New York Public Welfare Association
147th Annual Winter Conference

Transforming Communities

January 26-29, 2016 • The Albany Marriott Hotel • Albany, New York
Out-of-the-box thinking requires out-of-the-box doing.

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New York Public Welfare Association
518-465-9305
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Attorneys can earn up to 10.5 CLEs!
Please see page 22 for more information on legal sessions at the NYPWA winter conference.

We’re here for all New York Children

- We have Streamlined and Supported New York State’s Daycare Operations in LDSSs since 1999
- All districts use our Child Care Time and Attendance (CCTA) System
- Fraud investigators now use our Child Care Program Integrity (CCPI) System for actionable information for investigations
- Providers use our KinderScan® stations for biometric attendance tracking into CCTA
- Providers use our iPad App KinderSign® for attendance tracking into CCTA
Tuesday, January 26
3:00pm - 6:00pm Exhibit Setup and Registration......................................................... Ballroom Foyer
4:30pm - 6:00pm Conference Registration..................................................................... Empire Foyer

Wednesday, January 27
8:00am - 5:00pm Conference Registration..................................................................... Empire Foyer
9:00am - 5:00pm Exhibit Area Open............................................................................. Ballroom Foyer
9:00am - 10:30am Concurrent Sessions
Staff Development Association Business Meeting.................................................... Albany/Colonie
Homeless Shelters Inspections....................................................................................Salon B
Early Head Start Child Care Partnerships.................................................................Salon A
Article 10 Case Review Pre-Filing..............................................................................Salon C
CSEU Staff ONLY Roundtable..................................................................................Schenectady/Troy
Security Concerns and Compliance Considerations: What to Know When
Handling and Provisioning Access to OTDA Data......................................................Salons G/H
9:00am - 10:45am NYPWA Board of Directors’ Meeting................................................Salon F
10:30am Coffee Break • Sponsored by Deloitte Consulting............................................Ballroom Foyer
11:00am - 12:15pm Welcome & Keynote • Sponsored by CSRA.................................Salons D/E
12:15pm - 1:15pm Opening Luncheon • Sponsored by Accenture..............................Salons D/E
1:30pm - 3:00pm Concurrent Sessions
State & Local Commissioners’ Dialogue (Elections at 3:00pm)................................. Empire
Commissioners’ Coffee Break • Sponsored by KPMG LLP..........................................Salons G/H
Child Support Case Law Update................................................................................Salon F
Climbing the Succession Planning and Leadership Development Mountain......................Salon F
It Takes a Village to Transform a Community..........................................................Salon C
Planning for Services Using KWIC Data and the NYS Fiscal Model..........................Salon A
Gotham City Goes Mobile.........................................................................................Salon B
3:00pm Coffee Break • Sponsored by Northwoods.......................................................Ballroom Foyer
3:30pm - 5:00pm Concurrent Sessions
Beating the Shell Game: Tax Returns, Business Records, and the Self-Employed.............Salons G/H
Addressing the Opiate Epidemic..............................................................................Salon B
Keeping Us All Safe....................................................................................................Salon F
Integrated Eligibility System......................................................................................Salon A
Preventing Sex Trafficking and Strengthening Families Act Implementation Q&A.............Salon C
DSRIP & the Connection to Social Services................................................................Albany/Colonie
5:00pm - 5:55pm Local Commissioners’ Private Reception • Sponsored by Optum............Private
6:00pm - 7:00pm Networking Reception • Sponsored by Xerox...................................Salons A/B/C
7:00pm Dinner on Your Own
9:00pm - 12:00am Freewheelin’ Jam Session • Sponsored by MAXIMUS.....................Salons A/B/C

Thursday, January 28
7:30am - 8:45am Breakfast Buffet..............................................................................Salons D/E
8:00am - 5:00pm Conference Registration................................................................. Empire Foyer
9:00am - 5:00pm Exhibit Area Open............................................................................. Ballroom Foyer
9:00am - 10:30am Concurrent Sessions
Temporary Assistance & Employment Roundtable.....................................................Salons A/B
Executive Budget Session.......................................................................................Empire
NYC HRA’s Challenges with the Transition of the Long Term Nursing Home Benefit into Managed Care.................................................................Salon F
FOIL’d Again: The Attorney’s Guide for FOIL Requests for Social Services Records.................................Salons G/H
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Agenda at a Glance

10:30am Coffee Break • Sponsored by Accenture..................................................Ballroom Foyer
11:00am - 12:00pm Integrated Eligibility System Meeting (SSD Work Group Only)..............State
11:00am - 12:15pm Concurrent Sessions
   Child Protective Services Access to Criminal History Records –
   How to Make It Work for You.......................................................Salons G/H
   Child Care: The District-Client Relationship....................................Salon F
   Moving from-Temporary Housing Assistance to
   Universal Housing Services.........................................................Salons A/B
   Building Blocks for Success: Supporting Your Workforce..............Albany/Colonie
   Serving Transition-Age Youth with Intellectual and
   Developmental Disabilities in Foster Care.....................................Salon C
12:15pm - 1:15pm Lunch..........................................................................................Salons D/E
1:30pm - 3:00pm Concurrent Sessions
   Child Support Coordinators’ Roundtable (3 of 3)..............................Schenectady/Troy
   Fiscal Roundtable.................................................................Salons A/B
   The Rochester-Monroe Anti-Poverty Initiative...................................Salon C
   MA Administration & State Enrollment Update.............................Empire
   Serving the Multilingual Population –
   Sharing Resources and Best Practices........................................Albany/Colonie
   Local District Child Welfare Initiatives..........................................Salon C
   Case Law Update on CPS and Permanency Issues..........................Salons G/H
3:00pm Coffee Break • Sponsored by Grant Associates.................................Ballroom Foyer
3:30pm - 5:00pm Concurrent Sessions
   Navigating for Success - LTC...........................................................Empire
   Local DSS Fiscal Policy Dialogue................................................Salons A/B
   Erie County CPS – Lessons Learned.............................................Salon C
   Implementing ABAWD Time Limits..............................................Salon F
   Partnering with Child Support to Reduce Poverty and
   Improve Child Outcomes.........................................................Schenectady/Troy
   Case Law Update on Foster Care, TPRs, and Adoptions...................Salons G/H
   The NYS Cost of Financial Exploitation Study.................................Albany/Colonie
6:00pm - 7:00pm Cocktail Reception...............................................................Salons A/B/C
   • Sponsored by The Albany Marriott & QED National
7:00pm - 9:00pm Annual Banquet • Sponsored by L-Tron Corporation.......................Salons D/E

Friday, January 29
7:30am - 8:45am Breakfast Buffet.................................................................Salons D/E
7:30am - 9:15am LDSS Commissioners’ Breakfast & Meeting.............................Salons A/B
   Commissioners’ Coffee Break • Sponsored by KPMG LLP
8:00am - 11:00am Conference Registration..................................................Empire Foyer
8:00am - 9:30am NYPWA Deputy Commissioners’ Leadership Network...............Salon C
9:00am Coffee Break • Sponsored by Venesky & Company..........................Empire Foyer
9:00am - 11:30am Attorneys' Meeting with State Agency Counsel......................Salons G/H
9:30am - 11:00am Fiscal Administrators’ Meeting.........................................Schenectady/Troy
   Stay Inspired: You Are Making a Difference..................................Salon F
9:30am - 11:15am Commissioners’ Meeting with State MA Director & Next Steps....Salons A/B
   Conference Adjourns

Program Printing • Sponsored by IBM Watson Health
**Opening Address**

Local departments of social services and community organizations are critical partners in efforts to overcome poverty. However, in spite of our collective work, poverty persists, particularly for families of color. Together, we are experiencing significant challenges as we serve people who struggle with drug addiction, untreated mental illness, and inadequate housing. It is critical that we collaborate and strengthen our systems in order to provide opportunities for children and adults to become healthy and productive citizens.

The conference opening will feature a keynote address by Alejandro Garcia, Ph.D. Dr. Garcia is a professor in the School of Social Work at Syracuse University, where he has taught in the areas of gerontology, social policy, and human diversity for more than 30 years. He previously served as the Director of the School of Social Work.

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**Welcome!**

*Presiding:*
Michael Fitzgerald  
NYPWA President and Commissioner, Madison County DSS

Honorable Daniel P. McCoy  
Albany County Executive

Samuel Roberts  
Commissioner, Office of Temporary and Disability Assistance

Sheila Poole  
Acting Commissioner, Office of Children and Family Services

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**Opening Ceremonies**  
Wednesday, January 27, 11:00 AM  
Salons D&E

**Tuesday • January 26**

3:00 PM - 6:00 PM  
Ballroom Foyer  
Exhibit Setup and Registration

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

**Wednesday • January 27**

8:00 AM - 5:00 PM  
Empire Foyer  
Conference Registration

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

9:00 AM - 10:30 AM  
Albany/Colonie  
Staff Development Association Meeting

9:00 AM - 10:45 AM  
Salon F  
NYPWA Board of Directors’ Meeting

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

**Homeless Shelters Inspections**

With the amendment of NYCRR Title 18 sections 352.8(b)(1) and 352.3(h) and the addition of section 352.3(m), OTDA will host a panel to discuss implementation of these regulations and ways that the agency will be working with each district to ensure compliance with the changes. OTDA will field questions and discuss ways to accomplish the tasks required by the amended and new regulations.

