

# New York Public Welfare Association 155<sup>th</sup> Annual Summer Conference

*Refresh,*

*Renew,*

*&*

*Refocus*

Program Brochure

July 14-17, 2024

The Saratoga Hilton Hotel



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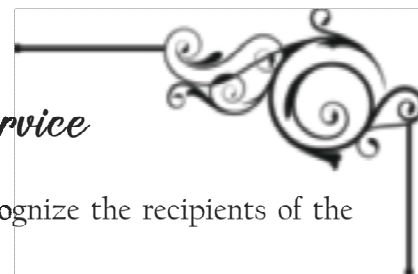


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[www.NYPWA.org](http://www.NYPWA.org)

### *Margaret J. Ives Award for Outstanding Service*



The Staff Development Association of New York State would like to recognize the recipients of the “Margaret J. Ives Award for Outstanding Service” in Staff Development.

Recipients of the award have demonstrated excellence in at least one of the following categories:  
**Partnership** – Fosters state and regional collaboration that has improved training and staff development;  
**Leadership** – Demonstrates leadership in the Staff Development Association of New York State;  
**Innovation** – Develops and shares best practices at conferences, workshops, in print and regional meetings, etc, with other districts; and **Volunteerism** – Volunteers time to further the practice of staff developers, such as committee work, conferences or other special projects.

Past recipients of the award are:

2002 – Jim Brand, Livingston	2010 – Carol Kastrup, Wayne	2017 – Denise Thorsen, Nassau
2003 – Nancy LeBlanc, Broome	2011 – Mike Soltish, Dutchess	2018 – Yvonne Grice, HRA
2004 – Stephanie Clarke, Clinton	2012 – Regina Russ, HRA	2019 – Sue Paolino, Greene
2005 – Serena Crossfield, Yates	2013 – Robin Chaisson, Rensselaer	2022 – Sal Patella, Orange
2006 – Barb Askew, Ontario	2014 – Deb Burdick, Jefferson	2023 – Jill Dillon, Yates
2007 – Marilyn Rooney, Fulton	2015 – Vicky Heussi, Essex	
2008 – Joan Smrtic, Cayuga	2016 – Kelly Eagan, Cortland	



## Sunday, July 14

3:00 pm - 6:00 pm  
4:30 pm - 6:00 pm

Exhibitor Setup.....Gallery  
Registration.....Lower Lobby

## Monday, July 15

7:30 am - 8:45 am  
8:00 am - 5:00 pm  
9:00 am - 5:00 pm  
9:00 am - 5:00 pm  
**9:00 am - 10:30 am**

Breakfast Buffet.....Saratoga 2&3  
Registration.....Lower Lobby  
Exhibit Area Open.....Gallery  
All Day Refresher Break • Sponsored by **Binti**.....Lobby/Gallery

### Concurrent Sessions

*NYPWA Board of Directors' Meeting*.....Phila  
*Caseworker and Witness Prep*.....City Center-Meeting Room 1  
*The Journey to Go Digital for Workers & Families*.....Broadway 1/2  
*NYS Asylum Application Help Center*.....Broadway 3  
*The State of Youth who are Missing from Foster Care:  
Challenges & Opportunities in Practice*.....Broadway 4  
*Still Wound Up! Medicaid Best Practices & Strategies for the LDSS*.....Travers/Alabama  
*Automate, Differentiate, & Accelerate: How Technology & Unique Datasets  
Can Streamline Eligibility Determinations Throughout the Benefit Lifecycle*.....Highrock  
*Fiscal Basic Training (Restricted to LDSS)*.....Saratoga 1

10:30 am  
11:00 am - 12:15 pm  
11:30 am - 1:15 pm  
1:30 pm - 3:00 pm

Coffee Break • Sponsored by **Equifax | Carahsoft**.....Gallery  
Opening Ceremonies.....Saratoga 2&3  
Luncheon • Sponsored by **Conduent**.....Saratoga 2&3  
*State & Local Commissioners' Dialogue  
(Restricted to Commissioners)* • Sponsored by **VenTek, Inc**.....Travers/Alabama

### Concurrent Sessions

*Child Welfare Caselaw Review, Part I*.....City Center-Meeting Room 1  
*Effective Child Support Administration (Restricted to LDSS)*.....Broadway 1/2  
*Coaching the Emerging Workforce*.....Broadway 3  
*Fox in the Hen House: When APS Workers Violate Trust*.....Broadway 4  
*SNAP & Temporary Assistance Application Processing Timelines Updates*.....Highrock  
*Deep Dive into the Fiscal World, Part I (Restricted to LDSS)*.....Saratoga 1  
Coffee Break • Sponsored by **Exemplar Human Services**.....Gallery

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

### Concurrent Sessions

*Streamlining Child*

*Child Welfare Caselaw Review, Part II*.....City Center-Meeting Room 1  
*Welfare Processes Through Technology*.....Broadway 1/2  
*Building Resiliency in Managing Civil Service Changes*.....Broadway 3  
*Leveraging Community Partnerships to Solve  
Long-Standing Social Issues*.....Broadway 4  
*Medicaid 101 & 102 (Restricted to Commissioners)*.....Travers/Alabama  
*Interactive Voice Response for SNAP Inquiries*.....Highrock  
*Hot Topics for State & Local Fiscal Administrators*.....Saratoga 1  
Commissioners' Reception.....Private  
Cocktail Reception • Sponsored by the **Saratoga Hilton**.....Foyer/Pavilion  
Dinner Buffett • Live Music by the **Made in the Shade**.....Saratoga Ballrooms

5:15 pm - 6:15 pm  
6:00 pm - 7:00 pm  
7:00 pm - 9:00 pm

## Tuesday, July 16

7:30 am - 8:45 am  
8:00 am - 5:00 pm  
9:00 am - 5:00 pm  
9:00 am - 5:00 pm  
8:00 am - 9:00 am  
**9:00 am - 10:30 am**

Breakfast Buffet.....Saratoga 2&3  
Registration.....Lower Lobby  
Exhibit Area Open.....Gallery  
All Day Refresher Break • Sponsored by **Cúram, by Merative**.....Lobby/Gallery  
*TA Forum (Workgroup Members Only)*.....Travers/Alabama

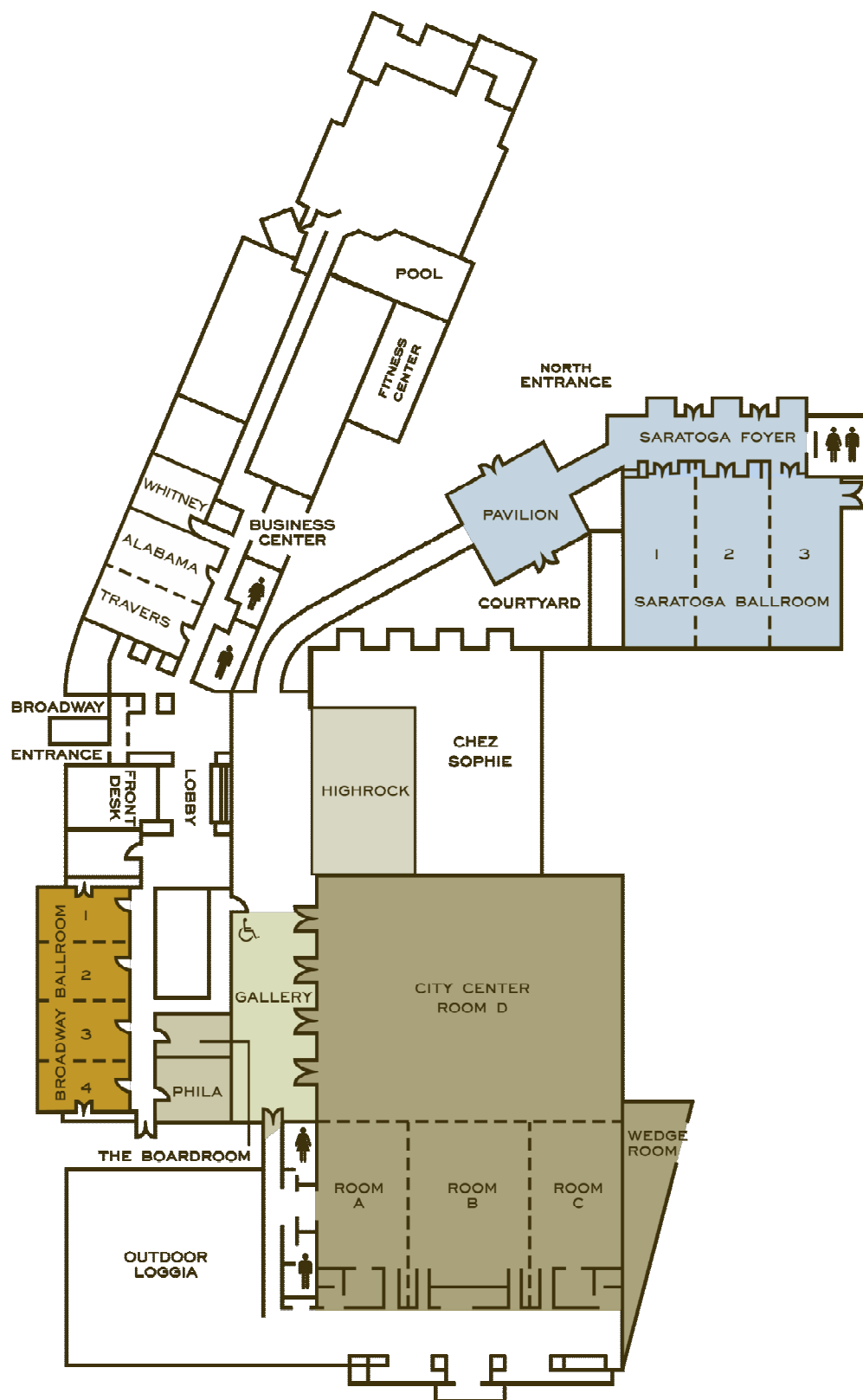
### Concurrent Sessions

*Medicaid Spousal Refusal*.....City Center-Meeting Room 1  
*Family & Children's Services Forum (Workgroup Members Only)*.....Broadway 1/2  
*NYS Domestic Violence Fatality Review Team: Implications for  
Social Services Professionals*.....Broadway 3  
*A FISH!ing Expedition... Ways to Renew & Refresh Your Teams*.....Broadway 4  
*Suggested Strategies for Low Barrier Shelter*.....Travers/Alabama  
*Staff Engagement & Retention Through Easy Change Implementation*.....Highrock  
*Fiscal Foundation for District Commissioners  
& Executive Staff (Restricted to Commissioners & Executive Staff)*.....Saratoga 1

10:30 am	Coffee Break • Sponsored by <b>Northwoods</b> .....Gallery
10:45 am - 12:15 pm	Article 81 Guardianship.....City Center-Meeting Room 1
11:00 am - 12:15 pm	<b>Concurrent Sessions</b>
	Child Support Program Updates, Part I.....Broadway 1/2
	Our Future Begins at DAY ONE: The Multiplier Impacts of Quality Day Care.....Broadway 3
	Implementing Successful & Sustainable Succession Planning Systems.....Broadway 4
	Long Term Care Update.....Travers/Alabama
	Family Type Home for Adults (FTHA) Program & Adult Protective Services
	Family Type Home for Adults - Strengthening Our Communities Through
	Safe Housing & Care for Dependent Adults.....Highrock
	IES Program Update ( <b>Vendors Are Prohibited</b> ).....Saratoga 1
11:30 am - 1:15 pm	Lunch.....Saratoga 2&3
12:15 am - 1:15 pm	Integrated Eligibility System Workgroup Meeting ( <b>Members-Only</b> ).....Phila
1:30 pm - 5:00 pm	Medicaid Update, It's a Triple Play.....Saratoga 1
1:30 pm - 3:00 pm	<b>Concurrent Sessions</b>
	Child Witnesses & Expert Witnesses in Child Protective Cases.....City Center-Meeting Room 1
	Child Support Program Updates, Part II.....Broadway 1/2
	Child Care Keeps on Changing: Updates from the
	Division of Child Care Services.....Broadway 3
	Workplace Wellness-Radical Self Care.....Broadway 4
	The New York State Homeless Assistance
	Datawarehouse Environment (NYSHADE).....Travers/Alabama
	Preventing vs Reacting: The DSS Mobile Response Unity Approach.....Highrock
3:00 pm	Coffee Break • Sponsored by <b>Deloitte</b> .....Gallery
3:30 pm - 5:00 pm	<b>Concurrent Sessions</b>
	Nicholson v Scopetta at 20.....City Center-Meeting Room 1
	I'm Human: Empowering Social Services Teams Through RESPONSIVE Leadership
	for Enhanced Staff Well-being & Organizational Health.....Broadway 1/2
	What is Next for Blind Removal & Kinfirst Firewall.....Broadway 3
	Recruitment, Retention, & Promoting DSS
	(Public Sector/Civil Service Careers).....Broadway 4
	Temporary Assistance, Employment &
	SNAP Forum ( <b>Restricted to OTDA &amp; LDSS</b> ).....Travers/Alabama
	Connecting with D.O.T.S (Diversion, Opportunites, Treatment and Services).....Highrock
	Deep Dive into the Fiscal World, Part II ( <b>Restricted to LDSS</b> ).....Saratoga 2/3
	Homeless Housing/Code Blue Workgroup ( <b>Workgroup Members Only</b> ).....Phila
5:30 pm - 6:30 pm	Networking Reception.....Foyer/Pavilion
6:00 pm	Dinner on Your Own

