

# **The Social Services Quandary:**

***Needs Rise as***

***Resources Fall***

**New York Public Welfare Association**

**140<sup>th</sup> Annual Winter Conference**

**January 27-30, 2009**

**The Albany Marriott Hotel  
Albany, New York**



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### **Attorneys' CLE Information**

Four child welfare legal sessions are approved for 2.0 CLEs each and have been extended by 10 minutes in order to maximize CLEs. CLEs are provided through an OCFS contract with the Center for Development of Human Services and the University of Buffalo Law School.

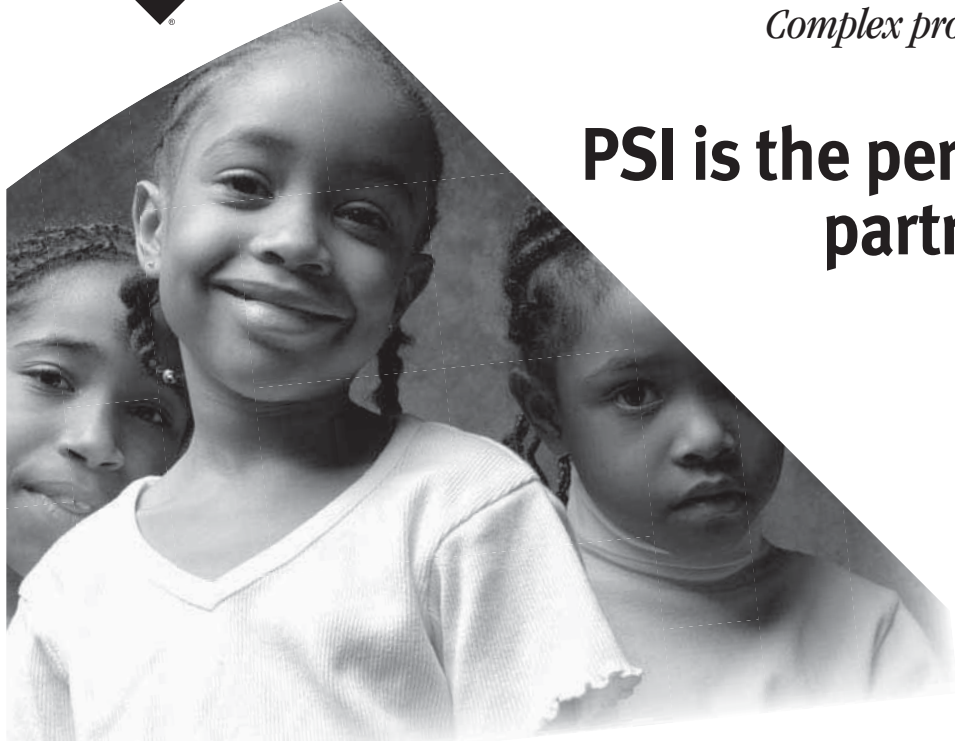
**The maximum number of available credits is 8.0 CLEs.**



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**Tuesday, January 27**

3:00pm - 6:00pm Exhibit Setup and Registration.....Ballroom Foyer  
 4:30pm - 6:00pm Conference Registration.....Empire Foyer

**Wednesday, January 28**

8:00am - 5:00pm Conference Registration.....Empire Foyer  
 9:00am - 5:00pm Exhibit Area Open.....Ballroom Foyer  
 9:00am - 10:30am NYPWA Board of Directors' Meeting.....Salon F  
 9:00am - 10:30am Attorneys' Meeting with State Agency Counsel.....Empire  
 9:00am - 10:30am Staff Development Association Business Meeting.....Salon H  
 10:15am Coffee Break • *Sponsored by Cúram Software*.....Ballroom Foyer  
 10:45am - 12:15pm Opening Plenary Session.....Salons A/B/C/D  
 12:15pm - 1:15pm Opening Luncheon • *Sponsored by EDS*.....Salons A/B/C/D

**1:30pm- 3:00pm**

**Concurrent Sessions**  
*Federal Single Audit*.....Salon H  
*New 'Primary Care Enhancement Programs'*.....Albany/Colonie  
*Serving Families Involved in the Child Welfare and Substance Abuse Systems*.....Salon F  
*Local District Energy Initiatives*.....Salon G  
*Building Worker Resiliency*.....Salon E  
*Services to Assist Low-Income NCP's Meet Their*

1:30pm - 3:10pm

*Child Support Obligation*.....Schenectady/Troy

3:00pm

*Child Welfare Caselaw Update (Part 1 of 2)*.....Empire

**3:30pm - 5:00pm**

Coffee Break • *Sponsored by Deloitte*.....Ballroom Foyer

**Concurrent Sessions**  
*Performance Based Contracting*.....Salon G  
*Responding to Children and Youth in Crisis – A Best Practice*.....Salon E  
*Vendor Receivables*.....Salon H  
*Child Support Performance Management*.....Schenectady/Troy  
*Work Supports and Increasing Success in Job Placement and Retention*.....Salon D  
*The Hospital Team: A Collaborative Effort between Monroe County Medicaid*

3:30pm - 5:10pm

*Eligibility Office and Local Area Hospitals*.....Albany/Colonie

5:00pm - 6:00pm

*Child Welfare Caselaw Update (Part 2 of 2)*.....Empire

5:15pm - 6:15pm

Commissioners' Reception.....Private

6:00pm - 7:00pm

Introduction to Tai-Chi.....Salon F

7:00pm

Networking Reception.....Ballroom Foyer & Salons A/B/C

Dinner on Your Own

**Thursday, January 29**

7:00am - 8:45am

Commissioners' Breakfast & Business Meeting.....Salons A & B

7:30am - 8:45am

Breakfast Buffet.....Salons D & E

8:00am - 5:00pm

Conference Registration.....Empire Foyer

9:00am - 5:00pm

Exhibit Area Open.....Ballroom Foyer

**9:00am - 10:30am**

**Concurrent Sessions**

*Case Management Strategies with myWorkspace*.....Salon F  
*The Way to ADA Compliance - Partnership*.....State  
*Responsible Fatherhood: Innovations in NYS*.....Albany/Colonie  
*Budget Making: Analyzing, Developing and Crafting the 2009-2010 State Budget*.....Empire

9:00am - 10:40am

*Initiating CPS Family Assessment Response*.....Salon C

10:30am

*Foster Care Immigration Issues*.....Salons G & H

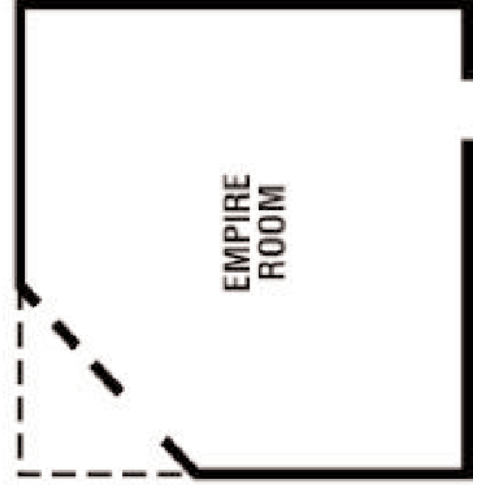
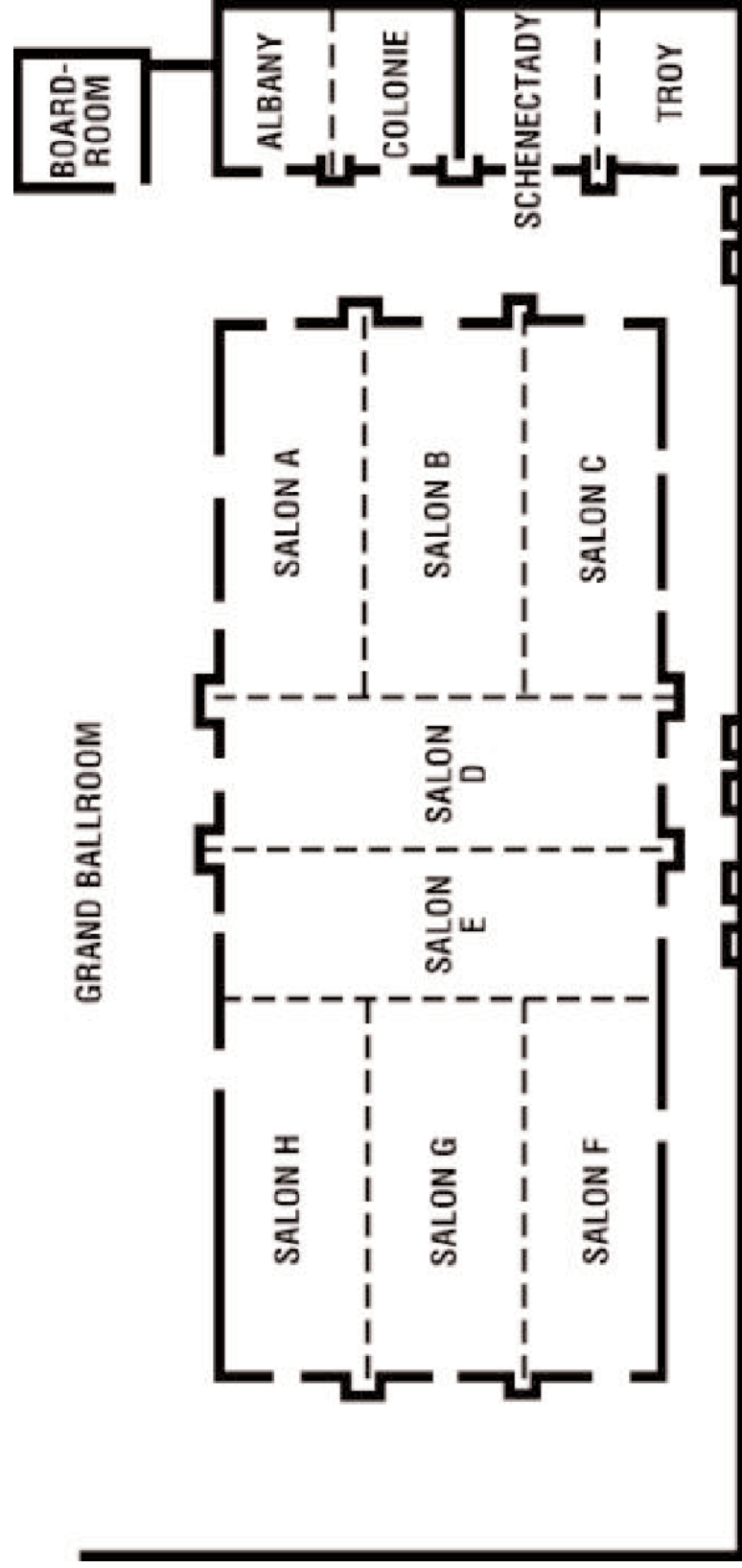
Coffee Break • *Sponsored by EDS*.....Ballroom Foyer

