dedicated Service to The New York Public Welfare Association (NYPWA)

January 1968 - July 2008

In 1968, the first Internet was started by the military, the ATM machine was invented, and John Beaudoin created the Medicaid program.

Well, not quite. John Beaudoin was appointed as Commissioner on January 1, 1968. Although he had been working at the Rensselaer County Department of Social Services (DSS) prior to that date, the Medicaid program was enacted by Congress, as part of the Social Security Amendments of 1965, without his help. However, during the next four decades, John Beaudoin was deeply involved in each twist and turn of the Medicaid program, and there is no greater local scholar on the history of Medicaid policy in New York State. But, there is more to John Beaudoin than Medicaid.

Commissioner Beaudoin had the finesse to manage four decades as commissioner, starting in the tumultuous 1960s, and continuing through eight presidents, seven governors and numerous county executives. We have not seen such tremendous dedication and fortitude before, and we do not expect to experience it again.

The fiscal and legal responsibilities that a social services commissioner must fulfill on a daily basis are daunting. John Beaudoin exemplifies these critical leadership skills, as well as political diplomacy and an understanding of all the complex program areas. Commissioner Beaudoin's wealth of knowledge is surpassed only by his humility. When chairing a

meeting of other commissioners he has been known to say that he is there simply to learn from each of them.



During decades of turbulence, John Beaudoin kept his department on a steady course. He led the agency through the separation of services from public assistance, the implementation of Welfare reform and the aggressive expansion of Medicaid. His compassion, for individuals and families in need of assistance and for children at-risk of abuse and neglect, has been a driving force in his daily work.

As President of the NYPWA in 1977, and as a long standing member of our Board of Directors, John Beaudoin led our organization to a strong position of influence in shaping social policy. As the Chairman of our Nominations Committee, he worked hard to ensure a steady influx of exemplary new leaders in order to continue to build a vibrant association.

John Beaudoin is universally adored by his colleagues and greatly respected by all that have had the honor and privilege to work with him. From this day forward, John Beaudoin will serve as an eternal inspiration to local social services commissioners as they respectively follow in his footsteps. His selfless dedication and extraordinary leadership will always be treasured by the New York Public Welfare Association.

Sunday, July 20

3:00 pm - 6:00 pm	Exhibitor Setup.....	Gallery/Lower Lobby/Pavilion/Foyer
4:30 pm - 6:00 pm	Registration.....	Lower Lobby
6:00 pm - 8:00 pm	Welcome Reception.....	Saratoga Ballroom

Monday, July 21

7:30 am - 8:45 am	Breakfast Buffet.....	Pavilion/Saratoga 2&3
8:00 am - 5:00 pm	Registration	Lower Lobby
9:00 am - 5:00 pm	Exhibits.....	Gallery/Lower Lobby/Pavilion/Foyer
9:00 am - 10:30 am	Board of Directors' Meeting.....	Broadway 1
9:00 am - 10:45 am	Attorneys' Meeting with State Agency Counsel.....	Broadway 3&4
9:00 am - 10:30 am	Staff Development Association Meeting.....	Broadway 2
9:45 am - 10:45 am	Deputy Commissioners' Leadership Network.....	Saratoga 1
10:30 am	Coffee Break • Sponsored by <i>Cúram Software</i>	Gallery/Pavilion
11:00 am - 12:30 pm	Opening Ceremonies & Address: <i>Developing a Comic Vision</i> • Sponsored by <i>EDS & Accenture</i>	Saratoga 2&3
12:30 pm - 1:15 pm	Luncheon • Sponsored by <i>EDS & Accenture</i>	Saratoga 2&3
1:30 pm - 3:00 pm	Concurrent Workshops <i>The Tao of Humor</i>	Broadway 3&4
	<i>Long-Term TANF Receipt and Child Welfare System Involvement</i>	Travers
	<i>Leading the Change: Local Leadership on Juvenile Justice Reform</i>	Alabama
	<i>Preparation for Title IV-E Review</i>	Broadway 2
	<i>Willful Violators, Family Court & Probation Can Help!</i>	Whitney
	<i>Universal Health, Medicaid Managed Care, etc. etc.</i>	Broadway 1
	<i>Child Welfare Caselaw Update I</i>	Saratoga 1
3:00 pm	Coffee Break • Sponsored by <i>Coordinated Transportation Solutions</i>	Gallery/Pavilion
3:30 pm - 5:00 pm	Concurrent Workshops <i>Fiscal Roundtable</i>	Broadway 3&4
	<i>Child Support Systems Update</i>	Whitney
	<i>Medicaid Waivers</i>	Broadway 1
	<i>The Difficulty of Serving the New PSA Population</i>	Travers
	<i>Youth Advocate Programs</i>	Alabama
	<i>myBenefits: Internet Prescreening and Facilitated Food Stamp e-application</i>	Broadway 2
	<i>Child Welfare Caselaw Update II</i>	Saratoga 1
5:00 pm - 6:00 pm	Commissioners' Reception.....	Private
6:00 pm - 7:00 pm	Networking Reception • Sponsored by <i>Public Consulting Group (PCG)</i>	Gallery/Pavilion
7:00 pm	Dinner on Your Own	

Tuesday, July 22

7:00 am - 8:00 am	Commissioners' Breakfast.....	Saratoga 1
8:00 am - 8:45 am	Commissioners' Business Meeting.....	Saratoga 1
7:30 am - 8:45 am	Breakfast Buffet.....	Pavilion/Saratoga 2&3
8:00 am - 5:00 pm	Registration.....	Lower Lobby
9:00 am - 5:00 pm	Exhibits.....	Gallery/Lower Lobby/Pavilion/Foyer
9:00 am - 10:30 am	Concurrent Workshops <i>Using Reports to Improve Child Support Outcomes</i>	Whitney

Balanced Scorecard- The Next Generation of Reporting Tools..... Travers
Maximizing Funding Sources for Transportation.....Broadway 2
Medicaid Enrollment & Systems Update..... Broadway 1
Local Districts - "Getting To Outcomes" Alabama
Student Teams = Caseworkers Practicum..... Phila

What Every Worker Knows - and Every Local Attorney

Should Know.....Broadway 3&4

10:30 am Coffee Break • Sponsored by EDS.....Gallery/Pavilion

10:45 am - 12:15 pm Safety Net Policy Roundtable.....Broadway 2

10:45 am - 12:15 pm Concurrent Workshops

Collaboration: A Key to Success in Reaching Self-Sufficiency.....Alabama

The Hague Convention and International Child Support.....Broadway 3&4

Child Welfare Information Systems Transformation-It's Underway!.....Saratoga 1

Medicaid Transportation Signature Verification Success Story.....Broadway 1

Data/Reporting for Fiscal Administrators.....Travers

12:15 pm - 1:15 pm Lunch.....Saratoga 2&3

1:30 pm - 3:00 pm Medicaid Provider Fraud Demo Project Meeting.....Broadway 3&4

1:30 pm - 3:00 pm Concurrent Workshops

Improved Outcomes for Children: Transforming Foster Care

and Strengthening Preventive Services in New York City..... Alabama

Two Oswego County Initiatives to Serve TANF Recipients.....Travers

The Multiple Facets of Assisted Living in NYS..... Broadway 1

Local DSS Fiscal Policy Dialogue.....Broadway 2

Medical Support for New York's Children.....Whitney

Data Exchange between the Court and New York City's

Children's Services.....Saratoga 1

3:00 pm Coffee Break • Sponsored by Hcheq.....Gallery/Pavilion

3:30 pm - 5:00 pm Concurrent Workshops

SWMS: The Roadmap.....Travers

Strengthening Child Protective Services to Reduce

Repeat Maltreatment.....Alabama

Critical Communication Skills...for Crucial Conversations.....Broadway 1

Child Support Coordinators Roundtable.....Broadway 2

Educational Neglect Policy.....Saratoga 1

3:30 pm - 5:00 pm Fiscal Committee Meeting.....Broadway 3&4

6:00 pm - 7:00 pm Cocktail Reception.....Foyer/Pavilion

7:00 pm - 9:00 pm Annual Banquet.....Saratoga Ballroom

Wednesday, July 23

7:30 am - 8:45 am Breakfast Buffet.....Pavilion/Saratoga 2&3

8:00 am - 11:00 am Registration.....Lower Lobby

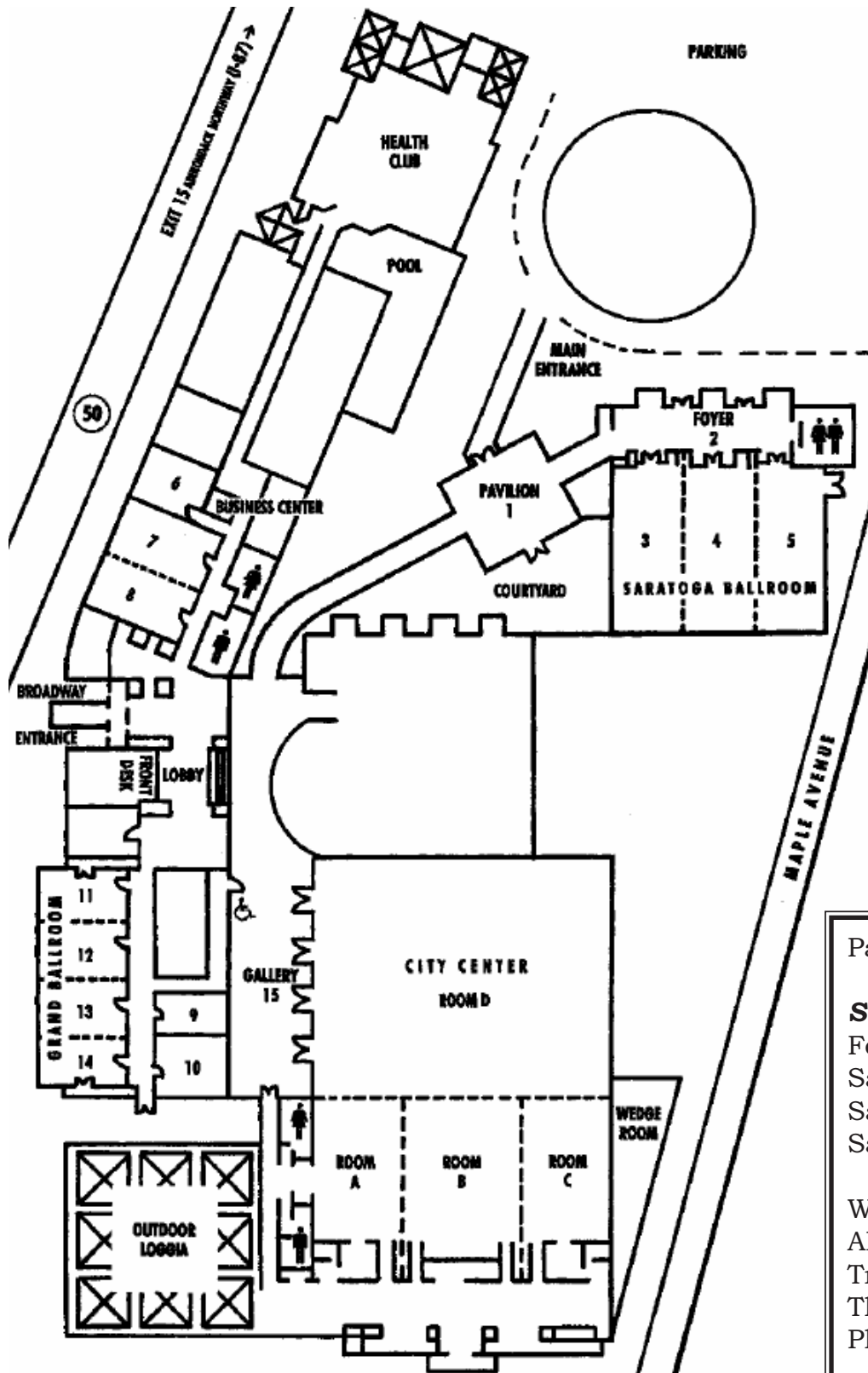
9:00 am Coffee Break • Sponsored by MAXIMUS.....Lower Lobby