*Presenters:*
Linda Glassman, Deputy Commissioner, OTDA  
Kerri Neifeld, Special Assistant to the Deputy Commissioner, OTDA  
Phyllis Morris, Deputy Commissioner, Center for Employment and Economic Supports, OTDA

*Moderator:*
Terri Torchio, Director of Economic Independence, Orange County DSS
Salon A

**Early Head Start Child Care Partnerships**

There are 15 EHSCCP grants in New York serving 1,680 infants and toddlers. The process of blending Early Head Start and Child Care Subsidy dollars and regulations has taught us a lot quickly. Come discuss how this model brings together the best of both worlds to strengthen the quality and comprehensive services offered in local child care centers and homes. This discussion will help you be ready for the next funding opportunity or strengthen current partnerships.

*Presenters:*

- **Patty Persell**, New York State Head Start Collaboration Director, NYS CCF
- **Michael A. Miller**, LMSW, Children and Family Services Specialist 1, OCFS Division of Child Care Services – Subsidy Unit
- **Chandra Smith**, Salvation Army, Onondaga County
- **Linda Wright**, Salvation Army, Onondaga County

*Moderator:*

- **Lise Reynolds**, Deputy Commissioner of Administration & Finance, Steuben County DSS

Salon C

**Article 10 Case Review Pre-Filing**

This presentation will include a discussion regarding the creation and implementation of procedures for the regular presentation of non-emergency CPS and foster care cases for consideration of legal action in family court. Presenters will talk about the benefits of having regular petition meetings, including increasing success rates in court, better case outcomes, staff education regarding legal processes and procedures, and decreasing the overall frequency of “Friday afternoon CPS emergencies.” The panel will present Saratoga County’s procedure as an example of this practice.

*Presenters:*

- **Concetta Hmura**, Director of Services, Saratoga County DSS
- **Michael Hartnett**, Assistant County Attorney, Saratoga County DSS

*Moderator:*

- **Matt Grant**, Director of Services, Ontario County DSS

Schenectady/Troy

**CSEU Staff ONLY Roundtable**

This session is limited to LDSS staff. Please join your colleagues for this roundtable discussion. Don’t miss this opportunity to share what is going on in your own district and hear what is happening around the state.

*Facilitators:*

- **Mary Lynn Eddy**, Support Supervisor, Washington County DSS
- **Maria Finger**, Child Support Enforcement Coordinator, Ulster County DSS

Salons G/H

**Security Concerns and Compliance Considerations: What to Know When Handling and Provisioning Access to OTDA Data**

(1.5 CLEs will be provided by OTDA.)

OTDA will be presenting on the common questions and concerns that arise when a social services district (SSD) employee is asked to handle OTDA data. The goal of the presentation is to show the interconnectivity of technical controls, legal considerations, and policy implications to provide a more holistic understanding of what OTDA sees as some of the greatest security concerns and compliance pitfalls. We will walk through a general overview of security, what constitutes user access best practice, common compliance concerns and considerations, and what SSD employees may be faced with in a security incident.

*Presenters:*

- **Katie Valder**, Assistant Integrated Eligibility System Coordinator and Assistant Information Technology Liaison, OTDA
- **Carmela Pellegrino**, Associate Attorney, OTDA
- **Stephanie A. Rivera**, Excelsior Service Fellow 2015-17, OTDA Office of Legal Affairs

*Moderator:*

- **John Sylvester**, Social Services Attorney, Livingston County DSS

10:30 AM

**Ballroom Foyer**

**Coffee Break • sponsored by**

**Deloitte Consulting**
11:00 AM - 12:15 PM
Salons D/E
Welcome by Government Officials &
Keynote Address
• sponsored by CSRA

12:15 PM - 1:15 PM
Salons D/E
Luncheon • sponsored by Accenture

1:30 PM - 3:00 PM
Concurrent Sessions

Salon E

Climbing the Succession Planning &
Leadership Development Mountain

Presenters will lead a discussion on succession
planning, including how to develop a functional
job description, how to organize a job shadowing
protocol, shifting the paradigm of incoming and
outgoing staff, how to engage an HR coach, and
more. Discussion of success and failure in succes-
sion planning from participants will be encouraged.
Presenters will also work with participants to frame
concepts of “leadership” and “supervision,” formal
and informal leaders, the value in vision state-
ments, what skills make a good leader, and con-
ducting effective performance evaluations.

Presenters:
Dan Auwarter, Deputy Commissioner, Chenango
County DSS
Anthony Turano, Deputy Commissioner, Catta-
raugus County DSS

Moderator:
Theresa Giovanniello, Deputy Commissioner,
Dutchess County DCFS

Salon C

It Takes a Village to Transform a
Community

Erie County has embarked on a robust campaign to
partner with the larger community to address the
myriad of challenges that face communities in
poverty. Issues such as poverty, as well as health
and well-being of children, seniors, and families,
are best addressed from a broad community per-
spective, and it takes a whole community to effect
change. The presenters will share initiatives that
focus on employment, child care, refugee commu-
nities, mobile safety net, CPS/school initiative, uni-
versal developmental screenings for young
children, rural access, education, and trauma in-
formed care approaches, to name a few. The pres-
entation will share the initiatives, challenges and
opportunity for community partnerships, outcomes,
and lessons learned.

Presenters:
Marie A. Cannon, First Deputy Commissioner,
Erie County DSS
Brian Bray, Special Assistant to the Commis-
sioner, Erie County DSS
Planning for Services Using KWIC Data and the NYS Fiscal Model
This presentation will provide attendees with a demonstration on how to use Kids’ Well-being Indicators Clearinghouse (KWIC) data, the New York State Early Childhood Advisory Council Fiscal Analysis Model for Early Childhood Services, and other state data tools to support community planning by: developing fiscal scenarios for policy and budget development of existing and proposed programs and services, maximizing existing resources, learning how to modify your fiscal analyses for strategic planning and accountability, and determining how to adapt programs to best serve a dynamic population. The presentation also will include a mapping demonstration on home visiting programs in New York State so that attendees can get a big picture view of these programs and the children and families they serve.

Presenters:
Stephanie Woodard, Senior Policy Analyst, NYS CCF
Cate Teuten Bohn, MPH, Kids’ Well-being Indicator Clearinghouse Coordinator, NYS CCF

Moderator:
Thomas Leccacdone, Senior Accountant, Cattaraugus County DSS

Gotham City Goes Mobile
HRA receives over 45,000 applications for SNAP every month. Many are rejected, in part due to a failure to provide the required documentation. Many of these people re-apply immediately, compounding the intake challenges. What if, when applying for food stamps, these clients provide the necessary supporting documentation through their mobile phone? Recognizing that mobile devices present new but only partially understood possibilities for transforming service delivery, HRA began work to understand what mobility can mean to a human services organization, what the technological challenges are, and whether their clients could and would be prepared to interact with the agency in this way. This case study will provide real-world experience and insight to help you understand the potential and challenges of creating mobile-based solutions to make service delivery more efficient and effective.

Presenters:
Lauren Aaronson, Assistant Deputy Commissioner for Business Process Innovation, NYS HRA
Fintan O’Dowd, Diona

Moderator:
Brian Moore, Director of Services, Temporary Assistance & Employment, Cortland County DSS

3:00 PM
Ballroom Foyer
Coffee Break
• Sponsored by Northwoods

3:30 PM - 5:00 PM
Concurrent Sessions

Salons G/H

Beating the Shell Game: Tax Returns, Business Records, and the Self-Employed
(1.5 CLEs will be provided by OTDA.)
One of the most difficult scenarios for child support attorneys is establishing income or ability to pay support when the noncustodial parent is self-employed. Establishing realistic income levels, finding assets or other resources, and collecting from a self-employed parent can be daunting. This session will focus on uncovering evidence of income or assets, and deconstructing tax returns and business records.

Presenters:
Brian S. Wootan, Deputy Counsel, Office of Legal Affairs, OTDA
Jessica L. Bryant, Assistant Social Services Attorney, Wayne County DSS

Moderator:
Robert Noah, DSS Attorney, Putnam County DSS
Addressing the Opiate Epidemic

Presenters will share results from their recent conference with the State of Vermont including: approaches to recognizing local impacts of the opiate epidemic, mobilizing community partners, developing a shared vision, building infrastructures to support a multi-system collaboration model, and examples of local partnership activities. There will be ample time for attendees to share experiences.

Presenter & Moderator:
John P. O’Neill, Commissioner, Essex County DSS

Presenters:
Howard Knoll, Senior Director, Casey Family Programs
Tammy DeLorme, Commissioner, Washington County DSS
Randy Hall, Commissioner, Rensselaer County DSS
John Redden, Commissioner, Clinton County DSS
Darcie Miller, Commissioner, Orange County DSS

Keeping Us All Safe

In today’s world, work-related violence against employees has become a frequent occurrence. LDSS staff routinely come into contact with clients who are in a period of crisis and instability, which can pose a threat to themselves and others. This session will provide an overview of Montgomery County’s approach to workplace safety and security. Our county has sought to create a “culture of safety” by promoting awareness and participation at all levels. Panelists will share experiences and techniques that encourage de-escalation, situational awareness, and the creation of a general safety mindset.

Presenter & Moderator:
Steph Tamsett, Staff Development Coordinator, Montgomery County DSS

Presenters:
Michael McMahon, Commissioner, Montgomery County DSS
Robin Weaver, Director of Services, Montgomery County DSS
Jeff Smith, Director, Montgomery County Emergency Management Department

Integrated Eligibility System

The mission of the Integrated Eligibility System (IES) program is to transform health and human services delivery through coordinated business practices, modernized technology, and strategic partnerships. At the 2015 summer conference, we introduced you to the mission, vision, and business objectives for the IES project. Join the IES team and partners for an update on the IES strategy and design phase, as well as plans for the future and how your district can get involved.

