

New York Public Welfare Association
155th Annual Winter Conference

Tough Times

Don't Last,

Tough Teams Do

Program Brochure
January 23-26, 2024
The Albany Marriott Hotel

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— MAE MAJOR

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



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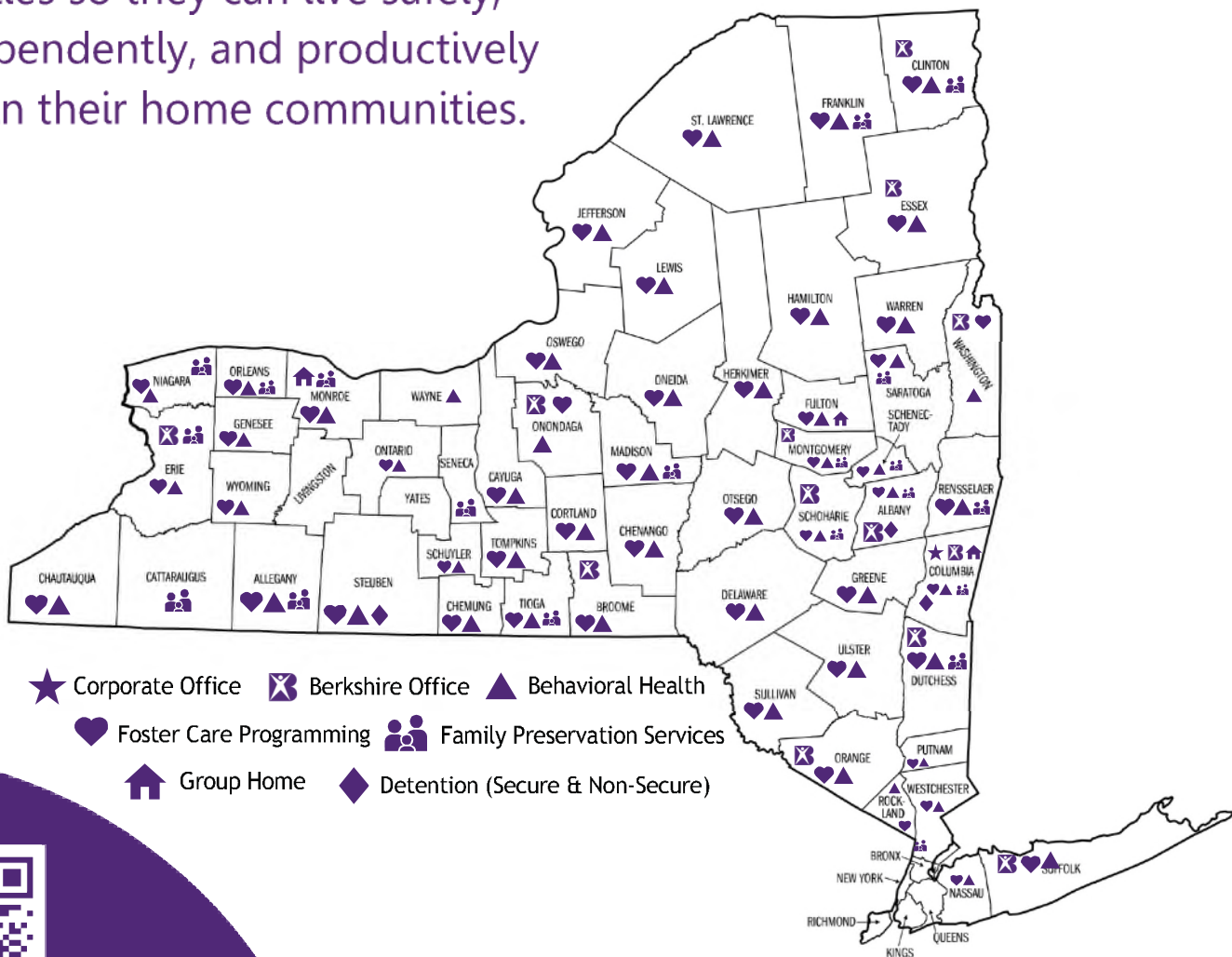
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Tuesday, January 23

3:00 pm - 6:00 pm	Exhibitor Setup.....	Ballroom Foyer
4:30 pm - 6:00 pm	Registration.....	Empire Foyer