## Wednesday, July 17

7:30 am - 8:30 am	Commissioners' Breakfast ( <b>Restricted to LDSS Commissioners</b> ).....Saratoga 1
8:30 am - 12:00 pm	Commissioners' Business Meeting & Policy Discussion
	( <b>Restricted to LDSS Commissioners</b> ).....Saratoga 1
	• Sponsored by <b>TipCo Automate Systems</b>
7:30 am - 8:45 am	Breakfast Buffet.....Saratoga 2/3
8:00 am - 11:00 am	Registration.....Lower Lobby
9:00 am - 10:30 am	<b>Concurrent Sessions</b>
	State & Local Child Support Dialogue ( <b>Restricted to OTDA &amp; LDSS</b> ).....Broadway 3
	LDSS Fiscal Policy Dialogue ( <b>Restricted to LDSS</b> ).....Broadway 4
	Deputy Commissioners' Leadership Network Meeting ( <b>Restricted to LDSS</b> ).....Travers/Alabama
	Staff Development Association Meeting ( <b>Restricted to LDSS</b> ).....Highrock
9:00 am - 11:00 am	Meeting with State Agency Counsel.....Broadway 1/2
10:30 am - 12:00 pm	<b>Special Feature Presentation (Open to All)</b>
	The Path to High Road Leadership.....Highrock



# Welcome & Keynote Address

## Monday, July 17

### 11:00 AM - 12:30 PM

### Saratoga 2&3

#### **Presiding:**

**Michael McMahon** NYPWA President and  
Commissioner of Rensselaer County DSS

**Phil Barrett**, Chairman, Saratoga  
County Board of Supervisors

**DaMia Harris-Madden**, Commissioner,  
Office of Children and Family Services

**Barbara Guinn**, Commissioner, Office of  
Temporary and Disability Assistance

## Keynote Speakers



**Katherine Bailey**

Katherine is a seasoned consultant with over two decades of experience working with individuals and organizations. In her consulting practice, Katherine leads retreats and workshops aimed at promoting performance and wellbeing within organizations. She specializes in crisis intervention, leadership and organizational support, and trauma-responsive care. Additionally, she is highly sought after as a leadership coach and keynote speaker. Her work spans across various sectors, including non-profits, government, education, philanthropy, and the private sector.

As a consulting faculty member at the Energy Project, Katherine led programs for a diverse range of clients, including NASA, United States Air Force Special Operations, Fidelity, Apple, Comcast, Firstbank, Citadel, and Greenhouse. She delivered keynote addresses at prestigious institutions such as the University of Michigan, the University of Waterloo, the G100, PWC, and the Society of Gynecologic Oncology. She was also a featured presenter at the MANY conference. As a Managing

Director, Katherine created The Energy Project's CEO Intensive program.

During her tenure as a senior faculty member of The Sanctuary Institute, Katherine spearheaded the Sanctuary Crisis Response and played a key role in developing the 5-day leadership training. Additionally, she co-authored the Sanctuary certification standards. She led Sanctuary implementation projects for organizations such as the Mount Vernon School District, the Westchester Department of Social Services, and the WNY OCFS Implementation and Core Team.

Katherine's keynote address will be nothing but amazing. Nothing influences performance, outcomes, and satisfaction more than energy management, yet individual and organizational renewal is often seen as a luxury, an afterthought, or disregarded entirely. This session serves as a call to action to harness the science of high performance to drive engagement, excellence, and joy. Participants will receive the tools and inspiration necessary to enact lasting change.

## Sunday ■ July 14

3:00 PM - 6:00 PM **Gallery**  
**Exhibit Setup and Registration**

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

6:00 PM - 9:00 PM  
**Pub Crawl**

*Participants:*

- Saratoga City Tavern
- Parting Glass
- Caroline St. Pub
- Whitman Brewing

**Dinner on Your Own**

## Monday ■ July 15

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

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

9:00 AM - 5:00 PM **Gallery**  
**Exhibit Area Open**

**Lobby/Gallery**

- **All Day Refresher Break •**
- **Sponsored by Binti •**

**9:00 AM- 10:30 AM****Concurrent Sessions*****NYPWA Board of Directors' Meeting***

Phila

City Center-Meeting Room 1

***Caseworker and Witness Prep******(1.5 CLEs 90 minutes)***

Witness testimony is often the most crucial factor in presenting a winning case at trial. This program will help attorneys prepare caseworkers and providers for courtroom testimony. For caseworkers this training will cover how to prepare for testimony, including understanding the basics about what materials to “study”, the standard of proof for each type of hearing, and how to organize notes to refresh your recollection. We will also discuss issues that are just as important as your words in your testimony- appearance, demeanor, and mannerisms.

*Presenter:*

**Camille J. Siano Enders, Esq.**, Deputy County Attorney, Schenectady County DSS

*Moderator:*

**Mark E. Maves, Esq.**, Counsel to NYPWA

Broadway 1/2

***The Journey to Go Digital for Workers & Families***

As we all know, technology has advanced rapidly over the past decade. Many county departments of social services have been on journeys to go digital to streamline processes and help mitigate the burden paperwork puts on workers. 64% of child welfare burnout is said to be work-related factors like documentation and paperwork. During this session, representatives from Chemung County DSS and Oswego County DSS will join Northwoods to share lessons learned and best practices for effectively conducting change management when implementing a technology project to increase long-term utilization and drive more meaningful outcomes.

*Presenters:*

**Laura Haffield**, Director of Advocacy, Northwoods  
**Mindy Banfield**, Commissioner, Chemung County DSS

**Meghan Rose**, Case Supervisor B - CPS,

Oswego County DSS

*Moderator:*

**Lesia Suarez**, Supervisor of Casework, Child Welfare, Westchester County DSS

Broadway 3

***NYC Asylum Application Help Center***

In June 2023, NYC Office of Asylum Seeker Operations (NYC OASO) opened the first-in-the-nation municipal Asylum Application Help Center (AAHC) to provide immediate, high-quality assistance to migrants applying for asylum. Today, the AAHC staff--application assistants, interpreters, and immigration lawyers--support hundreds of clients every week in applying for not only asylum but also Temporary Protection Status (TPS) and work authorization pro se. The AAHC is driven by client-centered service design and informed directly by client needs.

*Presenters:*

**Molly Schaeffer**, Executive Director, NYC OASO

**Masha Gindler**, Asst Deputy Commissioner, Mayor's Office of Asylum Seeker Operations  
 Executive Director, Asylum Application Help Center

*Moderator:*

**Scott French**, HRA Administrator, NYC HRA

Broadway 4

***The State of Youth who are Missing from Foster Care: Challenges & Opportunities in Practice***

This session will be a conversation between OCFS, the EMPOWER program at Children's Home of Poughkeepsie, and participants about the state of youth who are missing from foster care. Together we will discuss the challenges, strategies, and opportunities in this area of practice. Themes will include enhancing safety by embedding youth voice and practicing the reasonable and prudent parenting standard.

*Presenters:*

**Madeline Hehir**, Senior Director, OCFS

**Lori Stella**, Assistant Executive Director, Child Welfare Programs, Children's Home of Poughkeepsie

*Moderator:*

**Jeannine Bickford**, Director of Children Services, Washington County DSS



Travers/Alabama  
**Still Wound Up! Medicaid Best Practices  
and Strategies for the LDSS**

**(Attendance Limited to LDSS Only)**

As the Medicaid program continues to evolve, local districts face many new challenges, related to the great unwinding. The shared experiences of other counties has proven to be an underutilized source of knowledge and insight. This facilitated discussion will allow districts to share their successes and seek out best practices. \* This is a continued round-table discussion, based partly on feedback from the January 2024 session. \*

*Presenter:*

**Jim Sluder**, Medicaid Director, Suffolk County DSS

*Moderator:*

**Kira Pospesel**, Commissioner, Greene County DSS

Highrock

**Automate, Differentiate, & Accelerate:  
How Technology & Unique Datasets Can  
Streamline Eligibility Determinations  
Throughout the Benefit Lifecycle**

Social service agencies are constantly faced with the challenge of safeguarding and promoting the welfare of vulnerable populations while strengthening program integrity. Agencies are tasked with effectively administering programs, allocating resources to manage ever-increasing caseloads, and implementing technology to support multiple programs, while staying compliant with statutory and regulatory requirements.

In this session, participants will learn how automating the eligibility verification process with differentiated data sets such as income, employment, and incarceration can help alleviate these issues throughout the benefit lifecycle. By seamlessly integrating unique financial and non-financial data elements within existing workflows and decision-making streams, social service agencies can accelerate their eligibility determination and renewal processes and better support continuity of benefits.

*Presenter:*

**Joel Hardi**, Director of Product Management - Government Solutions, Equifax

*Moderator:*

**Denise Peterson**, Principal Social Welfare Examiner, Schenectady County DSS

Saratoga 1

**Fiscal Basic Training**

**(Attendance Limited to LDSS Only)**

All are invited to join the Fiscal Administrators as they discuss Fiscal 101 Topics. Whether you are new to the fiscal world or been around the block a few times. This will be a nice course to help everyone with some of the basics in the fiscal world.

*Presenter:*

**Jessica Weinman**, Director of Administration & Fiscal Services, Cattaraugus County DSS

*Moderator:*

**Nikki Reitema**, Fiscal Manager, Lewis County DSS

10:30 AM

Gallery

• Coffee Break • *Sponsored by*  
Equifax | Carahsoft

**11:00 AM - 12:15 PM**

Saratoga 2/3

**Welcome & Opening Address**

**11:30 AM - 1:15 PM**

Saratoga 2/3

• Luncheon • *Sponsored by*  
Conduent

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

Travers/Alabama

**State & Local Commissioners' Dialogue**

**(Limited to State and Local Commissioners)**

Commissioners of OTDA and OCFS, and their executive deputies, will discuss current issues facing social services with local DSS commissioners. The session will begin with topics from local commissioners, followed by time for state commissioners to raise additional issues.

*Chaired by:* **Michael McMahon**, NYPWA President

• *Sponsored by* • VenTek, Inc

**1:30 PM - 3:00 PM****Concurrent Sessions****City Center-Meeting Room 1*****Child Welfare Caselaw Review, Part I******(1.5 CLEs, 90 minutes)***

The published opinions related to child welfare cases released from January-June 2024 will be reviewed. Part I will primarily be a review of FCA Article 10 cases.

Presenter:

**Mark E. Maves, Esq.**, Counsel to NYPWA

Moderator:

**Vineet Chawla, Esq.**, Family Court Legal Services, Legal Training & Support, NYC ACS

**Broadway 1/2*****Effective Child Support Administration******(Attendance Limited to LDSS Only)***

This session is designed specifically for Child Support Coordinators and is restricted to LDSS staff who oversee the Child Support program. Please join your colleagues in addressing what is happening in your district and in other regions. This session is an opportunity for meaningful dialogue on the issues that matter the most to you concerning the local administration of child support.

Facilitators:

**Maria Restivo**, Child Support Enforcement Coordinator, Ulster County DSS

**Laura McKay**, Child Support Enforcement Coordinator, Sullivan County DSS

**Michelle Henry-Walker**, FA Coordinator-Child Support Services, Monroe County DSS

**Broadway 3*****Coaching the Emerging Workforce***

Coaching the Emerging Workforce: As the younger generations enter the workforce, in addition to technical training, coaching is critical to help them learn important skills such as effective communication and listening, empathy, and emotional intelligence. Hear from a Professional Certified Coach (PCC) with the International Coaching Federation (ICF) who has successfully coached NYS, NYC and County staff in a safe and confidential setting, which is the perfect place to overcome challenge areas, grow and learn. The presentation will include the essentials of coaching and why it's so successful as well as share some

successful case studies. You'll walk away with the knowledge to make an informed decision as to whether coaching would benefit your organization.

