

New York Public Welfare Association 155th Annual Summer Conference

Refresh,

Renew,

&

Refocus



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July 14-17, 2024
The Saratoga Hilton Hotel

NYS Staff Development Association

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Kelly Eagan, Staff Development Coordinator/
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IBM Consulting

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Headquartered in New York, IBM Consulting brings industry expertise and market-leading end-to-end consulting, transformation, and technology implementation capabilities to a wide range of industries across the globe. In the U.S. public sector, IBM has supported federal, state, and local government for more than 85 years. Our company believes that technology should be used to solve complex, pressing issues and our health and human services industry team is committed to identifying solutions through innovative thinking and co-creation with our clients. From modernizing child welfare to implementing modern child support solutions to transforming Medicaid with advanced data, analytics and infusing whole person care with better insights, we aspire to make a lasting, positive impact on the world in business ethics, the environment, and the communities in which we work and live.

Brilijent, LLC

Advertisement

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Professional Services Consulting firm specializing in Health IT, Organizational Change Management and Customized Training

Binti, Inc.

Booth Number 6

Sponsor • Refreshment Break • Monday - All Day

Deirdre Brodie, Enterprise Account Executive
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Binti is revolutionizing child welfare with modern software. We serve 425+ agencies across 36 states and DC, with 11 statewide implementations including New York. 380+ New York State social workers are current trained on and using

Binti across 27 LDSS' and 17 VAs. Our growth is fueled by measurable results: on average, agencies see a 30% increase in foster families, in 18% less time, and our intuitive tools save 20-40% of social worker time. Contact us to learn more about our latest module, Prevention which empowers agencies to keep families together by allowing states to refer prevention services to a network of private providers. Send us a message to learn more!

Equifax/Carasoft

Booth Number 4

Gold Sponsor • Coffee Break • Monday, 10:30am

Katie Brannan
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Equifax helps social service agencies improve the timeliness of benefit eligibility determinations by combining the power of The Work Number®, the largest centralized commercial repository of payroll information in the U.S. with complementary Equifax data sources. We can help your agency break through its caseload backlog, so your staff can focus on those hard calls and expedite applications, whether that's an enrollment, re-enrollment or a disenrollment and transfer to another healthcare coverage program allowing for continuity of care.

Conduent

Booth Number 8

Gold Sponsor • Opening Luncheon • Monday

Lin Douglas
750 First St., N.E., 10th Floor
Washington, DC 20002
(770) 328-0389
lin.dee.douglas32@conduent.com
<https://www.conduent.com/>

From processing and disbursing child support payments to electronic toll collection, Conduent helps you better serve the people of New York. Conduent delivers mission-critical services and solutions on behalf of businesses and governments – creating exceptional outcomes for our clients and the millions of people who count on them.

VenTek, Inc.

Sponsor • Commissioners Coffee Break • Monday

Loan Phan, PhD
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www.ventekdss.com

VenTek Inc is a MWBE that is currently providing IT services to 14 counties throughout NYS. VenTek's wide range of applications (Kiosks, SCREAMS, Lobby Tracking, Food Stamp Duplication, TMS etc.) are developed, implemented, and fully tested based on the requirements of each individual counties. We have developed applications to transform workload process from caseload to task-base, streamline the homeless placement/billing, create a lobby tracking to expedite client waiting, develop kiosk system to enable client to drop off documents and acquire the necessary case information,

transform the 3209 process, create hundreds of reports using WMS data vary from recertification due, application disposition and age, duplicated SNAP payments and investigation. Our Task Management System (TMS) allows for a more efficient and effective use of staff resources than a traditional caseload system. The successful implementation of TMS at Onondaga County had, in less than two years, resulted in an increase in their SNAP caseload size of 37% without any increase in staff after their implementation of our task-based system. For VenTek to successfully developed all these software, we need an in-depth understanding of WMS data, BICS jobs, WMS application and local processes. All of our systems that have been deployed at the counties have modernized the way counties do business which provides better services to the residents.