Wednesday, January 24

7:30 am - 8:45 am	Breakfast Buffet.....	Albany/Colonie, Empire, State Room, Restaurant, & Hotel Lounge
8:00 am - 5:00 pm	Registration.....	Empire Foyer
9:00 am - 5:00 pm	Exhibit Area Open.....	Ballroom Foyer
9:00 am - 5:00 pm	All Day Refresher Break • Sponsored by IBM Consulting	Ballroom Foyer
9:00 am - 10:30 am	Concurrent Sessions	
	<i>NYPWA Board of Directors' Meeting</i>	Board Room
	<i>Corroboration of a Child's Out-of-Court Statement</i>	Empire
	<i>Housing Development with the Homeless Housing & Assistance Program (HHAP)</i>	Schenectady/Troy
	<i>Unwinding the Unwind & Beyond: Medicaid Best Practices & Strategies for the LDSS (Restricted to LDSS)</i>	Salons A/B
	<i>Updates from the OCFS, Division of Child Care Services</i>	Salon C
	<i>Recruitment Marketing Campaign: A Case Study in Success</i>	Salon F
	<i>Compassion, Mindfulness & Support: A Best Practices Panel</i>	Salons G/H
10:30 am	Coffee Break • Sponsored by Deloitte	Ballroom Foyer
11:00 am - 12:15 pm	Opening Ceremonies.....	Salons D/E
11:30 pm - 1:15 pm	Luncheon.....	Albany/Colonie, Empire, State Room, Restaurant, & Hotel Lounge
1:30 pm - 3:00 pm	Concurrent Sessions	
	<i>State & Local Commissioners' Dialogue — Coffee Break • Sponsored by NYSTEC (Restricted to Commissioners)</i>	Salons A/B
	<i>Confidentiality Issues & Questions</i>	Empire
	<i>Bringing Medicine & Services to the Street: Connecting the Unsheltered Homeless with Care</i>	Schenectady/Troy
	<i>Connecting the D.O.T.S (Diversion, Opportunities, Treatment & Services)</i>	Salon C
	<i>Media Maximization to Enhance Recruitment Efforts</i>	Salon D
	<i>Effective Child Support Administration (Restricted to LDSS)</i>	Salon E
	<i>Avoiding the Fiscal Pitfalls (Restricted to LDSS)</i>	Salon F
	<i>Recruitment & Onboarding for Employee Success & Retention</i>	Salons G/H
3:00 pm	Coffee Break • Sponsored by Northwoods	Ballroom Foyer
3:30 pm - 5:00 pm	Concurrent Sessions	
	<i>Child Support Caselaw Update</i>	Empire
	<i>Workforce Solutions</i>	Schenectady/Troy
	<i>From 120 to 20: Reducing Children in Foster Care & Other Successes in Chemung County</i>	Salons A/B
	<i>We Are in this Together: How Systems of Care Build Proactive Cross-System Collaboration Towards Community Resilience</i>	Salon C
	<i>Code Blue - What is Working?</i>	Salon D
	<i>Long Term Care Update</i>	Salon E
	<i>IV-E Fails, Exploring Contributing Factors & Common Pitfalls that Contribute to Incorrect IV-E Determinations (Restricted to LDSS)</i>	Salon F
	<i>Recognizing & Reducing Employee Stress & Secondary Trauma</i>	Salons G/H
5:00 pm - 6:00pm	Commissioners' Reception.....	Private
6:00 pm - 7:00pm	Networking Reception.....	Salons A/B/C
7:00 pm	Dinner on Your Own	

Thursday, January 25

7:30 am - 8:45 am	Breakfast Buffet.....	Albany/Colonie, Empire, State Room, Restaurant, & Hotel Lounge
8:00 am - 5:00 pm	Registration.....	Empire Foyer
9:00 am - 5:00 pm	Exhibit Area Open.....	Ballroom Foyer
8:00 am - 9:00 am	Streamlining TA Administrative Processes (Workgroup Members-Only).....	Schenectady/Troy
9:00 am - 10:30 am	Concurrent Sessions	
	<i>Child Welfare Caselaw Review, Part I</i>	Empire