Presenter:

**Deborah J Cabral, PCC**, Founder/President & CEO of Cabral Enterprises, LLC DBA DC Efficiency Consulting, NYS & NYC WBE Certified

Moderator:

**Mariah Ernhout-Fegley**, Staff Development Coordinator, Ontario County DSS

**Broadway 4*****Fox in the Hen House: When APS Workers Violate Trust***

APS agencies investigate financial exploitation of vulnerable adults daily. However, when the accused exploiter is the caseworker who is assigned to help the adult, the impact is significant on the client, the staff of the department, and community. In Erie County, a Senior Caseworker systematically stole from several clients who were in receipt of SSI funds as their sole source of income. Erie County's experience will be shared from the call of concern that started the investigation through the sentencing of the exploiter with the goal of assisting other agencies who may experience this.

Presenters:

**Michele Pfeffer**, Administrative Director, Erie County DSS

**Erik Mattoon**, Social Case Supervisor, Erie County DSS

Moderator:

**Karen Rybicki**, Acting Commissioner, Erie County DSS

**Highrock*****SNAP & Temporary Assistance Application Processing Timeliness Updates***

This workshop will be directed at SSD SNAP and Temporary Assistance Directors and staff and will provide an overview of how Application Processing Timeliness (APT) rates are calculated, OTDA's targeted reviews of SSDs with APT rate issues, common themes, lessons learned, and best practices identified to date from the reviews and next steps. The workshop will also provide SSDs an opportunity to discuss amongst themselves and with OTDA their progress, initiatives and what

support they need to help them improve their APT rates.

*Presenters:*

**Stacey Nodelman**, Director of TA Programs, OTDA

**Wendy DeMarco**, Director of Food & Nutrition Policy, OTDA

**Sherry Tomasky**, SNAP Bureau Chief, OTDA

*Moderator:*

**Gidget Stevens** Director of Integrated Services, Oswego County DSS

**Saratoga 1**

### ***Deep Dive into the Fiscal World, Part I***

***(Attendance Limited to LDSS Only)***

Mini Roundtable Discussions: Child Welfare Settlement Tool, FFS Plan, Child Care Budgeting & Forecasting, Medicaid Budgeting, and Audit Findings & Best Practices.

*Facilitators:*

**Brian Napoleon**, Director of Fiscal Services, Dutchess County DCFS

**Biji Kuruvila**, Reimbursement Specialist, Westchester County DSS

**Olha Fizer**, Supervisor of Fiscal Operations, Westchester County DSS

**Elizabeth Provenzano**, Director of Finance, Ulster County DSS

3:00 PM

**Gallery**

• **Coffee Break • Sponsored by**  
**Exemplar Human Services**

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

### **Concurrent Sessions**

**City Center-Meeting Room 1**

#### ***Child Welfare Caselaw Review, Part II***

***(1.5 CLEs, 90 minutes)***

The published opinions related to child welfare cases released from January-June 2024 will be reviewed. Part II will primarily be a review of TPR, and custody cases, as well as trial level decisions related to a number of child welfare related cases.

*Presenter:*

**Mark E. Maves, Esq.**, Counsel to NYPWA

*Moderator:*

**Vineet Chawla, Esq.**, Family Court Legal Services, Legal Training & Support, NYC ACS

**Broadway 1/2**

### ***Streamlining Child Welfare Processes Through Technology***

Part One - A demo of the new Online Portal for Mandated Reporters by the OCFS State Central Register and an opportunity for stakeholders to provide feedback on the system and implementation plan.

Part Two - A facilitated discussion with the OCFS Bureau of Clearances and Records regarding accessing and using the Online Clearance System and processing of database checks. As well as the OCFS RFI (Request for Information) Portal.

*Presenters:*

**Brian Kelley**, SCR Director; OCFS

**Laura Wilmoth**, SCR Assistant Director; OCFS

**Becky Wood-Hulbert**, BCR Director; OCFS

**Kara Boni**, BCR Program Manager; OCFS

*Moderator:*

**Ben Dennis**, Director of Social Services, Genesee County DSS

**Broadway 3**

### ***Building Resiliency in Managing Civil Service Changes***

The NYS Department of Civil Service is completely reinventing the future state of civil service. While it is an exciting time, change can force people to feel overwhelmed and stressed. Learn how resiliency is critical to effectively leading your team through these important changes. Deb will share easy to implement strategies to be more resilient and ways to engage your staff so they can become resilient too. Walk away with an action plan on how to make positive changes to better manage change and be more resilient.

Jessica Rowe and Maria Kenneally from The Department of Civil Service will then discuss the merit system transformation to better meet the needs of jobseekers and agencies. They'll provide information on work conducted to advance the Department's continuous recruitment examination program and the Department's vision for merit system recruitment and hiring in the future. They want to engage with key stakeholders early to identify needs and ensure the transformation efforts result in programs and services that provide

greater value to your agency. This is an opportunity for local agencies to contribute to the transformation of the merit system by expressing what they think and feel. The Department of Civil Service wants merit system transformation to be a positive experience for your agency!

*Presenter:*

**Deborah J Cabral, PCC**, Founder/President & CEO of Cabral Enterprises, LLC DBA DC Efficiency Consulting, NYS & NYC WBE Certified

**Jessica Rowe**, Deputy Commissioner, Merit System Operations, NYS Department of Civil Service

**Maria P. Kenneally**, Human Resources Specialist 5, Municipal Services Division, NYS Department of Civil Service

*Moderator:*

**Theresa Giovanniello**, Deputy Commissioner, Dutchess County DCFS

**Broadway 4**

### ***Leveraging Community Partnerships to Solve Long-Standing Social Issues***

Community providers are increasingly finding themselves on the front lines of critical social issues. Homelessness, substance use disorders, and mental health-related disparities not only have devastating effects on those most at-risk, but they continue to challenge behavioral health and emergency service providers each day. In Schenectady, N.Y., a partnership between the police, county behavioral health professionals, and key stakeholders are transforming the way communities approach these issues. From the inception of their diversion and deflection programs aimed at helping those with substance use disorders, to their most innovative homeless outreach efforts yet, learn how Schenectady is leveraging community partnerships to provide comprehensive solutions.

*Presenters:*

**Jennifer Hayden, LMHC, CASAC**, Dual Recovery Coordinator, Schenectady County Office of Community Services

**Michelle Cejka, MA**, Adult Behavioral Health Coordinator, Schenectady County

**Lieutenant Ryan Macherone**, Lieutenant of Neighborhood Engagement, Schenectady County

**Sergeant Nicholas Mannix**, Sergeant of Neighborhood Engagement, Schenectady County

*Moderator:*

**John Liddle**, Commissioner, Sullivan County DSS/HHS

**Travers/Alabama**

### ***Medicaid 101 & 102***

***(Attendance Limited to LDSS Commissioners Only)***

A fundamental primer for Commissioners on Medicaid eligibility, financing and services topics, including Medicaid financing and coverage for undocumented individuals.

*Presenters:*

**Gabrielle Armenia**, Director, Division of Eligibility & Marketplace Integration, DOH

**Anne Marie Massaro**, Deputy Director, DEMI/DOH

**Mary Frances Carr**, Bureau Director, Long Term Care/SSI-Related Populations, DEMI/DOH

**Megan Gagliardi**, Assistant Director of the Community Enrollment & Eligibility Processing Bureau, DEMI/DOH

**Sara Oberst**, Deputy Director, DEMI/DOH

*Moderator:*

**Kira Pospesel**, Commissioner, Greene County DSS

**Highrock**

### ***Interactive Voice Response for SNAP Inquiries***

Monroe County was awarded a USDA SNAP Technology Grant to address a significant operational gap of incoming phone call capacity. The system went "live" in late 2023. Callers into the SNAP Workgroup can get automated case information based on workflows of the most frequent inquiries or scenarios. To date, the IVR system has provided case information to over 30,000 callers.

*Presenters:*

**Denise Read**, Deputy Commissioner, Monroe County DHS

**Randy Scott**, Director of Financial Assistance, Monroe County DHS

**Deborah Hill**, Financial Assistance Coordinator, Monroe County DHS

**Jon Casper**, Senior Computer Project Coordinator, Monroe County DHS

*Moderator:*

**Cynthia Stumer**, Deputy Commissioner, Orleans County DSS



**Hot Topics for State & Local****Fiscal Administrators**

Join local fiscal administrators and invited state staff from OCFS, OTDA and DOH in a discussion of fiscal issues directly affecting social services districts--including any new developments in the SFY 2024-25 Enacted State Budget, Child Care Services, Child Welfare/Family First Initiatives, Housing, Employment, Medicaid, and other important hot topics.

**Presenters:**

**Laura Fiske**, Action Budget Director, Bureau of Budget Management, OCFS

**Mala Boolchandani**, Director, Bureau of Financial Operations, OCFS

**Mary Bucca**, Assistant Director, Bureau of Financial Services, OTDA

**Anil Thomas**, Principal Accountant, DOH

**Moderator:**

**Lise Reynolds**, Deputy Commissioner of Administrative Services & Finance, Steuben County DSS

**5:15 PM - 6:15 PM****Commissioners' Reception***(LDSS Commissioners Only)*

Private

**6:00 PM - 7:00 PM**

Foyer/Pavillion

• **Cocktail Reception** • *Sponsored by*  
The Saratoga Hilton

**7:00 PM - 9:00 PM**

Saratoga Ballrooms

**Buffet Dinner with *Live Music* by**  
**Made in the Shade**

**Tuesday ■ July 16****7:30 AM - 8:45 AM**

Saratoga 2/3

**Breakfast Buffet****8:00 AM - 5:00 PM**

Lower Lobby

**Conference Registration****9:00 AM - 5:00 PM**

Gallery

**Exhibit Area Open**

Lobby/Gallery

• **All Day Refresher Break** •• *Sponsored by Merative* •**8:00 AM- 9:00 AM**

Travers/Alabama

**TA Forum*****LDSS Workgroup Members Only******(as Designated by Commissioners)***

Workgroup members will review recommendations made to date. The group will review existing requirements and ways the operation of Temporary Assistance Programs could be improved to maximize resources.

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

City Center-Meeting Room 1

***Medicaid Spousal Refusal***

***(1.5 CLEs [.5 CLE in Cybersecurity, Privacy & Data Protection-General], 90 minutes)***

When and how to file a petition seeking recovery from chronic Medicaid care payments where there has been a spousal refusal form signed. We will cover the federal and state regulations that require that the LDSS to pursue recovery, what is required for a petition under Articles 3 & 4 of the Family Court Act, and case law from all Departments. The presentation will also address cyber security concerns regarding financial information transmission.

**Presenters:**

**Margot Cullen, Esq.**, Assistant Counsel,  
Greene County DSS

**Raghuvijai Guntur, Esq.**, Counsel to the  
Commissioner, Greene County DSS

**Morgan R. Thurston Esq.**, Assistant Welfare

Attorney, Onondaga County Department of Law  
**Moderator:**  
**Mark E. Maves, Esq.**, Counsel to NYPWA

### Broadway 1/2

#### **Family & Children's Services Forum**

**LDSS Workgroup Members Only**  
**(as Designated by Commissioners)**

Workgroup members will review recommendations completed to date. The group will continue to consider processes, reports, or plans that could be eliminated or streamlined to improve operational efficiencies.

### Broadway 3

#### **NYS Domestic Violence Fatality Review**

**Team: Implications for Social Services Professionals**

This workshop will provide an overview of the NYS Domestic Violence Fatality Review Team and what the team has learned through its review of deaths and near-deaths related to domestic violence in New York State since 2013. The presenters will share the findings of the team, including lethality indicators, systems accessed by individuals prior to the death, strengths and challenges identified by the team, and implications for social services professionals.

**Presenters:**

**Mary M. Walsh**, Assistant Director of Policy/NYS Domestic Violence Fatality Review Team Coordinator, NYS OPDV

**April Maas**, Director of Policy, Innovation & Professional Education, NYS OPDV

**Moderator:**

**John E. Imhof**, Commissioner, Suffolk County DSS

### Broadway 4

#### **A FiSH!ing Expedition ...**

##### **Ways to Renew & Refresh Your Teams**

Looking for a fresh new way to refocus your teams? This dynamic and fun-filled presentation will awaken your senses to the FiSH! Philosophy. Presenters will reveal how they are implementing strategies of the 4 FiSH! practices in their organization creating a renewed team culture. If you join this interactive presentation, you must be ready to choose your attitude, to be present, to play, and to make someone's day!