Exemplar Human Services

Booth Number 3

Gold Sponsor • Coffee Break • Monday, 3:00pm

Michael De La Rosa
3511 Bridle Path
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www.exemplarhs.com

Exemplar Human Services is a performance management, consulting, analytics, and information services company. We specialize in providing human services agencies of all sizes with a variety of tools and services to assist with program management and enhanced client service delivery. These services include: 1) highly customizable reporting solutions designed to support staff and provide for a more efficient use of data to achieve performance goals and outcomes, 2) case review management system (CRMS), 3) Customer Activities and Services Portal (CASPR) that provides a variety of online services and functionality for human services clients, 4) predictive analytics, and 5) virtual/distance learning in lieu of traditional Vocational Education and Job Readiness programs. Our National Association of Counties (NACo) award winning company supports a variety of human services programs, including TANF, Welfare to Work, CalFresh, SNAP, and Child Care among others.

Cúram, by Merative

Booth Number 7

Sponsor • Refreshment Break • Tuesday - All Day

<https://www.merative.com/curam>

marketinginfo@merative.com

Cúram, by Merative, has over 25 years of experience helping national, regional, and local governments, and organizations across health and social ecosystems, to transform the delivery of social services, empower caseworkers, and help individuals and families access the programs they need to achieve better outcomes. Cúram solutions and services expertise are trusted in 12 countries and jurisdictions, and support over 970 government programs. Available in 7 languages, the Cúram platform connects benefits administrators, social services agencies, and case managers, to serve and protect 187 million citizens annually.

Northwoods

Booth Number 1&2

Gold Sponsor • Coffee Break • Tuesday, 10:30am

Darrell Kuhn
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<https://www.teamnorthwoods.com>

Northwoods develops customized, high-tech software solutions for adult & aging, child support, child welfare, and economic assistance.

We design solutions around you. Our user-centric software—created from our own human services experience—is built for engagement, efficiency, and service delivery.

Nearly 45,000 social workers and caseworkers across the country use our solutions to manage, collect, view, and share content and data more efficiently, which saves them two hours a day. Workers repurpose that time to do more high-value work with clients. As a result, agencies improve service delivery, maximize productivity, make informed decisions, and achieve better outcomes.

Deloitte

Booth Number 5

Gold Sponsor • Coffee Break • Tuesday, 3:00pm

Leah Murphy, Managing Director, Government & Public Services
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www.deloitte.com

Our people, ideas, technology and outcomes – are all designed for impact. Our team of over 20,000+ professionals across the country bring fresh perspective to help you anticipate disruption, reimagine the possible, and fulfill your mission promise. Whether you are at the crossroads of AI and workforce transformation, cyber and IT modernization or digital and citizen experience—we bring actionable insights to drive bold and lasting results. Our shared purpose and passion help you make an impact and improve the lives of New Yorkers. Deloitte's Eligibility and Service Integration capabilities specialize in helping agencies improve how they determine eligibility and deliver health and human services programs. Contact us to get started.
www.deloitte.com/us/government

The TipCo Group

Booth Number 12

Sponsor • Commissioners Coffee Break •

• Wednesday •

Andrea and Greg Tipping
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Greg.Tipping@thetipcogroup.com

www.tipcoautomatedsystems.ai

At TipCo Automated Systems, our mission is to lead the transformation of the Health and Human Services industry through innovative and ethical technology solutions. We are leveraging artificial intelligence and cutting-edge technology while adhering to all regulatory and responsible AI use requirements. Our flagship product, EVA (Eligibility Verification Assistant), has a deep understanding of the complex demands and evolving protocols within HHS. EVA is a reliable and efficient resource, seamlessly augmenting existing workforce capabilities and ensuring adherence to Medicaid and SNAP program regulations. By automating low-value tasks, agencies can focus their human resources on complex cases to deliver timely and accurate services to those in need. EVA supports phone lines, and call centers and can even support staff with their policy and practice inquiries.

Augintel

Booth Number 9

Shannon Hoffman, Sr. Account Executive
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Augintel unlocks the insights in case notes and other narrative data by bringing the power of natural language processing (NLP) to health and human services. Augintel's specialized NLP platform reads, analyzes, and presents the data in case notes, reports, and other communications - surfacing risks, strengths, social determinants of health (SDOH), and social relationships buried in the narrative data. Information that has a direct impact on family well-being. And with Augintel, caseworkers and agency staff can search the narrative data within a case for specific information such as services, medications or other critical information that can be difficult to pinpoint in 100s of pages of case notes. Augintel facilitates new case ramp up, streamlines court prep and makes it easier to find more family members and fictive kin - all saving caseworkers time so caseworkers can spend more time with families.