9:30 am - 11:30 am State and Local Commissioners' Dialogue.....Alabama/Travers

Commissioners' Coffee Break • Sponsored by Deloitte

9:30 am - 11:00 am Legal Committee Meeting.....Broadway 3&4

12:00 pm Conference Adjourns



Pavilion	1
Saratoga Ballroom	
Foyer	2
Saratoga 1	3
Saratoga 2	4
Saratoga 3	5
Whitney	6
Alabama	7
Travers	8
The Boardroom	9
Phila	10
Broadway Ballroom	
Broadway 1	11
Broadway 2	12
Broadway 3	13
Broadway 4	14
Gallery	15

Opening Ceremonies
Monday, July 21 • 11:00 AM - 12:30 PM
Saratoga 2&3

Presiding:

Dennis Packard, President, New York Public Welfare Association & Commissioner, Schenectady County DSS

Welcome

Robert Christopher, Commissioner, Saratoga County DSS

George Hargrave, Chairman, Saratoga County Board of Supervisors

Gladys Carrión, Commissioner, NYS OCFS

David Hansell, Commissioner, NYS OTDA

Special Recognition

for **John R. Beaudoin**, Rensselaer County DSS—
 Celebrating 40 years as Commissioner

by **William Moon**, Commissioner, Delaware County DSS

Opening Ceremonies Sponsored by
Accenture & EDS



Keynote Address
**Developing a
 Comic Vision**

Tim Gard, CSP, CPAE
Tim Gard International

The work of social services is important; it is also intense. The problems that

individuals and families face can be overwhelming. At the same time, rules and regulations, technical requirements, fiscal complexities, and constantly being under public scrutiny can take a toll. Tim Gard experienced all of this when he was employed by the Montana Department of Social and Rehabilitative Services. While working there, he found a way to improve productivity in the workplace by encouraging teamwork, personal accountability, and good-humor characteristics. He went on to develop a training program to assist eligibility workers in managing stress, burnout, and compassion fatigue. While his roots are in social services, he has conducted presentations around the country and abroad on how to incorporate humor into everyday life in order to diffuse pressure and generate success.

Sunday • July 20

3:00 PM - 6:00 PM **Gallery/Lobby/Pavilion/Foyer**
Exhibit Setup and Registration

4:30 PM - 6:00 PM **Lower Lobby**
Conference Registration

6:00 PM - 8:00 PM **Saratoga Ballroom**
Welcome Reception

Monday • July 21

7:30 AM - 8:45 AM **Pavilion/Saratoga 2&3**
Breakfast Buffet

8:00 AM - 5:00 PM **Lower Lobby**
Conference Registration

9:00 AM - 5:00 PM **Gallery/Lobby/Pavilion/Foyer**
Exhibit Area Open

9:00 AM - 10:30 AM **Broadway 1**
NYPWA Board of Directors' Meeting

9:00 AM - 10:30 AM **Broadway 3&4**
Attorneys' Meeting with State Agency Counsel

9:00 AM - 10:30 AM **Broadway 2**
Staff Development Association Business Meeting

9:45 AM - 10:45 AM **Saratoga 1**
Deputy Commissioners' Leadership Meeting

10:30 AM **Gallery/Pavilion**
Coffee Break • Sponsored by Cúram

11:00 AM - 12:30 PM **Saratoga 2&3**
Opening Plenary Session
 • *Sponsored by EDS & Accenture*

12:30 PM - 1:15 PM **Saratoga 2&3**
Luncheon
 • *Sponsored by EDS & Accenture*

1:30 PM - 3:00 PM
Concurrent Sessions

Broadway 3&4

The Tao of Humor

This session is sponsored by the Deputy Commissioners' Leadership Network and is designed for upper level local DSS administrators.

Awaken understanding and sharpen ability to use humor's positive effects in the workplace to moti-

vate staff and reduce turnover. If left untended, frustration, aggravation and other negativities can result in a significant loss in productivity. Tim will talk about the difference between authority and leadership and when and how leaders can use humor appropriately to set positive examples for staff.

A leading authority in stress-reduction through humor, Tim will provide participants with a fresh approach to stress-reduction by sharing his proven effective techniques, which encourage teamwork, personal accountability and good-humor characteristics.

Presenter:

Tim Gard, CSP, CPAE, Tim Gard International

Moderator:

Carol Dankert, Deputy Commissioner, Chautauqua County DSS

Saratoga 1

Child Welfare Caselaw Update I

The latest and hottest caselaw in the child welfare area. Do not miss these two sessions or you will be out of the loop! Session I will cover Abuse, Neglect, Dispositions and Permanency Hearings. Session II will cover Terminations of Parental Rights and Adoptions.

Presenter:

Margaret Burt, Esq., Counsel to the NYPWA

Moderator:

Sarah Fitzpatrick, Attorney, Legal Affairs, Chenango County DSS

Alabama

Leading the Change: Local Leadership on Juvenile Justice Reform

The state plan to close residential juvenile justice facilities would not be possible without the dedicated efforts and excellent track record of juvenile justice reform at the community level. This workshop will allow leaders in the local juvenile justice reform efforts to describe their achievements and the necessary methods and collaborations that were required for local success in diversion, reduced length of stay and positive aftercare outcomes.

Presenters:

Kelly Reed, Commissioner, Monroe County DHS

Michael Weiner, Commissioner, Erie County DSS

Colette Poulin, Commissioner, Albany County CYF

Judge Gerard Maney, Albany County Family Court

Patricia Aikens, Albany County Probation Director

Jackie Denero, Detention Director, Onondaga

County Probation Department

Bob Burns, Monroe County Probation Director

Broadway 1

Universal Health, Medicaid Managed Care, etc. etc.

This session will give an overview of where the State Department of Health is with meeting the "Partnership for Coverage's" goal of universal health coverage in NYS.

In addition, catch up on Medicaid managed care expansions, programmatic changes and issues, as well as implementation of the state budget initiatives. Learn what the SDOH is working on in the quality of care area, including trends in performance, SSI survey of managed care enrollees, and quality incentive changes.

Presenters:

Jennifer Dean, Assistant Bureau Director, Bureau of Program Planning and Implementation, NYS DOH

Lois Simon, Director, Bureau of Program Planning and Implementation, NYS DOH

Joseph Anarella, Deputy Director, Division of Quality and Evaluation, NYS DOH, OHIP

Moderator:

Anne Marie Massaro, Managed Care Coordinator, Albany County DSS

Whitney

Willful Violators, Family Court & Probation Can Help!

An alternative to incarceration is available for non-custodial parents who willfully fail to pay their child support. Our Family Court judges order that these non-custodial parents participate in a Day Reporting Program through Probation, rather than go to jail. They are required to participate in parenting, substance abuse, and job search programs, all of which is monitored by the Probation Department.

Presenters:

Gayle Frost, Director, Child Support Office, Ontario County DSS

Tricia Lucchesi, Senior Probation Officer, Ontario County

Moderator:

Gloria Rutkey, Director of Child Support, Columbia County DSS

Broadway 2

Preparation for Title IV-E Review

The purpose of this session will be to discuss the preparation that is being done related to the next Federal Title IV-E review, which is scheduled for late summer of 2009. During the session the basic rules of Title IV-E eligibility will be reviewed. The 2009 Federal review may also include a review of Title IV-E

administrative costs as well as program costs. We will therefore discuss the results of the administrative pilot review, featuring a discussion of the rules related to claiming IV-E for preventive and protective cases under the candidacy rules.

Presenters:

Susan Costello, Director of Financial Management, NYS OCFS

Dennis Lassi, Principal Accountant, NYS OCFS

Michael Christian, DRS-Information Technology Services, NYS OCFS

Moderator:

Rochelle Gray, Manager of Social Services Accounting, Ontario County DSS

Travers

Long-Term TANF Receipt and Child Welfare System Involvement

Long-term TANF recipients are often involved with the child welfare system. This workshop presents the results of two studies with this population: analysis of a longitudinal nationally representative sample of families involved with the child welfare system; and qualitative interviews of long-term public benefit recipients in upstate New York. Using an ecological model, the workshop will examine the family and community contexts that make it likely for long-term public benefit recipients to be involved with the child welfare system as a parent of an alleged maltreated child. Implications for policy and intervention will be discussed.

Presenter:

Margaret McCarthy, Staff Attorney, Tompkins County DSS and graduate student, Cornell University Department of Human Development

Moderator:

Dawn Oliver, Director of Temporary Financial Services, Schenectady County DSS

3:00 PM

Gallery/Pavilion

Coffee Break • Sponsored by Coordinated Transportation Solutions, Inc.

3:30 PM - 5:00 PM

Concurrent Sessions

Saratoga 1

Child Welfare Caselaw Update II

This latest and hottest caselaw in the child welfare area. Do not miss these two sessions or you will be out of the loop! Session II will cover Terminations of Parental Rights and Adoptions. Highlights of recently passed legislation will be included in this session including "The Relatives Bill", Criminal History

Background Checks and other bills.

Presenter:

Margaret Burt, Esq., Counsel to the NYPWA

Moderator:

Sarah Fitzpatrick, Attorney, Legal Affairs, Chenango County DSS

Broadway 1

Medicaid Waivers

This presentation will include an overview of Home and Community Based Services Medicaid waivers. Information will be provided about the Long Term Home Health Care Program, Traumatic Brain Injury Waiver, Nursing Home Transition and Diversion Waiver, Care at Home, and Bridges to Health. Eligibility, available services, and policies and procedures will be discussed. The expected outcome of this presentation is that audience members will be better able to differentiate these programs and understand the roles of the Local Districts for each of these waivers.

Presenters:

Mimi Weber, Bridges to Health, NYS OCFS

Bruce Rosen, Director, Nursing Home Transition & Diversion Waiver, NYS DOH, OLTC

Laura Fiato, Medical Assistance Specialist, Long Term Home Health Care Program, NYS DOH, OLTC

Colleen Maloney, MA Specialist II, Care At Home Program, NYS DOH, OLTC

Pat Gumson, Traumatic Brain Injury Regional Resource Development, NYS DOH, OLTC

Moderator:

Marla Whittingham, Long Term Care Coordinator, Fulton County DSS

Travers

The Difficulty of Serving the New PSA Population

Local districts are struggling to serve a growing PSA population of young adults that includes persons with DSM-IV, Axis II personality disorders who refuse treatment, are evicted from housing, and have burned bridges such that they have no family or friends that can offer support. They demonstrate aggressive, offensive, threatening, anti-social behavior and frequently end up in jail. Guardianship issues come into play leading to people having their rights taken away in order to get them help. People who make "bad choices" may end-up institutionalized. The traditional mental health provider community that has had success in serving other mental illnesses has become frustrated with this group. Funding for services is always at risk, and Medicaid rules on the national horizon may limit reimbursement for case management. Amidst

this increasingly desperate situation, hear how two districts are dealing with this problem. In particular, learn how one local DSS Commissioner/Mental Health Director decided to take on this challenge and set up a system requiring mental health case managers and adult services workers to combine forces in reaching out to this population.

Presenter:

Michael J. Piazza, Jr., Commissioner, Putnam County DSS
Arthur Johnson, Commissioner, Broome County DSS

Broadway 2

myBenefits: Internet Prescreening and Facilitated Food Stamp e-application

The myBenefits project will allow households to self-screen via an internet site for potential eligibility for food stamp benefits, HEAP, tax credits, school meals and other work supports. Also beginning in May 2008, households in pilot districts will file applications for food stamp benefits via the internet, through community partner agencies. This workshop will provide an opportunity to hear from the pilots on their implementation experiences and early results.