**Presenters:**

**Marlene Reynolds**, Training & Development Coordinator, Schuyler County DSS

**Steph Hoxie**, Staff Development Coordinator, Oswego County DSS

**Jennifer Delmar**, Training Coordinator, Child & Family Services, Oswego County DSS

**Cathleen Morlock**, Staff Development Coordinator, Albany County DSS

**Moderator:**

**Meghan Rose**, Grade B CPS Supervisor, Oswego County DSS

### Travers/Alabama

#### **Suggested Strategies for Low Barrier Shelter**

Onondaga DSS/ES to present with their Continuum of Care (CoC) on how low barrier shelters operate in Syracuse/Onondaga County. Low barrier shelters are a critical tool in the reduction of unsheltered persons experiencing homelessness. Through their collaboration and innovation, Onondaga DSS/ESS and the CoC are able to keep their unsheltered numbers low for a city/county of its size.

**Presenters:**

**Linda Camoin**, Assistant Director, BHSS, OTDA

**Sarah Watson**, Assistant Director, BHSS, OTDA

**Monica Brown**, Executive Deputy Commissioner, Onondaga County DSS/ES

**Megan Stuart**, Director; Housing & Homeless Coalition of Central New York

**Moderator:**

**Gidget Stevens**, Director of Integrated Services, Oswego County DSS

### Highrock

#### **Staff Engagement & Retention Through Easy Change Implementation**

Every organization struggles with recruiting, engaging and retaining staff. And sure, there are many ideas to address these struggles, but who has time to wait for months of work groups and pilot programs that go nowhere... slowly. In this workshop, you'll hear about how Westchester County Department of Social Services joined the National Child Welfare Workforce Institute's Breakthrough Series Collaborative to learn and utilize the "plan, do, study, act" method of change

implementation. We'll share how to quickly test, spread, and bundle small changes that target staff engagement and retention, utilizing the Surgeon General's Framework for Workplace Mental Health and Well-Being.

*Presenters:*

**Catherine Arman-Santana**, Director of Operations, Westchester County DSS

**Giannina Frino**, Staff Development Specialist, Westchester County DSS

*Moderator:*

**Shelly Snyder**, Staff Development Coordinator, Steuben County DSS

**Saratoga 1**

### ***Fiscal Foundation for District Commissioners & Executive Staff***

***(Attendance Limited to LDSS Commissioners & Executive Staff Only)***

Join a panel of local fiscal administrators to learn the basics and fundamentals of social services budgets, including an opportunity for questions & answers and dialogue.

*Panelists:*

**John Befus**, First Deputy Commissioner, Westchester County DSS

**Lise Reynolds**, Deputy Commissioner of Administrative Services & Finance, Steuben County DSS

**Margaret Pletnikoff**, Deputy Commissioner and Chief Financial Officer, Division of Financial Services, NYC ACS

**10:30 AM**

**Gallery**

• **Coffee Break** • ***Sponsored by Northwoods***

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

**City Center-Meeting Room 1**

### ***Article 81 Guardianship***

***(1.5 CLEs, 90 minutes)***

The program will focus on issues that arise when an LDSS is appointed as guardian. Included will be such areas as: required reports, marshalling and disposition of property, petitioning for additional powers, and issues related to the discharge of the guardianship.

*Presenters:*

**Mark E. Maves, Esq.**, Counsel to NYPWA

**Morgan R. Thurston Esq.**, Assistant Welfare Attorney, Onondaga County Department of Law  
Moderator:

**Raghuvijai Guntur, Esq.**, Counsel to the Commissioner, Greene County DSS

**11:00 AM - 12:15 PM**

### **Concurrent Sessions**

**Broadway 1/2**

#### ***Child Support Program Updates, Part I***

Come hear the latest program developments including federal and State level updates; annual performance and collections overview; recently issued and in development policy guidance impacting districts; recently released and in development training opportunities; and Program Operations and Fiscal Operations updates.

*Presenters:*

**Eileen Stack**, Deputy Commissioner & Director, OTDA/CSS

**Susanne Dolin**, Assistant Director, OTDA/CSS

**Monique Rabideau**, Assistant Director, OTDA/CSS

**Aimee Furdyna**, Bureau Chief - Policy & Training, OTDA/CSS

**Elizabeth McGeough Gamache**, Bureau Chief - Program Operations, OTDA/CSS

**Karen Sicurelli**, Bureau Chief - Data Management, OTDA/CSS

**Lisa Schroeder**, Bureau Chief Fiscal Operations, OTDA/CSS

*Moderator:*

**Patrick McFarlin**, Attorney, Clinton County DSS

**Broadway 3**

#### ***Our Future Begins at DAY ONE:***

#### ***The Multiplier Impacts of Quality Day Care***

Day One is an innovative and replicable solution to the childcare crisis and future workforce needs. Dutchess County has worked with Day One to pilot a successful program which was recently honored with a visit by First lady Jill Biden last Fall. This year, Day One is looking to expand and operate in multiple counties. The program ensures that children receive quality day care that prepares them to start kindergarten at grade level cognitively, socially, and emotionally. The program also provides merit-pay support to trained teachers to match elementary-school pay levels, and challenge businesses and community partners

to expand sites, supports, and incentives. Presenters will explain how the program works and explore what counties can do to join the initiative.

*Presenters:*

**Sabrina Jaar Marzouka**, Commissioner, Dutchess County DCFS

**Geraldine Laybourne**, CO-Founder, Day One

**Julie Riess**, CO-Founder, Day One

*Moderator:*

**Randy Scott**, Deputy Commissioner, Westchester County DSS

#### Broadway 4

### ***Implementing Successful & Sustainable Succession Planning Systems***

This thought-provoking workshop and discussion will provide an overview of the importance of proactive succession and transition planning, especially in civil service organizations that are currently experiencing the pandemic and post-pandemic mass workforce exodus. Succession and transition planning frameworks, approaches, and tools will be presented during this interactive workshop session.

*Presenters:*

**Marvela L. Guice**, Founder & President, DBA Marvela L. Guice Organizational & Staff Development Training Services

**Vanessa Exhem**, Certified Life Coach, Marvela L. Guice Organizational & Staff Development Training Services

*Moderator:*

**Nancy J. Williams**, Commissioner, Broome County DSS/MH

#### Travers/Alabama

### ***Long Term Care Update***

DOH will present updates on activities in the long-term care arena, focusing on services such as personal care and consumer directed services.

*Presenter:*

**Cherlyn B. Fay**, Director, Bureau of Medicaid LTC Policy, Division of Program Development and Management, OHIP, DOH

*Moderator:*

**Kira Pospesel**, Commissioner, Greene County DSS

#### Highrock

### ***Family Type Home for Adults (FTHA) Program & Adult Protective Services Family Type Home for Adults – Strengthening Our Communities Through Safe Housing & Care for Dependent Adults***

The Family Type Home for Adults (FTHA) program serves dependent adults in community home-based settings. The Office of Children and Family Services and local departments of social services/NYC HRA work together to oversee the program. Currently, there is bed capacity for nearly 600 dependent adults statewide. By increasing that number, it would help communities have more options to meet the growing aging population and their housing and care needs. Learn about program basics and outreach ideas to promote in your own communities. OCFS will also discuss Adult Protective Services topics, including the status of the Federal Regulations.

*Presenters:*

**Lisl Maloney**, Children & Family Services Specialist 2, OCFS

**Susan Hollander**, Children & Family Services Specialist 2, OCFS

**Julie Kelleher**, Children & Family Services Specialist 3, OCFS

*Moderator:*

**Ben Dennis**, Director of Social Services, Genesee County DSS

#### Saratoga 1

### ***Integrated Eligibility System Program Update***

***(Vendors Are Prohibited From Participating in This Workshop)***

During this session attendees will learn about IES Program updates, including accomplishments to date and plans going forward.

*Presenters:*

**Mathan Jebaraj**, Executive Director of ITS/PMO/BA Services, ITS

**Dennis Packard**, Business Change Lead, ITS

**Tim Milos**, Program Manager, ITS

**Jesse Gardner**, Director of User Research, ITS



**Tom Hedderman**, Business Process Change Lead, ITS  
**Lisette Bernal-Cruz**, IES Program Operations Director, ITS  
*Moderator:*  
**Irene E. Kurlander**, Deputy Commissioner, Orange County DSS

**11:30 AM - 1:15 PM** Saratoga 2/3  
**Lunch**

**12:15 PM - 1:15 PM** Phila

***Integrated Eligibility System Meeting***  
*(LDSS Workgroup Only)*

**1:30 PM - 5:00 PM** Saratoga 1

***Medicaid Update, It's a Triple Play***  
 A triple session including an update of the Medicaid Unwind, Payment Error Rate Measurement (PERM) and Medicaid Eligibility Quality Control (MEQC) status updates, a high level overview of the initiative to modernize New York's Medicaid eligibility and enrollment system, and an overview of New York State's Health Equity Reform 1115 Waiver.

*Presenters:*  
**Gabrielle Armenia**, Director, Division of Eligibility & Marketplace Integration, DOH  
**Anne Marie Massaro**, Deputy Director, DEMI/DOH  
**Mary Frances Carr**, Bureau Director, Long Term Care/SSI-Related Populations, DEMI/DOH  
**Megan Gagliardi**, Assistant Director, Bureau of Community Eligibility & Enrollment Processing, DEMI/DOH  
**Daniel Washington**, Bureau Director, Program Compliance & Audit, DEMI/DOH  
**Mary Lisa**, Bureau Director, Program Review, DEMI/DOH  
**Diane Farrell**, Deputy Director, DEMI/DOH  
**Sara Oberst**, Deputy Director, DEMI/DOH  
**Selena Hajiani**, Director of Strategic Operations & Planning, DOH  
*Moderator:*  
**Kira Pospesel**, Commissioner, Greene County DSS

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

## **Concurrent Sessions**

City Center-Meeting Room 1

### ***Child Witnesses & Expert Witnesses in Child Protective Cases***

***(1.5 CLEs, 90 minutes)***

This presentation will discuss when it is appropriate to call child witnesses and expert witnesses at trial, as well as techniques that can be used when litigating Article 10 Child Protective cases.

*Presenters:*

**Vineet Chawla, Esq.**, Family Court Legal Services, Legal Training & Support, NYC ACS

**Jennifer Sadaka, Esq.**, Senior Team Leader & Legal Trainer, NYC ACS

*Moderator:*

**Patricia L. Woehrlen, Esq.**, Deputy County Attorney-Children's Services Unit, Monroe County Law Department

Broadway 1/2

### ***Child Support Program Updates, Part II***

Session will provide information on system enhancements and releases; Integrated Eligibility System (IES) projects; Contract Administration (including banking transition), Data Management, and the State Disbursement Unit..

*Presenters:*

**Eileen Stack**, Deputy Commissioner & Director, OTDA/CSS

**Susanne Dolin**, Assistant Director, OTDA/CSS

**Monique Rabideau**, Assistant Director, OTDA/CSS

**Shannon Smith**, Bureau Chief - Integrated Eligibility System, OTDA/CSS

**Jennifer Pekins**, Bureau Chief - Systems Operations, OTDA/CSS

**Karen Sicurelli**, Bureau Chief - Data Management, OTDA/CSS

**Linda Ward**, Bureau Chief - Contract Administration, OTDA/CSS

**Jennifer Sherry**, Bureau Chief - State Disbursement Unit, OTDA/CSS

*Moderator:*

**Marlene Reynolds**, Training & Development Coordinator, Schuyler County DSS

**Broadway 3**

***Child Care Keeps on Changing: Updates from the Division of Child Care Services***

This interactive presentation will cover implementation of items included in the SFY 2024-25 budget, implementation of grants and other initiatives related to Child Care in New York State, and an overview of New York State's plans to move towards compliance with the new federal rule from the Health and Human Services Department, which became effective on 03/01/2024 as is intended to improve child care access, stability and affordability under the Child Care and Development Fund (CCDF).