Presenters:
Ivy Pool, IES Program Director, NYS OITS
Logan Joseph, Integrated Eligibility System Coordinator, OTDA
Dennis Packard, Former Schenectady County DSS Commissioner
Megan Lape, American Public Human Services Association

Moderator:
Nancy Forgue, Deputy Commissioner, Monroe County DHS

Preventing Sex Trafficking and Strengthening Families Act Implementation Q&A

This Q&A session will answer some of the questions that we have received on the implementation of the Preventing Sex Trafficking and Strengthening Families Act. Topics will include: sex trafficking identification and response policy, reasonable and prudent parent standard, changes for youth who are 14 and older, transition planning changes, and successor guardian option for the Kinship Guardianship Assistance Program (KinGAP).

Presenters:
Lynn Baniak, Policy Analyst, OCFS
Sara Blake, Assistant Director, Bureau of Policy Analysis, OCFS
John Stupp, Assistant Deputy Counsel, OCFS
Sonia Meyer, Senior Attorney, OCFS

Moderator:
Eileen Kirkpatrick, Commissioner, Genesee County DSS
DSRIP & the Connection to Social Services

Dr. Fish will provide an update on DSRIP and how the performing provider systems will and are working with community-based services and social service agencies to serve their attributed populations over the five years of DSRIP.

Presenter:
Douglas Fish, MD, NYS DOH OHIP

Moderator:
Kathryn A. Muller, LCSW-R, Commissioner, Steuben County DSS

5:00 PM - 5:55 PM
Local Commissioners’ Private Reception
  • sponsored by Optum

6:00 PM - 7:00 PM
Networking Reception
  • sponsored by Xerox

7:00 PM
Dinner on Your Own

9:00 PM
Freewheelin’ Jam Session
  • sponsored by MAXIMUS

Greetings Musical Ones:
Join us for an evening of live entertainment, and discover the hidden musical talents of your peers. You are invited to sing along with us, bring an instrument to play, or take a turn with the NYPWA bongos, maracas, or tambourine during our Freewheelin’ Jam Session. We will find a comfortable groove for relaxing and having a fun time around old familiar tunes.

– John P. O’Neill (Essex) and Friends

Executive Budget Session

Budget experts from OCFS, OTDA, and DOH will discuss the Governor’s budget proposal for social services in 2016-17. There will be an opportunity to dig deeper into what the Governor’s budget means to local districts with an open question and answer session designed to clarify the fiscal impact of the new budget proposals.
**NYC HRA’s Challenges with the Transition of the Long Term Nursing Home Benefit into Managed Care**

The NH transition policy currently being implemented requires that certain Medicaid beneficiaries enroll in or remain enrolled in a MMC plan or in a MLTC (even if their NH facility is non-participating) if they need NH care. The NH transition is complex due to changes in Medicaid chronic care budgeting for MAGI and non-MAGI consumers as a result of Medicaid Reform and policy changes detailed in the Affordable Care Act. Implementing this complex policy change presented and continues to present many challenges for HRA, nursing home providers, Managed Long Term Care Plans, Mainstream Managed Care Plans, and the consumers they serve.

*Presenters:*

- **Karen R. Lane**, Executive Deputy Commissioner, Medical Assistance Program, NYC HRA
- **Linda Hacker**, Assistant Deputy Commissioner, Medical Assistance Program, NYC HRA
- **Rasheida Maharaj-Ellis**, Executive Director, Managed Care Program, NYC HRA

*Moderator:*

- **Carmen Hlosta, RN**, Director of Certification-MA, Chautauqua County DHHS

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**FOIL’d Again: The Attorney’s Guide for FOIL Requests for Social Services Records**

(This course has been accredited for 1.5 CLEs in New York through the NYPWA Committee of Social Services Attorneys.)

Local districts handle daily requests for copies of the records they hold, but so many confidentiality rules prohibit disclosure. This session will explain the parameters of the Freedom of Information Law (FOIL), which allows an individual to request existing public records from the agency responsible for maintaining those records. The presenter will discuss your agency’s responsibilities with respect to requests for records, and the extent to which (and under what basis) you must respond or deny the request, in the specific context of benefits and services cases.

*Presenter:*

- **Paula Mallory Engel, Esq.**, Chief Welfare Attorney, Onondaga County Department of Law

*Moderator:*

- **Philip M. Cataldi, Esq.**, Staff Attorney, Ulster County DSS

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**Child Support Coordinator Roundtable I**

This is the first segment of a three-part session that will provide an update of CCWB activities and initiatives and an overview of 2015 statistics and performance measures. It will also provide local district child support enforcement units with an opportunity to address issues and questions related to state policy, performance, and administration of the program.

*Presenters:*

- **Eileen Stack**, Deputy Commissioner and Director, OTDA Center for Child Wellbeing (CCWB)
- **Susanne Dolin**, Bureau Chief, OTDA CCWB
- **Matt Hotopp**, Bureau Chief, OTDA CCWB
- **John McPhillips**, Bureau Chief, OTDA CCWB
- **Cheryl Morris**, Bureau Chief, OTDA CCWB
- **Monique Rabideau**, Bureau Chief, OTDA CCWB
- **Karen Sicurelli**, Bureau Chief, OTDA CCWB
**Moderator:**
*James Cucci*, Child Support Enforcement Coordinator, Broome County DSS

**Salon C**

**The Transition of Foster Care Children into Health Homes and Managed Care**

DOH, OMH, OASAS, and OCFS will provide an update to the local social service districts regarding the most current information related to planning for the transition of foster care children into health homes and managed care. There will be updates regarding the role of local social services districts, and additional information will be provided regarding the impact on 1915c waivers, the network of foster care agencies, and the systemic issues resulting from these changes. We will welcome questions and discussion.

**Presenters:**
*Laura Velez*, Deputy Commissioner, Division of Child Welfare & Community Services, OCFS
*Donna Bradbury*, Associate Commissioner, Division of Integrated Community Services for Children & Families, OMH
*Lana Earle*, Deputy Director, Division of Program Development and Management, NYS DOH
*Steven Hanson*, Associate Commissioner, OASAS

**Moderator:**
*Gail Geohagen-Pratt*, Commissioner, Albany County DCYF

**10:30 AM**

**Ballroom Foyer**

10:30 AM - 12:00 PM

**Integrated Eligibility System Meeting**

SSD Work Group Only

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

**Concurrent Sessions**

**Salons G/H**

**Child Protective Services Access to Criminal History Records – How to Make It Work for You**

(This course has been accredited for 1.5 CLEs in New York through the NYPWA Committee of Social Services Attorneys.)

All Child Protective Services in New York State have had the ability to directly review criminal history records through E-Justice on adults named in a current hotline report or residing in the home of a child named in a current hotline report since September 25, 2008. Accessing this information can help keep CPS staff safe and help protect children. But getting set up to run criminal histories can be a daunting task, and as a result some counties have not taken advantage of the ability to access this vital information. Broome County has successfully navigated the requirements (contractual and technological), and this workshop will share their tips for making it work so all local agencies will access this information.

**Presenter & Moderator:**
*Howard Schultz*, Deputy County Attorney, Broome County

**Presenters:**
*Philomena M. Stamato*, Senior Assistant County Attorney, Broome County
*Julia Hepworth*, Director of Child Protective Services, Broome County DSS
*Julie Powell*, Supervisor of Child Protective Services, Broome County DSS

**Salon F**

**Child Care: The District-Client Relationship**

The Child Care and Development Block Grant Act of 2014 will set new standards and practices for the child care subsidy program and for licensed, registered, and enrolled legally-exempt child care in NYS. Presenters will highlight elements of OCFS’s draft Child Care and Development Fund (CCDF) Plan and share implementation time lines. In addition, OCFS will lead a discussion on how districts
can encourage families to choose regulated care. OCFS will play the newly produced “Options in Child Care” video segments, which were created to educate parents on what types of child care are available in NY and what to consider in making a child care placement decision for their child.

Presenters:
Janice Molnar, Deputy Commissioner, OCFS Division of Child Care Services
Rhonda Duffney, Director, Child Care Subsidy Program, OCFS Division of Child Care Services
Karen Kissinger, Children and Family Services Specialist, Regional Office Support Unit, OCFS Division of Child Care Services

Moderator:
Pete Carney, Director of Finance, Ulster County DSS

Salons A/B

Moving from Temporary Housing Assistance to Universal Housing Services
How "temporary" is temporary housing assistance? Over the last 20 years, have our laws become antiquated? Are they financially unrealistic? Learn about Nassau County's "Universal Housing Services" department. Discuss how counties are using ILP's, housing search logs, service intervention, financial management, D/A, and physical and mental health referrals. What happens when we run out of space in shelters and motels? Can we come together and reach out for the resources that are needed to accommodate today's "homeless population" so it is once again "temporary"? Come join this roundtable discussion to share our knowledge and expertise to work together on solutions.

Presenter & Facilitator:
Marjorie Krohn, Director, Temporary Assistance and Medicaid Applications, Nassau County DSS

Salon C

Serving Transition-Age Youth with Intellectual and Developmental Disabilities in Foster Care
This workshop will describe: (1) data collected state-wide through focus groups in six regions/counties (NYC, Westchester, Orange, Columbia, Erie, Cattaraugus), including the strengths, needs, and barriers for transition-age youth with IDD in foster care; (2) a model for identification of critical person-centered elements and principles (with particular focus on the new HHS guidelines), combined with the identified needs and barriers; (3) the use of these data in working with key stakeholders to infuse person-centered work and culture within the foster-care system; and (4) successes, opportunities, and future goals of this project/work.

Presenters:
Deborah A. Napolitano, Ph.D., BCBA-D., LBA, Associate Professor of Pediatrics, University of Rochester School of Medicine
Bonnie L. Smith, Coordinator, Program in Child Well Being, University of Rochester School of Medicine
Renee Hallock, Associate Commissioner, OCFS
John Befus, Deputy Commissioner, Westchester County DSS
Child Support Coordinator Roundtable II
This is the second segment of a three-part session that will provide an update of CCWB activities and initiatives and an overview of 2015 statistics and performance measures. It will also provide local district child support enforcement units with an opportunity to address issues and questions related to state policy, performance, and administration of the program.