10:45am-12:15pm	MA Provider Fraud Demo Project Meeting.....Schenectady/Troy
<b>10:45am-12:15pm</b>	<b>Concurrent Sessions</b>
	<i>Promoting Violence Free Workplaces</i> .....Salon B
	<i>Emerging Issues in Child Support</i> ..... Albany/Colonie
	<i>Truancy Prevention &amp; Improving Opportunities</i> ..... Salon C
	<i>Community-Based Re-Entry Task Forces</i> ..... Salon F
	<i>Diving Deeper into the Executive Budget</i> ..... Empire
	<i>Developing and Implementing Corrective Action Plans that Work</i> ..... Salon A
10:50am - 12:30pm	<i>Local Child Fatality Review Teams</i> .....Salons G & H
12:15pm - 1:15pm	Lunch.....Salons D & E
<b>1:30pm - 3:00pm</b>	<b>Concurrent Sessions</b>
	<i>Beyond the Invisible: Veterans Living With Brain Injury</i> .....Albany/Colonie
	<i>Federal Policy Update</i> ..... Salon A
	<i>NYC's Initiatives to Combat Medicaid Recipient and Provider Fraud and Abuse</i> .....Salon F
	<i>Serving At-Risk Youth and Their Families: A Collaboration Between Probation &amp; DSS</i> .....Salon C
	<i>Addressing Health and Mental Health Barriers to Employment</i> ..... Salon B
	<i>Fiscal Roundtable</i> ..... Empire
	<i>Child Support Coordinators Roundtable</i> ..... Schenectady/Troy
1:30pm - 3:10pm	<i>Violation Petitions and Contempt Motions</i> ..... Salons G & H
3:00pm	Coffee Break • <i>Sponsored by Controltec</i> ..... Ballroom Foyer
<b>3:30pm - 5:00pm</b>	<b>Concurrent Sessions</b>
	<i>Local DSS Fiscal Policy Dialogue</i> ..... Empire
	<i>OTDA TAMA Training Smorgasbord</i> ..... Salon F
	<i>Enrollment and Systems Update</i> ..... Albany/Colonie
	<i>CONNECTIONS Transformation Project</i> ..... Salon D
	<i>Engaging the Mentally Ill PSA Population</i> ..... Salon C
	<i>Strategies for Dealing with the Press</i> ..... Salon A
5:00pm - 5:30pm	Fiscal Administrators' Association Meeting..... Schenectady/Troy
6:00pm - 7:00pm	Reception • <i>Co-Sponsored by Accenture &amp; Albany Marriott</i> .....Salons A/B/C
7:00pm - 9:00pm	Annual Banquet.....Salons D & E

**Friday, January 30**

7:30am - 8:45am	Breakfast Buffet.....Salons D & E
8:00am - 11:00am	Conference Registration..... Empire Foyer
9:00am	Coffee Break • <i>Sponsored by Testone, Marshall &amp; Discenza</i> ..... Empire Foyer
9:30am - 11:30am	State & Local Commissioners' Dialogue..... Empire
	Coffee • <i>Sponsored by CGI Technologies and Solutions Inc.</i>
<b>9:30am - 11:00am</b>	<b>Meetings</b>
	NYPWA Deputy Commissioners' Leadership Network.....Salon A
	NYPWA Legal Committee.....Salons G & H
	NYPWA Fiscal Committee.....Salon C
9:30am - 10:30am	<i>Beyond the Invisible: Veterans Living with Brain Injury</i> .....Albany/Colonie
9:30am - 11:00am	<i>Child Welfare Roundtable</i> ..... Salon B
9:30am - 11:00am	<i>How to Burn Yourself Out and Come Back in a Blaze of Glory</i> ..... Salon F

Albany Marriott Map



## Opening Session

Wednesday, January 28 ■ 10:45 AM  
Salons A/B/C/D

### Welcome

#### Presiding:

**Dennis Packard**, NYPWA President and  
Commissioner, Schenectady County DSS

**Vincent Colonno**, Commissioner, Albany  
County DSS

**Honorable Michael Breslin**, Albany County  
Executive

**David A. Hansell**, Commissioner, NYS Office  
of Temporary & Disability Assistance



#### Opening Address:

## Staying Focused as Needs Rise & Resources Fall

**Denise Schaller**  
**Schaller Solutions**

Social Services are always important, but their purpose becomes even more vital during hard times. During lean years, the need for services increases in response to worsening economic conditions. This dilemma impacts the child welfare and adult services systems as well as the family and safety net assistance caseloads, child support, Medicaid, and related programs. This conference considers the implications for persons who access social services and the different options available. Local districts are highly adaptable to changing circumstances and are able to act effectively during economic downturns. Denise Schaller will share ideas on promoting critical thinking and strategic decision-making while finding ways to cope with mounting anxiety as resources dwindle and the intensity of need increases. The problems we face today do not call for solutions that defy the laws of nature—they require people to act differently. Our ongoing challenge is to stay focused on our mission, and to continue to make a difference in people's lives, no matter what economic stresses are placed on the system.

*Denise Schaller is the lead trainer and owner of Schaller Solutions. She has developed and delivered a broad array of training programs for workforce development agencies, one-stop centers, welfare programs, educational institutions, correctional facilities, and human services agencies.*

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4:30 PM - 6:00 PM Empire Foyer  
Conference Registration

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Conference Registration

9:00 AM - 5:00 PM Ballroom Foyer  
Exhibit Area Open

9:00 AM - 10:30 AM Salon F  
NYPWA Board of Directors' Meeting

9:00 AM - 10:30 AM Empire  
Attorneys' Meeting with State Agency Counsel

9:00 AM - 10:30 AM Salon H  
Staff Development Association Business Meeting

10:15 AM Ballroom Foyer  
Coffee Break • *Sponsored by Cúram Software, Inc.*

10:45 AM - 12:15 PM Salons A/B/C/D  
Opening Plenary Session

12:15 PM - 1:15 PM Salons A/B/C/D  
Luncheon • *Sponsored by EDS*

### 1:30 - 3:00 PM Concurrent Sessions

Schenectady/Troy  
**Services to Assist Low-Income NCP's Meet  
Their Child Support Obligation**

This session will review the various initiatives underway to serve low income non-custodial parents. Included in the discussion will be the status and year-to-date performance of the initiatives and challenges and successes faced in serving this population.

#### Presenter:

**Frances Pardus-Abbadessa**, Deputy Commissioner,  
NYC HRA

#### Moderator:

**Martha Allers**, Director, Child Support Enforcement,  
Dutchess County DSS

**Building Worker Resiliency**

This session will explore how to use the power of influence to build worker resiliency. In today's economic climate, the mounting pressure to "do it all" on a shoestring budget increases stress. Combine these financial factors with the persistent threat of "compassion fatigue" and the demands can be overwhelming. In the absence of focus, each person may select different priorities across different parts of the organization. People spread too thin cannot finish a single project or task with quality and diligence. Managers who learn how to harness staff motivation and abilities will know how to address these challenges and improve organizational outcomes.

*This session is sponsored by the NYPWA Local DSS Deputy Commissioners Leadership Network and is restricted to local DSS administrators.*

*Presenter:*

**Denise Schaller**, Schaller Solutions

*Moderator:*

**Diane France**, Deputy Commissioner, Schoharie County DSS

**Salon E**

family court systems. Goals of the project are to establish local cross-system teams to coordinate case planning and service delivery, to provide courts with information to facilitate timely and informed decisions regarding child safety and permanency, and to employ jointly defined mechanisms for problem-solving and success-sharing. Many products have been developed including the "New York State Collaborative Practice Guide for Managers and Supervisors in Child Welfare, Chemical Dependency Services, and Court Systems"; desk guides for workers in the child welfare, chemical dependency and the family court; and a bench guide for judges and judicial officers.