	Moving from Cultural Competency to Cultural Humility.....Schenectady/Troy
	The Rental Supplement Program, Views from Two
	Counties on How to Operate a Successful Program.....Salon A
	Opportunities for Institutional Foster Youth:
	Preparing our Youth for their Future.....Salon B
	Resiliency - Why it Matters & How to Grow It?.....Salon C
	Diving into the Executive Budget.....Salon E
	Proposed Federal Regulations for Adult Protective Services.....Salon F
	Emergency Housing: Sharing Strategies (<i>Restricted to LDSS</i>).....Salons G/H
9:00 am - 11:00 am	Medicaid Eligibility Special Updates and Q&A.....Salon D
10:30 am	Coffee Break • Sponsored by ConduentBallroom Foyer
10:45 am - 12:15 pm	Child Welfare Caselaw Review, Part II..... <i>Empire</i>
11:00 am - 12:15 pm	Concurrent Sessions
	Integrated Eligibility System Meeting (<i>Members-Only</i>).....Board Room
	Homeless Housing/Code Blue Workgroup (<i>Workgroup Members-Only</i>).....Salon A
	Child Support Program Updates, Part I.....Salon B
	Building Bridges: Leadership for the Multi-Generational Workforce.....Salon C
	Collaboration & Patnership: Key to Increasing Client
	Engagement & Employment, Take Two.....Salon D
	Hot Topics for State & Local Fiscal Administrators.....Salon E
	Team Approach to Best Supporting Youth with Complex Needs.....Salon F
	Building ODEIA.....Salons G/H
11:30 am - 1:15 pm	Lunch.....Albany/Colonie, Empire, State Room, Restaurant, & Hotel Lounge
1:30 pm - 3:00 pm	Concurrent Sessions
	Nuts & Bolts of Abuse Cases..... <i>Empire</i>
	Preserving Benefits by Fighting Fraud (<i>Restricted to LDSS</i>).....Salon A
	Child Support Program Updates, Part II.....Salon B
	Implementing Successful & Sustainable Succession Planning Systems.....Salon C
	Media Engagement & Crisis Communications:
	Moving From Strategies to Practice.....Salon D
	IES Program Update (<i>Vendors Are Prohibited</i>).....Salon E
	Blind Removal Process & KinFirst Firewall Practice:
	Qualitative Analysis on Implementation.....Salon F
	Walk the Walk: Building Teams by Rolling Up Our Sleeves.....Salons G/H
3:00 pm	Coffee Break • Sponsored by EquifaxBallroom Foyer
3:30 pm - 5:00 pm	Concurrent Sessions
	Crying in the Courtroom: Why 'Toughness' Isn't Enough..... <i>Empire</i>
	Streamlining Administrative Processes in Family &
	Childrens Services (<i>Workgroup Members-Only</i>).....Salon A
	Medicaid 101 (<i>Restricted to Commissioners</i>).....Salon B
	Workplace Wellness - The Missing Link.....Salon C
	Moving Towards Implementation: Updates on the Universal Assessment.....Salon F
	TA, Employment & SNAP Forum (<i>Restricted to OTDA & LDSS</i>).....Salons G/H
6:00 pm - 7:00 pm	Cocktail Reception • Sponsored by the Albany MarriottSalons A/B/C
7:00 pm - 9:00 pm	Annual Banquet with Live Music by Made in the ShadeSalons D/E

Friday, January 26

7:30 am - 8:30 am	Commissioners' Breakfast — Coffee Break • Sponsored by NYSTEC
	(<i>Restricted to Commissioners</i>)..... <i>Empire</i>
8:30 am - 12:00 pm	Commissioners' Meeting & Policy Discussion
	(<i>Restricted to Commissioners</i>)..... <i>Empire</i>
7:30 am - 8:45 am	Breakfast Buffet.....Albany/Colonie, Empire, State Room, Restaurant, & Hotel Lounge
8:30 am - 9:45 am	Deputy Commissioners' Leadership Network Meeting (<i>Restricted to LDSS</i>)...Salons A/B
	State & Local Child Support Dialogue (<i>Restricted to OTDA & LDSS</i>).....Salon C
	Local DSS Fiscal Conversations (<i>Restricted to LDSS</i>).....Salon D
	Staff Development Association Meeting (<i>Restricted to LDSS</i>).....Salon F
9:00 am - 11:00 am	Meeting with State Agency CounselSalons G/H
10:00 am - 11:30 am	Special Feature Presentation (Open to All)
	In Service to Others - Diane Roesch.....Salon E

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For more information contact:

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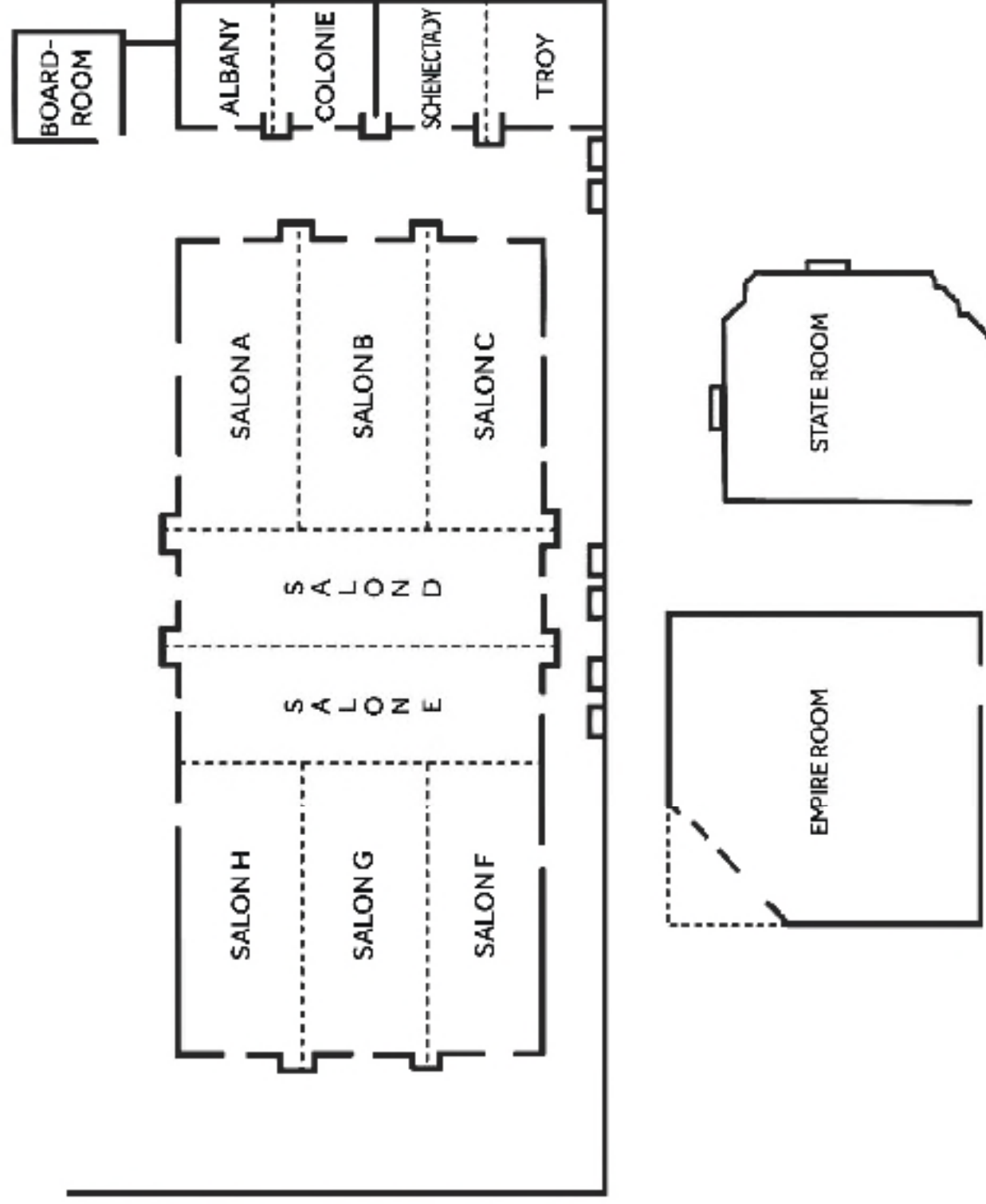
*VP, Key Client Leader,
State of New York*

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Welcome & Keynote Address
Wednesday, January 24
11:00 AM - 12:15 PM
Salons D/E

Presiding:

Sarah Merrick, NYPWA President and
Commissioner of Onondaga County DSS/ES

Honorable Daniel P. McCoy
Albany County Executive

Suzanne E. Miles-Gustave, Esq.,
Acting Commissioner, Office of
Children & Family Services

Barbara Guinn, Acting Commissioner,
Office of Temporary & Disability Assistance

Keynote Speaker



Grace C. Bonilla, Esq.