Presenters:
Eileen Stack, Deputy Commissioner and Director, OTDA Center for Child Well-Being (CCWB)
Susanne Dolin, Matt Hotopp, John McPhillips, Cheryl Morris, Monique Rabideau, Karen Sicurelli, Bureau Chiefs, OTDA CCWB
Moderator:
Colette Krakower, Director of Child Support Enforcement, Dutchess County DCFS

12:15 PM - 1:15 PM Lunch

1:30 PM - 3:00 PM Concurrent Sessions

Child Support Coordinator Roundtable III
This is the third segment of a three-part session that will provide an update of CCWB activities and initiatives and an overview of 2015 statistics and performance measures. It will also provide local district child support enforcement units with an opportunity to address issues and questions related to state policy, performance, and administration of the program.

Presenters:
Eileen Stack, Deputy Commissioner and Director, OTDA Center for Child Well-Being (CCWB)
Susanne Dolin, Matt Hotopp, John McPhillips, Cheryl Morris, Monique Rabideau, Karen Sicurelli, Bureau Chiefs, OTDA CCWB
Moderator:
Teresa Nolan, Director of Child Support Enforcement, Cayuga County DSS

Fiscal Roundtable
Join local fiscal administrators and state staff from OCFS, OTDA, and DOH in a discussion of fiscal issues directly affecting social services districts.

Presenters:
Michael Cody, Chief Accountant, Office of the Budget, Finance and Data Management, OTDA
James Carroll, Assistant Director, Bureau of Financial Operations, OCFS
George Cusack, Program Research Specialist 4, NYS DOH
Moderator:
George Macomber, Director of Administrative Services, Livingston County DSS
Empire

MA Administration & State Enrollment Update

This session will provide an update on Medicaid enrollment through NYSOH, MAGI renewals in NYSOH, and next steps for non-MAGI populations. Presenters will also provide information on the slightly updated timeline, AVS, and recent policy changes.

Presenters:
Judy Arnold, Director, Division of Eligibility & Marketplace Integration, NYS DOH OHIP
Wendy Butz, Director, Bureau of Medicaid Enrollment & Exchange Integration, Division of Eligibility & Marketplace Integration, NYS DOH OHIP

Moderator:
Marjorie Krohn, Director, Nassau County Temporary Assistance and Medicaid Applications

Albany/Colonie

Serving the Multilingual Population – Sharing Resources & Best Practices

This session will focus on sharing OCFS’s language assistance resources, which are available to assist local districts in the provision of meaningful access to programs and services to individuals who may be Limited English Proficient (LEP). The session will include a brief overview of the law surrounding LEP requirements and share information regarding OCFS’s language assistance resources. Nassau County DSS will discuss their Language Access Plan training and will discuss best practices around providing language access to LEP persons they serve. Local districts will have the opportunity to discuss best practices around providing language access.

Presenters:
Jara Traina, Senior Attorney, OCFS
Mery Rosendorn, Language Access Coordinator, OCFS
Angela Tribelli, Language Line
Denise Thorsen, Staff Development Director, Nassau County DSS

Moderator:
Sal Patella, Staff Development Coordinator, Orange County DSS

Salon C

Local District Child Welfare Initiatives

ICE 8 is Chautauqua County’s coordinated school health program framed after the CDC’s Whole School, Whole Community, Whole Child (WSCC) model. This community effort involves government, schools, community agencies, the business community, private foundations, and others. The county is also working on other maternal/child initiatives in conjunction with our public health staff doing maternal infant home visiting. This transformational, systems-level program is what is needed to improve the health and well-being of our children, families, and community.

Westchester County DSS’s Westchester Building Futures (WBF) is a multiyear grantee of the Department of Health and Human Services’ Youth-At-Risk-of-Homelessness planning and federal implementation grants, one of six recipients nationwide. In order to reduce homelessness among at-risk youth/young adults with child welfare/foster care involvement, WBF aims to empower young people to become successfully independent while ensuring their health, safety and well-being. WBF is a youth, community, and data-driven implementation process that is transforming Westchester’s systems of care.

Presenters:
Christine Schuyler, Commissioner, Chautauqua County DSS
Tara Linh Leaman, JD, Program Director, Westchester Building Futures, Westchester County DSS
Jessica Grimm, Bravehearts M.O.V.E NY Chief Spokesperson and Youth Coordinator, Family Ties of Westchester
Dr. Janna Heyman, WBF Principal Investigator and Professor and Chair, Henry C. Ravazzin Center, Fordham University Graduate School of Social Service

Moderator:
Theresa Beaudoin, Esq., Deputy Commissioner - Social Services, Rensselaer County DSS

Thursday • January 28

17
**Case Law Update on CPS and Permanency Issues**

(This course has been accredited for 1.5 CLEs in New York through the NYPWA Committee of Social Services Attorneys.)

Hear the critical details on new case law in child welfare covering Abuse, Neglect, Dispositions, and Permanency Hearings for July 2015 to December 2015.

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

**Moderator:**
Amy Seidenstock, Esq., Counsel to the Commissioner, Greene County DSS

3:00 PM

**Ballroom Foyer**

Coffee Break • Sponsored by Grant Associates

3:30 PM - 5:00 PM

**Empire**

**Concurrent Sessions**

**Navigating for Success – LTC**

There have been many changes to health care since the implementation of the New York State Medicaid Redesign Team (MRT). The Division of Long Term Care staff will define the roles of the local district, NY Medicaid Choice, and NY Connects relative to the Managed Long Term Care (MLTC) program and the Balancing Incentive Program (BIP). DOH staff will also discuss the latest amendment to the Medicaid State Plan, called Community First Choice Option (CFCO).

**Presenters:**
Margaret Willard, Director, Bureau of Managed Long Term Care, Division of Long Term Care, NYS DOH OHIP
Karen Ambrose, Director, Bureau of the Balancing Incentive Program, Division of Long Term Care, NYS DOH OHIP
Karen Meier, Division of Long Term Care, NYS DOH OHIP

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

**Local DSS Fiscal Policy Dialogue**

Fiscal administrators and fiscally-minded commissioners and program staff will convene to discuss a wide range of fiscal issues. This forum offers an opportunity to share best practices and to discover ways districts have put themselves in a stronger financial position. **This session is for local districts only.**

**Facilitators:**
George Macomber, Director of Administrative Services, Livingston County DSS
Jennifer Cesario, Director, Administrative Services Division, Monroe County DHS

**Erie County CPS – Lessons Learned**

Over the last three years, Erie County Child Protective Services has been the recipient of considerable negative media attention. Three specific child fatality cases have been continually emphasized, and the blame for the deaths of these children has been portrayed as the fault of a flawed Erie County Child Protective Services Division. Throughout these last two years, negative commentary regarding the incompetence of Erie County Child Protective Services has permeated every aspect of the work. Caseloads tripled during this tumultuous period. Through the use of multiple strategies and perseverance, caseloads are returning to acceptable levels. Erie County DSS staff will discuss what incidents led up to the crisis as well as what lessons were learned as a result.

**Presenters:**
Robbie Farkas-Huezo, Assistant Commissioner, CPS and Children Services, Erie County DSS
Christopher Anderson, Director of Child Protective Services, Erie County DSS
Sharon Rochelle, First Deputy Commissioner, Erie County DSS
Brian Bray, Special Assistant to the Commissioner, Erie County DSS
Al Dirschberger, PhD, Commissioner, Erie County DSS

**Moderator:**
Lynn Tubbs, Child Welfare Clinical Director, Albany County DCYF
Salon F

Implementing ABAWD Time Limits
In January of 2016, many able-bodied adults without dependents (ABAWDs) will again become subject to a federal limit of three months of SNAP benefits in any three year period unless they are participating in qualifying work activities. OTDA will coordinate and facilitate a discussion of what districts are doing to help ABAWDs participate in appropriate work activities, to obtain jobs, and be able to continue receiving SNAP benefits beyond the three-month time limit.

Presenters:
John James, Temporary Assistance Specialist 3, OTDA
Keri Stark, Temporary Assistance Specialist 2, OTDA

Moderator:
Inez DeGroat, Deputy Commissioner for Financial Aid, Madison County DSS

Schenectady/Troy

Partnering with Child Support to Reduce Poverty and Improve Child Outcomes
Approximately 56 percent of the child support caseload is, or has been, in receipt of Temporary Assistance. This session will focus on child support as an anti-poverty program and discuss the data demonstrating the relationship between child support and Temporary Assistance and other benefit programs with a focus on reinvigorating our understanding of how effective referrals assist families to obtain and maintain self-sufficiency.

Presenters:
Eileen Stack, Deputy Commissioner and Director, OTDA Center for Child Well Being (CCWB)
Dave Dlugolecki, Director, OTDA Bureau of Data Management and Analysis
Kim Heroth, TA Specialist, OTDA Center for Employment and Economic Supports
Susanne Dolin, Bureau Chief, OTDA CCWB
Karen Sicurelli, Bureau Chief, OTDA CCWB

Moderator:
Gayle Frost, Supervising Support Investigator, Ontario County DSS

Salons G/H

Case Law Update on Foster Care, TPRs, and Adoptions
(This course has been accredited for 1.5 CLEs in New York through the NYPWA Committee of Social Services Attorneys.)
Hear the critical details on new case law in child welfare covering Foster Care, Terminations of Parental Rights, and Adoptions for July 2015 to December 2015.
Margaret Burt will address these three new statutes: the Non-Respondent Parent Bill, Child’s Right to Attend Permanency Hearings Bill, and Access to CPS Records by Law Enforcement Bill.