*Presenters:*

**Mary Ellen Ange**, Children and Family Specialist 2, OCFS

**Christine Keisel**, NYS Office of Court Administration

**Maria Morris Groves**, NYS OASAS

**Michelle Patch**, Senior Case Worker, Early Intervention Preventive Unit, Washington County DSS

*Moderator:*

**John Roche**, Assistant Director of Social Services, Steuben County DSS

**Federal Single Audit**

Local governments, and in particular Social Services, face this audit on a yearly basis. This session will explore the high risk areas targeted for review and the purpose behind the review, as well as focus on trends found in these audits. Representatives from three firms will participate in this session. Come learn from the very best!

*Presenters:*

**David J. Moynihan**, CPA, Partner, Testone, Marshall & Discenza, CPAs

**Gregg H. Evans**, CPA, CFE, Senior Audit Manager, Testone, Marshall & Discenza, CPAs

**Jamie Cote**, Senior Manager, KPMG

**Ron Toski**, CPA, Toski Schaefer & Company

*Moderator:*

**George Macomber**, Accounting Supervisor, Livingston County DSS

**Salon H**

**Salon F**

**Serving Families Involved in the Child Welfare & Substance Abuse Systems**

For the past two years, OCFS, OCA, and OASAS, along with our county and NYC partners, have participated in an In-Depth Technical Assistance (IDTA) project sponsored by the National Center on Substance Abuse and Child Welfare. The focus of this partnership has been on families with substance abuse problems involved in the child welfare and

**Salon G**

**Local District Energy Initiatives**

In response to the impact that high energy prices are having on low income families, several local districts have implemented local programs to address the specific needs of their county's population. Come to this session to hear the details.

*Presenters:*

**David Jolly**, Commissioner, Orange County DSS

**Marijane Knudsen**, Director of Temporary Assistance, Ulster County DSS

**Roberto Rodriquez**, Commissioner, Ulster County DSS

*Moderator:*

**Karen Dupree**, Head Social Welfare Examiner, St. Lawrence County DSS

**Albany/Colonie**

**New 'Primary Care Enhancement Programs'**

NYS Medicaid is expanding benefits through five new 'primary care enhancement' program initiatives effective January 1, 2009: Individual Health Services Provided by Licensed Social Workers, Smoking Cessation Counseling for Pregnant Women, Asthma and Diabetes Self-Management Training, Enhanced Payment for After Hours Access, and Enhanced Payment for Services Provided in a Health Professional Shortage Area (HPSA). The Medicaid Program is also increasing reimbursement amounts paid to private practicing practitioners. The overall goals include addressing a decade-long freeze on

practitioner fees that are among the lowest in the country, support quality care in the private practitioner setting, and improve patient access to medically necessary services.

*Presenters:*

**Donna Haskin**, Director, Program and Quality Initiatives Unit, DOH

**Mary Semon**, Health Program Administrator Medicaid Policy and Coverage Unit, DOH

*Moderator:*

**Carmen Hlosta**, Health Administrator, Chautauqua County DSS

### Empire

#### ***Child Welfare Caselaw Update (Part 1 of 2)***

(1:30 - 3:10 PM)

##### ***Approved for 2.0 CLEs***

Join Margaret Burt, Counsel to the NYPWA, as she conducts her always up-to-the-minute, ever insightful, forever entertaining, and always fashionable child welfare caselaw review. Ms. Burt will provide insight into how the most recent child welfare cases can affect practice within your district.

*Presenter:*

**Margaret Burt, Esq.**, Counsel to the NYPWA

*Moderator:*

**James Green**, Chief Attorney, Albany County CYF

3:00 PM

**Ballroom Foyer**

**Coffee Break • Sponsored by Deloitte**

**3:30 - 5:00 PM**

#### **Concurrent Sessions**

### Salon E

#### ***Responding to Children and Youth in Crisis—A Best Practice***

This workshop will share the experience of a partnership of families, three local jurisdictions (counties), two state agencies, two not-for-profit children's services agencies, and private donors in (1) dissolving the "silos" surrounding these entities and (2) blending multiple public and private funding streams to create a single Child and Adolescent Mobile Crisis Team (CAMT). The goal of this team is to establish an organized and effective community-based response to child/adolescent crises that is built upon each child's existing family/caretaking system and that is integrated with available community services. This response is to create a "best practice" model for the care of children and adolescents who have co-occurring conditions relative to developmental disabilities and mental health.

*Presenters:*

**Lynn Tubbs**, Deputy Commissioner, Albany County CYF

**Henrietta Messier**, Parent and Family Advocate

**Sharon S. Cohen**, LCSW-R, Supervisor, Child and Adolescent Mobile Team, Parsons Child and Family Center

**Richard P. Johnson**, LCSW-R, ACSW, Project Director, Child and Adolescent Mobile Crisis Team, Parsons Child and Family Center

*Moderator:*

**Vicki Fegley**, Deputy Commissioner, Services, Allegany County DSS

### Schenectady/Troy

#### ***Child Support Performance Management***

Most LDSSs have achieved great performance levels in their child support establishment and enforcement efforts resulting in historic rates of support collections. This workshop will discuss how LDSSs with great performance can still improve on such performance through greater use of data and automation under current resource realities.

*Presenters:*

**Leslie Robbins**, Management Specialist 2, Audit and Quality Improvement, OTDA

**Jack Sheedy**, Child Support Specialist, DCSE, OTDA

**Theresa Nolan**, Coordinator, Child Support Enforcement Unit, Cayuga County DSS

*Moderator:*

**Gloria Rutkey**, Director, Child Support Enforcement Unit, Columbia County DSS

### Albany/Colonie

#### ***The Hospital Team: A Collaborative Effort between Monroe County Medicaid Eligibility Office and Local Area Hospitals***

This local project uses a specialized unit to work with a distinct population to provide immediate case processing. This allows for the diversion of more complicated and time consuming cases to be handled in a controlled environment by more experienced examiners, thereby reducing errors and expediting the Medicaid eligibility determination. In turn the hospital is able to release the patient in a more timely fashion, ultimately reducing Medicaid costs.

*Presenters:*

**Lisa Connors**, Senior Examiner, Monroe County DHS

**Pat Schichler**, Medicaid Coordinator, Monroe County DHS

*Moderator:*

**Mary Beck**, Head Social Welfare Examiner, Medicaid, Ontario County DSS

**Work Supports and Increasing Success in Job Placement and Retention**

Representatives from both TOP and non-TOP districts will discuss employment programs. Presenters will share methods to engage applicants in job searches faster and with greater success, as well as work supports designed for clients who have transitioned from TA due to employment.

*Presenters:*

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

**Frank DeCarlo**, Director of Employment, Erie County DSS

**Michelle Bruce**, Department of Employment and Training Supervisor, Jefferson County DSS

*Moderator:*

**Tom Martin**, Employment Services Manager, Albany County DSS

**Salon D**

**Performance Based Contracting**

This session will explore the development of performance based contracts in a number of DSS contract areas including: emergency housing, non emergency medical transportation, preventive services, and temporary assistance. With the development of the state regulation that requires all child welfare contracts to be performance based, Orange County developed a consistent contracting system that is used to compare agencies and measure benchmarks consistently across specific areas of service delivery. Based on the technical assistance provided through the "Getting to Outcomes" project, performance measures were developed that highlight four life domain areas: Safety, Education, Health, and Wellness and Family. Beginning in 2006, the DSS also standardized the budgeting and claiming procedures for all County agencies that use these performance measures. Two years of success and failures will be presented along with information on how the process was developed.

*Presenter:*

**David Jolly**, Commissioner, Orange County DSS

*Moderator:*

**Paul Mossman**, Commissioner, Columbia County DSS

**Salon G**

**Vendor Receivables**

Vendor Receivables (VR) is a sub-system of the Benefit Issuance and Control System (BICS) that allows for the tracking and processing of overpayments issued to vendors. VR handles overpayments to both Services and Non-Services vendor payments. There

**Salon H**

are three main components to the sub-system: manual receivable entry, the automatic generation of overpayments to rate based expenditures, and the ability to reduce the payment of current issuances to pay off prior overpayments.

*Presenter:*

**Dennis Lassi**, Assistant Director of Finance, OCFS

*Moderator:*

**Robert Plenge**, Director of Finance, Oswego County DSS

**Empire**

**Child Welfare Caselaw Update (Part 2 of 2)**

**(3:30 - 5:10 PM)**

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**Margaret Burt, Esq.**, Counsel to the NYPWA

*Moderator:*

**James Green**, Chief Attorney, Albany County CYF

5:00 PM - 6:00 PM

**Private**

**Commissioners' Reception**

5:15 PM - 6:15 PM

**Salon F**

**Introduction to Tai Chi**

6:00 PM - 7:00 PM

**Ballroom Foyer & Salons A/B/C**

**Networking Reception**

7:00 PM

**Dinner on Your Own**

**Thursday ■ January 29**

7:00 AM - 8:45 AM

**Salons A & B**

**Commissioners' Breakfast & Business Meeting**

7:30 AM - 8:45 AM

**Salons D & E**

**Breakfast Buffet**

8:00 AM - 5:00 PM

**Empire Foyer**

**Conference Registration**

9:00 AM - 5:00 PM

**Ballroom Foyer**

**Exhibit Area Open**

**9:00 - 10:30 AM**  
**Concurrent Sessions**

**Empire**

***Budget Making: Analyzing, Developing, and Crafting the 2009-2010 State Budget***

From the deadline for release of the Governor of New York's *Executive Budget* recommendation to the constitutionally mandated April 1 deadline for legislative passage of a balanced spending plan, the actual path of state budget making annually takes a few twists and turns and detours. The complexity of the 2009-2010 State Budget negotiations includes ground-breaking deficits and political changes. NYPWA has invited key legislative fiscal staff to discuss the budget situation, timeline and process, positions, and assumptions that they must contend with this fiscal year.