Presenters:

Bob Johnson, WMS Systems, E-Application Project Manager, Center for Employment and Economic Supports, NYS OTDA
Laura Ziegler, Planning and Policy Research Project Assistant, Center for Employment and Economic Supports, NYS OTDA
Connie Shelmidine, Director of Financial Assistance Programs, Jefferson County DSS

Moderator:

Holli Nenni, Director of Temporary Assistance, Orleans County DSS

Alabama

Youth Advocate Programs

The Youth Advocate Programs (YAP) will partner with Seneca County DHS for this presentation. They will discuss the success of the project that began in 2006. We will discuss the strengths of the project as well as the challenges we encountered. Seneca County entered this project with the hopes of returning children to the community while still providing the services the children need to be successful. The participants will talk of their experience being returned to the community, and their success since returning. Seneca County will talk of the cost savings associated with the project, as well as the benefits of having the children in the community. OCFS will share perspectives on juvenile justice reform.

Presenters:

Charles Schillaci, Commissioner, Seneca County DHS
Stephanie Hart, NYS President, YAP
William T. Gettman, Jr., Executive Deputy Commissioner, NYS OCFS
Willie & Jeramiah, Successful Graduates of the Program

Moderator:

Thomas Kuryla, Director of Services, Seneca County DHS

Broadway 3&4

Fiscal Roundtable

State and local fiscal administrators will discuss an array of fiscal issues pertaining to social services districts.

Presenters:

Virginia Lattanzio, Chief Accountant, Office of the Budget, Finance and Data Management, NYS OTDA
Dennis Lassi, Business Systems Analyst 4, NYS OCFS

Moderator:

George Macomber, Accounting Supervisor, Livingston County DSS

Whitney

Child Support Systems Update

This session will provide up-to-the-minute information on ASSETS development. In this session participants will hear about current development efforts, future plans, and will receive a demonstration on the latest ASSETS enhancements, including Intake and Case-Building. A status report on the Electronic Filing of Petitions Pilot program will also be provided.

Presenters:

Matt Hotopp, Manager Information Technology Services 2, NYS OTDA, Center for Child Well-Being
Karen Sicurelli, Child Support Specialist 2, NYS OTDA, Center for Child Well-Being
Paul Pearson, Business Analyst, NYS OTDA, Center for Child Well-Being

Moderator:

Brian Kane, Director of Child Support and Financial Recovery, Niagara County DSS

5:00 PM - 6:00 PM

Private

Commissioners' Reception

6:00 PM - 7:00 PM

Gallery/Pavilion

Networking Reception

• *Sponsored by Public Consulting Group, Inc. (PCG)*

7:00 PM

Dinner on Your Own

Tuesday • July 22

7:00 AM - 8:00 AM **Saratoga 1**
Commissioners' Breakfast

8:00 AM - 8:45 AM **Saratoga 1**
Commissioners' Business Meeting

7:30 AM - 8:45 AM **Pavilion/Saratoga 2&3**
Breakfast Buffet

8:00 AM - 5:00 PM **Lower Lobby**
Conference Registration

9:00 AM - 5:00 PM **Gallery/Lobby/Pavilion/Foyer**
Exhibit Area Open

9:00 AM - 10:30 AM
Concurrent Sessions

Using Reports to Improve Child Support Outcomes

Whitney

This session will focus on how the child support coordinator and/or supervisor can effectively use reports to improve child support outcomes. The workshop will provide the local worker with what they need to know (about reports) and when the need to know it (to improve performance).

Presenter:

Charles Ackley, Bureau Chief, Program Operations, NYS OTDA, Center for Child Well-Being

Jack Sheedy, Administrative Analyst Trainee, NYS OTDA, Center for Child Well-Being

Dan Hill, Senior Education Specialist, NYS OTDA, Center for Child Well-Being

Moderator:

William Zilberman, Supervisor, Child Support Enforcement, Schenectady County DSS

Maximizing Funding Sources for Transportation

Broadway 2

Livingston County Department of Social Services created a Transportation Unit in 2001. It has a "Single point of entry" for all DSS related transportation. The rides are coordinated, and brokered within the unit in the most efficient and cost effective means. We would like to share with you how we started, where we are today, and how money is being saved. Tompkins County will provide information on what is happening in their county in regard to Public Transit and DSS. Tom Vaughan, from the NYSDOT will be speaking about the state's focus on "Mobility

Management" and "Coordinated Planning" and breaking down barriers to enable the Coordination to take place.

Presenters:

Denise Bentley, Transportation Broker, Livingston County DSS

Deana Bodnar, LMSW, Program Development Specialist, Tompkins County DSS

Dwight Mengel, Chief Transportation Planner, Tompkins County DSS

Thomas M. Vaughan, Transit Analysis and Assistance, NYS DOT

Moderator:

C. Omarr Evans, Deputy Commissioner for Administration, Broome County DSS

Broadway 1

Medicaid Enrollment & Systems Update

This joint Medicaid eligibility and systems workshop will update participants on current program topics as well as systems issues. Workshop participants are invited to attend this focused session and bring various issues for discussion among fellow local colleagues and state DOH staff.

Presenters:

Linda LeClair, Director, Medicaid Eligibility Operations and Family Health Plus, NYS DOH, OHIP

Trish DuBois, Director of Eligibility Systems, NYS DOH

Moderator:

James Finnigan, Principal Examiner, Medicaid, Albany County DSS

Broadway 3&4

What Every Worker Knows—and Every Local Attorney Should Know

Child Welfare trainers will provide insights into the legal and regulatory training that all CPS and foster care workers receive. What are the time frames for each step of a Child Protective investigation? How many times a month does a foster care worker have to see the child or the parent? Make sure your workers are doing what they need to do!

Presenters:

Gene Skarin, Attorney at Law

Michael McNally, Project Coordinator, Center for Development of Human Services

Moderator:

Lorraine Diamond, Social Services Attorney, Legal Affairs, Fulton County DSS

Local Districts—“Getting To Outcomes”

To build capacity in local districts, training and technical assistance on using the Getting To Outcomes approach has been provided to nine counties for nine months. This workshop will share the challenges and benefits of using this approach to add performance or outcome based provisions to their preventive contracts and direct services.

Presenters:

- Jenny Jones**, Director of Services, Lewis County
- Shery Cooper**, Commissioner, Fulton County
- Teresa Gaffney**, Director of Social Services, Jefferson County
- Dr. Marilyn Ray**, Executive Director, Finger Lakes Law and Social Policy Center Inc.
- Theresa Lux**, Family Services Director, Catholic Charities of Columbia and Greene Counties,
- John Thompson**, Training Program Coordinator, University at Albany, State University of New York, Professional Development Program
- Nancy White Martinez**, Director, Office of Strategic Planning and Policy Development, NYS OCFS

Moderator:

- Andrew Pattie**, Director of Children and Family Services, Putnam County DSS

Student Teams = Caseworkers Practicum

This presentation will include the benefits that Monroe County DHS, colleges and universities, and the Monroe County Community have acquired by having an active “Student Team” composed of CPS workers and BSW/MSW college student interns. College students complete their practicum doing child protective investigations alongside CPS caseworkers; making home visits, collateral contacts, writing progress notes and court 1034 reports which enhance their social work skills and knowledge of the child welfare system. The result is trained social workers with the unique perspective of child protective work. This is mutually beneficial to the students, DHS and the larger community. The colleges and universities have been quite pleased to offer students this unique opportunity.

Presenters:

- Marcia Young**, MSW, Administrator, Monroe County Children and Family Services
- Ellen Merkel**, BSW, Casework Supervisor, Monroe County Child Protective Services
- Kathy Hardisky**, LMSW, Caseworker, Monroe County Child Protective Services

Alabama

Kelly Pieper, BSW, Senior Caseworker, Monroe County Child Protective Services

Latasha Baker, BSW, Caseworker, Monroe County Child Protective Services

Debra Fromm Faria, LCSW, ACSW, Director of Field Education, The Greater Rochester Collaborative

Moderator:

Millie Key, MSW, Senior Caseworker, Monroe County Child Protective Services

Travers

Balanced Scorecard—The Next Generation of Reporting Tools

Organizations have come to the conclusion that no single measure can provide a clear performance target or focus attention on the critical areas of the organization. The Balanced Scorecard is a set of measures that provides executives, management, and staff with a fast but comprehensive view of the organization. It blends financial measures like Social Costs and Public Value with operational measures like Internal Process Efficiency and Staff Readiness. This balanced view of an organization helps explain past performance and predict future performance. In addition, the Balanced Scorecard aligns the organization’s Mission Statement and Strategy with measurable objectives so that everyone in the organization can understand how their actions help the organization achieve its goals. The Balanced Scorecard will compliment the operational excellence of Central Sidney on SQL (SOS) with the Key Performance Indicators of the Commissioners’ Dashboard to give everyone in the organization a clear picture of how they make a difference in the lives of their clients and constituents.

Presenters:

Martha Hoffman, Central SOS Project Manager, NYS OTDA IT

Jonathan McKinney, Central SOS Consultant, NYS OTDA IT

Jane Kristersson, DOH Consultant, NYS OHIP

Cheryl Stanford-Smith, WRTS Adhoc Reporting Consultant, NYS OTDA IT

Jennifer Gordon, Project Assistant, NYS OCFS IT

Moderator:

Ona Rushford, Director of Financial Assistance, Franklin County DSS

10:30 AM

Gallery/Pavillion

Coffee Break • Sponsored by EDS

10:45 AM - 12:15 PM
Concurrent Sessions

Alabama

Collaboration: A Key to Success in Reaching Self-Sufficiency

Steuben County's Child Support Unit, BILT team and Temporary and Disability Assistance Unit work collaboratively to serve applicants and recipients. The BILT team uses a multi-disciplinary approach to identify and overcome the barriers to self-sufficiency. Their work enhances the efforts of the staff in facing head-on the barriers clients present with. The Child Support Unit, as well as the Temporary & Disability Assistance Unit, work with the BILT team to provide a holistic approach to transitioning individuals to self-sufficiency.

Presenters:

Lisa Baker, Director, Temporary and Disability Assistance, Steuben County DSS
Christina Pellegrino, LMSW, BILT Coordinator, Steuben County DSS

Moderator:

Valerie Nitti, Director of Employment and Transitional Supports, Tioga County DSS

Broadway 3&4

The Hague Convention and International Child Support

The United States has signed the Hague Convention. What does that mean for you and your international cases? Come hear the experts explain the implications for international child support cases – the what, when and how it impacts you. This workshop will also provide tools and skills for the individual worker to navigate these tricky international waters, including information about currency conversion, points of contact, and case processing tips.

Presenters:

Robert Velcoff, Child Support Specialist 2, NYS OTDA, Center for Child Well-Being
Margaret Campbell Haynes, Attorney, Center for Support of Families

Moderator:

Sherri Wood, Manager, Child Support Enforcement Unit, Monroe County

Broadway 1

Medicaid Transportation Signature Verification Success Story

A DOH overview of Medicaid transportation in NYS will be followed by a demonstration of the Medical Management Technology Group's pilot project in

Greene County, including the prior approval process and the signature verification page. Greene County will share their results of the Pilot to Reduce or Eliminate Fraudulent Claims Related to Non-Emergency Medical Transportation.

Presenters:

Timothy Perry-Coon, Director, Medicaid Transportation, NYS DOH
Jay Hamel, President, Medical Management Technology Group, Inc.
Joe Warner, Director of Information Systems, Medical Management Technology Group, Inc.
John McCarthy, Director of Business Development, Medical Management Technology Group, Inc.
Kira Pospesel, Commissioner, Greene County DSS
Frances Turner, Senior Examiner, Transportation, Greene County DSS

Saratoga 1

Child Welfare Information Systems Transformation—It's Underway!

At the NYPWA 2008 Winter conference, OCFS unveiled its conceptual plan and objectives to transform the Child Welfare Case Management System. Now six months later, OCFS at the summer conference seeks to provide more detail concerning initial steps to meet the objectives discussed during the January workshop. Leaders of the Transformation Business and Technical Teams will provide updates on work underway and show a 'look and feel' presentation; outline direction for a system with only value added components that builds upon Child welfare business practices; discuss opportunities for data exchange amongst other systems; and continue the discussion with NYPWA members to build upon the ideas and suggestions to successfully transform CONNECTIONS.