***How Leaders Adjust to
a Changing Workforce***

After the fog of the last few years, the rapidly changing workforce and the demands from communities that are in need of the services only government can provide, what are leaders to do? This session will focus on some of the challenges facing employers in different social services sectors and some of the solutions they are experimenting with to meet the moment. This is a time to be bold about your leadership and management. Together we will explore how to reimagine how being a more empathetic leader who invests in the people and talent can actually help you with deliverables; why creating a sense of belonging is your superpower; and why this is the moment to start strategically thinking and acting on retention, a human centered approach to management and wellness as a core values in all of our institutions.

Tuesday ■ January 23

3:00 PM - 6:00 PM

Exhibit Setup and Registration

4:30 PM - 6:00 PM

Conference Registration

6:00 PM

Dinner on Your Own

Wednesday ■ January 24

7:30 AM - 8:45 AM

Breakfast Buffet

8:00 AM - 5:00 PM

Conference Registration

9:00 AM - 5:00 PM

Exhibit Area Open

• **All Day Refresher Break •**
IBM Consulting

9:00 AM - 10:30 AM

Concurrent Sessions

Board Room

NYPWA Board of Directors' Meeting

Empire

***Corroboration of a Child's Out-of-Court
Statement***

(1.5 CLEs, 90 minutes)

The presentation will examine how corroboration has been treated by the Appellate Courts from 1985 to the present. There will be in-depth discussion of how the Family Court has applied FCA Sec. 1046 corroboration requirements in Article 10 and Article 6 cases.

Presenters:

Deanna Scesny, Esq., Senior Staff Attorney,
Ulster County DSS

Tuesday ■ January 23 & Wednesday ■ January 24

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Stuart Borrero, Esq., Staff Attorney, Ulster County DSS

Moderator:

Mark E. Maves, Esq., Counsel to NYPWA

Schenectady/Troy

Housing Development with the Homeless Housing & Assistance Program (HHAP)

Presenters will discuss state funding opportunities for the creation of housing for homeless individuals and families. OTDA administers the Homeless Housing and Assistance Program (HHAP). HHAP provides capital grants and loans to not-for-profits, charitable, and religious organizations to acquire, construct, or rehabilitate housing for persons who are homeless and are unable to secure adequate housing without special assistance.

Presenters:

Dana Greenberg, Director Bureau of Housing Services (BHS), OTDA

Brenda McAteer, Assistant Director BHS, OTDA;

Rick Umholtz, Deputy Commissioner, OTDA

Moderator:

Monica M. Brown, Executive Deputy Commissioner, Onondaga County DSS/ES

Salons A/B

Unwinding the Unwind & Beyond: Medicaid Best Practices & Strategies for the LDSS

(Attendance Limited to LDSS Only)

Medicaid has experienced multiple challenges this year, from the reinstatement of the renewal process to the upcoming implementation of several new policy initiatives. There is much to be learned from our shared experiences. Participants will join in a guided discussion centered around current challenges and successes.

Presenters:

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

Christine Fellini, Deputy Commissioner; Suffolk County DSS

Moderator:

Kira Pospesel, Commissioner, Greene County DSS

Salon C

Updates from the OCFS, Division of Child Care Services

OCFS will provide an overview of the child care initiatives included in the Executive Budget proposal, share updates about the work of the reconvened Governor's Child Care Availability Task Force, and provide data on how recent initiatives have impacted child care availability, the workforce, and the trajectory of the Child Care Assistance Program.

Presenters:

Nora Yates, Deputy Commissioner, OCFS

Merideth Infantino, Director of Child Care Assistance & Enrollment Services, OCFS

Erin Cassidy, Associate Commissioner, OCFS

Joy Connolly, Associate Commissioner, OCFS

Moderator:

Jeannine Bickford, Director of Children Services, Washington County DSS

Salon F

Recruitment Marketing Campaign: A Case Study in Success

Throughout 2022 and 2023, Schenectady County had tremendous success filling vacancies and improving retention. There were many factors that led to this outcome, but chief among them was a marketing campaign that was guided from within featuring real employees in video vignettes. The campaign was a mix of compelling messages that differentiated DSS as an employer and was surgically targeted outreach to prospective candidates. These strategies have become a model for other departments throughout the county. Come hear a presentation on the exact steps taken in this successful endeavor.