*Presenters:*

**Nora Yates**, Deputy Commissioner, OCFS

**Merideth Infantino**, Director of Child Care Assistance and Enrollment Services, OCFS

**Erin Cassidy**, Associate Commissioner, OCFS

**Joy Connolly**, Associate Commissioner, OCFS

*Moderator:*

**Debra Stephenson**, Staff Development Coordinator, Niagara County DSS

**Broadway 4**

***Workplace Wellness-Radical Self Care***

Mind~Body~Spirit = Alignment: Our mission is to treat, educate and inspire people to understand their internal power, to heal and care for themselves and improve work/life balance. We provide masterful collaboration and treatment around wellness in the workplace, self-care, and mindfulness activities, and provide opportunities to Slay Your Stress using varying (traditional/nontraditional) modes of treatment. You will have the pleasure of working with us to R.E.M.I.N.D© you to be your best self. Renew yourself Encourage your mind Motivate your spirit Inspire your senses Nurture your inner child Develop your new you!

*Presenter:*

**Dr. Sharifa Armorer**, CWO, Chiron Enterprises Inc.

*Moderator:*

**Erin Hume-Cocks**, Staff Development Coordinator, Delaware County DSS

**Travers/Alabama**

***The New York State Homeless Assistance Datawarehouse Environment (NYSHADE)***

OTDA will demonstrate the reporting capability of the data warehouse and speak about the importance of local homelessness data being entered into the local Homeless Management Information System (HMIS) so that ultimately data can be uploaded to the data warehouse and NYS can get a statewide picture of the nature and scope of homelessness.

*Presenters:*

**Linda Camoin**, Assistant Director, BHSS, OTDA

**Sarah Watson**, Assistant Director, BHSS, OTDA

**Jason Gallacchi**, Program Research Specialist 1, BHSS, OTDA

*Moderator:*

**Sabrina Jaar Marzouka**, Commissioner, Dutchess County DCFS

**Highrock**

***Preventing vs Reacting: The DSS Mobile Response Unit Approach***

Are you ready to reimagine crisis response? In the DSS Mobile Unit, we have a fresh approach to behavior and crisis management. We're not just reacting to crises, we're preventing them. Our approach also aims to break down the silos in social services and hold all stakeholders accountable for family stabilization. By diverting families from foster care, we're creating better outcomes for those in need.

*Presenters:*

**Dawn LiGregni**, Program Administrator, Westchester County DSS

**Michelle Bethencourt-Garcia**, Child Welfare Manager II, Westchester County DSS

*Moderator:*

**John Liddle**, Commissioner, Sullivan County DSS/HHS

3:00 PM

**Gallery**

• **Coffee Break** • *Sponsored by Deloitte*

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

## **Concurrent Sessions**

**City Center-Meeting Room 1**

### ***Nicholson v Scoppetta at 20***

**(1.5 CLEs, 90 minutes)**

The presentation will consist of a review of case law in the almost 20 years since Nicholson v. Scoppetta decision was issued. The original decision held that: "(1) evidence that caretaker allowed child to witness domestic abuse against caretaker is insufficient, without more, to satisfy statutory definition of "neglected child," and (2) emotional injury from witnessing domestic violence can rise to level that justifies removal of child, but witnessing does not, by itself, give rise to any presumption of injury." Since that time, Courts have ruled on the impact of the decision on both victims and perpetrators of domestic violence and the nature and quantum of evidence required to show negative impact on the child. The hope is that the presentation will generate lively discussion of best practices in these cases.

*Presenters:*

**Patricia L. Woehrlen, Esq.**, Deputy County Attorney-Children's Services Unit, Monroe County Law Department

**Dyzio Guzierowicz, Esq.**, Deputy County Attorney-Children's Services Unit, Monroe County Law Department

*Moderator:*

**Mark E. Maves, Esq.**, Counsel to NYPWA

**Broadway 1/2**

### ***I'm Human: Empowering Social Services Teams Through RESPONSIVE Leadership for Enhanced Staff Well-being & Organizational Health***

This 90 minute interactive facilitated discussion showcases the transformative impact of RESPONSIVE Leadership on social service environments. Participants will engage in experiential learning that emphasizes personal growth, emotional resilience, and team dynamics. The session is designed to equip social service professionals with the tools and insights necessary to foster a supportive and empowering workplace, thereby enhancing both individual and organizational health. Participants will leave with

practical strategies to implement RESPONSIVE Leadership principles effectively within their teams.

*Presenters:*

**Dr. Lisa Patierne**, President, The I'm Human Project

**Brandy Hillard Bouldin**, Commissioner, Schenectady County DSS

*Moderator:*

**Erin Hume-Cocks**, Staff Development Coordinator, Delaware County DSS

**Broadway 3**

### ***What is Next for Blind Removal & Kinfirst Firewall?***

In 2024 the New York State Office of Children & Family Services released the qualitative study on the impact of Blind removal and Kin First fire wall administrative directive. A national study was also completed by Mathematica about data driven practice. The intent of the studies, while different, provide social services information on how to implement continuous quality improvement. What really impacts equity in removals? Do these processes impact families receiving services they need before removal? Does such a process impact implicit bias. Facilitators will use this session to discuss next steps.

*Presenters:*

**Teresa Boykins**, Senior Administrative Analyst, OCFS

**Jessica Brown PhD**, Research Scientist 3, OCFS

**Tyler Bellick**, Research Scientist 2, OCFS

**John Thompson**, Principal Education Specialist, OCFS

*Moderator:*

**Mindy Banfield**, Commissioner, Chemung County DSS

**Broadway 4**

### ***Recruitment, Retention, & Promoting DSS (Public Sector/ Civil Service Careers)***

In these challenging times of recruiting, on boarding and retaining staff, there is a need to be creative and resourceful, to leave no stone unturned. Westchester County DSS-Office of Human Resources (OHR) has implemented a few "Best Practices" to assist these efforts. Within the confines of civil service rules and policies,

DSS-OHR has expanded the recruiting process to include: Marketing-PSA's, college & local job fairs, postings on "Indeed" and "LinkedIn", partnerships with colleges and universities, community partnerships, and BSW & MSW internships.

*Presenters:*

**Jennifer Coker-Wiggins**, Staff Development Specialist (Prof. Services), Westchester County DSS  
**Vedette Royce**, Assistant Personnel Director, Westchester County DSS

*Moderator:*

**Shelly Snyder**, Staff Development Coordinator, Steuben County DSS

### Travers/Alabama

### **Temporary Assistance, Employment & SNAP Forum**

**(Attendance is Limited to State & Local DSS)**

OTDA will participate in a roundtable discussion exclusively for Temporary Assistance, SNAP and Employment Directors and their staff to discuss items identified by OTDA as agency priorities as well as topics for discussion identified by districts.

*Presenters:*

**Elida Esposito**, SNAP Policy Bureau Chief, OTDA  
**Sherry Tomasky**, SNAP Policy Bureau Chief, OTDA  
**Tammy Thackrah**, Temporary Assistance Bureau Chief, OTDA  
**Keri Stark**, Temporary Assistance Bureau Chief, OTDA  
**Bill Koncelik**, Employment and Advancement Services Bureau Chief, OTDA  
**Tara Wood**, Employment and Advancement Services Bureau Chief, OTDA  
**Emily Urban**, Bureau Chief, HEAP Bureau, OTDA  
**Wendy DeMarco**, Director Food and Nutrition Policy, OTDA

*Moderator:*

**Jennifer A. Robinson**, Executive Deputy Commissioner, Onondaga County DSS/ES

### Phila

### **Homeless Housing/Code Blue Workgroup**

**LDSS Workgroup Members Only**  
**(as Designated by Commissioners)**

A closed session, workgroup members will continue to discuss experiences districts are having related to these topic areas--looking for the emergence of common themes and brainstorming possible solutions.

### Highrock

### **Connecting the D.O.T.S (Diversion, Opportunities, Treatment and Services)**

This workshop will focus on the importance of cross systems alignment as it refers to youth justice and involving the care and rehabilitation of young offenders and/ emerging adults between the ages of 16-25. The goal of this workshop is to ensure that young people who come in contact with the justice system receive appropriate and effective services to address their unique need(s), reduce recidivism, and promote successful reintegration into the community.

*Presenters:*

**Joanne Dunn**, Executive Director, Youth Shelter Program of Westchester  
**Jordan Cormier**, Director of Programming, Youth Shelter Program of Westchester  
**Randy Scott**, Deputy Commissioner, Westchester County DSS

*Moderator:*

**Sabrina Jaar Marzouka**, Commissioner, Dutchess County DCFS

### Saratoga 2/3

### **Deep Dive into the Fiscal World, Part II**

**(Attendance Limited to LDSS Only)**

Mini Roundtable Discussions: Topic discussions with OCFS, OTDA and DOH representatives at tables to give yourself time to ask questions and discuss fiscal topics with them in a small group setting.

*Presenters:*

**Laura Fiske**, Action Budget Director, Bureau of Budget Management, OCFS  
**Mary Bucca**, Assistant Director, Bureau of Financial Services, OTDA  
**Anil Thomas**, Principal Accountant, DOH

*Moderator:*

**Sarah Fountain**, Director of Financial Management, Schenectady County DSS

**5:30 PM - 6:30 PM**

**Networking Reception**

**Foyer/Pavillion**

**Dinner on Your Own**



Saratoga 1

## **LDSS Commissioners' Meetings**

*(Attendance is restricted to local commissioners only)*

7:30 AM - 8:30 AM

**Commissioners Only Networking Breakfast**

8:30 AM - 10:45 AM

**Commissioners' Meeting & Policy Discussion**

NYPWA President Michael McMahon will facilitate a discussion on issues that arose during the conference and other compelling topics of interest to local commissioners.

10:45 AM - 12:00 AM

**Wrap-up and Next Steps**

**Sponsored by**

- TipCo Automate Systems •

7:30 AM - 8:45 AM

**Breakfast Buffet**

Saratoga 2/3

8:00 AM - 11:00 AM

**Conference Registration**

Lower Lobby

## **9:00 AM - 10:30 AM**

### **Concurrent Sessions**

Broadway 1/2

#### **Meeting with State Agency Counsel**

LDSS attorneys are invited to meet with OCFS (9:00-10:15) and OTDA (10:00-11:00) counsel to discuss questions related to their respective areas of practice as well as those where clarification from the State agencies are needed.

*Facilitator:*

**Mark E. Maves, Esq.**, Counsel to the NYPWA

Broadway 3

#### **State & Local Child Support Dialogue**

*(Attendance is limited to OTDA & LDSS Child Support Coordinator Staff)*

This "wrap-up" session is an opportunity to discuss new policy and procedures that were presented at the conference and to strategize how local

districts will be able to implement them, leaving .time for Q&A

*Facilitators:*

**Maria Restivo**, Child Support Enforcement, Coordinator, Ulster County DSS

**Laura McKay**, Child Support Enforcement, Coordinator, Sullivan County DSS

**Michelle Henry-Walker**, FA Coordinator-Child Support Services, Monroe County DSS

Broadway 4

#### **Local DSS Fiscal Policy Dialogue**

*(Attendance is Limited to LDSS Staff)*

Fiscal administrators will recap their conference experience and share any useful strategies they learned about or that they have already implemented locally.

*Facilitator:*

**John Befus**, First Deputy Commissioner, Westchester County DSS

Travers/Alabama

#### **Deputy Commissioners' Leadership Network Meeting**

*(Attendance is Limited to LDSS Administrators)*

Deputy Commissioners and other upper-level administrators will address issues that arose during the conference, local experiences, new challenges, and other topics of interest.

*Facilitated by Steering Committee:*

**Theresa Giovanniello**, Deputy Commissioner, Dutchess County DCFS

**Monica Brown**, Deputy Commissioner, Onondaga County DSS/ES

**Irene Kurlander**, Deputy Commissioner, Orange County DSS

Highrock

#### **Staff Development Association Meeting**

*(Attendance is Limited to LDSS Only)*

*Chairperson:*

**Kelly Eagan**, President, SDANYS, and Cortland County SDC

**10:30 AM- 12:00 PM****Highrock*****The Path to High Road Leadership***

This workshop will share principles for how to create more united leadership that can change lives and transform organizations. As John Maxwell says, "Everything rises and falls on leadership." Prepare to refresh your mindset and foster a growth environment that encourages individuals to take the high road and lead themselves first in the delivery of services to others.