Presenters:

William Travis, Deputy Commissioner, Information Technology, NYS OCFS
Sheila Poole, Associate Commissioner, Child Welfare & Community Services, NYS OCFS
Jon Birtwistle, Assistant Director, Information Technology, NYS OCFS

Moderator:

Kathleen Buchiere, Director of Social Services, Oswego County DSS

Travers

Data-Reporting for Fiscal Administrators

Representatives of OTDA, OCFS, and DOH will provide an overview of systems – what tools are available, how to access them, and how to use them. Hear

what reports can be used to produce comparative data. Use Cognos to retrieve fiscal information and to generate reports that would be helpful for budgeting. Explore how to use "COLD" for look-ups and how to take advantage of reports that other systems offer. Learn how TREAT can convert BICS reports into easily managed PDF files. Hear about what's new on the Commissioners' Dashboard.

Presenters:

- Martha Hoffman**, Central SOS Project Manager, NYS OTDA IT
- Jonathan McKinney**, Central SOS Consultant, NYS OTDA IT
- Jane Kristersson**, DOH Consultant, NYS OHIP
- Cheryl Stanford-Smith**, WRTS Adhoc Reporting Consultant, NYS OTDA IT
- Jennifer Gordon**, Project Assistant, NYS OCFS IT

Moderator:

Diane Deane, Director, Administrative Services, Livingston County DSS

Broadway 2

Safety Net Policy Roundtable

Hear the key themes that were generated by the nine NYPWA regional focus Groups on Single Adults on Safety Net Assistance. This conversation will set the stage as we move on to explore issues facing families on SNA and how this group compares to TANF families and Safety Net Singles.

This session is restricted to members of the safety net policy workgroup as identified by local DSS commissioners. Information from our regional meetings and conference discussion will be made widely available.

Facilitator:

Frances Lanigan, Commissioner, Oswego County DSS

12:15 PM - 1:15 PM

Saratoga 2&3

Lunch

1:30 PM - 3:00 PM

Concurrent Sessions

Whitney

Medical Support for New York's Children

This workshop will focus on the child support program's role in connecting children to available health insurance. The session will discuss existing data exchanges, current program monitoring efforts and the enforcement of medical support orders.

Presenters:

Timothy Lane, Child Support Specialist II, OTDA, Center for Child Well-Being

Susanne Dolin, Attorney, OTDA Counsel's Office
Randi Johnson, CSEU Director, Oneida County DSS
Karen Ryan, CSEU Coordinator, Clinton County DSS

Moderator:

James Cucci, CSEU Coordinator, Broome County DSS

Travers

Two Oswego County Initiatives to Serve TANF Recipients

Part I: A threefold program serving TANF recipients. Participants receive enhanced job search assistance and are paid while they learn a new job. Businesses receive applicant screening and referrals, decreased training expense and the option of monitoring and intervention assistance. The agency builds relations with the business community, strengthens the focus on work and improves participation while decreasing caseload due to income.

Part II: Intensive Case Management (ICM) services to noncompliant families seeks out and addresses barriers to participation on and compliance with work readiness activities. ICM, focused on TANF recipients provides weekly contact and offers the option of home visits. This intensive contact with staff builds rapport and facilitates disclosure of previously unidentified barriers faced by families.

Presenters:

Adele Ferry, Employment Specialist, Oswego County DSS
Linda Rosché, Employment Specialist, Oswego County DSS

Moderator:

Martha Babcock, Director of Assistance Programs, Oswego County DSS

Saratoga 1

Data Exchange between the Court and New York City Children's Services

New York City Children's Services is working with the Office of Court Administration (OCA) and New York City Family Court on a data exchange project that will involve sharing data between OCA's Unified Case Management System (UCMS) and Children's Services Legal Tracking System (LTS). The goal of the project is to reduce duplicate data entry of case information and hearing outcomes. In addition, the information will be more accurate. The project also includes the capability to file petitions electronically and to transmit court orders electronically.

OCA has committed statewide resources to the project with the intention that the application will be

used by the courts statewide. OCFS has also been involved and is looking eventually to add data share between UCMS and LTS and Connections.

The workshop will involve an overview of the data share project as well as an overview of LTS. Several county attorneys' offices have requested demonstrations of LTS for possible use in their offices.

Presenters:

Nancy Thomson, Attorney, Assistant Commissioner for Family Court Legal Services, NYC ACS

Lauren Meller, Supervising Attorney, Family Court Legal Services, Queens Office, NYC ACS

Martin Shulman, ACS-MIS Project Director for LTS, NYC ACS

Maria Barrington, Senior Management Analyst, Office of Court Administration, Trial Court Operations

Carol Greco-Champitto, Project Manager, Office of Court Administration, Division of Technology

Virginia Gippetti, Principal Management Analyst, New York City Family Court

Broadway 2

Local DSS Fiscal Policy Dialogue

Fiscal administrators and fiscally-minded commissioners and program staff will come together to discuss information presented throughout the conference and its impact on social services. This forum will provide participants with an opportunity to share best practices and to discuss what other districts have done to put themselves in a better financial position.

Facilitator:

Robert Franklin, Deputy Commissioner, Monroe County DSS

Peter Simon, Director of Administrative Services, Dutchess County DSS

Alabama

Improved Outcomes for Children: Transforming Foster Care and Strengthening Preventive Services in New York City

In the spring of 2007, NYC's Administration for Children's Services (ACS) announced a series of reforms that promised to fundamentally alter the way that the City interacted with its contracted foster care and preventive provider agencies, with the goal of improving outcomes for children in foster care and families receiving preventive services. These reforms included the introduction of a family team conferencing model; the delegation of case management functions to ACS's contracted provider agencies; enhanced performance monitoring; measurement and quality improvement systems; targeted technical as-

sistance; and for family foster care, a new financing structure. These reforms—collectively referred to as "Improved Outcomes for Children"—were piloted over the past year, and ACS is working to gain State approval to expand these changes system-wide. This presentation will focus on the vision behind the new model and the successes and challenges of implementing Phase I.

Presenters:

Lorraine Stephens, Deputy Commissioner, Division of Family Permanency Services, NYC ACS

Elizabeth Roberts, Deputy Commissioner, Division of Family Support Services, NYC ACS

Judy Wolpoff, Deputy Director of Budget, Division of Financial Services, NYC ACS

Moderator:

Cheryl Contento, Deputy Commissioner, Albany County CYF

Broadway 1

The Multiple Facets of Assisted Living in New York State

This session will include a description of the different Assisted Living Initiatives in NYS including the Assisted Living Program (ALP), Assisted Living Residence (ALR), Enhanced Assisted Living Residence (EALR) and Special Needs Assisted Living Residence (SNALR). Certification as an Enhanced ALR will allow residents to age in place. This is a major new feature of the Assisted Living Reform Act. Special Needs ALRs serve individuals with special needs including dementia or cognitive impairments.

Presenters:

Judith R. Mooney, Co-Director, Division of Home and Community Based Services, NYS DOH

Mary E. Hart, Director, Bureau of Adult Care Facility Quality & Surveillance, Division of Home and Community Based Services, NYS DOH

Moderator:

Thomas Vasey, Senior Coordinator, Special Needs Population, Undercare, Monroe County DSS

Broadway 3&4

Medicaid Provider Fraud Demo Project Meeting

Commissioners and project directors from the districts that participate in the Medicaid Provider Fraud Demo Project are invited to meet with James Sheehan, Medicaid Inspector General, to discuss current developments. *This is a closed session.*

3:00 PM

Gallery/Pavilion

Coffee Break • Sponsored by Hcheq

3:30 PM - 5:00 PM

Concurrent Sessions

SWMS: The Roadmap

The Statewide Welfare Management System (SWMS) Project goal is to upgrade the legacy eligibility and benefit authorization systems, while improving business processes, services and case management with a single integrated view of upstate and New York City case/client data. One of the SWMS initiatives is the "Functional Roadmap" Request for Proposals (RFP). This RFP is being let to develop complete functional requirements that better meet the needs of workers, local and State managers and clients. Learn about how local districts will be involved in working with the Roadmap vendor to identify SWMS functionality.

Presenters:

Gail Adams, SWMS Project Director, NYS OTDA-BIT
Carolyn Karins, Director, NYS OTDA-DETS

Moderator:

Cathy Connis, Director of Temporary Assistance, Dutchess County DSS

Travers

Saratoga 1

Educational Neglect Policy

This session will review the current caselaw definitions of educational neglect as well as the OCFS model policy. We will discuss how local attorneys can effectively bring proper cases to court. Local relations with school officials in light of the model policy will be covered.

Presenters:

John Dee, Attorney, Center for Development of Human Services
Jamie Greenberg, Director of Policy Analysis, Strategic Planning and Policy Development, NYS OCFS
John Stupp, Assistant Deputy Council, Legal Affairs, NYS OCFS
Margaret Burt, Esq., Counsel to the NYPWA

Moderator:

James Green, Chief Attorney, Albany County CYF

Alabama

Strengthening Child Protective Services to Reduce Repeat Maltreatment

The recent federal Child and Family Services Review (CFSR) showed that NYS needs to improve its ability to protect children from repeated abuse or maltreatment. Presenters will share an overview of the CFSR preliminary safety findings and provide an overview of improvement strategies that are in place

in small and large counties. Strategies such as ACS' Childstat weekly accountability meetings, implementation of a team approach to CPS practice, and the utilization of a critical thinking case analysis model for practice improvement will be presented.

Presenters:

Claire Strohmeier, Director of Continuous Quality Improvement, NYS OCFS
Renee Hallock, Special Assistant to Deputy Commissioner, NYS OCFS
Marie Philippeaux, Associate Commissioner, Division of Child Protection, NYC ACS
Diane Connolly, Assistant Commissioner, Division of Quality Assurance, NYC ACS
Nicole Fluellen-Young, Child Protective Manager, NYC ACS
Bonnie Engelbrecht, OCFS Syracuse Regional Office
Chris Allen, Director of Services, Clinton County DSS

Moderator:

Cynthia Estus, Director of Social Services, Essex County DSS

Broadway 1

Critical Communication Skills...for Crucial Conversations

The focus of this training is to help individuals acquire communication skills that will enable them to directly confront and effectively address behavior problems. It will assist supervisors with identifying and building on staff's strengths and will enable all staff to use Crucial Conversation skills to improve communication and relationships. The organizational impact of this training is to: increase staff productivity; reduce employee interaction grievances; improve customer satisfaction; and reduce supervisory time dedicated to correcting problematic employee behavior.

Presenter:

Denise Schaller, Schaller Solutions

Moderator:

Susan Iona, Staff Development Coordinator, Schenectady County DSS

Broadway 2

Child Support Coordinators Roundtable

This session will provide child support coordinators and senior program supervisors with current updates on program policy and fiscal issues.

Facilitator:

Scott Cade, Deputy Commissioner, NYS OTDA, Center for Child Well-Being

3:30 PM - 5:00 PM **Broadway 3&4**
Fiscal Wrap-Up

This session includes the Fiscal Administrators' Association Meeting and the NYPWA Fiscal Committee Meeting Wrap-up on issues that emerged from the earlier conference sessions as well as new issues to address.

6:00 PM - 7:00 PM **Foyer/Pavilion**
Cocktail Reception

7:00 PM - 9:00 PM **Saratoga Ballroom**
Annual Banquet

Wednesday • July 23

7:30 AM - 8:45 AM **Pavilion/Saratoga 2&3**
Breakfast Buffet

8:00 AM - 10:30 AM **Lower Lobby**
Conference Registration

9:00 AM **Lower Lobby**
Coffee Break • Sponsored by MAXIMUS

9:30 AM - 11:00 AM **Broadway 3&4**
Legal Committee Meeting

Local DSS attorneys will meet to discuss recent legal developments, policies and procedures, court decisions and other issues affecting local social services.