*Presenters:*

- Ray Malfer**, Principle Budget Analyst, Senate Majority Finance  
**Mary Ann Donnaruma**, Deputy Director, Assembly Ways & Means Majority  
**Megan Baldwin**, Analyst, Senate Minority Finance  
**Ed Golden**, Deputy Director of Fiscal Studies, Assembly Ways & Means Minority  
**Andrea Smyth**, Director of State Policy, NYPWA

*Moderator:*

**Ira Dubnoff**, Director, Administrative Services, Onondaga County DSS

**State**

***The Way to ADA Compliance – Partnership***

Orange County DSS will focus on developing an understanding of how local departments of social services can enhance ADA compliance while building bridges for consumers who are disabled. This will include an overview of local ADA policies and procedures, as well as Federal Legislation and its impact on the DSS. The NYS OCFS CBVH will explore opportunities for consumers with vision impairments including technology to improve access and the unique services offered through the CBVH program areas. The Center for Independent Living will offer insight into services and technology for consumers with hearing impairments and developmental disabilities, as well as offering a consumer's view of access to programs offered through the LDSS.

*Presenters:*

- David Jolly**, Commissioner, Orange County DSS  
**Julie Cardone**, CBVH Vocational Rehabilitation Counselor, OCFS  
**Doug Hovey**, Executive Director, The Greater Newburgh Center for Independent Living

*Moderator:*

**Dennis Packard**, Commissioner, Schenectady County DSS

**Albany/Colonie**

***Responsible Fatherhood: Innovations in NYS***

OTDA/The New York State Fatherhood Initiative has released the preliminary findings of its Strengthening Families through Stronger Fathers program. The report is part of a 4-year study produced by the Urban Institute, the agencies' responsible fatherhood programs, and accompanying collaborations. The workshop will reveal summary findings and highlight best model concepts, innovative collaborations, and successful strategic partnerships with LDSSs, community based organizations, faith based institutions and government agencies.

*Presenters:*

- Kenneth Braswell**, Director, Fatherhood Initiative, OTDA  
**Gregory Owens**, Director of Special Projects, OCFS  
**Michelle Haab**, MS, Coordinator, The Parent Success Initiative

*Moderator:*

**Lisa Baker**, Director of Temporary and Disability Assistance, Steuben County DSS

**Salon F**

***Case Management Strategies with myWorkspace***

myWorkspace is a new application being developed for local district case workers to perform eligibility determinations. Initially it will support the eligibility determination of new applications and recertifications for food stamp benefits, but over time, it will be expanded to other programs. This workshop will explain how the new system will function, including how it will integrate with other systems (e.g., IEDR, ABEL, WMS, CNS, and BICS). Emphasis will be on how local district workers will use the system to process incoming applications (both electronic and paper), determine eligibility, conduct supervisory reviews, and manage their caseloads. The session will also discuss how new enhancements in the IEDR system will allow images to be stored during the application process and how on-site scanning will work.

*Presenters:*

- Carolyn Karins**, Director, CEES Systems Bureau, OTDA  
**Laura Ziegler**, Bureau Chief, Operational Services, OTDA  
**Robert Johnson**, myWorkspace Project Manager, OTDA  
**Jacalyn Lent**, Division Coordinator, Temporary Assistance, Tompkins County DSS

*Moderator:*

**Marti Babcock**, Director of Assistance Programs, Oswego County DSS

**Salon C**

***Initiating CPS Family Assessment Response***

In 2007, the NYS Legislature passed enabling legislation that allowed NYS to use a differential response to certain categories of CPS reports. OCFS has been working with a group of six counties (Erie, Onondaga, Tompkins, Orange, Westchester, and Chautauqua) that will be implementing a new model of responding to some families reported to the SCR. This panel will provide a brief overview of the national movement toward differential response and will allow for an interactive dialogue between the representatives of the current implementing counties and the audience regarding what led them to employ this approach, the planning leading to implementation, and experience to date.

*Presenters:*

- Jamie Greenberg**, Director of Policy Analysis, Strategic Planning and Policy Development, OCFS
- Christine Larkin**, Assistant Director, Preventive Services, Onondaga County DSS
- Faith Aprilante**, Family Assessment Response Coordinator, Orange County DSS
- Maryanne Banks**, Director of Services, Tompkins County DSS
- Christine Manning**, Supervisor, Tompkins County DSS

*Moderator:*

- Jerry Moran**, Director of Social Services, Genesee County DSS

**Salons G & H**

***Foster Care Immigration Issues***

**(9:00 - 10:40 AM)**

***Approved for 2.0 CLEs***

Immigrant families and families with members whose primary language is not English pose a special challenge to child welfare staff. The focus of this workshop will be on understanding the immigration status of parents, children, prospective foster parents, and especially relative caregivers and how the localities and the State address the issues relating to provision of services. Also addressed will be legal issues relating to seeking Special Immigrant Juvenile Status for qualified children in foster care and relevant court cases.

*Presenter:*

- Gene Skarin**, Attorney at Law, Center for the Development of Human Services

*Moderator:*

- Kevin Caraccioli**, Attorney, Caraccioli & Associates, for Oswego County DSS

10:30 AM

**Ballroom Foyer**

**Coffee Break • Sponsored by EDS**

**10:45 AM - 12:15 PM**

**Concurrent Sessions**

**Albany/Colonie**

***Emerging Issues in Child Support***

The State's '08-09 budget included increases in the child support pass-through and disregard, as well as a mandatory federal fee for certain child support cases. This session will discuss implementation of those initiatives, as well as a status of OTDA's poverty-level NCP initiative, implementation of IEX regulation change, new federal Medical Support regulations, and a discussion of child support's 2009 legislative agenda.

*Presenters:*

- Lee Sapienza**, Bureau Chief for Policy, Planning and Data Analysis, DCSE, OTDA
- Dave Obernesser**, Bureau Chief for Systems Operation, DCSE, OTDA

*Moderator:*

- Gayle Frost**, Supervising Support Investigator, Child Support Enforcement/Collections, Ontario County DSS

**Empire**

***Diving Deeper into the Executive Budget***

This session delves into the fiscal nuances of the Governor's budget bills, released in December, that affect social services. The budget offices of OTDA, OCFS, and DOH will address budget questions and comment on the executive proposals for Medicaid, Public Assistance, Employment, Child Welfare, Child Support, Child Care, and related social services program areas.

*Presenters:*

- John Wyld**, Assistant Director, Budget, Finance and Data Management, OTDA
- Deborah Hanor**, Director, Bureau of Budget Management, OCFS
- Catherine J. Stenson**, Deputy Director, Bureau of Budget Management, DOH

*Reactor Panel:*

- Robert Franklin**, Director of Financial Assistance, Monroe County DHS
- Thomas Herden**, Director of Administrative Services, Tompkins County DSS
- Steven Morgan**, Executive Deputy Commissioner, Onondaga County DSS
- John Befus**, Deputy Commissioner, Wetchester County DSS

*Moderator:*

- Ira Dubnoff**, Director, Administrative Services, Onondaga County DSS

**Salon C****Truancy Prevention & Improving Opportunities**

This is an overview of the changes that Washington County DSS has made in the structure of the Adolescent Preventive Services team. The panel will discuss how Truancy Prevention and Education Neglect case assignments are assigned to one Caseworker; incorporating Life Skills Training into the PINS Adjustment and Juvenile Delinquent programming to decrease system dependency; and how partnering with Temporary Assistance and a Youth Bureau has broadened the opportunities for adolescents to learn skills. Wrap up will include goal and outcomes of the programs discussed.

*Presenters:*

**Sheryl Allen**, Director of Services, Washington County DSS

**Jodie Smith**, Adolescent Preventive Supervisor, Washington County DSS

**Robin MacNeil**, Truancy & Educational Neglect Caseworker, Washington County DSS

**Melissa Ostrander**, PINS Adjustment Coordinator, Washington County DSS

**Michael Gray**, Director, Youth Bureau and Alternative Sentencing

**Susan MacNeil**, Welfare Employment Representative, Washington County DSS

*Moderator:*

**Chris Allen**, Director of Social Services, Clinton County DSS

**Salon A****Developing and Implementing Corrective Action Plans That Work**

NYS OTDA's Bureau of Audit and Quality Improvement has initiated several food stamp corrective action projects to maintain a focus on food stamp payment accuracy across the state and share payment accuracy ideas, best practices, and corrective action strategies including the use of local error prevention teams. Come explore how specific corrective action approaches, tools, and resources can be used to initiate meaningful changes in your agency. Learn how to move from those vague audit or review recommendations to developing, completing, and monitoring an effective corrective action plan that involves the right people and resolves the root cause of the compliance issues you are most concerned about.