*Presenter:*

**Sharon James**, President, Exquisite Growth Partners Corporation

*Moderator:*

**Erika Schultz**, Manager, SNAP/HEAP/Fair Hearings, Westchester County DSS

**Parking Policy:**

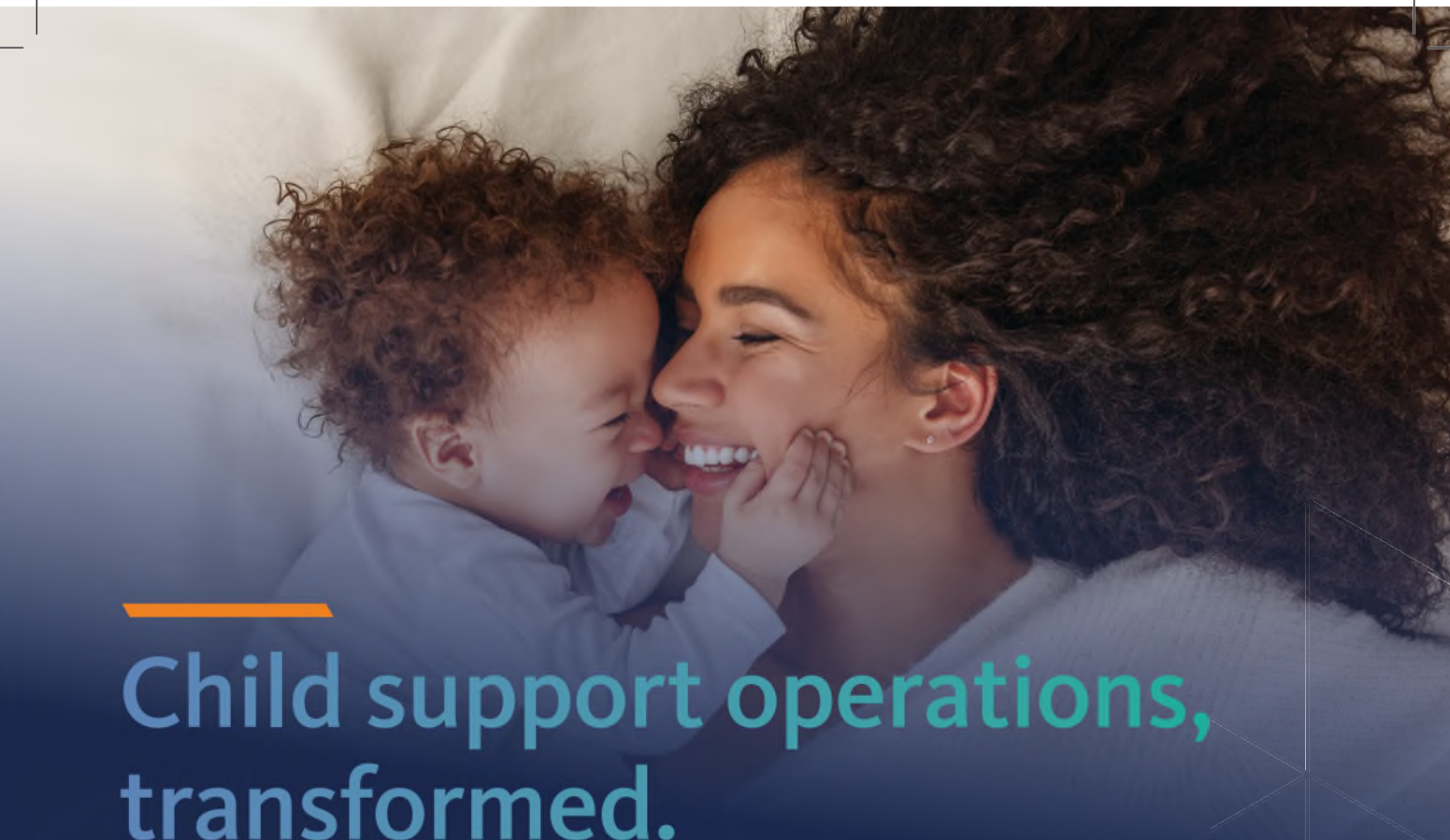
Only Saratoga Hilton Hotel overnight guests are permitted to park in the lot. Your room reservation will be linked to your vehicle license plate number which you will need to provide when you check-in. Cameras will monitor parking lot use. All other conference guests will need to pay to park in the spacious new City Center Garage next to hotel OR seek out parking in lots that are further away.

**Paperless Conference:**

Conference information including the program brochure, meeting agendas, and materials will be in electronic format. Please plan to use your own laptop, tablet, or phone to access documents. You may wish to download or print them in advance.

We will have printed name badges.





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## Attorneys' CLE Information

All legal sessions are in-person only and will not be recorded. Local DSS attorneys are eligible for up to 10.5 hours of CLE credits with their paid registration and confirmed attendance.

**Sign-in for CLEs opens 15 minutes prior to start of each session.**

NYPWA will be providing CLEs for:

- ***Caseworker and Witness Prep (1.5 CLEs, 90 mins.)***
- ***Child Welfare Caselaw Review, Part I (1.5 CLEs, 90 mins.)***
- ***Child Welfare Caselaw Review, Part II (1.5 CLEs, 90 mins.)***
- ***Medicaid Spousal Refusal (1.5 CLEs [.5 CLE in Cybersecurity, Privacy & Data Protection-General], 90 mins.)***
- ***Article 81 Guardianship (1.5 CLEs, 90 mins.)***
- ***Child Witnesses & Expert Witnesses in Child Protective Cases (1.5 CLEs, 90 mins.)***
- ***Nicholson v Scopetta at 20 (1.5 CLEs, 90 mins.)***

**Materials** will be posted at [www.NYPWA.org](http://www.NYPWA.org) for you to review and choose which documents to download to your device or print and bring to the conference. Copies are not provided on-site.

Attorneys must attend in person to participate and to qualify for CLEs.

Documents will be posted approximately one week prior to the conference.

To access documents, click the "Education & Events" button on our website.

### **The NYPWA Financial Assistance Policy for Continuing Legal Education:**

To apply, attorneys must submit a letter authorized by the local social services commissioner, explaining why this training is essential and include the unique circumstances as to why the agency and the attorney do not have the resources to cover the entire fee, and forward the request for a specific discount based on need to

[info@nypwa.org](mailto:info@nypwa.org)



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email: [admissions@kidspeace.org](mailto:admissions@kidspeace.org)

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  - Trauma Focused Cognitive Behavioral Therapy (TF-CBT)
  - Cognitive Behavioral Therapy (CBT)
  - Applied Behavioral Analysis (ABA)



**KIDSPACE PENNSYLVANIA**

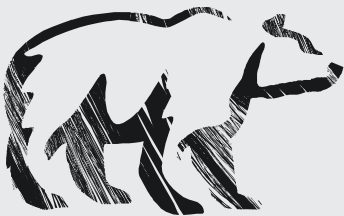
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— MAE MAJOR

Director of Children & Family Services  
*Seneca County Children's Services*



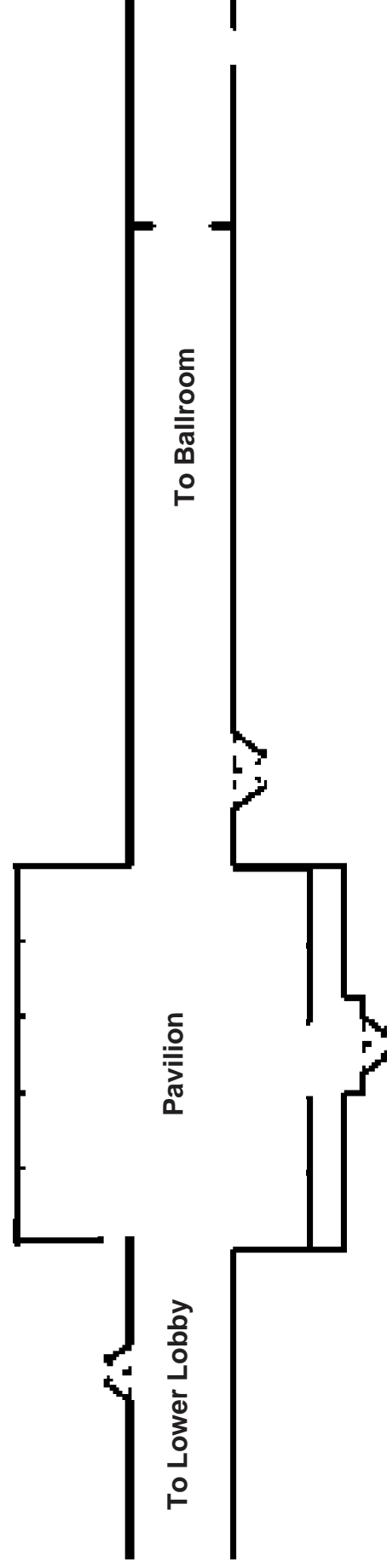
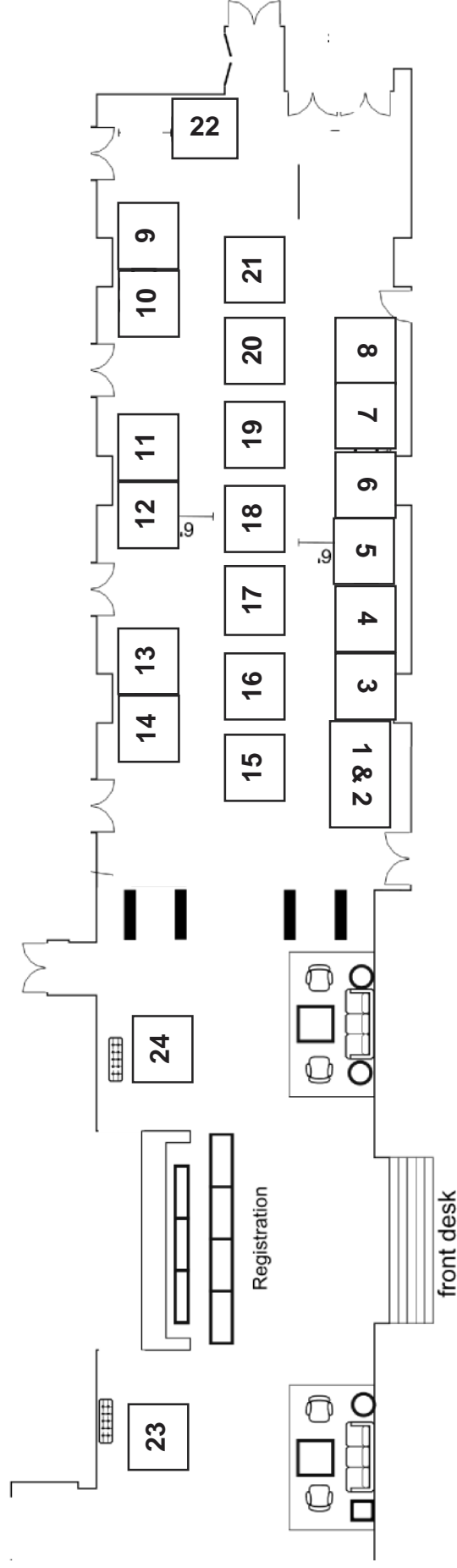
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## NYS Staff Development Association

### Advertisement

Kelly Eagan, Staff Development Coordinator/  
SDANYS President  
60 Central Ave.  
Cortland, NY 13045  
(607) 753-5177  
[kelly.eagan@dfa.state.ny.us](mailto:kelly.eagan@dfa.state.ny.us)

## IBM Consulting

### Advertisement

Jeff Dickert, Business Development Leader, State of NY  
257 Fuller Road  
Albany, NY 12203  
(518) 380-6991  
[jeff.dickert@ibm.com](mailto:jeff.dickert@ibm.com)  
<https://www.ibm.com/consulting>

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

Celia McGarry, Director of Client Services  
7615 W. Jefferson Blvd.  
Fort Wayne, IN 46804  
(518) 390-6044  
[cmcgarry@brilijent.com](mailto:cmcgarry@brilijent.com)  
[www.brilijent.com](http://www.brilijent.com)

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  
111 Broadway, Suite 300  
Albany, NY 12202  
(518) 796-0149  
[Deirdre@binti.com](mailto:Deirdre@binti.com)  
[info@binti.com](mailto:info@binti.com)  
[www.binti.com](http://www.binti.com)

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  
11493 Sunset Hills Rd.  
Reston, VA, 20190  
(844) 747-6222  
[Equifax@carahsoft.com](mailto:Equifax@carahsoft.com)  
<https://www.carahsoft.com/equifax>

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](mailto: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  
19 Crest Hollow Lane  
Albertson, NY 11507  
(516) 625-0360  
[info@ventekdss.com](mailto:info@ventekdss.com)  
[www.ventekdss.com](http://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

Austin, TX, 78703

(909) 731-4779

[mdelarosa@exemplarhs.com](mailto:mdelarosa@exemplarhs.com)

[www.exemplarhs.com](http://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](mailto: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