Presenters:

Brandy Hillard-Bouldin, Commissioner, Schenectady County DSS

Paul Fahey, Recruitment Marketing Consultant to Schenectady County, Primeau-Fahey Studios

Moderator:

Jessica E. Hyde, Staff Development Coordinator,
Jefferson County DSS

Salons G/H

Compassion, Mindfulness & Support: A Best Practices Panel

Compassion satisfaction is the antidote to compassion fatigue; it is the satisfying feeling that comes from helping others. But it's not enough to offer healing, encouragement, and support to others who are facing difficulties; we must give that same kindness to ourselves to assure our own reservoir is full.

Join this panel of staff development coordinators as they explore the implications of knowing that we are all part of the same human experience. Participants will discuss workplace strategies, approaches and tools that help employees understand they are not alone in what they experience in the helping professions.

Presenters:

Sal Patella, Staff Development Coordinator,
Orange County DSS

Paige Rispoli, Training Specialist,
Orange County DSS

Stephanie Hoxie, Staff Development C
oordinator, Oswego County DSS

Samantha Allmendinger, Staff Development &
Quality Coordinator, Tompkins County DSS

Moderator:

Meghan Rose, Child Protective Supervisor,
Oswego County DSS

10:30 AM

• Coffee Break • *Sponsored by*
Deloitte

11:00 AM - 12:15 PM

Welcome & Opening Address

11:30 AM - 1:15 PM

Lunch

Salons D/E

1:30 PM - 3:00 PM

Concurrent Sessions

Salons A/B

State & Local Commissioners' Dialogue

(Attendance Limited to State and Local Commissioners)

Commissioners of OTDA, OCFS, and their executive deputies, are invited to 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. **At 3:00 p.m. the meeting will end and local commissioners will remain to vote on the slate of officers for the 2024 NYPWA Board of Directors.**

Facilitator:

Sarah Merrick, NYPWA President

• Coffee Break • *Sponsored by*
NYSTEC

Empire

Confidentiality Issues & Questions

(1.5 CLEs, 90 minutes)

The new sections in the 2024 Confidentiality Handbook will be reviewed, along with a discussion of a variety of questions related to the confidentiality of LDSS client records.

Presenter:

Mark E. Maves, Esq., Counsel to NYPWA

Moderator:

Karlesha Hewitt, Esq., Principal County Attorney, Suffolk County DSS

Schenectady/Troy

Bringing Medicine & Services to the Street: Connecting the Unsheltered Homeless with Care

Street Health Outreach and Wellness (SHOW), a program through NYC Health + Hospitals, consists of an interdisciplinary team including a medical doctor, nurse, administrative associate, social worker, addiction counselor, peer counselor, and community health worker. This presentation will highlight how the

interdisciplinary team works and roves together and brings well rounded care, services, and referrals to the unsheltered and sheltered population. The presentation will focus on how changes within systems including shelter, substance use, mental health, and immigration impact the unsheltered and how this initiative helps to connect individuals to longer term resources.

Presenter:

Shlomit Levy, Behavioral Health Director, Street Health Outreach and Wellness (SHOW)

Moderator:

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

Salon C

Connecting the D.O.T.S (Diversion, Opportunities, Treatment & 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 Corfmier, Director of Programming, Youth Shelter Program of Westchester

Randy Scott, Deputy Commissioner, Westchester County DSS

Pat White, Coordinator, Westchester County Department of Community Mental Health

Tracey Racicot, Director, Southern Westchester BOCES (Center for Adult & Community Services)

Moderator:

Jeannine Bickford, Director of Children Services, Washington County DSS

Salon D

Media Maximization to Enhance Recruitment Efforts

New York State's workforce has been facing crippling staff shortages since the onslaught of the COVID-19 pandemic. In particular, local district social services and other similar agencies within the Human Services field have felt the immense weight of this issue. This workshop will place emphasis on effective media strategies to enhance and maximize recruitment efforts. Videographer Tyler Kellogg will be present to show examples of commercials and video messaging, how to plan and coordinate filming to achieve the best outcome and answer participant questions.