*Presenters:*

**Michelle Parlej**, NYS Food Stamp Correction Action Project Manager, Audit & Quality Improvement, OTDA

**Camille Jones**, Director of Eligibility & Quality Assurance, Audit & Quality Improvement, OTDA

*Moderator:*

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

**Salon F****Community-Based Re-Entry Task Forces**

Our panel will share information on how their counties' Re-Entry Task Forces bolster local strategies to manage ex-offenders. Among the topics covered will be: how each task force is structured, the types of ex-offender cases they manage, tactics used to arrange and broker the needed service packages, lessons learned, and suggestions on how to start a county re-entry task force.

*Presenters:*

**David Jolly**, Commissioner, Orange County DSS  
**Jeff Anderson**, Probation Department, Rensselaer County

**Bill Payne**, Coordinator, Rensselaer County Re-Entry Task Force

**Ann Graham**, Coordinator, Monroe County Re-Entry Task Force

**Dan Condello**, Financial Assistance Coordinator, Monroe County DHS

**Michael Weiner**, Commissioner, Erie County DSS

*Moderator:*

**Anthony Smith**, Re-Entry Coordinator, Albany County DSS

**Salon B****Promoting Violence Free Workplaces**

This seminar addresses the issue of workplace violence that is behavioral-based and discusses the links in the chain of violence: threats, domestic violence, peer abuse etc., and ways to recognize the signs leading up to an incident of violence, which may aid in preventing or at least mitigating an incident of violence. Personal safety is discussed as it relates to the work station, on the road, and in the field, such as clients' homes. Simple and practical calming and de-escalation techniques are reviewed as well.

*Presenter:*

**Sandy King**, Practical Consultants

*Moderator:*

**Stephanie Clarke**, Director of Staff and Organizational Development, Clinton County DSS

**Schenectady/Troy****MA Provider Fraud Demo Project Meeting**

Commissioners and project directors from the 14 districts that participate in the MA Provider Fraud Demo Project are invited to meet with James Sheehan, Medicaid Inspector General, to discuss current developments. *This is a closed session.*

*Facilitator:*

**Bridget Goddard**, Assistant to the Commissioner, Dutchess County DSS

**Salons G & H**

**Local Child Fatality Review Teams**

(10:50 AM - 12:30 PM)

Key members of local child fatality review teams from across the state will discuss how their teams were established and what their roles are today. Learn how cases are brought to a review team's attention and what the relationship is with the OCFS fatality review process. Hear the recommendations that teams have developed to prevent future child abuse and child fatalities. Local DSS attorneys, directors of services, and others interested in initiating or modifying local child fatality review teams will find this session of great value.

*Presenters:*

- Robin Kanter**, Special Projects, Westchester County DSS
- Melissa Benjamin**, Assistant District Attorney, Westchester County
- Sharon Bell-Adamo**, Senior Assistant County Attorney, Westchester County
- Sue VanStrydonck**, Program Manager, Bivona Child Advocacy Center
- Bob Barnes**, Casework Supervisor, Impact Team, Monroe County DHS
- Tom Corbett**, Administrator for Child Protective Investigation, Monroe County DHS
- Christine Larkin**, Assistant Director, Preventive Services, Onondaga County DSS

*Moderator:*

**Howard Schultz**, Deputy County Attorney, Broome County

12:15 PM - 1:15 PM  
**Lunch**

**Salons D & E**

**1:30 - 3:00 PM**  
**Concurrent Sessions**

**Albany/Colonie**

***Beyond the Invisible: Veterans Living With Brain Injury***

(1:15 - 3:15 PM)

Traumatic brain injury (TBI) is the signature injury of Operation Enduring Freedom/Operation Iraqi Freedom, affecting a record number of soldiers. These wounded warriors require services, supports, and care from both the military and civilian sectors. "Beyond the Invisible: Living with Brain Injury," is a documentary that chronicles the experiences of three New York veterans injured while in combat in Iraq. Following the video, the presenters will discuss the experiences of brain injury survivors and will explore a range of programs and activities being under-

taken in New York State to address the needs of individuals of all ages and their families living with TBI. Examples of the work being done within the community include the Vets Courts; LearnNet as a tool for schools and parents; the High School Athletic Association concussion management video for coaches and parents; therapy use of the Wii; wildlife rehabilitation being done by individuals with TBI.

*Presenters:*

- Judith Avner**, Executive Director, Brain Injury Association of New York
- Marie Cavallo**, President, Brain Injury Association of New York
- Linda Reese**, TBI Waiver Coordinator, DOH

*Moderator:*

**Bette Osborne**, Commissioner, Chenango County DSS

**Schenectady/Troy**

**Child Support Coordinators Roundtable**

This roundtable will be a dialogue between State DCSE and LDSS child support coordinators on current and upcoming programmatic issues.

*Facilitator:*

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

**Empire**

**Fiscal Roundtable**

State and local fiscal administrators will discuss an array of fiscal issues pertaining to social services districts. Topics will include child care financing, MA inmate claiming, medical transportation, the IV-E audit, state training chargebacks, and local district chargebacks.

*Presenters:*

- Virginia Lattanzio**, Chief Accountant, Office of the Budget, Finance and Data Management, OTDA
- Dennis Lassi**, Assistant Director of Finance, OCFS
- Timothy Perry-Coon**, Director, Medicaid Transportation, NYS DOH
- William T. Gettman, Jr.**, Executive Deputy Commissioner, OCFS
- Janice M. Molnar**, Deputy Commissioner, Division of Child Care Services, OCFS

*Moderator:*

**Marc Natale**, Director of Administrative Services, Monroe County DSS

**Salon F**

**NYC's Initiatives to Combat Medicaid Recipient and Provider Fraud and Abuse**

In recent years, NYC has placed a greater focus on fraud and abuse in the Medicaid program. This panel will explore the types of Medicaid abuse en-

countered in NYC, including recipient and provider issues. It will also discuss recent initiatives that have been implemented by NYC to ensure the integrity of the Medicaid Program, but which can be replicated by districts of any size.

*Presenters:*

**Peter Jenik**, Executive Deputy Commissioner, Investigation, Revenue and Enforcement Administration, NYC HRA

**Alida Mattos**, Assistant Deputy Commissioner, Bureau of Fraud Investigation, NYC HRA

**Helen DiScala**, Deputy Commissioner, Office of Medicaid Provider Fraud and Abuse Investigation, NYC HRA

*Moderator:*

**Allan Seitelman**, Division Administrator, Medicaid Services, Suffolk County DSS

#### Salon A

### **Federal Policy Update**

Washington begins 2009 with a host of new members of Congress and a new administration. How will health and human services programs fare in the new political environment? Action must take place on a number of health and human services issues before the end of March, including funding all human services programs, renewing the expiring State Children's Health Insurance Program, and whether there will be additional delays in implementing a number of harmful Medicaid rules. The session will also update attendees on the status of other programs such as child support, adult protective services, and foster care reform.

*Presenter:*

**Tom Joseph**, Liaison, National Association of County Human Services Administrators, Waterman & Associates

*Moderator:*

**Patricia M. Smith**, First Deputy Commissioner, NYC HRA

#### Salon C

### **Serving At-Risk Youth and Their Families: A Collaboration Between Probation & DSS**

This workshop will discuss the collaboration/connections between the Probation Department and the DSS, which received the *2008 Award for Outstanding Collaboration Between Probation and Social Services* from the NYS Division of Probation & Correctional Alternatives. Our success can be demonstrated by reduced placements into detention & foster care and the subsequent reductions in county costs. Our collaboration is expressed in a number of initiatives including Preventive Funding of Probation Officers, Psychological Assessments For PINS/JD Youth,

Electronic Monitoring as Detention Alternative, Juvenile Drug Court/DSS/Probation Assistant, Preventive Oriented Services Team, and a Truancy Prevention Program. We plan to explore the issues surrounding implementation and continued relationship building, share data regarding detention and foster care placements, and discuss funding sources.

*Presenters:*

**John Adams**, Warren County Probation Supervisor

**Robert Iusi**, Warren County Probation Director

**Maureen Schmidt**, Prevention Supervisor, Warren County DSS

**Doug Herschleb**, Director of Social Services, Warren County DSS

*Moderator:*

**Kathleen Buchiere**, Director of Social Services, Oswego County DSS

#### Salon B

### **Addressing Health and Mental Health Barriers to Employment**

Presenters from NYC HRA and Steuben County DSS will share their districts' strategies for assisting clients with significant barriers to employment.

WeCARE is a NYC program that serves participants with health and mental health functional limitations. WeCARE completes a comprehensive assessment to determine functional capacity and then develops a continuum of integrated individualized services that address each participant's barrier(s) to employment and assists them in reaching their highest possible level of functioning and self-sufficiency.

The BILT (Building Independence for the Long Term) Team, a unit within Steuben County Department of Social Services, works closely with the Temporary and Disability Assistance Unit to provide support for applicants for and recipients of assistance in meeting head-on the multiple barriers to self-sufficiency that many of them face.