5200 Rings Rd.

Dublin, OH 43017

(419) 439-5319

[Darrell.kuhn@teamnorthwoods.com](mailto:Darrell.kuhn@teamnorthwoods.com)

<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

111 Washington Ave, Suite 500

Albany, NY 12210

(518) 852-6747

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

[www.deloitte.com](http://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](http://www.deloitte.com/us/government)

## The TipCo Group

### Booth Number 12

#### Sponsor • Commissioners Coffee Break •

#### • Wednesday •

Andrea and Greg Tipping

517 Bowers Court

Circleville, OH 43113

(614) 940-3434

[Andrea.Tipping@thetipcogroup.com](mailto:Andrea.Tipping@thetipcogroup.com)

[Greg.Tipping@thetipcogroup.com](mailto:Greg.Tipping@thetipcogroup.com)

[www.tipcoautomatedsystems.ai](http://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  
3100 Dundee Rd, Suite 116  
Northbrook, IL 60062  
(614) 795-8519

[shannon.hoffman@augintel.us](mailto:shannon.hoffman@augintel.us)  
[www.augintel.us](http://www.augintel.us)

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  
4085 Independence Drive  
Schnecksville, PA 18078  
Phone: (610) 597-5130

[chris.sylvester@kidspeace.org](mailto:chris.sylvester@kidspeace.org)  
[www.kidspeace.org](http://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](http://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  
101 State Place, Suite Q  
Escondido, CA 92029  
(800) 991-6120

[rhops@kindersystems.com](mailto:rhops@kindersystems.com)  
[www.kindersystems.com](http://www.kindersystems.com)

KinderSystems ([www.KinderSystems.com](http://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  
660 White Plains Road, Suite 630  
Tarrytown, NY 10591  
(215) 528-1518  
[christina.heverling@theimagroup.com](mailto:christina.heverling@theimagroup.com)  
<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  
171 Sullys Trail  
Pittsford, NY 14534  
[chandy@bonadio.com](mailto:chandy@bonadio.com)  
[www.bonadio.com](http://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

Ed Latek, Sales Director - covers New York region  
7700 Equitable Drive, Suite 200  
Eden Prairie, MN 55344  
(847) 220-2551  
[ed.latek@nctinc.com](mailto:ed.latek@nctinc.com)  
[www.nctinc.com](http://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

Patricia Donaldson  
925 S. Capital of Texas Hwy, Suite B-110  
Austin, TX 78746  
(512) 692-6817  
[patricia.donaldson@diona.com](mailto:patricia.donaldson@diona.com)  
[www.Diona.com](http://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  
(518) 516-1904, [swilliams@berkshirefarm.org](mailto:swilliams@berkshirefarm.org)  
Brian Parchesky, Chief Executive Officer & President  
(518) 781-1860, [bparchesky@togetherforyouth.org](mailto:bparchesky@togetherforyouth.org)  
13640 State Route 22  
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

Pete Gow; Senior Director of Marketing & Admissions  
455 South St., P.O. Box 309  
Barre, MA 01005  
(978) 355-4541 Ext. 4128  
[pgow@stetsonschooll.org](mailto:pgow@stetsonschooll.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  
6395 Old Niagara Road  
Lockport, NY 14094  
(716) 449-2324

[JAangelone@ndyfs.org](mailto:JAangelone@ndyfs.org)  
[www.FosteringGood.org](http://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](http://www.fosteringgood.org).

## LaSalle School

### Booth Number 21

Jessica Repko, LCSW-R, Director of Admissions  
391 Western Ave.  
Albany, NY 12203  
(518) 242-4731

[Repko@lasalle-school.org](mailto:Repko@lasalle-school.org)  
[www.LaSalle-School.org](http://www.LaSalle-School.org)

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

## Exquisite Growth Partners Corporation

### Booth Number 22

Sharon James, President/Chief Growth Strategist  
1355 E 102nd St.  
Brooklyn, NY 11236  
(929) 445-2693

[sharonjames@exquisitegrowth.com](mailto:sharonjames@exquisitegrowth.com)  
<https://exquisitegrowth.com/>

## Elevated Youth Services, Inc.

### Booth Number 23

Michael Wheeler, Business Dev./ Placement Admin.  
PO Box 732  
Toano, VA 23168  
(813) 686-9621

[Elevatedyouthservices.com](http://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

Deana Michaels, VP of Operations  
430 Franklin St., 2nd Floor  
Schenectady NY 12305  
(518) 701-2200

[Deana.Michaels@healthyalliance.org](mailto:Deana.Michaels@healthyalliance.org)  
[www.healthyalliance.org](http://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.



# *surface the information in case notes*

**Quickly understand a  
newly assigned case**

**Make family finding  
more efficient**

**Streamline court prep**

**See agency-wide insights  
in the narrative**

Visit our booth to find out  
how Augintel is solving the  
case notes problem for  
child welfare organizations  
like Allegheny County and  
Illinois DCF.



 **Augintel**





# exemplar

## HUMAN SERVICES

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 highly customizable reporting solutions that support staff and provide for a more efficient use of data to achieve performance goals and outcomes, a case review management system (CRMS), Customer Activities and Services Portal (CASPR) that provides a variety of Online services and functionality for human services clients, virtual/distance learning in lieu of traditional Vocational Education and Job Readiness programs.

We are experts in the programs and services you deliver every day. Our experienced and dedicated staff will work closely with your team to tailor a service package to meet your needs.

Please stop by our table, or contact Michael De La Rosa at [mdelarosa@exemplarhs.com](mailto:mdelarosa@exemplarhs.com).

<b>ALBANY</b>	Michele McClave	<b>NIAGARA</b>	Meghan Lutz
<b>ALBANY CYF</b>	Moira Manning	<b>ONEIDA</b>	Colleen Fahy-Box
<b>ALLEGANY</b>	Donald Horan	<b>ONONDAGA</b>	Sarah G. Merrick
<b>BROOME</b>	Nancy Williams	<b>ONONDAGA CFS</b>	Amy Cunningham
<b>CATTARAUGUS</b>	Erin Whitcomb	<b>ONTARIO</b>	Eileen Tiberio
<b>CAYUGA</b>	Christine Bianco	<b>ORANGE</b>	Lacey Trimble
<b>CHAUTAUQUA</b>	Carmelo Hernandez	<b>ORLEANS</b>	Holli Nenni
<b>CHEMUNG</b>	Mindy Banfield	<b>OSWEGO</b>	Marti Babcock - Acting
<b>CHENANGO</b>	Daniel Auwarter	<b>OTSEGO</b>	Lisa Winne
<b>CLINTON</b>	Christine Peters	<b>PUTNAM</b>	Sara Servadio
<b>COLUMBIA</b>	Robert Gibson	<b>RENSSELAER</b>	Michael McMahon
<b>CORTLAND</b>	Kristen Monroe	<b>ROCKLAND</b>	Joan M. Silvestri
<b>DELAWARE</b>	Keith Weaver-Acting	<b>ST. LAWRENCE</b>	Joseph L. Seeber
<b>DUTCHESS</b>	Sabrina Jaar Marzouka	<b>ST. REGIS</b>	Jade White
<b>ERIE</b>	Karen Rybicki - Acting	<b>SARATOGA</b>	Patrick Maxwell
<b>ESSEX</b>	Angie Allen	<b>SCHENECTADY</b>	Brandy Hillard-Bouldin
<b>FRANKLIN</b>	Michele Mulverhill	<b>SCHOHARIE</b>	Donna Becker
<b>FULTON</b>	Anne Solar	<b>SCHUYLER</b>	JoAnn Fratacangelo
<b>GENESEE</b>	Carla Mindler	<b>SENECA</b>	Michael Whirtley-Acting
<b>GREENE</b>	Kira Pospesel	<b>STEUBEN</b>	Kathryn Muller
<b>HAMILTON</b>	Roberta Bly	<b>SUFFOLK</b>	John E. Imhof
<b>HERKIMER</b>	Timothy Seymour	<b>SULLIVAN</b>	John R. Liddle
<b>JEFFERSON</b>	Karen Marcum	<b>TIOGA</b>	Shawn Yetter
<b>LEWIS</b>	Jennifer Jones	<b>TOMPKINS</b>	Kit Kephart
<b>LIVINGSTON</b>	Tracy McCaughey	<b>ULSTER</b>	Michael Iapoce
<b>MADISON</b>	Jesica Priervo	<b>WARREN</b>	Christina Mastrianni
<b>MONROE</b>	Thalia Wright	<b>WASHINGTON</b>	Tammy DeLorme
<b>MONTGOMERY</b>	Matthew Beck	<b>WAYNE</b>	Lisa Graf
<b>NASSAU</b>	Jose Lopez-Acting	<b>WESTCHESTER</b>	Leonard Townes
<b>NYC DSS</b>	Molly Park	<b>WYOMING</b>	Kimberley Barber
<b>NYC ACS</b>	Jess Dannhauser	<b>YATES</b>	Amy Miller





# Put your benefit eligibility processes on the fast track



The Work Number assists social service agencies perform more efficient income and employment verifications, helping:

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- ▶ Increase ex parte renewals

*For more information contact:*

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***844-747-6222***

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# Modernize your eligibility system

Cúram™ by Merative empowers health and human services organizations to transform the delivery of services, empower caseworkers, and help individuals access the programs they need to achieve better outcomes. For 25 years, Cúram has been trusted by global organizations for its technology and expertise, empowering users to better focus on protecting and caring for those in their communities.

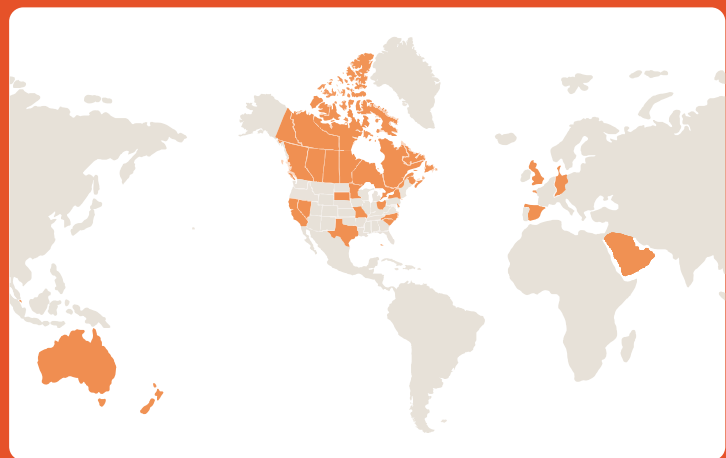
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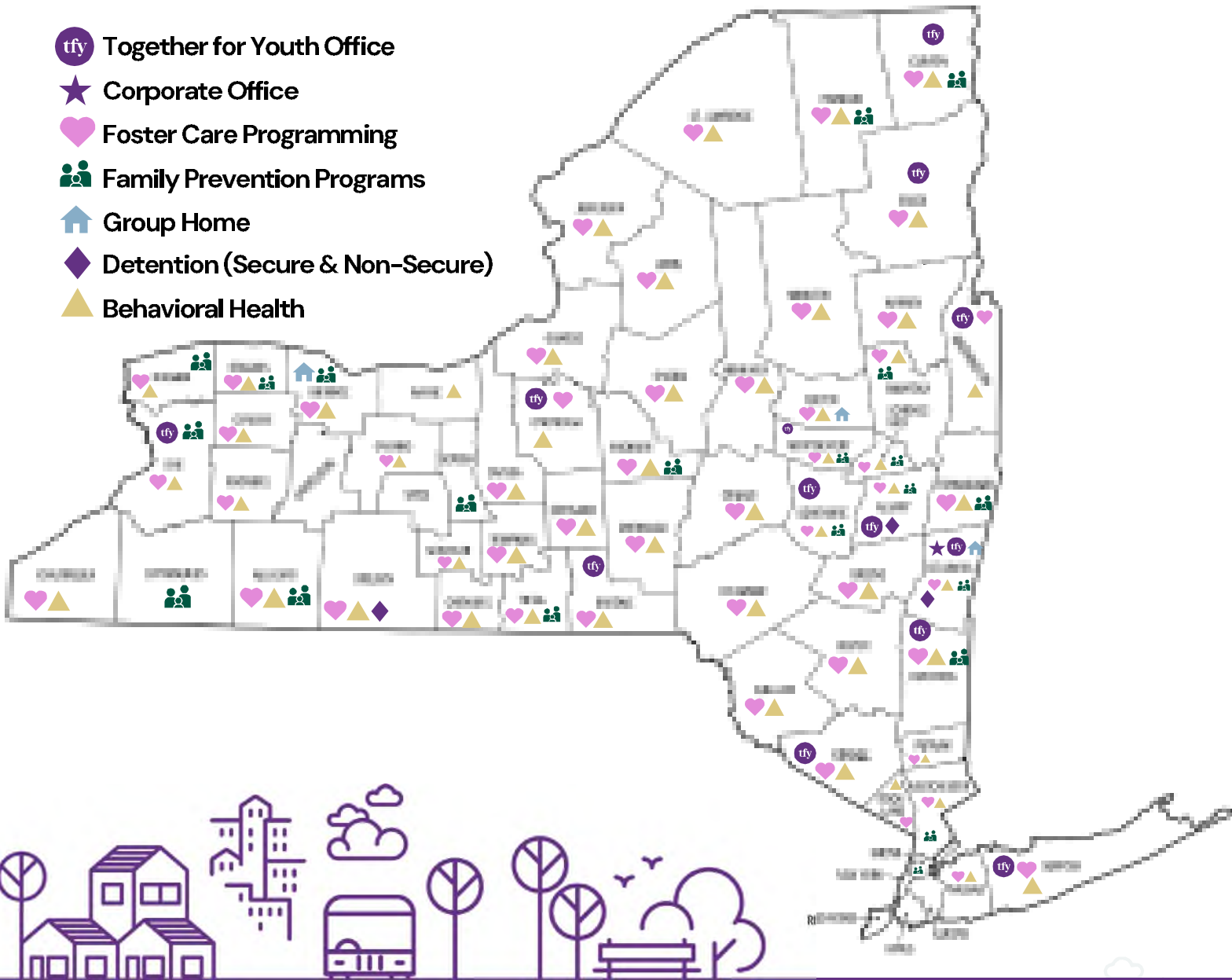
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While our name is changing, our mission and unwavering commitment to serving youth and families remain steadfast. For over a century, we have dedicated ourselves to providing support, guidance, and opportunities for young people to thrive, and that dedication will only grow stronger under our new identity.