Presenter:
Margaret Burt, Esq., Counsel to the NYPWA

Moderator:
Laura Wagner, Esq., Assistant Social Services Attorney, Niagara County DSS

Albany/Colonie

The NYS Cost of Financial Exploitation Study
This workshop will describe and present the findings of The New York State Cost of Financial Exploitation Study, a comprehensive examination of the financial and nonfinancial costs of financial exploitation (FE) of vulnerable adults. The study looks at: the costs of funds and other property stolen from vulnerable APS victims; the staffing and other costs to APS and other agencies to investigate, conduct assessments, and other activities as a result of FE; and the cost of providing new and additional government benefits and services to victims as a result of FE. The study also includes key demographic data concerning the characteristics of victims and perpetrators, and of case outcomes. The data collected can serve to inform future decisions about allocation of resources to prevent and intervene in future cases of FE. This is the most comprehensive study about FE of vulnerable APS clients yet produced by any state and will be of significant interest on both a state and national level.

Presenters:
Alan Lawitz, Esq., Director, Bureau of Adult Services, OCFS
Yufan Huang, PhD, Research Scientist 3, Bureau of Research, Evaluation and Performance Analytics, OCFS
Lisl Maloney, Adult Services Specialist, Bureau of Adult Services, OCFS

Moderator:
Reed Lehan, Adult Services Supervisor, Saratoga County DSS

6:00 PM - 7:00 PM Salons A/B/C
Cocktail Reception • sponsored by
The Albany Marriott Hotel & QED National

7:00 PM - 9:00 PM Salons D/E
Annual Banquet • sponsored by
L-Tron Corporation

Friday • January 29

7:30 AM - 8:45 AM Salons D/E
Breakfast Buffet

8:00 AM - 11:00 AM Empire Foyer
Conference Registration

8:00 AM - 9:15 AM Salon C
Deputy Commissioners’ Leadership Network Meeting

Steering Committee Members:
Theresa Giovanniello, Deputy Commissioner, Dutchess County DCFS
Brian Moore, Director of Services, Temporary Assistance & Employment, Cortland County DSS
Julie Tomasi, Deputy Commissioner, Allegany County DSS
Karen Baker, Director of Children’s Services, Washington County DSS

9:00 AM Empire Foyer
Coffee Break • Sponsored by Venesky & Company

Local DSS Commissioners’ Meetings
Presiding:
Arthur Johnson, NYPWA President-Elect 2016

7:30 AM - 8:30 AM Salons A/B
Commissioners’ Only Networking Breakfast
Arrive by 8:15 AM

8:30 AM - 9:30 AM Salons A/B
Commissioners’ Meeting & Policy Discussion

9:30 AM - 11:00 AM Salons A/B
Dialogue with State Medicaid Director
Local DSS Commissioners’ Dialogue with State Medicaid Director, Jason Helgerson, Deputy Commissioner, Office of Health Insurance Programs, NYS DOH.

11:00 AM - 11:15 AM Salons A/B
Next Steps
Commissioners’ Coffee • sponsored by KPMG LLP •

9:00 AM - 11:30 AM Salons G/H
Attorneys’ Meeting with OCFS & OTDA Counsel
Part I (9:00-10:30)
Child Welfare Legal Issues
Facilitator:
Margaret Burt, Counsel to the NYPWA

Part II (10:30-11:30)
Temporary Assistance Legal Issues
Facilitator:
Howard Schultz, Deputy County Attorney, Broome County DSS
9:30 AM - 11:00 AM  
Schenectady/Troy  
Fiscal Administrators’ Meeting

9:30 AM - 11:00 AM  
Salon F

**Stay Inspired: You Are Making a Difference**

Working in social services can be stressful and demanding, particularly when providing care to people experiencing traumatic events. This session is designed to help people in the helping profession learn coping skills to manage the distress that builds up from frequent contact with individuals who are suffering. Arm yourself and your staff with strategies to maintain the satisfaction, hope, and inspiration that led you to choose this career.

*Presenter:*
**Denise Y. Schaller**, Lead Trainer, Schaller Solutions

*Moderator:*
**Barb Askew**, Staff Development Coordinator, Ontario County DSS

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**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.

This award was established in 2002, in honor of a former Staff Developer, Margaret Ives from Wayne County DSS. “Peg” was a forerunner in shaping a profile of what a Staff Developer should be. She was a leader in the Staff Development Community and a dedicated professional within her agency.

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.

Congratulations to the 2015 recipient of the “Margaret J. Ives Award for Outstanding Service” - Vicky Heussi, Essex County
Attorneys’ CLE Information

Attorneys may earn up to 10.5 CLEs by attending seven workshops.

OTDA will be providing CLEs for:

• **Security Concerns and Compliance Considerations: What to Know When Handling and Provisioning Access to OTDA Data** (1.5 CLEs)
• **Child Support Case Law Update** (1.5 CLEs)
• **Beating the Shell Game: Tax Returns, Business Records, and the Self-Employed** (1.5 CLEs)

NYPWA will be providing CLEs for:

• **FOIL’d Again: The Attorney’s Guide for FOIL Requests for Social Services Records** (1.5 CLEs)
• **Child Protective Services Access to Criminal History Records – How to Make it Work for You** (1.5 CLEs)
• **Case Law Update on CPS and Permanency Issues for July 2015 to December 2015** (1.5 CLEs)
• **Case Law Update on Foster Care, TPRs, and Adoptions for July 2015 to December 2015** (1.5 CLEs)

Please arrive to sessions early for CLE sign-in.

You must sign in and sign out in order to receive CLE credit.

Handouts for legal workshops are posted at www.NYPWA.org for you to review and choose which documents to download to your laptop or tablet, print out, or access during the conference.

Attorneys must attend in-person to participate and to qualify for CLEs. Both attorneys and non-attorneys must bring handouts for legal sessions if they wish to have them at the conference.

To access documents, click the "conferences" button on the NYPWA website, and then click on "CLE 2016 Winter Conference Handouts."

All sessions are suitable for transitional and non-transitional attorneys.

The NYPWA Financial Assistance Policy for Continuing Legal Education

The cost of CLE credits is waived for all social services attorneys who are county or NYC government employees. Attorneys may also request to have the entire conference registration fee waived based on financial hardship criteria. To apply, attorneys must submit a letter authorized by the local social services commissioner, explaining in detail why this training is essential to them and include the unique circumstances on why the agency and the attorney do not have the fiscal resources to cover the total fee. The letter should include a request for a specific discount (e.g., 25%, 50%, or 75%) based on need. Financial aid does not cover travel, hotel rooms or meals. Applications for CLE financial assistance should be sent to info@nypwa.org.
Mobile caseworkers do critical work, but the large amount of paperwork required by the job cuts into the amount of quality time caseworkers can spend with clients.

Since implementing Northwoods’ productivity solutions, Chemung County DSS caseworkers estimate they save anywhere from an hour a day to one day a week.

“I’m able to do more out in the field instead of having to worry about my paper notes. It allows me to be more active with my families.”

-Kristen Sternquist
Child Advocacy Center Caseworker, Chemung County DSS

To learn how Chemung County DSS workers are spending less time on paperwork, stop by our booth or visit teamnorthwoods.com/Chemung to download a case study.

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Contact: Sherri M. Ehrlich
914.400.1901
sehrlich@thehudsoncenter.org

www.thehudsoncenter.org
Effective integrated eligibility (IE) systems help states and counties realize higher return on investment on public resources so they can work to provide assistance to those who need it most. We know because we have more than 40 years of experience working with states on strategies that help deliver benefits to citizens, manage increasing demands for services, and achieve better outcomes for citizens. We’re currently working on IE projects in 30 states - surpassing all our competitors, combined.

What’s more, New York is our home field. Deloitte has over 100 years of experience providing professional services to the public and private sectors in the State of New York; six offices, including our global headquarters, located throughout the state; and over 4,400 practitioners who live and work here. We have the qualifications and experience - in both IE and the State of New York - to help meet your needs.

Learn more.

www.deloitte.com/us/hhs
Gold Sponsor • OASAS, six group homes, statewide therapeutic treatment foster care, school and home based prevention services as well as secure and non-secure detention programs. The Berkshire Union Free School District, located on campus, is a NYS public Special Act School District that operates 2 schools – Berkshire Jr/Sr High School, a residential on campus school, and a community-based school, the Warren Street Academy, also known as “The Bridge” in Hudson, NY. Berkshire is a member of the Alliance for Children and Families, is fully accredited by the Council on Accreditation of Services for Families and Children and has implemented both the Sanctuary and PLC Models.

Binnie Technology Solutions

Booth Number 16
Ian Scotland
877-408-7479
ian@binnacletechnology.com
www.binnacletechnology.com

Binnacle Technology Solutions provides nonprofit organizations and government agencies with value-added accounting software and services. We install and support AccuFund software, a robust accounting suite of advanced features, including Core Accounting Modules, Representative Payee, Purchasing/Inventory, Grants Management, Allocations, Payroll/HR, Requisitions and more!

Serving over a hundred clients in the Northeast, we have earned a reputation for responsive, personalized service with a specialty in working with County Departments implementing Representative Payee software.

Our clients include state and local governments, arts organizations, water authorities, social service and housing agencies, community development corporations, animal shelters, transportation authorities, schools, colleges, religious organizations, clinics, foundations, human services agencies, and others.