9:30 AM - 11:30 AM **Alabama/Travers**
State and Local Commissioners' Dialogue (Limited to Commissioners)

David A. Hansell, Commissioner OTDA; **Gladys Carrión**, Commissioner, OCFS; **Deborah Bachrach**, Deputy Commissioner, Office of Health Insurance programs, DOH; will participate in a discussion with local DSS commissioners on current issues facing social services.

Presiding:
Dennis Packard, NYPWA President

Commissioners' Coffee Break • Sponsored by Deloitte

12:00 PM
Conference Adjourns

Tuesday • July 22 / Wednesday • July 23

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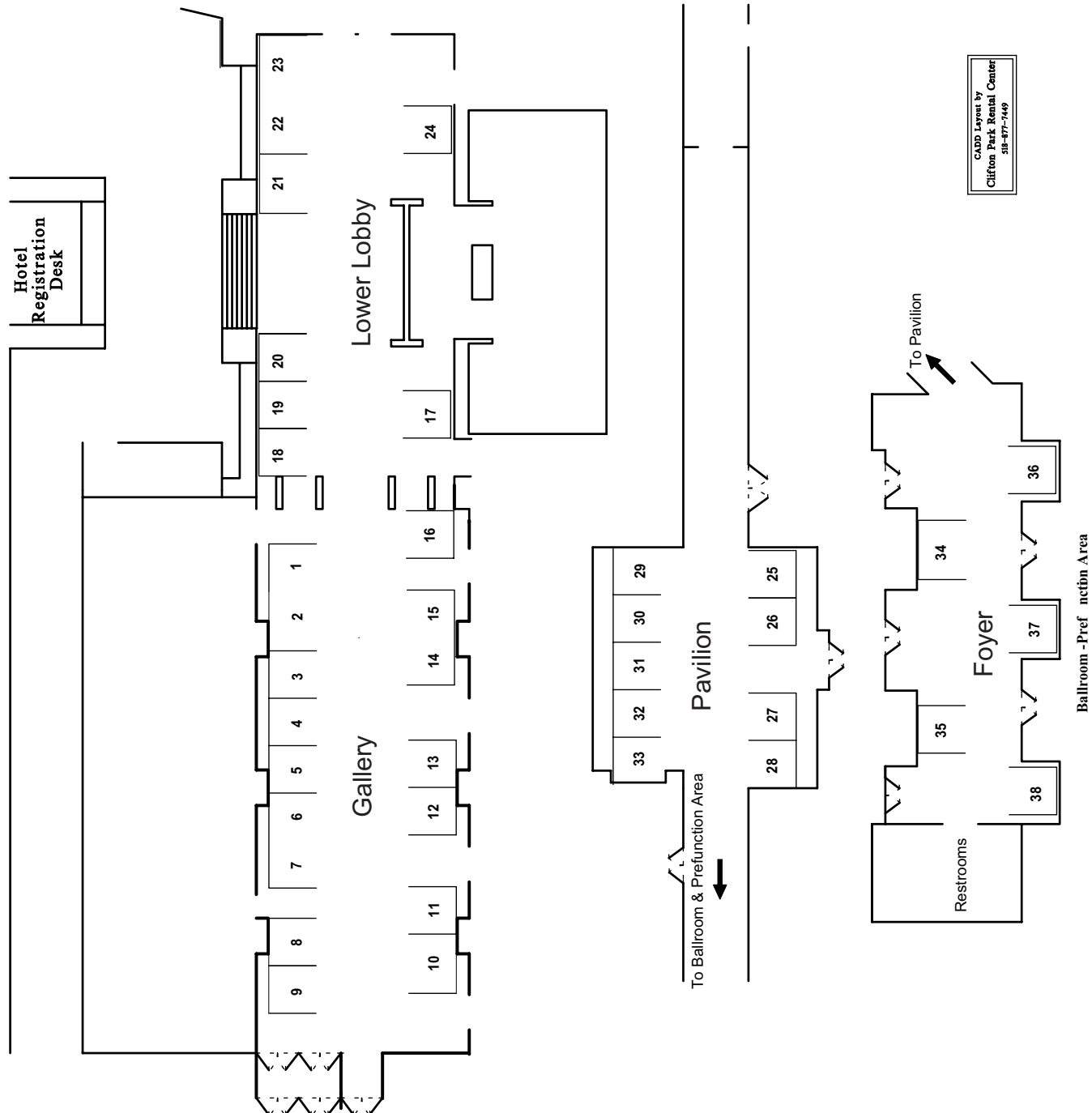
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m.l.jablonowski@accenture.com

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ACS Government Solutions

Booth Number: 27

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Berkshire Farm Center and Services for Youth

Booth Number: 25

13640 Route 22

Canaan, NY 12029

Julie Brennan

518-781-4567, x2279

jbrennan@berkshirefarm.org

www.berkshirefarm.org

Berkshire Farm Center and Services for Youth is a statewide, multi-service, private, non-profit social service organization that works with abused and neglected children and their families. Founded in 1886 by Frederick and Catharine Burnham, Berkshire is propelled by its mission: To strengthen children and families so that they can live safely, independently, and productively within their home communities. This mission daily touches the lives of 3,000 youth from birth to 21 years. These youth represent diverse socioeconomic levels, languages, races and ethnic backgrounds. The comprehensive continuum of care includes innovative, community-based programs, school-based prevention programs, foster care, adoption services, residential placement services, secure and non-secure detention for youth awaiting action on court cases, and runaway safe houses. These programs are administered from 22 locations across New York State. Berkshire also operates a 150-bed Residential Treatment Center, two 14-bed Hard-to-Place Programs located in Canaan, New York, as well as a 3-bed Supervised Independent Living Program (SILP), in Troy, New York that serves young men age 12 to 21.

Center for Development of Human Services

Booth Number: 29

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Booth Number: 36

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Continuum Voice & Data

Booth Number: 30

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Controltec, Inc.

Booth Number: 37

Kevin E Smith, Senior Sales Consultant

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Booth Number: 19

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Booth Number: 24

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Deloitte

Booth Number: 18

Gold Sponsor – Commissioners' Coffee Break

Frank Pisciotta

Lead Consulting Principal, State of New York

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EDS

Booth Number: 20

Gold Sponsor – Coffee Break • Tuesday, July 22, 10:30 AM
Opening Ceremonies Sponsor • Monday, July 21, 11:00 AM
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Pat King
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Hillcrest Educational Centers

Booth Number: 31

P.O. Box 4699

Pittsfield, MA 01202

Beth Ware

413-237-6060

eware@hillcrestec.org

www.hillcrestec.org

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Hudson Center for Health Equity and Quality (Hcheq)

Booths Number: 1&2

Gold Sponsor – Coffee Break • Tuesday, July 22, 3:00 PM

303 South Broadway, Suite 321

Tarrytown, NY 10591-5455

Sherri Ehrlich

914-372-2101

sherri.ehrlich@hcheq.org

www.hcheq.org

The Hudson Center for Health Equity & Quality (Hcheq) is an independent not-for-profit organization that promotes the delivery of high quality health care for all people. Hcheq advocates for universal health care

and other policies to broaden health care access, and develops information technologies that streamline the enrollment process for public health insurance.

The Facilitated Enrollment Electronic Application (FEEA™) revolutionizes the way Access NY Health Care forms are processed. By using an automated e-application process that is simpler, quicker and more efficient, enrollers can focus on getting families the health care they need. The improvement to the enrollment and recertification process provides substantial administrative cost savings to agencies, County and State government. FEEA is designed to streamline the Medicaid managed care application enrollment process for any Facilitated Enrollment agency, including lead agencies, health plans, and community based organizations, and it can expedite the transfer of these applications to local social service agencies and the State. FEEA is always 100% current with respect to all State guidelines pertaining to Medicaid eligibility.

FEEA is developed, distributed, and supported through Hcheq.

IBM

Booths Number: 6&7

80 State Street
Albany, NY 12207
Kevin Leyden
518-487-6184
Betty Wall
518-487-6642

www.ibm.com/solutions/government/socialsegment

IBM is one of the largest providers of solutions to social services clients in over 200 countries worldwide. IBM has invested in a portfolio of industry solutions and subject matter expertise to help its clients take advantage of best practices in social services programs. IBM has expertise in Integrated Case Management using COTS such as Cúram Siebel and SAP Software as well as utilizing IBM's Social Services SOA framework architecture. IBM has solutions specific for Child Support, Child Protection, Risk Management, Medicaid, data mining, portal, dashboard, document management, fraud detection, and many other social services needs. IBM is supported by national practices and an extensive network of New York based local business partners.

IBM is proud to have been a strategic partner to New York State and Local Government for over 75 years, as a premier provider of computer hardware, software and maintenance services required for building reliable, flexible and robust information technology and Internet infrastructures. The IBM Middleware Solution for Government On Demand Workplace enables Government employees to deliver higher value and increased productivity by efficiently finding and sharing information as they provide important services to constituents and businesses.

With projects throughout the world, including all of the New York State Human Services agencies and many New York counties, IBM is committed to assist social

services organizations in New York by delivering quality services to our clients efficiently and cost effectively.

Industrial Medicine Associates, PC (IMA)

Booth Number: 35

660 White Plains Rd, Suite 630
Tarrytown, NY 10591
Barbara Young
800-245-4245 x 319
barbara.young@ima-us.com

Industrial Medicine Associates, PC (IMA) is a physician owned and operated, Occupational Medicine Company which performs Medical and Psychological Examinations. IMA has a contract with NYS OTDA to perform Employability examinations for County DSS. IMA provides CASAC Assessment and Monitoring Services to local Counties, with electronic reporting. In addition, IMA provides Case Review Services. IMA performs on-site testing including drug screens, labs, X-rays, PFT's, EKG's and Treadmill EKG's. IMA has nineteen offices in different geographic areas of New York State.

David Pulver, MD President and Founder of Industrial Medicine Associates, PC, is certified by the American Board of Internal Medicine. Areyh Klahr, MD, Vice President and Co-Owner of IMA is a diplomate of the American Board of psychiatry and Neurology and is certified by the American Society of Addiction Medicine. IMAs physicians are experienced with the disability process. IMA has its own Quality Assurance review to maintain the highest quality examinations.

Instructional Access, Inc.

Booth Number: 21

6800 Indiana Avenue, Suite 245
Riverside, CA 92506
Dan Bear
951-341-8982
danb@instructionalaccess.com
www.instructionalaccess.com

"WEEKEND TRAINING, LIFETIME SUCCESS"™

Instructional Access is proud to help bridge the digital divide through our patent pending Weekend Computer Camp. This beneficial program provides participants with the training necessary to succeed at school, at work and in life. Each participant will receive a new computer, key software, a color ink-jet printer and courseware to keep at the conclusion of the weekend.

Our program differs from other independent training programs. For one, real schoolteachers, qualified by the state, lead the program. Students learn on up-to-date systems with the latest Microsoft software built in. What's more, students leave the program with a computer to take home and the skills needed to find success.

From the moment the program begins, students will experience a sense of belonging as they sit among their peers, learning about the latest technology. By the end of the weekend, they will have gained new knowledge and new self esteem.

The Weekend Computer Camp program is perfect for agencies (government, education, private, faith based, and non-profit organizations) looking to bring America's youth into the 21st century and help them compete for years to come.

KidLink

Booth Number: 38

409 Chapman Street
Greenfield, MA 01301
John Claine
413-774-0120
jclaine@verizon.net
www.kidlinknetwork.com

The KidLink Network is a nationwide system of specialized residential treatment centers working with thousands of mild to severely challenged children every day. The KidLink Network was created to better help parents, case managers, judges, and other referral sources make the best decision for a child in need of treatment services. When you use this helpful KidLink resource, you immediately have access to more placement options than any other children's services provider in the country. With KidLink, you tap into a nationwide network of expertise and knowledge regarding programs for at-risk children. Helping troubled and disadvantaged children and adolescents is the one and only purpose of the KidLink Network. Working with all populations of children, KidLink has earned a national reputation as a leading referral source in accessing treatment programs for troubled children and at-risk children.