*Presenters:*

**Michael Bosket**, Director, WeCARE Operations, NYC HRA

**Christina Pellegrino**, LMSW, BILT Coordinator/Staff Social Worker, Steuben County DSS

*Moderator:*

**Michael J. Piazza, Jr.**, Commissioner, Putnam County DSS

#### Salons G & H

### **Violation Petitions and Contempt Motions (1:30 - 3:10 PM)**

#### **Approved for 2.0 CLEs**

This session will present current caselaw in the area of Civil Contempt, giving examples of the practical application and how it plays out in the courtroom. It

will also include examples of the practical application and implications of going forward on Violation Petitions, as well as a summary of the legal requirements and standards for each phase of the proceedings. Examples of successful and unsuccessful defense of Civil Contempt Motions will also be discussed.

*Presenters:*

- Nancy Thomson**, Assistant Commissioner, Family Court Legal Services, NYC ACS
- Kelley Burns**, Attorney 4, Queens Family Court Legal Services, NYC ACS
- Ian Sangenito**, Attorney 4, Brooklyn Family Court Legal Services, NYC ACS
- Christina Reinle**, Attorney 2, Queens Family Court Legal Services, NYC ACS

*Moderator:*

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

3:00 PM **Ballroom Foyer**  
**Coffee Break • Sponsored by Controltec**

**3:30 - 5:00 PM**  
**Concurrent Sessions**

**Empire**

***Local DSS Fiscal Policy Dialogue***

*Session Limited to Local DSS Administrators*

This session is designed to solicit ideas and issues that fiscal administrators and fiscally-minded local commissioners and program directors may want to see addressed in creating an agenda for the coming fiscal year. Issues may include mandate relief, fiscal impacts of programmatic changes, policy options in child welfare, TANF and child care financing, and other topics.

*Facilitators:*

- Robert Franklin**, Deputy Commissioner, Monroe County DSS
- Peter Simon**, Director of Administrative Services, Dutchess County DSS

**Albany/Colonie**

***Enrollment and Systems Update***

This joint Medicaid eligibility and systems workshop will update participants on current 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, Bureau of Medicaid/FHP Enrollment, Division of Coverage and Enrollment, OHIP, DOH

**Trish DuBois**, Director, Eligibility Systems, Division of Systems, OHIP, DOH

*Moderator:*

**Sandra Sanzo**, Director, Medical Services, Broome County DSS

**Salon A**

***Strategies for Dealing with the Press***

*Restricted to Local DSS Commissioners*

Media coverage on sex offenders and stories of severe child abuse can be very tense issues in dealing with the public and their fears. Local DSS Commissioners are often the target of media attacks on these matters. They have identified the following key questions regarding the state's role: If reporters contact the state agencies on specific cases involving child abuse or sex offenders, how will the PIOs respond? What information will they share? What guidelines will the state follow regarding confidentiality? Under what circumstances, if any, will the state agencies criticize a local district to the press? What might the PIOs say to the media to support and clarify the fundamental roles of local districts and state agencies when approached on specific cases? What are the best ways to handle media inquiries and manage the press during a crisis?

*Presenters:*

- Michael Hayes**, Director, PIO, OTDA
- Eddie Borges**, Director, PIO, OCFS

*Moderator:*

**Robert Allers**, Commissioner, Dutchess County DSS

**Salon D**

***CONNECTIONS Transformation Project***

This update on the CONNECTIONS transformation will engage stake-holders in conversation as to what their needs are and what changes are being made. This will be an opportunity for six OCFS experts to facilitate conversations at various café tables using a scribe to document and analyze collected data.

*Presenters:*

- William E. Travis, Jr.**, Deputy Commissioner, Information Technology, OCFS
- Sheila Poole**, Associate Commissioner, Child Welfare & Community Services, OCFS

*Moderator:*

**Martha Hart**, Director of Services, Ontario County DSS

**Salon C**

***Engaging the Mentally Ill PSA Population***

This session will focus both on the range of services and interventions available for vulnerable adult services clients with mental health issues and best practice techniques for engaging such clients.

*Presenters:*

**Douglas Ruderman**, Director, Bureau of Program Coordination and Support, Adult Community Care Group, NYS OMH

**Kimberly Williams**, Director, Geriatric Mental Health Alliance of New York

**Richard Holcomb**, Adult Services Supervisor, Clinton County DSS

**Morgan Thurston**, Director, Adult Services/Protective Services for Adults, Onondaga County DSS

*Moderator:*

**Thomas Kuryla**, Deputy Commissioner, Seneca County DSS

**Salon F**

**OTDA TAMA Training Smorgasbord**

An overview of five current OTDA training initiatives: my-Benefits Food Stamp Enrollment, Child-Only Caseload Cross-Training, Case Processing Review Institute (to reduce high SNAP/Food Stamp error rates), Basic Interviewing training, and a new Cornell HSLI course: Integrating, Interpreting and Using Data.

*Presenters:*

**Will Zwink**, Director, Bureau of Training, OTDA and a cadre of training, management, and IT experts from OTDA, OCFS, and DOH will be featured.

*Moderator:*

**Evelyn Winston**, Staff Development Coordinator, Putnam County DSS

5:00 - 5:30 PM

**Schenectady/Troy**

**Fiscal Administrators' Association Meeting**

6:00 PM - 7:00 PM

**Salons A/B/C**

**Cocktail Reception • Co-Sponsored by  
Accenture & The Albany Marriott**

7:00 PM - 9:00 PM

**Salons D & E**

**Annual Banquet**

**Friday ■ January 30**

7:30 AM - 8:45 AM

**Salons D & E**

**Breakfast Buffet**

8:00 AM - 11:00 AM

**Empire Foyer**

**Conference Registration**

9:00 AM

**Empire Foyer**

**Coffee Break • Sponsored by  
Testone, Marshall & Discenza, CPAs**

**9:30 - 11:00 AM**

**Concurrent Sessions**

**Albany/Colonie**

***Beyond the Invisible: Veterans Living With Brain Injury***

**(9:30 - 10:30 AM)**

Traumatic brain injury (TBI) is the signature injury of Operation Enduring Freedom/Operation Iraqi Freedom, affecting a record number of soldiers. These wounded warriors require services, supports, and care from both the military and civilian sectors. "Beyond the Invisible: Living with Brain Injury," is a documentary that chronicles the experiences of three New York veterans injured while in combat in Iraq.

**Salon B**

***Child Welfare Roundtable***

An update on the Outcome-Based Training System, including revisions to Common Core and CPS Response Training will be provided. The use of technology as a critical part of the training delivery and the resulting changes to the local districts' roles will be discussed. There will be a demonstration of "cam-tasias," a new technology that will be viewed at the local district in preparation for Common Core.

*Presenters:*

**Donna Willette**, Bureau of Training, OCFS

**Deb Shave**, Bureau of Training, OCFS

**Joan Richardson**, Bureau of Training, OCFS

*Moderator:*

**Susan Iona**, Staff Development Coordinator, Schenectady County DSS

**Salon F**

***How to Burn Yourself Out and Come Back in a Blaze of Glory***

People tend to think burnout occurs when we have too much to do and too little time to do it in. In reality, burnout has more to do with an individual's reaction to stress than a person's actual stress. Stress is not so much the result of difficulties, expectations, or pressure applied, as it is the result of how we respond or react to these situations. In this session, individuals will be introduced to a "natural systems" understanding of burnout, learn what "triangles" are and how they contribute to burnout, recognize the conditions that determine an emotionally toxic environment, and gain new skills.

*Presenter:*

**Dr. G Charles Ten Eyck**

*Moderator:*

**Sandy Waid**, Director of Certification, Chautauqua County DSS

9:30 - 11:30 AM

**State & Local Commissioners' Dialogue***(Limited to Commissioners)*

**David A. Hansell**, Commissioner, OTDA; **William T. Gettman, Jr.**, Executive Deputy Commissioner, OCFS; **Deborah Bachrach**, Deputy Commissioner, Office of Health Insurance programs, DOH; will discuss current issues facing social services with local DSS commissioners. Chaired by the NYPWA president.

**Commissioners' Coffee Break** • *Sponsored by CGI Technologies and Solutions Inc.*

Empire

9:30 - 11:00 AM

**Legal Committee Meeting***Committee Chair:*

**Howard Schultz**, Deputy County Attorney, Broome County

Salons G &amp; H

9:30 - 11:00 AM

**Deputy Commissioners' Leadership Network**

Steering Committee members will facilitate a meeting on topics of interest.