The Bonadio Group

Booth Number 8
171 Sully’s Trail, Suite 201
Pittsford, NY 14534
Brian Lafountain, CPA, CFE, Partner
585-249-2717 • blafountain@bonadio.com
Timothy Ball, CFE, Manager
585-249-2756 • tball@bonadio.com

The Bonadio Group has partnered with numerous Counties over the years to combat fraud, assist with making eligibility determinations on complex financial cases, review current departmental policies and procedures and assist in improving the existing internal controls. We have a well-qualified team of CPA’s, Certified Fraud Examiners, medical review staff and investigators that have assisted Counties with the identification and detection of Medicaid provider and recipient fraud, determining eligibility for long term/chronic care benefits, foster care benefits, departmental wide policy and procedure reviews, and assistance with many other forms of benefits and assistance. Our projects have generated millions in cost savings for the Counties and its taxpayers, as well as identifying millions in Medicaid overpayments to service providers in our communities.

Accenture

Booth Number 4
Sponsor • Luncheon – Wednesday, 12:15 PM
Gold Sponsor • Coffee Break – Thursday, 10:30 AM

Accenture is a leading global professional services company, providing a broad range of services and solutions for government in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all organizational functions—underpinned by the world’s largest delivery network—Accenture works at the intersection of government and technology to help clients improve their performance and create sustainable value for their stakeholders. With more than 358,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way citizens work and live. For more information visit www.accenture.com/publicservice

Altegra Health

Booth Number 20
Dana Griffin, JD
Director, Government Relations
888-528-9488 x7880
Dana.Griffin@altegrahealth.com
MyAdvocateHelps.com

Altegra Health leads the industry in providing innovative solutions that align healthcare resources for payers, providers, and members. Our mission is to help healthcare organizations and their members receive the financial resources and other benefits to which they are entitled, enabling quality care at the right time, leading to improved health at lower cost, and overall, a better quality of life. Through our My Advocate product service line, we provide Medicare Savings Program (MSP) application assistance, support, and advocacy nationally. In New York, we submit approximately 5,000 MSP applications annually. Since 2006, we have saved New York members more than $11 million dollars in Medicare Part B premiums.

Berkshire Farm Center & Services for Youth

Booth Number 12
13640 Route 22
Canaan, NY 12029
Jim Dennis, Interim CEO
518-781-1842
jdirectory@berkshirefarm.org
www.berkshirefarm.org

Since 1886, Berkshire Farm Center and Services for Youth has been making a difference in the lives of children and families by developing innovative strength based, child centered programs and services. Our mission is to strengthen children and families so they can live safely, independently and productively within their home communities. Berkshire operates a residential treatment center with a substance abuse treatment program licensed by the NYS Office of Alcoholism & Substance Abuse Services (OASAS), six group homes, statewide therapeutic and
Cicatelli Associates Inc. (CAI)

*Booth Number 6*

Elaine Lynch
Director of TCHIP
505 Eighth Avenue, Suite 1900
New York, NY 10018
212-594-7741 x218
elynch@caiglobal.org

CAI is a global nonprofit organization dedicated to improving the health and well-being of underserved populations worldwide. For 37 years, CAI has provided customized capacity building services to health and human service organizations in over 27 countries and in all 50 states. Offering over 1,500 training programs annually, CAI's passionate staff works to fulfill its mission: to use the transformative power of education and research to foster a more aware, healthy, compassionate and equitable world. For more information about CAI, visit our website: www.caiglobal.org.

CSRA

*Booth Number 7*

*Gold Sponsor • Opening Ceremonies – Wednesday, 11:00 AM*

150 Broadway - Suite #450W
Menands, NY 12204
Thomas Silvious, Director, Civil & Health Services Group
518-257-4730
Mobile: 518-469-8947
tsilvious@csc.com
www.csc.com

CSC’s U.S. government services unit has merged with SRA – to create CSRA – the leading pure-play government IT business in the country. CSRA provides commercial next-gen technology solutions to customers in the fastest-growing segments across the federal government, and we do so with an unparalleled focus on execution, performance and efficiency.

CSRA by the numbers:

- 19000+ employees
- 5000+ Veterans
- 90+ years of cumulative industry experience
- 2000+ projects
- 25+ global alliance partnerships
- Holistic approach to solving business challenges
- Technology independence

Controltec

*Booth Number 22*

Kevin E. Smith
800-991-6120 x344
www.controltec.com

Controltec develops and supports innovative software solutions for state and local governments, subsidized childcare agencies, childcare providers and school districts.

In New York, Controltec currently supports and maintains the Child Care Time and Attendance (CCTA) and the Child Care Program Integrity (CCPI) systems. Around the state, childcare providers are starting to use our iPad App to track attendance.

In November 2014, President Obama signed the Child Care and Development Block Grant Act of 2014 into law, making significant changes to the regulatory environment for state childcare subsidy programs. Controltec is now working on solutions to assist government with compliance in various areas, including waitlist systems, provider portals, parent portals, and background check tracking.

Deloitte Consulting

*Booth Number 1*

*Gold Sponsor • Coffee Break – Wednesday, 10:30 AM*

Erin Reuss-Hannafin
Lead Client Service Partner, State of New York
ereusshannafin@deloitte.com
518-472-4900
www.deloitte.com/us/state

Deloitte LLP is headquartered in New York City and home to nearly 5,000 New York-based professionals, with six offices across the state. We are proud of our demonstrated track record with the State of New York, as well as many New York counties and the City of New York. For more than 40 years, Deloitte has helped federal agencies, more than 40 U.S. states, and many local governments implement and manage complex health and human service programs that promote the health, safety and well-being of citizens. Deloitte’s heritage enables us to better understand the business and help states deliver proven results to citizens and agencies by increasing their efficiency, accessibility, and responsiveness. Visit Deloitte.com for more information.

DNA Diagnostics Center (DDC)

*Booth Number 3*

800-798-5676
ckelly@dnacenter.com
www.ddc-lab.com

DNA Diagnostics Center, Inc. (DDC) is a paternity and forensic testing laboratory based in Fairfield, Ohio, a suburb north of Cincinnati. DDC has been providing quality DNA testing services since 1988. During that time, over 8,000,000 family relationship samples have been performed for clients in all 50 states and in 173 countries. Experienced as the world’s largest private DNA paternity laboratory, DDC is also very active in the child support venue. DDC performs genetic testing for numerous county child support offices in Alabama, California, Colorado, Indiana, Minnesota, New Jersey, New York and Wisconsin. DDC also has the state contracts for Child Support offices in Florida, Georgia, Illinois, Kentucky, Louisiana, Michigan, Mississippi, Nebraska, New Mexico, Pennsylvania, Tennessee, Texas, West Virginia, District of Columbia, and numerous Tribal Child Support programs. DDC’s paternity testing business expanded dramatically in 2012 with the acquisition of Orchid Cellmark’s U.S. Child Support clients. Our ultra-modern laboratory complex encompassing 68,000 square feet located on 7 acres is equipped with state-of-the-art robotics and some of the most advanced technology available for performing DNA testing. Accreditations and certifications that DDC has include AABB, New York State Department of Health, CLIA,
General Code

Booth Number 14
800-836-8834
www.generalcode.com

General Code offers software solutions that Integrate Records Management with Human Services solutions. This results in:

- Better data capture and sharing
- Faster access to case information
- Improved visibility by agency management
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We are a Value-Added Reseller of Laserfiche, which integrates with Northwoods to provide you with a comprehensive solution – designed around the case workers, not the data. This creates a system where the data that is collected is more accurate, more complete and more timely.

With Laserfiche, you can automate your business processes to make your organization work faster and be more efficient. By integrating with Northwoods, you’ll have a single, comprehensive solution for your county human services agency.

Grant Associates

Booth Number 28

Gold Sponsor • Coffee Break – Thursday, 3:00 PM
Doug Cotter, President
Grant Associates
1250 Broadway, Suite 810
New York, NY 10001
917-817-6167
dcotter@grantassociatesinc.com
www.grantassociatesinc.com

Grant Associates is a national workforce development company collaborating since 1997 with government to develop programs that advance job seekers, businesses and local economies. We tailor solutions that build workforce capacity and help a community reach its true potential.

Our expertise includes operating full-service One-Stops, locally funded sector-based initiatives and programs that serve special populations, including disconnected youth, public assistance recipients and the justice involved.

Hudson Center

Booth Number 24
Tarrytown, NY 10591-5455
Sherri Ehrlich
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The Hudson Center for Health Equity & Quality is a not for profit health care advocacy and technology company founded in 2004 to streamline administrative processes for government programs and reduce health system costs for all stakeholders, including New York State. The Hudson Center has implemented systems statewide that facilitate speedy, online processing of Medicaid applications, benefiting over one million people in New York, and the health plans, providers, and agencies that administer public programs. Consistent with this mission, the Hudson Center works closely with designated health homes to develop technology that supports business processes and care coordination with the goal of improving care, improving the experience of care, and reducing costs. Hudson Center works with RHIOs statewide to ensure effective information sharing among health care teams, including compliance with all requirements outlined by the State Office of Health Insurance Technology Transformation. The NYS of Health marketplace requires health insurers to communicate electronically using standard HIPAA transactions. The Hudson Center has developed an application that enables robust and compliant transactions between health plans and the NYS of Health. Features and functions include member management system and payment system reconciliation, invoicing, workflow management and reporting, all of which save time and reduce costs associated with Exchange transaction processing. Additionally, the Hudson Center developed and supports a powerful solution for payers to transmit encounter data for all lines of business to the NY All Payer Database with the goal of analyzing how and where health care dollars are spent across payers.