The Kolburne School

Booth Number: 16

343 New Marlborough-Southfield Road
New Marlborough, MA 01230
Kathleen Greco, Director of Admissions
413-229-4119
kgreco@kolburne.net
www.kolburne.net

The Kolburne School is a private residential school and treatment center providing comprehensive academic/vocational, clinical, medical, residential and recreational services to students who have been identified as emotionally and behaviorally disordered, psychiatrically impaired, developmentally delayed or who present with autistic spectrum disorder. Multidisciplinary Treatment Teams formulate, implement and monitor treatment plans developed from the Individualized Education Plan and Kolburne School's formal assessment. Regular, remedial and compensatory individualized academic and comprehensive vocational instruction is provided through the High School Program. Psychological, psychiatric, medical and nursing services include individual, group and family psychotherapies and speech and language and occupational therapies. Residential programming provides a structured and therapeutic environment utilizing a positive behavioral model based upon the Psycho-Education Model.

MAXIMUS

Booth Number: 34

Gold Sponsor – Coffee Break • Wednesday, July 23, 9:00 AM
Kevin Norris
303-961-3637
kevinnorris@maximus.com
www.maximus.com

Founded in 1975, MAXIMUS is fulfilling the mission of "Helping Government Serve the People®." MAXIMUS has more than 5,100 employees who have dedicated their careers to public service and more than 280 offices in the United States, Canada, and Australia.

MAXIMUS provides a variety of consulting, operations, and information technology services for virtually every government health and human agencies in the United States. We have extensive experience in Federal audits and a national reputation for providing consulting services to state and local governments, covering virtually every area government operations and programs.

Through a wide variety of projects, MAXIMUS handles millions of case records a year. MAXIMUS is responsible for enrolling millions of Medicaid recipients into managed care programs. We determine eligibility for several states for Medicaid and SCHIP programs. We operate more full-service child support enforcement programs than any other company in the nation. We view ourselves as program people, supported by high technology, who understand how to make government programs more effective for the people and how to secure maximum funding from the Federal government

Mountain Lake Academy

Booth Number: 3

386 River Road
Lake Placid, NY 12946
Barbara Fox, Director of Admissions
518 523-4300 x119
Fax: 518 523-5322
Barbara_fox@lgstc.org

Nestled in the Adirondack Mountains of Lake Placid, Mountain Lake Academy helps young men turn their lives around. Our individualized educational, residential and therapeutic programs foster better lifestyle choices, academic achievement, character building and higher self-esteem. **Adventure based services** are highlighted through our on-site Challenge Course and Wilderness Program which capitalize on the innate sense of adventure many youth have, especially those who engage in high-risk behavior. ABS is designed to improve problem solving skills, social skills, and behavioral functioning. Our certified **middle school and high school programs** were designed to establish the strong academic foundations that contribute to advancement in school and in life. MLA's **MountainView Program** focuses on relationship building and group experiences to progressively challenge residents to acknowledge and address their behaviors. MLA's **BrookView Programs** include a hard to place unit.

NYS Office of Children & Family Services**Booths Number: 22&23**

22 Capital View Office Park
 52 Washington Street
 Rensselaer, New York 12144
 518-473-7793
 info@ocfs.state.ny.us
 www.ocfs.state.ny.us

The New York State Office of Children and Family Services promotes the well-being and safety of our most vulnerable citizens by providing preventive and protective services for children, including managing the Statewide Central Register of Child Abuse and Maltreatment; supervising foster care and facilitating the path to permanency; regulating and enhancing the quality of child care; and transforming the state's juvenile justice system into a program that provides needed services to children and their families with the aim of making the children in the system healthy, happy, and productive adults.

The NYS OCFS Division of Information Technology provides the technical tools for the agency, districts, and voluntary organizations across the state to fulfill this mission.

NYS Office of Temporary & Disability Assistance**Booth Number: 17**

40 North Pearl Street, 16th Floor
 Albany, NY 12243
 Daria Albin
 518-474-7718
 daria.albin@otda.state.ny.us
 www.otda.state.ny.us

The Office of Temporary and Disability Assistance (OTDA) is responsible for administering programs that provide assistance and support to low-income families and individuals.

OTDA's functions include: Providing temporary cash assistance; providing assistance in paying for food; providing heating assistance; overseeing New York State's child support enforcement program; determining certain aspects of eligibility for Social Security Disability benefits; supervising homeless housing and services programs; and providing assistance to certain immigrant populations.

ProAct, Inc.**Booth Number: 11**

ProAct, Inc. a wholly owned subsidiary of Kinney Drugs, is a full service PBM based in Liverpool, NY. ProAct provides a complete array of prescription plan management services including county resident discount plans, employer based plans as well as the only mail order service based in NYS.

ProAct offers discount pharmacy card plans with local county government endorsement to uninsured and underinsured county residents at no charge to the county. The discount card covers all prescription drugs; brand or generic and can be used at all 60,000 ProAct network

pharmacies. ProAct's program is the only discount program which provides onsite implementation support and direct to resident ID card mailings. The program is open to all county residents and saves participants on average 20% of the cost of their prescription.

Public Consulting Group (PCG)**Booth Number: 5**

Networking Reception Sponsor • Monday, July 21, 6:00 PM
 info@pcgus.com

With more than 600 professionals in 26 offices around the U.S., PCG provides management consulting that helps health and human services agencies achieve their performance goals. Since 1986, PCG has delivered best-practice solutions and measurable results to help state and local public agencies in all 50 states increase program revenue, cut costs, and improve compliance. We currently serve county governments in California, Florida, Maryland, North Carolina, Pennsylvania, Virginia and New York (Westchester, Monroe and Chautauqua).

Visit our booth to learn more about:

- **FM Blake, a division of PCG.** Premier SSI/SSD consultants with nearly 20 years of experience in Social Security representation.
- **PCG TANF & TANF MOE Consulting.** National leadership in TANF programmatic efficiency, financial performance, and compliance.

The Research Foundation of SUNY Professional Development Program**Booth Number: 26**

Rockefeller College, University at Albany
 1400 Washington Avenue
 Albany, NY 12222
 Eugene J. Monaco, Director
 info@pdp.albany.edu
 www.pdp.albany.edu

The Professional Development Program of Rockefeller College UAlbany has been a leader for 32 years in continuing professional education in bringing the resources of the university to government agencies and affiliated organizations to develop their workforce goals through education, training, research, and evaluation. PDP continues to promote a rich and diverse portfolio of traditional and non-traditional programs which includes the application of state-of-the-art instructional technologies. The unique and just-in-time nature of PDP's products and services are valuable assets for any organization committed to keeping their workers educationally prepared for the challenges of today.

Salient Corporation**Booth Number: 32**

Susan Lepler, MSW, MPA
 Principal Advisor Public Sector
 518-478-0066
 (Cell) 518-366-0340
 slepler@salient.com

Salient Corporation is assisting counties and their health and human service departments across New York State to improve the quality and cost efficiency of services.

Ask any of our clients – “What makes Salient’s performance management solutions different?” – and they’ll tell you that it is the speed and simplicity that enables non-technical people – commissioners, managers, supervisors, and line workers – to utilize their own data to improve performance in never-before-possible ways. We give them easy to use tools to see instantly where to focus their efforts to achieve the best possible outcomes. We have proven solutions in Medicaid and Welfare-to-Work and can rapidly respond to emerging needs within any public sector department or program. Salient is a New York State company with a worldwide presence, maximizing performance in business and government for more than 280 clients in 60 countries.

SOURCECORP

Booth Number: 4

111 Washington Avenue #404
Albany, NY 12210
Walter DeTour
212-984-1040
walterdetour@srcp.com

SOURCECORP is a national service provider specializing in document retrieval, information management services, paper/film-to-image conversion services, and archival services. Maintaining one of the largest document-to-image conversion centers in the US, SOURCECORP possesses the technical capability and resources to convert large volumes of documents into digital form quickly, accurately and at a low cost. Our clients include government agencies, insurance companies, financial institutions, health maintenance organizations, and legal accounting firms. State and local agencies can easily contract for SOURCECORP’s document management and image conversion services using the “piggyback” provision of the State Finance Law [Article XI, Section 163(10)(e)]. Our services can also be obtained via the NYS OGS backdrop contract.

Stevens Treatment Programs

Booth Number: 12

24 Main Street – Swansea, MA 02777
Gail Curran
508-679-0183
Fax: 508-679-1950
gcurran@stevensprograms.org
www.stevensprograms.org

Stevens Treatment Programs is a highly structured therapeutic residential treatment program, that provides a continuum of care for young men 12-17 who are experiencing difficulty in one or more of the following areas: managing inappropriate sexual behavior, fire setting, emotional disturbances and/or behavior disorders. Additionally, a short-term, 45-Day comprehensive assessment program is offered.

The academic experience incorporates a comprehensive educational curriculum, a pre-vocational experience and recreational activities to develop the mind, physical fitness and confidence of each youth, providing a solid foundation for further education. The clinical component utilizes cognitive behavioral therapy, individual, group and family therapy.

SUNY Empire State College

Booth Number: 13

Susan Eve LeClair
518 587-2100, ext. 2228
Susan.LeClair@esc.edu
www.esc.edu

Empire State College, State University of New York, is designed specifically for the adult learner. It offers motivated adults the opportunity to earn associate, bachelor’s and master’s degrees while they build a career, raise a family, and volunteer in their communities.

Through a combination of face-to-face meetings with faculty, online courses and small study groups, students can design an individualized degree program tailored to meet their needs, while studying anytime and anywhere. They also may earn credit for college-level learning gained from work and life. The college serves 17,000 students at 35 locations across New York state, as well as worldwide through its Center for Distance Learning. Its highly regarded undergraduate programs in Community and Human Services and business make the college particularly attractive to the state’s social service workforce. On the graduate level, the M.B.A focuses on refining the talents of top-level managers. The Master of Arts in Social Policy degree is designed for practitioners in the public and private sectors who face the challenges of understanding, implementing and improving the policies governing their agencies.

Whether studying for career advancement, to fulfill a lifelong goal, or just for the love of learning, Empire State College is the SUNY college for adults.

For more information on Empire State College please visit: www.esc.edu.

Unisys Corporation

Booths Number: 14&15

10B Madison Avenue Extension
Albany, NY 12203
Kevin Frank
518-452-6205
kevin.frank@unisys.com
www.unisys.com

Unisys is a worldwide information technology services and solutions company. With expertise in consulting, systems integration, outsourcing, infrastructure and server technology, our people are unified in their commitment to help our clients, in more than 100 countries, quickly and efficiently achieve secure business operations.

Unisys provides information services, hardware, and software to more than 900 local governments and to all

50 states as well as the federal government. We specialize in the development and implementation of enterprise wide, mission-critical information technology systems and provide our clients with the highly skilled teams of information systems and management professionals required for success. Unisys has a proven track record for successfully delivering projects. These projects span the range of state and local government programs.

At the State of New York, Unisys has been successfully providing services and technology in support of the various state and local government initiatives continuously for over 25 years.

The Whitney Academy

Booth Number: 28

PO Box 619

85 Dr. Braley Rd

East Freetown, MA 02717

Richard Mancini, M.Ed., Director of Admissions

508-763-3737 x223

rmancini@whitneyacademy.org

www.whitneyacademy.org

Whitney Academy is a unique, year-round residential treatment center accredited by the Joint Commission. We are nationally recognized for specializing in the treatment of dually diagnosed (cognitively delayed / psychiatrically disordered) young men, ages 10-22, who present with a spectrum of sexualized behavior problems. At Whitney there is a focus on trauma, attachment and self-regulation with our students and we utilize a host of experiential techniques and approaches designed to effect change in boys with significant processing and regulation issues. All aspects of Whitney life reflect the Academy's care, compassion and respect for its students as individuals, from beautiful and comfortable community residences to comprehensive clinical, medical and educational services.