*Steering Committee:*

**Theresa Giovannello**, Deputy Commissioner, Dutchess County DSS

**Carol Dankert**, First Deputy Commissioner, Erie County DSS

**John Redden**, Deputy Commissioner, Clinton County DSS

**David Kircher**, Deputy Commissioner, Albany County DSS

**Brian Moore**, Director of Services, Cortland County DSS

Salon A

9:30 - 11:00 AM

**Fiscal Committee Meeting***Committee Chairs:*

**Ira Dubnoff**, Director of Administrative Services, Onondaga County DSS

**Peter Simon**, Director of Administrative Services, Dutchess County DSS

**Lynn Marinelli**, Budget Director, Health and Human Services, Cayuga County DSS

**Tom Herden**, Director of Administrative Services, Tompkins County DSS

Salon C

12:00 PM

**Conference Adjourns**

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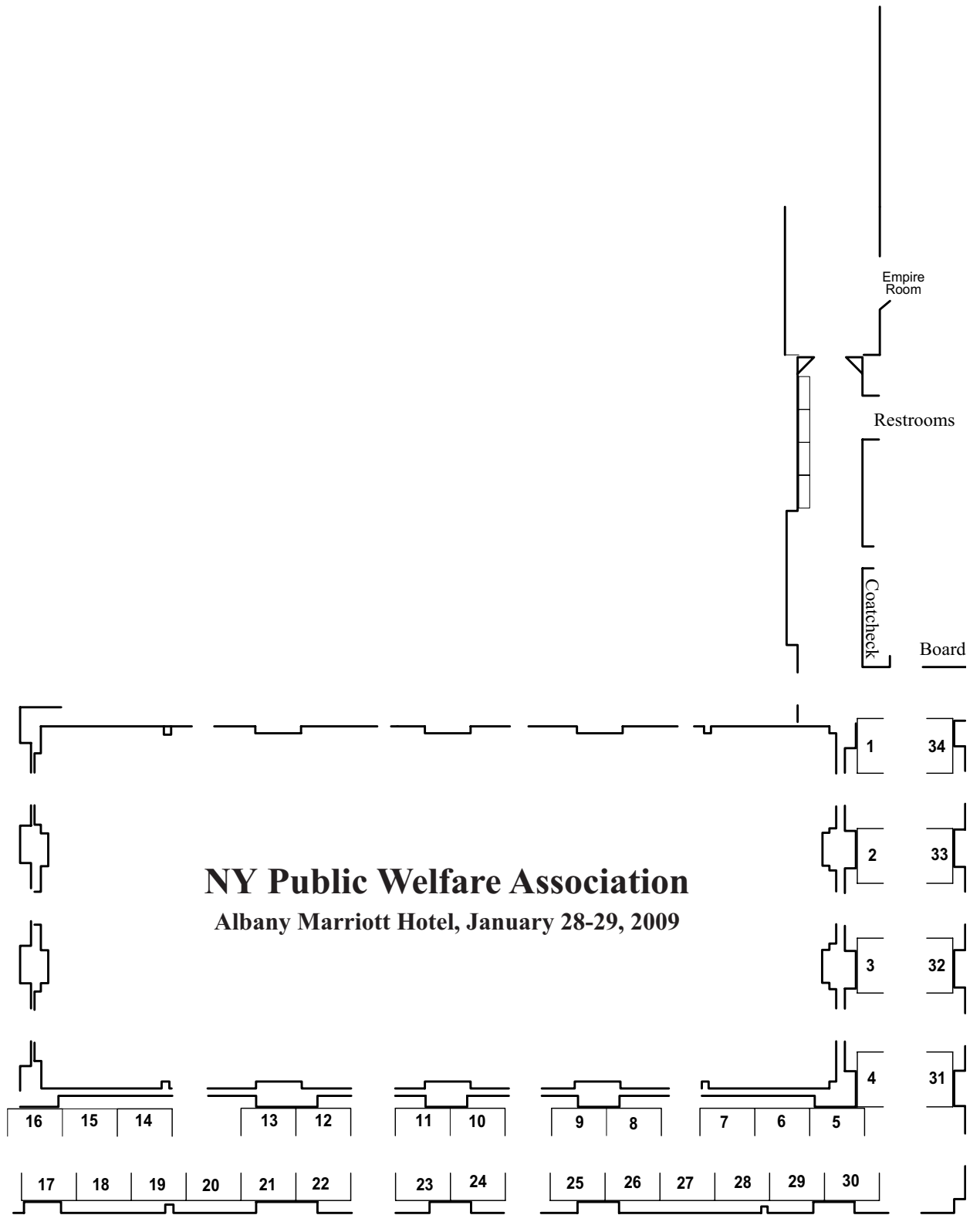
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## Accenture

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## Berkshire Farm Center and Services for Youth

Booth Number: 25

13640 Route 22

Canaan, NY 12029

Jim Dennis

Vice President of Community Programs

Albany office (518) 435-0706

[jdennis@berkshirefarm.org](mailto:jdennis@berkshirefarm.org)

[www.berkshirefarm.org](http://www.berkshirefarm.org)

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## The Bonadio Group

Booth Number: 11

171 Sully's Trail, Ste. 201

Pittsford, New York 14534

Robert J. Enright, CFE

Executive Vice President

585-249-2842

[renright@bonadio.com](mailto:renright@bonadio.com)

[www.bonadio.com](http://www.bonadio.com)

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## Center for Development of Human Services

Booth Number: 32

Marcus Boulevard

Albany, NY 12205

Janice Severson

518-435-1825, x211

[janices@bsc-cdhs.org](mailto:janices@bsc-cdhs.org)

[www.bsc-cdhs.org/mr/](http://www.bsc-cdhs.org/mr/)

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## CGI Technologies and Solutions Inc.

Booth Number: 3

Gold Sponsor-Commissioners' Coffee • Friday, January 30

12 Corporate Woods Blvd.

Albany, NY 12211

Claire L. Bradt

518-514-3744

[claire.bradt@cgi.com](mailto:claire.bradt@cgi.com)

[www.cgi.com](http://www.cgi.com)

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### Children's Treatment Solutions

**Booth Number: 19**

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Franklin, TN 37067

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24-hour secure fax 866-775-4208

Christina Hawkins

804-550-7793

[Christina.hawkins@psysolutions.com](mailto:Christina.hawkins@psysolutions.com)

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### Controltec, Inc.

**Booth Number: 4**

*Gold Sponsor-Coffee Break • Thursday, January 29, 3:00 PM*

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### Cúram Software, Inc.

**Booth Number: 1**

*Gold Sponsor-Coffee Break • Wednesday, January 29, 10:15 AM*

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Herndon, VA 20171

703-738-9800

Fax: 703-738-9888

[info@curamssoftware.com](mailto:info@curamssoftware.com)

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### Deloitte

**Booth Number: 2**

*Gold Sponsor-Coffee Break • Wednesday, January 29, 3:00 PM*

Frank Pisciotta

Lead Consulting Principal, State of New York

518 472 4990

[fpisciotta@deloitte.com](mailto:fpisciotta@deloitte.com)

Deloitte is home to over 5,000 New York-based professionals and six offices in the State. We are proud of our successful track record with the State of New York providing consulting, audit, tax, and financial advisory services. We are recognized as a national leader in providing services to health and human services agencies throughout the United States including solutions in eligibility & service integration, child welfare, child support enforcement, child care, adult services, Medicaid/MMIS, and public health. We have built the highest number of federally-approved child welfare systems to date. Our practitioners apply best practices in technology integration, strategy and operations, technology adoptions and enterprise application services to generate results. When your public sector challenges require an integrated, comprehensive approach, we invite you to call on Deloitte. Please visit [www.deloitte.com/us/state](http://www.deloitte.com/us/state).

### EDS, an HP company

**Booth Number: 31**

*Gold Sponsor-Coffee Break • Thursday, January 29, 10:30 AM*

*Opening Luncheon Sponsor • Wednesday, January 28, 12:15 PM*

Pat King

770-795-1596

[pat.king@eds.com](mailto:pat.king@eds.com)

EDS, an HP company, is a leading global technology services provider delivering business solutions to its clients. As a business unit of HP's Technology Solutions Group, EDS delivers one of the industry's broadest portfolios of information technology, applications and business process outsourcing services to clients across the globe. EDS helps health and human services utilize information *and* people and processes to make better decisions, improve the quality of services, reduce costs and streamline processes. EDS performs 2.4 billion healthcare transactions annually, including 1 billion in healthcare claims. Additionally, EDS is the largest provider of Medicaid claims processing in the United States. Learn more at [www.eds.com/](http://www.eds.com/)

### **First Data**

**Booth Number: 18**

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[sharon.obrien@firstdata.com](mailto:sharon.obrien@firstdata.com)  
[www.FirstData.com](http://www.FirstData.com)

First Data is a leader in electronic commerce and payment services, serving approximately 3.5 million merchant locations, 1,400 card issuers and millions of consumers, making it easy, fast and secure for people and businesses to buy goods and services using virtually any form of payment.

First Data provides credit, debit, private-label, smart and stored-value card issuing and merchant transaction processing services; Internet commerce solutions; and check guarantee and verification services. The company's STAR® Network offers PIN-secured debit access at more than 2 million ATM and retail locations nationwide.

### **Hillcrest Educational Centers**

**Booth Number: 8**

P.O. Box 4699  
Pittsfield, MA 01202  
Darryl Veneable  
413-499-7924  
cell: 413-281-4211  
fax: 413-442-4677  
[dvneable@hillcresteducationalcenters.org](mailto:dvneable@hillcresteducationalcenters.org)  
[www.hillcrestec.org](http://www.hillcrestec.org)

Hillcrest Educational Centers, Inc., a JCAHO accredited non-profit agency, provides comprehensive therapeutic and educational services to meet the needs of hard-to-place youth ages 9-20 (girls 9-16.5 & boys 10-18 at intake) with severe behavioral disorders and complex psychiatric disabilities. These may include, but are not limited to, fire setting or sexually abusive behaviors, emotional disabilities, self-injurious and aggressive behaviors, and PDD diagnoses. Additionally, our Intensive Treatment Unit provides assessment and diagnostic services, as well as crisis stabilization, with a 1:1 staffing ratio in a hospital diversion-type setting. Our four campuses are located in the beautiful Berkshires, allowing each student an opportunity to take ad-

vantage of the natural and cultural opportunities available in the area, and each specializes in servicing children whose ages, genders and program behaviors differ.