Cross case queries search and surface insights across a group of cases or an entire agency giving agency leadership the unprecedented ability to identify, measure and count things they never could before. Client uses range from cases with mentions of opioids or drugs in the home to cases requiring additional services for disabilities to identifying those cases where a common issue may be hampering the progress of that set of cases. The insights surfaced from the narrative across cases can help determine service array, inform agency practices, and contribute to overall agency success.

KidsPeace

Booth Number 10

Chris Sylvester, National Customer Relations Liaison
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www.kidspeace.org

KidsPeace is a private non-profit organization dedicated to serving the behavioral and mental health needs of children, pre adolescents and teens. Founded in 1882, KidsPeace

provides a unique psychiatric hospital; a comprehensive range of residential treatment programs; accredited educational services; and a variety of foster care and community-based treatment programs to help people in need overcome challenges and transform their lives. KidsPeace provides emotional and physical health care and educational services in an atmosphere of teamwork, compassion and creativity.

Northern Rivers Family of Services

Booth Number 11

60 Academy Road
Albany, NY 12208
(518) 426-2600
www.northernrivers.org

Northern Rivers is a family of human services agencies that work together and are committed to helping children, adults, and families. Formed in 2012, Northern Rivers is the parent organization to Northeast Parent & Child Society (founded in 1888 in Schenectady), Parsons Child & Family Center (founded in 1829 in Albany), and Unlimited Potential (founded in Saratoga Springs in 1979). Together we serve more than 18,000 children, adults, and families in more than 40 counties in New York state who struggle with abuse, neglect, trauma, mental health challenges, educational difficulties, career training and employment, and service navigation through an innovative continuum of home, clinic, school, and community-based services, vocational rehabilitation, supported employment, and senior-supporting programs that provide person-centered, trauma-informed innovative solutions to ensure clients live their best lives. With a 1,400-strong workforce and informed by our nearly 200-year heritage, our quality of care, depth of programs, combined size, and passion for the mission make us a leading human services provider.

KinderSystems

Booth Number 13

Rob Hops, Director of Project Management
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www.kindersystems.com

KinderSystems (www.KinderSystems.com) is the leading provider of subsidy management software-as-a-service (SaaS) solutions to state agencies, Head Start programs, and child care providers. Built and supported by industry experts, KinderSystems envisions a world where all families, no matter their income level, have access to high quality child care. Hundreds of agencies in the publicly funded child care sector use KinderSystems applications via the cloud or mobile devices to streamline their operations, ensure compliance with government regulations, and meet the needs of the families they serve.

The IMA Group

Booth Number 14

Christina Heverling, VP Market Development
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<https://theimagroup.com/>

The IMA Group provides medical, behavioral health and related evaluations for federal, state and local agencies. Recognizing the high demand for these services, IMA operates a growing network of in-person professional offices and provides a one-stop-shop model, including telehealth evaluations, to support greater access and outreach.

The Bonadio Group

Booth Number 15

Courtney Handy
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Pittsford, NY 14534

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www.bonadio.com

The Bonadio Group has provided consulting services in the Social Services industry for over 15 years. We specialize in providing services and solutions including quality control auditing services to social service departments throughout New York and beyond. Whether it is full agency operational, internal controls and efficiency reviews; Medicaid long-term care assistance including eligibility assistance with benefit programs; quality and compliance evaluations in child welfare departments, maximizing federal reimbursement through our IV-E monitoring programs; modernizing the foster carechild placement, movement and cost process via our cloud-based platform CareFindr™; forensic accounting including litigation support; or financial exploitation investigation support including FraudFindr® financial analysis software, Bonadio has the experience to help your agency.

Next Chapter Technology, Inc. (NCT Inc.)

Booth Number 16

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www.nctinc.com

CaseWorks™ is a best-in-class enterprise content management (ECM) platform that supports all your document management (EDMS) & workflow automation needs.

CaseWorks™ streamlines the case workflow processes for local, state, & tribal Health and Human Services teams so they can efficiently connect their communities to the care they need.

NCT's continuous delivery approach means our product evolves with you, so your team is always prepared to meet today's needs and anticipate tomorrow's challenges. Over 200+ Health and Human Services Units use CaseWorks™ today. We have only just started and are the #1 HHS Solution in the state of Minnesota. Come speak to us at our

booth to learn why we haven't lost a customer in 15 years. We are dedicated to YOUR SUCCESS!