The Work Number

Booth Number: 8

11432 Lackland Rd.

St. Louis, MO 63146

Tracy Kellaheer

Assistant Director - Government Sales

314-214-7000

www.theworknumber.com

The Work Number is a service provider of employment and income verifications. With its market leadership position, The Work Number has amassed the nation's largest proprietary source of employment and income information for use by the public and private sector. We have over 33% of the working population in the United States on our service. Government service agencies that administer federal, state or local public assistance to low-income families and individuals use The Work Number daily to validate applicant-provided information. Using The Work Number, an agency can instantly verify a person's current employment and income or

find unreported wages before providing assistance. Our government service verifications help agency workers determine program eligibility, support quality control and investigate potential fraud.

Youth Advocate Programs, Inc.

Booth Number: 33

PO Box 950

Harrisburg, PA. 17108

Stephanie Hart

518-651-4297

Youth Advocate Programs, Inc. (YAP) has provided a unique system of care to 10,000 youth and families per year on average for the past thirty-two years. Using a strength-based program design strategy, YAP "wraps" comprehensive individualized services and support networks "around" young people and their families rather than forcing them to enroll in pre-determined inflexible treatment programs. We provide community based services to youth and families referred from juvenile probation, child and family services, and mental health departments throughout the counties, states and countries we serve.

The agency has more than 2,400 employees in 15 different states with international replication of the model in England, Ireland, Hawaii, Scotland, and Sierra Leone. The organization's mission is to provide individuals who are, have been or may be subject to compulsory care with the opportunity to develop, contribute and be valued as assets so that communities have safe, proven effective and economical alternatives to institutional placement.

Youth Villages, Inc.

Booth Number: 10

190 Bedford Ave., Ste. 104

Brooklyn, NY 11211

Natasha Davis, Business Development Specialist

718-349-3952

Natasha.Davis@youthvillages.org

www.youthvillages.org

Youth Villages is a non-profit organization dedicated to helping children and families live successfully. Youth Villages' Intercept Program provides intensive in-home services to help youth involved in child welfare, juvenile justice, and mental health systems achieve long-term success. Since 1994, Intercept has admitted over 15,000 youth across 10 states and the District of Columbia. Counselors meet families in their homes and communities about 3 times per week and are on-call 24 hours a day. Intercept is appropriate for diverting youth from out-of-home placements as well as reunification and stabilization. Youth Villages tracks outcomes on youth served by Intercept at 6, 12, and 24 months post-discharge, and 82% of youth are living at home successfully 2 years after receiving Intercept Services.



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Greater access to services that improve quality of life is a top priority. Leaders across health and human services organizations continue to seek new, cost effective strategies and technical solutions to support their objective: Doing more with less.

The challenges faced in achieving this goal require innovative solutions. By enhancing delivery, integrating services and employing technologies, decision-makers can overcome these barriers and implement tactical plans. Deloitte works with leaders across health and human services to develop solutions for delivering the truest measure of success: Value for those they serve.



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At MAXIMUS, we help both government and citizens succeed by delivering better solutions for better lives. Our 6,000 employees have dedicated their careers to public service. We provide a wide array of consulting and program management services to all levels of government, including Child Welfare consulting and operations, MAXEI (an early intervention claims/billing system/solution), Fraud, Waste and Abuse detection and recovery, and Third Party Liability cost avoidance and recoupment. The depth and breadth of our products and services give us government market experience that is unmatched in the industry.

To learn more, please contact Linda Davis at 850.528.5067 or lindadavis@maximus.com.

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A

Charles Ackley

Bureau Chief, Program
Operations
NYS OTDA, Center for Child
Well-Being
40 North Pearl Street, Room 13D
Albany, NY 12243
518-408-3301

Gail Adams

SWMS Project Director
NYS OTDA-BIT
67 N. Pearl Street
Albany, NY 12201
518-473-3003

Patricia Aikens

Albany County Probation
Director
60 South Pearl Street
Albany, NY 12207
518-487-5200

Chris Allen

Director of Services
Clinton County DSS
13 Durkee Street
Plattsburgh, NY 12901
518-565-3399

Joseph Anarella

Bureau of Program Planning and
Implementation
NYS DOH
1974 Corning Tower
Empire State Plaza
Albany, NY 12237
518-486-9012

B

Latasha Baker, BSW

Caseworker
Monroe County Child Protective
Services
111 Westfall Road
Rochester, NY 14620
585-753-6000

Lisa Baker

Director
Temporary and Disability
Assistance
Steuben County DSS
3 E. Pulteney Square
Bath, NY 14810
607-664-2100

Maria Barrington

Senior Management Analyst
Office of Court Administration
Trial Court Operations
98 Niver Street
Cohoes, NY 12047
518-238-4375

Denise Bentley

Transportation Broker
Livingston County DSS
3 Murray Hill Drive
Mt. Morris, NY 14510
585-243-7300

Jon Birtwistle

Assistant Director
NYS OCFS IT
40 N. Pearl Street
Albany, NY 12243
518-408-3046

Bob Burns

Monroe County Probation
Director
33 N. Fitzhugh Street, Suite 2000
Rochester, NY 14614
585-753-3765

Deana Bodnar, LMSW

Program Development Specialist
Tompkins County DSS
320 West State Street
Ithaca, NY 14850
607-274-5678

Margaret Burt, Esq.

Counsel to the NYPWA
63 Callingham Road
Pittsford, NY 14534
585-385-4252

C

Scott Cade

Deputy Commissioner
NYS OTDA
Center for Child Well-Being
40 N. Pearl Street, Room 13C
Albany, NY 12243
518-474-1078

Michael Christian

DRS-Information Technology
Services
NYS OCFS
204 South Building
52 Washington Street
Rensselaer, NY 12144

Diane Connolly

Assistant Commissioner
Division of Quality Assurance
NYC ACS
150 William Street, 18th Floor
New York, NY 10038
212-341-2813

Shery Cooper

Commissioner
Fulton County DSS
PO Box 549
4 Daisy Lane
Johnstown, NY 12095
518-736-5640

Susan Costello

Director of Financial
Management
NYS OCFS
204 South Building
52 Washington Street
Rensselaer, NY 12144
518-486-3848

D

Jennifer Dean

Assistant Bureau Director
Bureau of Program Planning and
Implementation, NYS DOH
2074 Corning Tower Empire
State Plaza Albany 12237
518-473-1134

John Dee

Attorney
Center for Development of
Human Services
20 West Court Street
Plattsburgh, NY 12901
518-569-4599

Jackie Denero

Detention Director
Onondaga County Probation
Department
421 Montgomery Street, 6th Fl
Syracuse, NY 13202
315-435-3845

Susanne Dolin

Attorney
Counsel's Office
NYS OTDA
40 N. Pearl Street
Albany, NY 12243
518-474-9833

Trish DuBois
 Director of Eligibility Systems
 NYS DOH
 800 N. Pearl Street
 Albany, NY 12204
 518-402-7355

E

Bonnie Engelbrecht
 OCFS Syracuse Regional Office
 2 Clinton Square
 Syracuse, NY 13202
 315-423-1193

F

Laura Fiato
 Medical Assistance Specialist
 Long Term Home Health Care
 Program
 NYS DOH, OLTC
 Corning Tower
 Empire State Plaza
 Albany, NY 12237

Nicole Fluellen-Young
 Child Protective Manager
 NYC ACS
 150 William Street, 18th Floor
 New York, NY 10038
 212-722-5179

**Debra Fromm Faria, LCSW,
 ACSW**
 Director of Field Education
 Greater Rochester Collaborative
 SUNY Brockport
 Brockport, NY 14420
 585-395-8455

Adele Ferry
 Employment Specialist
 Oswego County DSS
 100 Spring Street
 Mexico, NY 13114
 315-963-5223

Robert Franklin
 Deputy Commissioner
 Monroe County DHS
 111 Westfall Road
 Rochester, NY 14620
 585-753-6840

Gayle Frost
 Director, Child Support Office
 Ontario County DSS
 3010 County Complex Drive

Canandaigua, NY 14424
 585-396-4162

G

Teresa Gaffney
 Director of Social Services
 Jefferson County DSS
 250 Arsenal Street
 Watertown, NY 13601
 315-785-3393

William T. Gettman, Jr.
 Executive Deputy Commissioner
 NYS OCFS
 52 Washington Street
 Rensselaer, NY 12144
 518-402-3108

Virginia Gippetti
 Principal Management Analyst
 New York City Family Court
 212-374-3700

Jennifer Gordon
 Project Assistant
 NYS OCFS IT
 40 N. Pearl Street
 Albany, NY 12243
 518-473-9716

Carol Greco-Champitto
 Project Manager
 Office of Court Administration
 Division of Technology

Jamie Greenberg
 Director of Policy Analysis,
 Strategic Planning and Policy
 Development
 NYS OCFS
 52 Washington Street
 Rensselaer, NY 12144
 518-473-1327

Pat Gumson
 Director
 Traumatic Brain Injury Regional
 Resource Development
 NYS DOH, OLTC
 One Commerce Plaza, Room 803
 Albany, NY 12260
 518-474-6580

H

Renee Hallock
 Special Assistant to Deputy
 Commissioner
 NYS OCFS

52 Washington Street
 Rensselaer, NY 12144
 518-474-4726

Jay Hamel
 President
 Medical Management
 Technology Group, Inc.
 360 5th Avenue
 Troy, NY 12182
 518-235-8010

Kathy Hardisky, LMSW
 Caseworker
 Monroe County Child Protective
 Services
 691 St. Paul St.
 Rochester, NY 14605
 585-753-5289

Mary E. Hart
 Director, Bureau of Adult Care
 Facility Quality & Surveillance
 Division of Home and
 Community Based Services
 NYS DOH
 161 Delaware Avenue
 Delmar, NY 12054
 518-408-1133

Stephanie Hart
 NYS President
 Youth Advocate Programs
 PO Box 950
 Harrisburg, PA. 17108
 518-651-4297

Margaret Campbell Haynes
 Attorney
 Center for Support of Families
 1107 Spring Street, Suite 2C
 Silver Spring, MD 20910

Dan Hill
 Senior Education Specialist
 NYS OTDA, Center for Child
 Well-Being
 40 N. Pearl Street
 Albany NY, 12243
 518-474-3496

Martha Hoffman
 Central SOS Project Manager
 NYS OTDA IT
 67 N Pearl 3rd fl
 Albany, NY 12243
 716-753-4173

Matt Hotopp
Manager Information
Technology Services 2
NYS OTDA, Center for Child
Well-Being
40 North Pearl Street, Room 13C,
Albany, New York 12243
518-473-8184

J
Arthur Johnson
Commissioner
Broome County DSS
36-42 Main Street
Binghamton, NY 13905
607-778-2600

Bob Johnson
NYS OTDA
40 N. Pearl Street
Albany, NY 12243
518-486-9562

Randi Johnson
Director, CSEU
Oneida County DSS
800 Park Avenue
Utica, NY 13501
315-798-5700

Jenny Jones
Director of Services
Lewis County DSS
PO Box 193
5274 Outer Stowe Street
Lowville, NY 13367
315-376-5400 x5703

K
Carolyn Karins
Director, NYS OTDA-DETS
40 North Pearl Street, 9D
Albany NY 12243
518-486-7653

Millie Key, MSW
Senior Caseworker
Monroe County CPS
691 St. Paul Street
Rochester, NY 14605
585-753-5280

Jane Kristersson
DOH Consultant
NYS OHIP
One Commerce Plaza
Albany, NY 12260

L
Timothy Lane
Child Support Specialist II
NYS OTDA, Center for Child
Well-Being
40 N. Pearl Street, Room 13D
Albany, NY 12243
518-473-0929

Dennis Lassi
Principal Accountant
NYS OCFS
204 South Building
52 Washington Street
Rensselaer, NY 12144
518-474-0131