### **Hudson Center for Health Equity and Quality (Hcheq)**

**Booths Number: 12 & 13**

303 South Broadway, Suite 321  
Tarrytown, NY 10591-5455  
Sherri Ehrlich  
914-372-2101  
[sherri.ehrlich@hcheq.org](mailto:sherri.ehrlich@hcheq.org)  
[www.hcheq.org](http://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: 15 & 16**

80 State Street  
Albany, NY 12207  
Kevin Leyden  
518-487-6184  
Betty Wall  
518-487-6642  
[www.ibm.com/solutions/government/socialsegment](http://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: 6**

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

### **KidLink**

**Booth Number: 33**

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.

### **KidsPeace National Centers**

**Booth Number: 27**

5300 KidsPeace Drive  
Orefield, PA 18078  
Debbie Blose  
610-799-8377  
deborah.blose@kidspeace.org  
www.kidspeace.org  
www.teencentral.net

KidsPeace National Centers and KidsPeace Children's Hospital are divisions of KidsPeace, a private charity that has been helping kids in crisis since 1882. KidsPeace provides inpatient, residential, education, community-based and foster care treatment services and programs to children and adolescents from across Pennsylvania and several other states. KidsPeace is accredited by JCAHO, the Middle States Association of Colleges and Schools and the Commission on International and Trans-Regional Accreditation.

### **The Kolburne School**

**Booth Number: 7**

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 the 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.

### **LaSalle School**

**Booth Number: 10**

391 Western Avenue  
Albany, NY 12203  
Anne Moscinski  
518-242-4731 ext. 201  
Anne@LaSalle-School.org  
www.lasalle-school.org

A respected provider of Child Welfare services for more than 150 years, LaSalle School offers an array of services designed to respond to youth and families in jeopardy as a result of serious concern for safety, well being and permanency. Meeting the demanding standards of national accreditation by COA, LaSalle is regarded for its compliance with regulatory expectations and commitment to best practice. In addition to sound relationships with local social service districts, LaSalle's high standards are confirmed by OCFS, OASAS, and SED. These affirmations reflect the capable staff that make it possible for youth and families to experience stability, build upon their strengths and find reasons to be confident and optimistic about their futures.  
www.lasalle-school.org

### **The Maple Valley School**

**Booth Number: 20**

6 Farley Road  
Wendell, MA 01379  
Pam Vanaman  
978-544-8310  
pvanaman@maplevalleyschool.org  
www.maplevalleyschool.org

The Maple Valley School provides Intensive Residential Treatment services for emotionally troubled young men who have displayed problematic behavior, to include sexually aggressive/reactive behaviors, impulsive behaviors, anger management difficulties, firesetting, and/or other high risk behaviors. Located in the scenic northwestern part of Massachusetts, we offer a safe, staff secure campus setting for boys ages 10-21 years of age with cognitive and/or psychiatric impairments. The Maple Valley School uses a variety of evidence based treatment models and individualized behavior programs to help our students change negative behavior patterns and learn new skills. Positive outcomes are encouraged through group therapy, individual therapy, and related psychological, psychiatric, medical and family counseling services. In addition, students participate in outdoor adventure, experiential therapies, life skill instruction, and vocational programming.

### **Medical Answering Services**

**Booth Number: 9**

P.O. Box 11998  
Syracuse, New York 13218  
315-701-7551  
Wfreeman@Medanswering.com

Medical Answering Services, LLC has been providing Medicaid Transportation Management services for County governments in New York State since 2002. Our highly trained staff uses a state of the art software management program, which when combined with our innovative approach, under the direction of policies developed by each county, have been the ingredients to substantial government savings, increased satisfaction of recipients and transportation providers, better fraud protection, and more opportunity for government personnel to be freed up to work on other priorities. Medical Answering Services, LLC is also a provider of Personal Emergency Response Systems (PERS) for county Medicaid programs, Offices of the Aging and private individuals.

### **Mountain Lake Academy**

**Booth Number: 30**

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.

### **New Hope Treatment Centers**

**Booth Number: 14**

7515 Northside Drive, Suite 200  
North Charleston, SC 29420  
Daniel Hooven  
843-851-5010  
danielh@newhoptreatment.com  
www.newhoptreatment.com

New Hope Treatment Centers has been providing behavioral healthcare services to emotionally disturbed children, adolescents and their families for over 20 years. We are nationally recognized for our Joint Commission accredited psychiatric residential treatment services for males and females ages 12 to 21. We offer specialized treatment programs for youth with high-risk behavioral disorders, including sexually offensive/compulsive behaviors, and we serve both normal cognitive functioning youth and MR/DD youth. Visit us at [www.newhopetreatment.com](http://www.newhopetreatment.com).

### **NYS Office of Children & Family Services**

**Booth Number: 5**

22 Capital View Office Park  
52 Washington Street  
Rensselaer, New York 12144  
518-473-7793  
[info@ocfs.state.ny.us](mailto:info@ocfs.state.ny.us)  
[www.ocfs.state.ny.us](http://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. This exhibit features the new OCFS recruitment and retention campaign "Caseworkers Make A Difference"... Become A Family's First Responder," designed to benefit local districts and voluntary agencies.

### **NYS Office of Temporary & Disability Assistance**

**Booth Number: 34**

40 North Pearl Street, 16th Floor  
Albany, NY 12243  
Daria Albin  
518-474-7718  
[daria.albin@otda.state.ny.us](mailto:daria.albin@otda.state.ny.us)  
[www.otda.state.ny.us](http://www.otda.state.ny.us)

The Office of Temporary and Disability Assistance (OTDA) is responsible for supervising programs that enhance the economic security of low-income families and individuals. OTDA's functions include: providing temporary cash assistance; helping temporary assistance recipients enter employment, and other low-income workers improve job skills; providing assistance in paying for food; providing residential energy assistance; overseeing New York State's child support enforcement program; determining eligibility for certain disability benefits; supervising homeless housing and services programs; and providing assistance to certain immigrant populations.

### **Policy Studies Inc. (PSI)**

**Booth Number: 26**

1899 Wynkoop Street, Suite 300 Denver, CO 80202  
James Dunn, Vice President  
303.285.7751  
[jdunn@policy-studies.com](mailto:jdunn@policy-studies.com)  
[www.policy-studies.com](http://www.policy-studies.com)

As a leading service provider to the health and human services industry, PSI helps organizations like yours reach out to the people you serve; qualify them for essential services; and manage their cases with precision, speed, and superior customer service. Depend on us to be your performance-ready partner for the long term—to anticipate and adapt to your changing requirements quickly, decisively, and affordably. Turn to us for ideas that deliver greater value for beneficiaries and taxpayers alike. Rely on us to be the forward-thinking collaborator who shares your foresight and conviction for healthcare reform. After all, the choices you make today have long-lasting consequences. That's why we offer a performance-ready solution with a future.

### **Salient Corporation**

**Booth Number: 22**

Susan Lepler, MSW, MPA  
Principal Advisor Public Sector  
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[slepler@salient.com](mailto: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.

### **Stevens Treatment Programs**

**Booth Number: 21**

24 Main Street  
Swansea, MA 02777  
Gail Curran  
508-679-0183  
Fax: 508-679-1950  
[gcurran@stevensprograms.org](mailto:gcurran@stevensprograms.org)  
[www.stevensprograms.org](http://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 experi-

encing difficulty in one or more of the following areas: managing inappropriate sexual behavior (including sexual offending), 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. Licensed clinicians are trained to conduct individual, group and family therapy that are cognitive in nature, and can be adjusted to meet the functional needs of the adolescent.

### **Testone, Marshall & Discenza, CPAs**

*Sponsor-Coffee Break • Friday, January 30, 9:00 AM*  
432 North Franklin Street  
Syracuse, NY 13204  
Contact: Gregg Evans  
315-476-4004  
gevans@tmdcpas.com  
www.tmdcpas.com

Testone, Marshall & Discenza, LLP, CPAs (TMD), established in 1976, provides audit, accounting, consulting and tax services. Located in Syracuse, NY, TMD has made government and not-for-profits our core focus. TMD is recognized as a leader for our understanding of reporting, operational and audit requirements for government and not-for-profit organizations. Our trained, experienced staff provide innovative, responsive services to Governments, Component units, School districts, Cities and Villages, Agencies, and Voluntary Health and Welfare organizations.

Our firm has been recognized by the Greater Syracuse Chamber of Commerce with its Business of the Year award for Community Involvement, the United Way of Central New York's Success By Six Donlon Award, and by the Small Business Administration as recipient of New York State Advocate of the Year Award and the Small Business Excellence Award.

### **Unisys Corporation**

*Booths Number: 28 & 29*  
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Albany, NY 12203  
Kevin Frank  
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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: 23*  
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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.

### **Youth Advocate Programs, Inc.**

*Booth Number: 24*  
PO Box 950  
Harrisburg, PA. 17108  
Stephanie Hart  
518-651-4297  
shart@yapinc.org  
www.yapinc.org

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. We provide community based services to youth referred from juvenile probation, child and family services, OCFS, and mental health departments.

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.

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