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Diona system of engagement solutions transform smartphones and tablets into tools for helping people in moments of need and moments of decision. It means improved efficiencies, happier clients, more informed caseworkers, and better outcomes for people in need. [www.diona.com](http://www.diona.com)

## Empowering Caseworkers, One Moment at a Time.



Provide access to information and data collection when needed



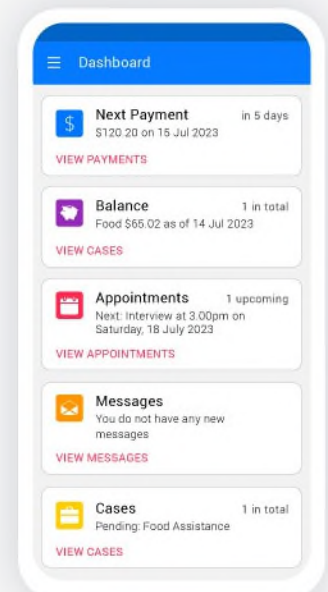
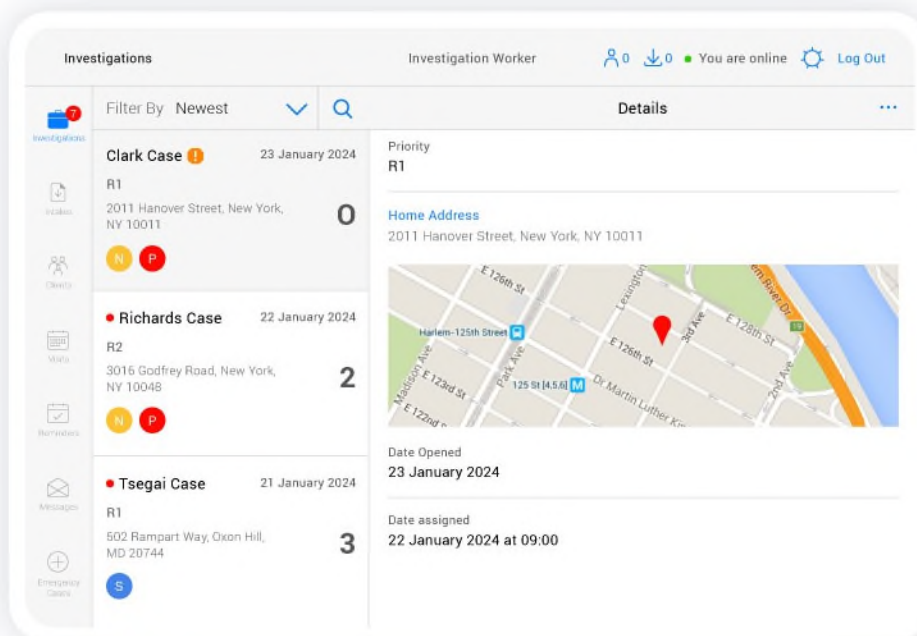
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*Heartiest Congratulations to the*  
**New York Public Welfare  
Association (NYPWA)**  
*on your 155<sup>th</sup> Annual Summer Conference!*

*May you continue to promote the  
exchanging of ideas, developing of new  
initiatives, and refining of existing  
programs for NY's local social services  
districts.*

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**LA SALLE SCHOOL**  
AN AGENT OF HEALING

# RESIDENTIAL TREATMENT SERVICES

Jessica Repko, LCSW-R, Director of Admissions  
repko@lasalle-school.org  
admissions@lasalle-school.org  
518-242-4731 x219

## What We Do

LaSalle School's Residential Services provide a comprehensive therapeutic environment with clinical and educational interventions targeting the issues which disrupt a male's ability to remain at home and in their home community.

- ✓ Serving males ages 12-21, Grades 6-12
- ✓ Mental Health and Psychiatric Services
- ✓ Substance Abuse Treatment
- ✓ Reunification and Permanency
- ✓ Transitional Independent Living Program
- ✓ Supervised Independent Living Program
- ✓ Recreational and Vocational Opportunities

LaSalle's specialized residential treatment program provides intensive treatment services to address the significant issues rooted in childhood trauma, mental illness, sexual abuse (victim and aggressor), chronic neglect, and deprivation.

## Recreational / Club Activities

At LaSalle, we promote healthy minds and bodies through our educational and recreational programming, which includes numerous on and off-campus activities throughout the year. These activities and clubs include: Flag Football, Painting, Basketball, Music, Softball, Swimming, Hiking, Cooking, Music, and more.

## Family Engagement Center (FEC)

LaSalle School's FEC is a private studio apartment located on campus designed to support family visitation in a comfortable and welcoming environment. Families of residential youth are welcome to utilize the space for day, overnight, or weekend visits to maintain those important family connections and relationships.

For more information on LaSalle's residential treatment services call our admissions office or visit our website by scanning the QR code.



lasalle-school.org



Admissions@lasalle-school.org



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# Bringing Families Together

New Directions offers a wide variety of services that focus on personal and family empowerment. If a child does not have an identified family resource, we are committed to identifying a loving, permanent family resource in the child's best interest.

## Some of our services include:

- Qualified Residential Treatment Programs
- Agency Operated Boarding Homes
- Foster Care
- Kinship Care
- Adoption
- Supervised Independent Living Program
- Family Peer Support Services
- Aftercare Services
- Family Group Conferencing
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- And more!

Visit our website:  
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Contact Julie Angelone  
[JAngelone@ndyfs.org](mailto:JAngelone@ndyfs.org)



## Frameworks for Success

### Residential & Education Program for Male Youth

Stetson School is a licensed, COA-accredited Residential and Education Treatment facility for male youth, aged 9-22, who show problem sexual behaviors, reactive attachment disorder, and behavioral disorders. Stetson offers a continuum of supports through its family focused, individualized “culture of recovery”:

- **Treatment Program:** Includes 40-week Core Foundation, 120-day Fast Track, Reactive Attachment Latency Age, Transitional-Age, and Alternative Learning for youth with below-average IQs and mild to moderate Autism Spectrum Disorder.
- **Clinical Groups:** Include Family, Group, Individual, Occupational, Recreational, and Animal-Assisted Therapies.
- **Education Program:** A Chapter-766 licensed special education school and teachers, IEP-centered teaching, a reading specialist, small class sizes, experiential learning, art, library, wood-shop, gym, and more.

Stetson's beautiful country setting promotes accountability and healing for young men needing a therapeutic, secure placement. The School believes that every youth deserves the opportunity to become a confident, capable adult, and a productive member of the community. **To learn more, contact Kathy O'Connor, admissions coordinator, at 978.355.4541 x4139 or [koconnor@stetsonschooll.org](mailto:koconnor@stetsonschooll.org).**



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# Software Built for Child Welfare

Since 2017, Binti has been on a mission to make child welfare more effective, efficient, and equitable.

Developed through thousands of hours of research with social workers, families, and youth, Binti is the gold standard for Software-as-a-Service (SaaS) in child welfare.

Binti's partner agencies support more than 160,000 youth in child welfare, while saving 20-40% of time spent on administrative work, enabling more focus on serving youth and families.

## Widespread, Proven Results



*Our tools are used by more than 12,000 social workers across 36 states plus DC, including 11 statewide implementations. Binti's partner agencies serve 42% of children experiencing foster care nationwide.*

Modern, user-friendly modules that can function independently, integrate seamlessly with other systems, or operate together as a full CCWIS solution.



### Licensing

Empower families and social workers to complete initial applications and renewal online.



### Family Finding & Engagement

Improve child outcomes by locating their kin and keeping them connected to their support system.



### Caregiver Outreach

View all options for placement at your agency and conduct outreach about placement opportunities.



### Intake

Record, screen, track, and assign reports to child welfare programs.



### Caregiver Management

Maintain detailed caregiver and child placement data and track ongoing case requirements.



### Investigations

Build a case, assess safety and risk, and refer for services.



### Eligibility

Streamline Title IV-E eligibility and accurately calculate foster care maintenance payments.

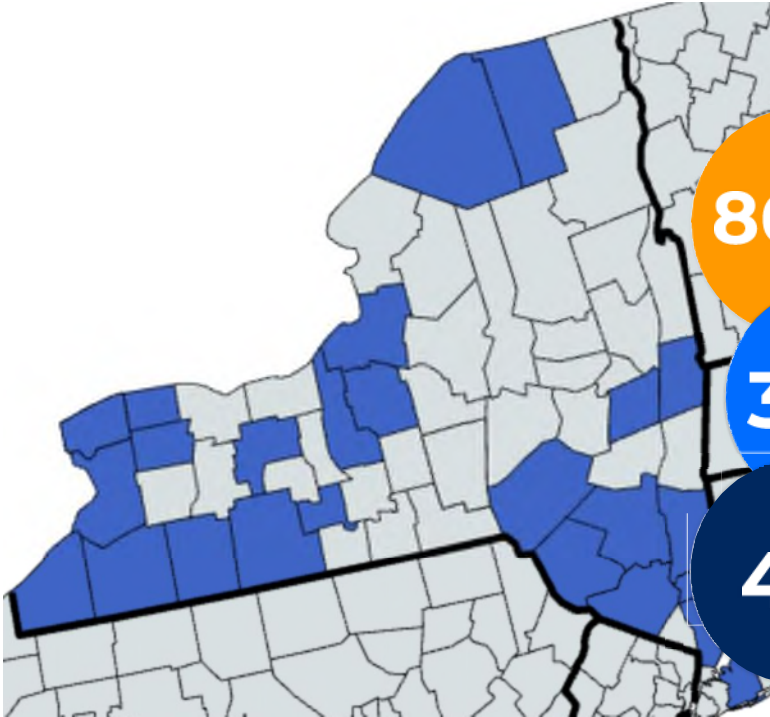


### Prevention

Refer families to service providers and track service delivery to maximize federal IV-E FFPSA funding.

Scan here to schedule a demo  
[www.binti.com](http://www.binti.com)





## BINTI'S IMPACT

86%

of the State's population using Binti in total with 34% of NYS fully onboarded via the Pilot

380+

New York State social workers are trained on and using Binti across 27 LDSS' and 17 VAs

44

Launched 44 agencies on Binti to date. On track to onboard remaining agencies on time and on budget ✓

### Who we partner with



Office of Children and Family Services

NYC Children



NEW JERSEY DEPARTMENT OF CHILDREN AND FAMILIES



Rhode Island Department of Children, Youth & Families

### Our Impact

30%

more foster homes approved per year

20%+

Time saved by social workers using Binti

18%

Fewer days to approve families

3x+

ROI relative to price of Binti due to cost savings and higher federal reimbursement