Presenters:

Tiffany Bivens, Administrative Assistant to the Commissioner, Oswego County DSS

Tyler Kellogg, Videographer

Moderator:

Jen Coker-Wiggins, Staff Development Specialist, Westchester County DSS

Salon E

Effective Child Support Administration

(Attendance Limited to LDSS Only)

This session is designed specifically for Child Support Coordinators and is restricted to LDSS participants only. 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

Susanne Recktenwald, Child Support Enforcement Coordinator, Steuben County DSS

Laura McKay, Child Support Enforcement Coordinator, Sullivan County DHHS/DSS

Salon F

Avoiding the Fiscal Pitfalls

(Attendance Limited to LDSS Only)

Whether you're a seasoned fiscal administrator or relatively new to the job, hearing from your peers on strategies they use to complete their work is essential for professional growth. During this LDSS-only session, a panel of local fiscal pros will discuss and generate conversations on what each fiscal administrator should look for and what to avoid—including, MLR claiming; Family First Prevention updates; housing; allocations/claiming/spenddown accounts; and more.

Facilitators:

John Befus, First Deputy Commissioner, Westchester County DSS

Olha Fizer, Coordinator of Fiscal Operations, Westchester County DSS

Ken Knappe, Executive Assistant for Finance & Administration, Suffolk County

Elizabeth Provenzano, Director of Finance, Ulster County DSS

Jessica L. Weinman, Director of Administrative & Fiscal Services, Cattaraugus County DSS

Salons G/H

Recruitment & Onboarding for Employee Success & Retention

Recruitment and onboarding is a process of planning and implementing an effective agency wide approach to recruiting, orienting, training and retaining new employees. It includes creating a system to attract qualified candidates and build relationships with new employees from their initial contact with the agency, through the interviewing, hiring and orientation process, the probationary period, and their full integration within the organization. The goal of onboarding is to make the new employee feel comfortable with the work they perform in the agency and collaborate in serving the mission.

The recruitment and onboarding process is integral to organizational socialization and employee retention. It provides a mechanism through which new employees acquire not only the knowledge, skills, and behaviors to become

effective employees, but the insight to become active organizational citizens.

This presentation will provide effective tools and practices to develop a comprehensive recruitment and onboarding program.

Presenters:

Libby Cassella, Staff Development Supervisor, Washington County DSS

Steph Tamsett, Staff Development Coordinator, Montgomery County DSS

Jason Moran, Director - Bureau of Training & Staff Development, OTDA

Moderator:

Rich Holcomb, Deputy Commissioner, Clinton County DSS

3:00 PM

• **Coffee Break • Sponsored by Northwoods**

3:30 PM - 5:00 PM

Concurrent Sessions

Empire

Child Support Case Law Update

(1.5 CLEs, 90 minutes)

Discussion of significant court decisions in 2023 relating to parentage, child support establishment, modification, and enforcement.

Presenter:

Brian Wootan, Esq., Deputy Counsel, Division of Legal Affairs, OTDA

Moderator:

Mark E. Maves, Esq., Counsel to NYPWA

Schenectady/Troy

Workforce Solutions

The Dutchess County Department of Community and Family Services partners with our local workforce development board to offer solutions for individuals. Our partnership allows us to be flexible and to adjust our focus and programming as needs emerge. In this workshop, we will discuss that partnership, the referral process used in our local One Stop

Career Center (DCWORKS) and how we use our Way to Work program to assist with transportation needs. The Way to Work program evolved from Community Solutions to Transportation which began in 2001. Way to Work is run directly out of the One Stop Career Center. It bridges the transportation gap by offering driving lessons, assistance in acquiring a learner's permit/license, financial literacy training, understanding of car maintenance and potentially, a vehicle to get to work.

Presenters:

Christian Jones, Director of Temporary Assistance, Employment & Day Care, Dutchess County DCFS

Louise McLoughlin, DPA, Executive Director, Workforce Investment Board

Maryann Cameron-McKenzie, Manager, DC Workers Center

Presenter & Moderator:

Theresa Giovanniello, Deputy Commissioner, Dutchess County DCFS

Salons A/B

From 120 to 20: Reducing Children in Foster Care & Other Successes in Chemung County

This workshop will discuss the strategic approach behind Chemung County's successful reduction of the number of children in foster care. Through thoroughness, perseverance, and a team commitment to the Kin First philosophy. Chemung County was able to dramatically reduce the number of children in foster care while maintaining a commitment to quality and customer service.

Presenter:

Mindy Banfield, Director of Services, Chemung County DCFS

Moderator:

Brian Hart, LCSW-R, Commissioner, Chemung County DSS/MH

Salon C

We Are in this Together: How Systems of Care Build Proactive Cross-System Collaboration Towards Community Resilience

Local social services leaders play essential roles in the process of building effective, efficient, cross-agency Systems of Care (SOCs). During this interactive workshop, agency leaders will share practical tools and lessons learned through collaboration among child & family services, schools, communities, and caregivers. Learn about the function of Building Resilience in Essex Families (BRIEF), the coalition that convenes Essex County's SOC. Presenters will also review the SAMHSA SOC framework and share insights into the ways Essex County leaders have structured their highly collaborative SOC.