Virginia Lattanzio
Chief Accountant
Office of the Budget, Finance
and Data Management
NYS OTDA
40 N. Pearl Street
Albany, NY 12243
518-474-2260

Linda LeClair
Director
Medicaid Eligibility Operations
and Family Health Plus
NYS DOH, OHIP
One Commerce Plaza, Room 826
Albany, NY 12260
518-474-8887

Tricia Lucchesi
Senior Probation Officer
Ontario County
3010 County Complex Dr
Canandaigua, NY 14424
585-396-4222

Teresa Lux
Family Services Director
Catholic Charities of Columbia
and Greene Counties
East Allen Street
Hudson, NY 12534
518-828-8660

M
John McCarthy
Director of Business
Development
Medical Management
Technology Group, Inc.
360 5th Avenue

Troy, NY 12182
518-235-8010

Margaret McCarthy
Social Services Attorney
Tompkins County DSS &
Cornell University
320 West State Street
Ithaca, NY 14850
607-274-5603

Jonathan McKinney
Central SOS Consultant
NYS OTDA IT
67 N. Pearl Street
Albany NY 12243
518-486-3580

Michael McNally
Project Coordinator
Center for Development of
Human Services
585-241-9320

Colleen Maloney
MA Specialist II
Care At Home Program
NYS DOH, OLTC
Corning Tower
Empire State Plaza
Albany, NY 12237
518-473-5339

Gerard Maney
Albany County Family Court
Judge
30 Clinton Avenue
Albany, NY 12207
518-285-8612

Nancy White Martinez
Director
Office of Strategic Planning and
Policy Development
NYS OCFS
52 Washington Street
Albany, NY 12243
518-473-1776

Lauren Meller
Queens Office
NYS ACS
151-20 Jamaica Avenue - 3rd FL
Jamaica, NY 11432
718-725-3000

Dwight Mengel
Chief Transportation Planner
Tompkins County DSS
320 West State Street
Ithaca, NY 14850
607-274-5252

Ellen Merkel, BSW
Casework Supervisor
Monroe County Child Protective
Services
691 St. Paul Street
Rochester, NY 14605
585-753-5827

Judith R. Mooney
Co-Director
Division of Home and
Community Based Services
NYS DOH
161 Delaware Avenue
Delmar, NY 12054
518-408-1600

P

Paul Pearson
Business Analyst
NYS OTDA, Center for Child
Well-Being
40 N. Pearl Street
Albany, NY 12243
518-402-3558

Christina Pellegrino
LMSW
BILT Coordinator
Steuben County DSS
3 E. Pulteney Square
Bath, NY 14810
607-776-7611

Timothy Perry-Coon
Director, Medicaid
Transportation
NYS DOH
One Commerce Plaza
Albany, NY 12210
518-474-5187

Marie Philippeaux
Associate Commissioner
Division of Child Protection
NYC ACS
150 William Street, 18th Floor
New York, NY 10038
212-341-2640

Michael J. Piazza, Jr.
Commissioner
Putnam County DSS
110 Old Route Six Center
Carmel, NY 10512
845-225-7040 x1201

Kelly Pieper, BSW
Senior Caseworker
Monroe County Child Protective
Services
691 St. Paul Street
Rochester, NY 14605
585-753-5429

Sheila Poole
Associate Commissioner
Child Welfare & Community
Services
NYS OCFS
52 Washington Street
Rensselaer, NY 12144
518-402-3213

Kira Pospesil
Commissioner
Greene County DSS
411 Main Street
Catskill, NY 12414
518-719-3646

Colette Poulin
Commissioner
Albany CYF
112 State Street, Room 300
Albany, NY 12207
518-447-7324

R

Dr. Marilyn Ray
Executive Director
Finger Lakes Law and Social
Policy Center Inc.
96 Besemer Road
Ithaca, NY 14850
607-539-7778

Kelly Reed
Commissioner
Monroe County DHS
111 Westfall Road
Rochester, NY 14620
585-753-6298

Elizabeth Roberts
Deputy Commissioner
Family Support Services
NYC ACS

150 William Street
NY, NY, 10038
212-341-2675

Linda Rosché
Employment Specialist
Oswego County DSS
100 Spring Street
PO Box 1320
Mexico, NY 13114
315-963-5510

Bruce Rosen
Director
Nursing Home Transition &
Diversion Waiver
NYS DOH, OLTC
99 Washington Avenue
Albany, NY 12210
518-486-3154

Karen Ryan
Coordinator, CSEU
Clinton County DSS
13 Durkee Street
Plattsburgh, NY 12901
518-565-3329

S

Denise Schaller
Schaller Solutions
25C Windham Way
Amherst, NY 14228-2419
716-689-1795

Charles Schillaci
Commissioner
Seneca County DHS
PO Box 690
I DiPronio Drive
Waterloo, NY 13165
315-539-1830

Jack Sheedy
Administrative Analyst Trainee
NYS OTDA, Center for Child
Well-Being
40 N. Pearl Street
Albany, NY 12243
518-473-7821

Connie Shelmidine
Director of Financial Assistance
Programs
Jefferson County DSS
250 Arsenal Street
Watertown, NY 13601
315-785-3133

Martin Shulman
MIS Division
NYS ACS
150 William Street
New York, NY 10038
212-676-8724

Karen Sicurelli
Child Support Specialist 2
NYS OTDA, Center for Child
Well-Being
40 N. Pearl Street
Albany, NY 12243
518-474-0766

Lois Simon
Director
Bureau of Program Planning and
Implementation
NYS DOH
2001 Corning Tower
Empire State Plaza
Albany, NY 12237
518-473-6918

Peter Simon
Director of Administrative
Services
Dutchess County DSS
60 Market Street
Poughkeepsie, NY 12601
845-486-3006

Gene Skarin
Attorney at Law
1641 Third Avenue, 14-C
New York, NY 10128
347-661-3456

Cheryl Stanford-Smith
WRTS Adhoc Reporting
Consultant
NYS OTDA IT
52 Washington Street
Albany, NY 12243
518-473-4720

Lorraine Stephens
Deputy Commissioner
Division of Family Permanency
Services
NYC ACS
150 William Street
New York, NY 10038
212-341-2675

Claire Strohmeier
Director of Continuous Quality
Improvement
NYS OCFS
52 Washington Street
Rensselaer, NY 12144
518-473-8447

John Stupp
Assistant Deputy Council
Legal Affairs
NYS OCFS
52 Washington Street
Rensselaer, NY 12144
518-474-8490

T
John Thompson
Training Program Coordinator
University at Albany, State
University of New York
Professional Development
Program
1400 Washington Ave
Albany NY 12222
518 956-7882

Nancy Thomson
Assistant Commissioner for
Family Court Legal Services
NYC ACS
150 William Street, 15th Floor
New York, NY 10038
212-341-2713

William Travis
Deputy Commissioner
Information Technology
NYS OCFS
40 North Pearl Street
Albany, NY 12243
518-402-3194

Frances Turner
Senior Examiner, Transportation
Greene County DSS; PO Box 528
411 Main Street
Catskill, NY 12414
518-943-3200

V
Thomas M. Vaughan
Transit Analysis and Assistance
NYS DOT
50 Wolf Road
Albany, NY 12232
518-457-7248

Robert Velcoff
Child Support Specialist 2
NYS OTDA, Center for Child
Well-Being
40 N Pearl Street
Albany, NY 12243
518-474-1801

W
Joe Warner
Director of Information Systems
Medical Management
Technology Group, Inc.
360 5th Avenue
Troy, NY 12182
518-235-8010

Mimi Weber
Bridges to Health
NYS OCFS
52 Washington Street
Albany, NY 12243
518-408-4064

Michael Weiner
Commissioner
Erie County DSS
95 Franklin Street
Buffalo, NY 14202
716-858-7511

Judy Wolpoff
Deputy Director of Budget
Division of Financial Services
NYC ACS
150 William Street
NY, NY, 10038
212-341-2675

Y
Marcia Young, MSW
Administrator
Monroe County Children and
Family Services
691 St. Paul Street
Rochester, NY 14605
585-753-5763

Z
Laura Ziegler
NYS OTDA
40 N. Pearl Street
Albany, NY 12243
518-473-2578

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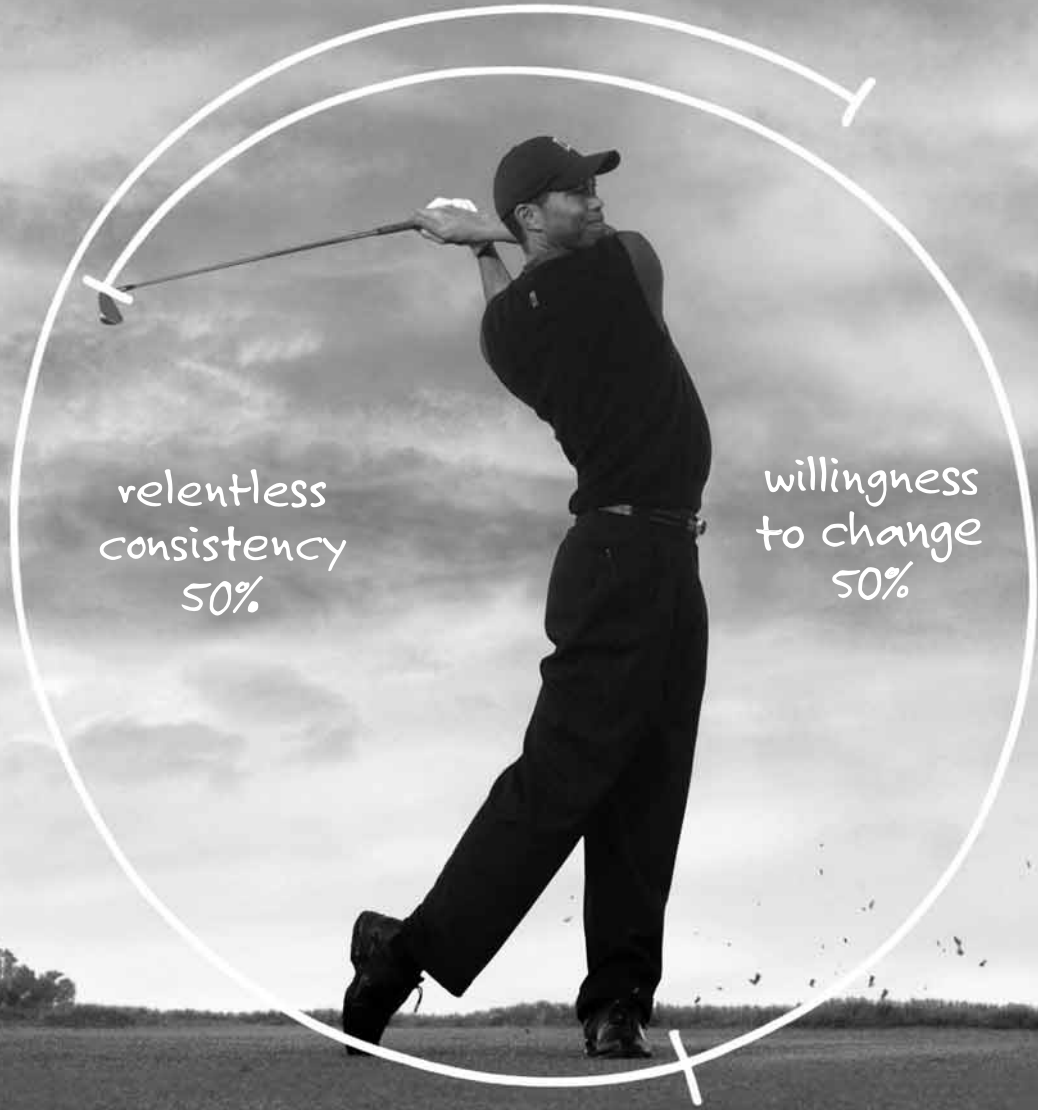
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