The IMA Group

Booth Number 2
660 White Plains Rd, Suite 630
Tarrytown, NY 10591
Barbara Young
800-245-4245 x319
barbara.young@ima-us.com
www.ima-us.com

The IMA Groups, SAAM Program, partners with local Counties to identify individuals with substance abuse issues. Substance abuse is one of the major barriers to employment. IMA’s SAAM program has proven effective in evaluating, selecting appropriate treatment levels and monitoring compliance. IMA also directs and monitors treatment to enable self-sufficiency. Their technological prowess, clinical expertise and strong working relationships with treatment providers assures timely reporting, within 24 hours, of compliance and progress of treatment outcomes for in and out-of-county consumers.

This physician owned and operated Occupational Medical Company also has a contract with NYS OTDA to perform medical and psychological Employability examinations for County DSS. Case Review Services for Medicaid, home care assessments and disability exams are also available.

IBM Watson Health

Booth Number 29

Gold Sponsor • Conference Brochure Printing
Nicole Rath
Regional Sales Manager, East Coast, IBM Cúram
IBM Watson Health
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Mobile: 518-369-9919
nrath@us.ibm.com
Visionary health and social organizations understand that the way forward is not simply implementing limited, discrete changes, but to strategically reinvent the entire organization and define new program models based on a vision for the future. Technology plays a critical role in this transformation, helping health and social programs to deliver better outcomes with more speed, agility and effectiveness.

IBM announced Watson Health in 2015 as a major investment in the transformation of health and human services delivery. Watson Health will serve as a catalyst to improve the lives of people around the world and lower health and social program costs.

Learn more about IBM Watson Health solutions for health and social programs at the IBM booth or link to the website. www.ibm.com/smattersocialprograms

KPMG LLP
Sponsor • Commissioners’ Coffee Break – Wednesday
Sponsor • Commissioners’ Coffee Break – Friday
John M. Druke, Principal
jdruke@kpmg.com
KPMG LLP is an industry leader in providing Health and Human Services to State, Local, and Federal Government clients around the country. Our partners and professionals provide audit, tax, and advisory services to clients in all 50 states including the State of New York, as well as the City of New York. We are an industry leader in providing business integration services for large health and human services transformation efforts and have long held a leadership role in the evolution of government and government accounting. KPMG’s State and Local Government Advisory practice focuses on business issues that are fundamental to state and local governments: improving business processes and services delivery to constituents and controlling costs. We help improve the operational business processes and the technology systems used to support business objectives, and provide information to help meet strategic and financial goals.

Laboratory Corporation of America
Booth Number 27
Marcus Howard, Regional Account Executive
336-436-7422 • Howarm2@labcorp.com
Prince Miles, Regional Account Manager
336-436-7446 • Mlilee1@labcorp.com
www.labcorp.com
LabCorp, with more than 30 years of experience, is the premier DNA testing laboratory for paternity testing worldwide. LabCorp operates a sophisticated laboratory network, with corporate headquarters in Burlington, NC, 1,800 company operated Patient Service Centers, more than 10,800 collection sites and over 28,000 employees worldwide. With scientific expertise in esoteric testing, genomics, clinical and anatomic pathology, LabCorp performs more than one million tests each day. On December 15, 2011, LabCorp acquired Orchid Cellmark, Inc. (“Orchid”), harmonizing two experienced and highly qualified forensics and family relationship laboratories. This acquisition further expanded LabCorp’s international presence as Orchid maintains DNA testing facilities both in the United States and in the United Kingdom. LabCorp is pleased to be the first national DNA laboratory to offer a 21-marker genetic analysis in combination with our standard double-blind process on every paternity sample. Parentage/Relationship tests play an important role in child support decisions. By utilizing these new kits, LabCorp is providing a dramatic increase in the power to exclude, resulting in more robust results than those routinely found in the industry.

LaSalle School
Booth Number 9
391 Western Avenue, Albany NY, 12203
Anne Moscinski, Associate Director
518-242-4731 x201
Anne@LaSalle-School.org
A respected provider of Child Welfare Services for over 160 years, LaSalle School offers a rich array of services, including outpatient mental health and substance abuse services for adolescents and young adults, specialized residential treatment for youth with complex behavioral health needs, intensive family work to support reunification, and unique programming for older foster care youth preparing for Independent Living. LaSalle is a leader in providing family centered assessment and treatment services specific to sexually abused and sexually aggressive youth. LaSalle’s team of experts trains and consults throughout the northeast and nationally on the successful treatment of juvenile sexual abuse, the impact of Adverse Childhood Experiences (ACEs) and best practices in residential treatment. LaSalle has been selected to participate in the international Brain Science initiative ‘Change in Mind.’ Sponsored by the Alliance for Strong Families and Communities; this initiative focuses on the prevention and mitigation of the effects of toxic stress and ACEs. Meeting the demanding standards of national accreditation and licensure by COA, OCFS, OASAS, OMH and SED, LaSalle has a proven record as a provider of best practice across all program areas. Visit www.LaSalle-School.org

LexisNexis
Booth Number 15
1000 Alderman Drive
Alpharetta, GA 30005
Jeff McCutchen
518-621-7737
www.lexisnexis.com/government
LexisNexis® Advanced Government Solutions enable government agencies to instantly gather and analyze authoritative public records information—and detect and examine entitlements fraud. Our robust investigative solutions leverage LexID®, our advanced linking technology, and authoritative data sources to help agencies locate people and uncover assets, associations and criminal records. Our screening and identity verification solutions seamlessly integrate at all phases of the entitlements and benefits enrollment cycle. We can also customize solutions to meet your agency’s unique information needs.

www.lexisnexis.com/government
L-Tron Corporation
Booth Number 10
Gold Sponsor • Banquet – Thursday, 7:00 PM
596 Fishers Station Dr
Suite 1A
Victor, NY 14564
800-830-9523
Elyse.DeRoo@L-Tron.com
www.L-Tron.com/childfirstsolution
L-Tron has partnered with Mobile Epiphany and Zebra Technologies to offer a purpose-built, easily customizable, mobile solution that addresses the critical needs of Child Protective Services caseworkers, so they can focus on what matters most – the children. Improving overall caseworker efficiency, the ChildFirst mobile solution eliminates the need for excessive and repetitive paperwork, reduces the high rate of employee burnout, redundant reporting processes and is simple and easy to use. When you spend less time on paperwork and more time on cases, the result is a better outcome!

L-Tron Corporation, headquartered in upstate NY for over 35 years has a 15+ year track record of providing technology solutions for federal, state and local government agencies, including Law Enforcement and Public Safety. Specializing in data collection and “in the field” technology reporting to streamline workflow processes, we provide the very best hardware and software solutions available. We will customize a solution to fit your specific requirements so you can deliver the results you need to be successful.

MAXIMUS
Sponsor • Jam Session – Wednesday, 9:00 PM
1891 Metro Center Drive
Reston, Virginia 20190
1-800-MAXIMUS
maximus.com
MAXIMUS is a global health and human services organization dedicated to helping governments provide essential services to their citizens, including workforce development, child support services, public health programs, and tax credit and employer services. In the field of workforce development, our dedicated professionals partner with state and local agencies as well as local employers to provide innovative solutions that empower individuals to prepare for, find and retain meaningful employment. To learn more about how MAXIMUS can help your workforce program succeed, we invite you to contact us at workforcesolutions@maximus.com or visit maximus.com/workforce.

Medical Answering Services
Booth Number 11
P.O. Box 11998
Syracuse, New York 13218
866-371-3881
Info@medanswering.com
Medical Answering Services, LLC (MAS) has been providing Medicaid Transportation Management services in New York State since 2003 and currently provides this service in 55 New York State Counties. In the spring of 2011 the New York State Department of Health (NYSDOH) selected MAS as the Transportation Manager for the Medicaid Transportation Management – Hudson Valley Initiative. In May of 2013 the NYSDOH selected MAS as the Transportation Manager for the Medicaid Transportation Initiative – Finger Lakes and Northern New York Regions. In May of 2014 the NYSDOH Selected MAS as the Transportation Manager for the Medicaid Transportation Initiative – Western New York Region. MAS’s highly trained staff uses a state of the art software management system, which when combined with our innovative approach, under the direction of policies and regulations developed by Federal, State and Local government, have been the ingredients to substantial government savings and increased satisfaction of Medicaid Enrollees, Transportation Vendors and Medical Providers.

nfrastructure
Booth Number 18
5 Enterprise Avenue
Clifton Park, NY 12065
Mackenzie Edel
518-664-3899
Mackenzie.edel@nfrastructure.com
www.nfrastructure.com
nfrastructure designs, builds, and operates infrastructure and applications for the Internet of Everything (IoE). nfrastructure was founded in, and is headquartered in, New York State. nfrastructure specialists address the application and technology demands of NYS (including the human services cluster), local governments, SUNY and other higher education institutions, K-12, and healthcare. The nfrastructure team is focused on building and maintaining sustainable workforce development and job creation programs throughout NYS. nfrastructure offers: world-class engineering talent, on-site technical service, tightly integrated high-availability, low cost remote support and an innovative, proprietary “nterprise” software suite to manage IoE projects. 20+ years of experience, unparalleled technical expertise, and overwhelmingly satisfied customers, partners and employees allow nfrastructure to create the capacity for innovation in New York.

Northwoods
Booth Numbers 25 & 26
Gold Sponsor • Coffee Break – Wednesday, 3:00 PM
5815 Wall Street
Dublin, OH 43017
Val Mason, Client Executive
614-408-8727
valene.mason@teammnorthwoods.com
teamnorthwoods.com
Northwoods’ only focus is helping state and county human services agencies increase client service levels and productivity while cutting costs — allowing them to do more with less. Northwoods’ human services software solutions are designed around caseworkers and social workers, not simply data collection. Our Compass ® products automate the flow of client and case information based on how caseworkers throughout the agency need to use it. By providing all the right tools in the office and the field,
Northwoods’ solutions eliminate duplicative work and reduce stress. Time-consuming tasks are automated, helping caseworkers and social workers have more time to accomplish their mission: protecting families. For more information, visit teamnorthwoods.com or follow Northwoods on Twitter @teamnorthwoods.