Diona

Booth Number 17

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www.Diona.com

Diona provides innovative systems of engagement solutions to government Health and Human Services, Social Care, and Social Security agencies and NGOs around the world. Diona's solutions turn mobile devices—such as smartphones and tablets—into tools to achieve better business and social outcomes by helping agencies serve people more effectively, while improving how their employees work and collaborate. Diona solutions extend organizational systems of record and deliver real-time data directly into the field for clients and workers. Diona's solutions are secure, robust, scalable, and reliable and feature flexible cloud-based or on-premise deployment options. With deep domain expertise and a user-centered design philosophy, Diona delivers digital solutions that help government agencies and NGOs solve real-world problems for their clients and employees.

Together For Youth

Booth Number 18

Stacy Williams, Chief Program Officer
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Brian Parchesky, Chief Executive Officer & President
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Canaan, NY 12029

<https://www.togetherforyouth.org/>

Embracing a trauma-informed model of care, we collaborate with youth and families to help them overcome past traumas, enabling them to live safely and regain control of their lives.

Across New York State, Together for Youth offer trauma-informed care exactly where it is needed most: in the homes and communities of these youth and families. When in-home support is not feasible, Together for Youth provide a safe haven through over 550 certified foster homes, community group homes, and both non-secure and secure detention centers.

The Stetson School, An Affiliate of Seven Hills Foundation

Booth Number 19

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Barre, MA 01005
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pgow@stetsonschool.org

<https://www.sevenhills.org/programs/stetson-school-at-seven-hills>

Stetson School is a COA accredited, Residential and Education Treatment program, which is fully licensed by the

Massachusetts Departments of Early Education and Care, and Elementary and Secondary Education. We serve young men and transgender individuals, ages 9-22, who have problematic behaviors, sexually reactive behaviors, complex developmental difficulties, chronic mental illness and other behavioral issues. Stetson supports young men who have suffered from severe trauma, have histories of physical, emotional and/or sexual abuse and who may have had disrupted living arrangements or placements.

New Directions Youth and Family Services, Inc. (NDYFS)

Booth Number 20

Julie A. Angelone LCSW-R, ACSW, Chief Operations Officer Child Welfare Programs
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www.FosteringGood.org

New Directions is a 501(c)3 non-profit agency with a heritage going back more 150 years. Our mission is to foster resilient, self-reliant families and permanence for at-risk children in the shortest time possible, by promoting safe, respectful, responsible, and goal-directed behavior. We do this through our dedicated, caring staff and by employing our treatment philosophy of Normative Culture within a comprehensive array of services.

New Directions services span across the eight counties of Western New York. Services include youth residential living; traditional and therapeutic foster care, adoption, supervised independent living; agency operated boarding homes; community-based treatment, preventive, and mental health programs; and therapeutic educational services (preK-12). New Directions is accredited by the Council on Accreditation through July 2025. For more information about New Directions Youth and Family Services, please visit www.fosteringgood.org.

LaSalle School

Booth Number 21

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www.LaSalle-School.org

Qualified Residential Treatment Program (QRTP);
Day Education Services; Outpatient behavioral health clinic;
The Counselling Center at LaSalle

Exquisite Growth Partners Corporation

Booth Number 22

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Elevated Youth Services, Inc.

Booth Number 23

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Elevatedyouthservices.com

Elevated Youth Services (EYS) seeks to inspire the youth in our care to find a healthy path of purpose, mastery, and contribution beyond their complex trauma. The EYS treatment model affirms our clients as whole persons, whose sexual reactivity and problem-sexualized behaviors represent an aspect of past functioning and experience but do not dictate their futures. As clients recognize the wide-reaching effects of their harmful behaviors, learn to take personal responsibility, and begin to experience and comprehend themselves as whole persons with a wider range of strengths, abilities, and reasons for hope... they are empowered to rise. Beyond labels and challenging behaviors, our team cares for, empathizes with, and responds to the individual client in the most home-like therapeutic setting possible."

Healthy Alliance

Booth Number 24

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www.healthyalliance.org

Healthy Alliance connects the underserved to a growing network of organizations – big and small – that provide services that are essential for a healthy life. Recognizing that health begins in our communities, Healthy Alliance's referral network and independent practice association (IPA) convene and collaborate with community partners — from regional hospitals and community health centers to local food providers and everyone in between — to address health-related social needs like food insecurity, housing assistance, transportation needs, benefits navigation, and much more before they evolve into serious and costly medical problems. With 1,300 partner locations spanning 25 counties in New York State, Healthy Alliance works to provide all communities with consistent access to the resources they need to ensure every New Yorker has the same opportunity to be healthy.