Optum

Booth Number 21
Gold Sponsor • Commissioners’ Private Reception

www.optum.com/government

At Optum™, our unique position as a leading information and technology-enabled health services business allows us to connect and serve the entire system to help create a healthier world. Our impact is broad and growing. Today we serve 74 million consumers, 300 health plans, hundreds of life science companies, 67,000 pharmacies, four out of five hospitals, half of the Fortune 500 employers, health departments, and agencies in 38 states and 18 federal agencies. Simply put, we provide the people, data, and technology that drive transformation. Optum has more than 30 years’ experience helping state governments solve their biggest, most complex challenges. For more information on how we can help your state, visit optum.com/government.

QED National

Sponsor • Reception – Thursday, 6:00 PM

Anthony Concolino, Managing Director
212-481-6868 x119
aconcolino@qednational.com

QED National is a privately held, award winning NYS- & NYC-Certified Women-Owned Business Enterprise. Established in 1993 by Owner, Founder and President Colleen Molter, QED National has provided innovative IT Staffing, Consulting and Solutions for the Government, Transportation, Health & Human Services, Energy, Construction, Financial Services, Healthcare and Information Technology industries for over 22 years.

Our reputation for quality, cost containment and integrity has earned us multiple contracts with NYC and NYS government entities and Fortune 500 corporations over the years. The high quality standards of QED National’s services have been recognized by our clients and the industry. Most recently, QED National has retained the recognition of “Inc. 5000 Fastest Growing Private Companies” for the seventh consecutive year (2009 – 2015).

St. Catherine’s Center for Children

Booth Number 5

40 North Main Avenue
Albany, NY, 12203
William T. Gettman, Jr., Executive Director
518-453-6721
wgettman@st-cath.org
www.st-cath.org

St. Catherine’s Center for Children opened its doors in Albany in 1886 as an orphanage, and has since grown to meet the evolving needs of the community. Today, St. Catherine’s is a leading regional human services provider, offering programs for children and families coping with issues of abuse and neglect, homelessness, mental health, and trauma. St. Catherine’s offers residential services for children ages 5 to 13, therapeutic foster care programs, a family homeless shelter, a special education elementary school, and community based services designed to enhance and strengthen family life. Although St. Catherine’s is affiliated with the Diocese of Albany, the agency is a not-for-profit provider funded through various health, education, and welfare programs operated by local, state, and federal entities.

The Star Group, Inc.

Booth Number 23

PO Box 708
Whitney Point, NY 13862
Susan A. Wheeler – President/CEO
607-692-STAR (7827)
StarGrpInc@aol.com
www.thestargroupinc.com

The Star Group, Inc. is a private MWBE certified company that serves county Department of Social Services with programs designed to address the needs of targeted populations to assist in improving participation rates, controlling costs, and addressing staffing by providing proactive case management and vocational rehabilitation services.

We have a proven track record of disability/employability case management, Social Security maximization, job placement and retention services, as well as work experience programs. We can tailor a program to meet you specific areas of concern and groups of participants.

Stop by The Star Group, Inc. booth and see Susan Wheeler or Patrick Doyle to discuss our services and programs in further detail. We look forward to meeting you!

Stevens Treatment Programs

Booth Number 19

24 Main Street
Swansea, MA 02777
Patrick Morrison, Director of Professional Services
508-679-0183 x104
patrickm@stevensprograms.org
www.stevensprograms.com

Stevens Treatment Programs operates a continuum of therapeutic residential and educational programs as well as community and home-based transitional services. Stevens’ programs include a Residential Treatment Center, an Intensive Group Home, a Transitional Living Group Home, and a Special Education Day School. Stevens’ programs serve youth with behavioral and emotional problems that present serious treatment concerns, including specialized programs for fire-setting and sexualized behaviors. The programs provide highly structured, nurturing environments that are safe, secure and therapeutic. Stevens’ team of professionals delivers intensive and highly individualized services. A trauma-informed, cognitive/behavioral treatment approach gives youth the tools to be in control and prepares them for successful transitions. Our youth-guided and family-driven programs are committed to positive outcomes.
Unique Comp Inc.

Booth Number 13
New York City Office
27-08 42nd Road,
Long Island City, New York 11101
Albany:
90 State Street
Albany, New York 12207
Ms. Kalpana Patel – President and CEO
Mr. Gautam Tooley – Sr. Vice President
718-392-5100
gtooley@uciny.com

Unique Comp Inc. (UCI) is a highly regarded award winning New York State certified M/WBE Information Technology services firm with offices in Long Island City, and Albany, New York. Throughout the course of its 15 years UCI has provided high-quality technology consulting services to both the public and private sector while establishing a long and impeccable track record with New York State and local government agencies.

A leader among M/WBE firms providing consulting services supporting health and human services programs UCI has actively participated in New York’s Health Benefit Exchange, DSRIP, the New York Justice Center Implementation, Commonwealth of Massachusetts’ MMIS implementation and New York City’s ACS’ INFO project. UCI’s additional New York clients have included the Department of Health, the Office of Temporary and Disability Assistance, the Office of General Services, Office of the State Comptroller, the Division of the Budget, and the Workers Compensation Board. UCI is also one of the few firms that have local government experience having provided services to Rockland County, NYC Administration of Children Services, and NYC Health and Hospitals Corporation.

UCI brings quality resources, unmatched responsiveness, and a level of excellence that enables our business partners and clients to implement successful and meaningful health and human services programs on both a statewide and local level.

Venesky & Company

Sponsor • Coffee Break – Friday, 9:00 AM
6114 State Route 31
Cicero, NY 13039
Doug Venesky, General Manager
315-698-2442 x103
group@venesky.com
www.venesky.com

Venesky & Company would like to thank all of our clients for supporting our local New York State business and for your loyalty. We appreciate the work and we will continue to support the organizations that support the local DSS. Venesky & Company was established to assist NYS County Governments in obtaining reimbursements from the Federal and State governments through the calculation and preparation of Cooperative Agreements, Maintenance in Lieu of Rent Reports, and Central Services Cost Allocation Plans. We have a proven history of successfully working on extremely complex cost recovery projects and our results continue to demonstrate that the preparation of these documents is an opportunity to recover Federal and State funds, not just a requirement.

Xerox

Booth Number 30
Sponsor • Networking Reception – Wednesday, 6:00 PM
15 Pickett Place
New Albany, OH 43065
John Polk, SVP & Managing Director
614-775-1334
John.Polk@xerox.com
www.Xerox.com/CSInnovation

Xerox is the world’s leading enterprise for business process and document management. A trusted operations partner to 1,700+ government agencies, we touch millions of lives every day.

Founded in New York, Xerox now employs more than 10,000 residents of the Empire State. We serve millions of New Yorkers by operating the state’s child support disbursement unit, supporting New York E-ZPass, processing workers’ compensation claims, disbursing government benefits via debit cards, among other statewide services. We’re also working with New York to update its Medicaid claims processing system to a next-generation technology platform. Our portfolio includes operations expertise in document imaging, call center services, electronic payment cards, and much more to help New York transform communities.

Find out more at www.xerox.com/stateandlocal.

Youth Advocate Programs

Booth Number 17
Casey F. Lane
315-212-7338
cflane@yapinc.org
www.yapinc.org

YAP is a nationally recognized, nonprofit organization exclusively committed to the provision of community-based alternatives to out-of-home care through direct service, advocacy, and policy change. Since our founding in 1975, our expertise and passion have been in serving deep-end, multi-need, and cross-system youth and families, though we have success across a continuum of needs and challenges. We provide safe, cost-effective services to youth and families involved in numerous systems, including the Child Welfare, Juvenile Justice, Behavioral Health, Developmental Disabilities, Education, and Adult Systems. We serve over 10,000 families a year in more than 100 programs across 18 states in rural, suburban, and urban areas including 26 major metro areas. Since our beginning in 1975, 100% of our programming occurs in the home communities of the people we serve.
The Star Group, Inc
"Solutions that Achieve Results"

The Star Group, Inc. is a private company specializing in developing human and social service programs for County and State Governments and Non-Profit Organizations.

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- Gayle DeRose, L-Tron CDO

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Worldwide, social services programs are facing economic and technological unsustainability and other serious challenges. Together, we have the opportunity to bring together professional expertise, technology and data to help people live healthier, more productive lives. By utilizing vast amounts of untapped data from many sources, it is possible to unlock a holistic view of an individual to help workers make more informed decisions. IBM Watson Health works to enhance, scale and accelerate expertise across the domains of health and human services and to facilitate collaboration throughout the human services community. We bring together individuals and organizations to provide access to tools and information that help drive better outcomes for individuals, families and society. Learn more about Watson Health solutions at the IBM booth or link to the website

www.ibm.com/smartersocialprograms
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Healthier is here

Integrate your systems with Optum. One application, one enrollment process, one program view of each person and one eligibility determination for all programs. This holistic approach provides you and your clients greater efficiency and a better experience.

As a health services and innovation company, Optum powers modern health care by combining data and analytics with technology and expertise. Stop by our booth at the New York Public Welfare Association conference for a demonstration of our modular, services-based integrated eligibility solution.

Optum.com/government
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Every day CSRA makes a difference in how the government serves our country and our citizens. This year, CSRA’s New York Health and Human Services team celebrates our 30-year legacy of working closely with our State and Local government partners to provide reliable service to New York’s citizens by helping over 6 million New Yorkers gain access to higher quality healthcare and health insurance through New York’s Medicaid Program (eMedNY) and the New York State of Health™ Marketplace.

www.csra.com