Presenters:

Angie Allen, Commissioner, Essex County DSS

Terri Morse, LMHC, Director of Essex County Mental Health & Director of Essex County Community Services

Stefanie V. Miller, MBA, Coordinator, Building Resilience in Essex Families (BRIEF) Coalition

Moderator:

Eileen Tiberio, Commissioner, Ontario County DSS

Salon D

Code Blue - What is Working?

This session will present information on successful program models for Code Blue services from across the state.

Presenters:

Linda Camion, Assistant Director BHS, OTDA

Sarah Watson, Program Manager Code Blue, OTDA

Rick Umholtz, Deputy Commissioner, OTDA

Moderator:

Christie Bonomo-Gose, LMSW, Director of Adult Services, Dutchess County DCFS

Salon E

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 & Management, OHIP, DOH

Moderator:

Kira Pospesel, Commissioner, Greene County DSS

review STS & demonstrate stress reducing activities to create a healthy atmosphere.

Presenter:

Cyndi Stumer, Deputy Commissioner, Orleans County DSS

Moderator:

Joseph Dalli, Coordinator of Fiscal Operations Budgeting, Relief & Revenue, Westchester County DSS

5:00 PM - 6:00 PM

LDSS Commissioners' Private Reception

6:00 PM - 7:00 PM

Networking Reception

7:00 PM

Dinner on Your Own

Salon F

IV-E Fails, Exploring Contributing Factors & Common Pitfalls that Contribute to Incorrect IV-E Determinations

(Attendance Limited to LDSS Only)

This session will cover common errors found during internal and state IV-E audits and what can be done to correct those errors. We'll also discuss how to manage conflicting guidance around the IV-E process while maintaining compliance. And finally we'll go over best practices to ensure your audited cases will pass muster.

Presenters

Michele Wasicki, Deputy Commissioner, Schuyler County DSS

Moderator:

Marlene Reynolds, M.S.Ed, Training & Professional Development Coordinator, Schuyler County DSS

Salon G/H

Recognizing & Reducing Employee Stress & Secondary Trauma

Secondary traumatic stress (STS), or vicarious trauma, is the emotional duress that results when an individual hears about firsthand trauma experiences of another. Child & Family Services & Temporary Assistance staff are at high risk for STS. If left unaddressed, STS can have a negative impact on employee health and organizational culture. This workshop will

Thursday ■ January 25

7:30 AM - 8:45 AM

Breakfast Buffet

8:00 AM - 5:00 PM

Conference Registration

9:00 AM - 5:00 PM

Exhibit Area Open

8:00 AM- 9:00 AM

Schenectady/Troy

Streamlining TA Administrative Processes

***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

Empire

Child Welfare Caselaw Review, Part I

(1.5 CLEs, 90 minutes)

The published opinions related to child welfare cases released from July-December 2023 will be reviewed. Part I will primarily be a review of FCA Article 10 cases.

Presenter:

Mark E. Maves, Esq., Counsel to NYPWA

Moderator:

Jennifer Sadaka, Esq., Legal Trainer, NYC ACS

Schenectady/Troy

Moving from Cultural Competency to Cultural Humility

How can we build on the foundations of cultural competency to better serve our clients? And, why is it important to use both cultural competency and cultural humility when engaging with clients? The presenter will provide an action-oriented approach on what it

takes to shift our mindsets and engage the audience in unique examples of self-learning experiences.

Presenter:

Kadijah Jenkins, Diversity, Equity & Inclusion Officer, OTDA

Moderator:

Freddie Washington, Supervisor of Casework, Westchester County DSS

Salon A

The Rental Supplement Program, Views from Two Counties on How to Operate a Successful Program

An overview of two Counties RSP program, how it was managed, and how they were able to spend down our county allocation to successfully assist approximately 100 families.

Presenters:

Terri Torchio, LMSW Director of Economic Independence, Orange County DSS

Heather Monroe, Chief Social Welfare Examiner, Orange County DSS

Jessie Sullivan, Deputy Commissioner for Assistance Programs, Broome County DSS

Moderator:

Megan Rooney, Deputy Commissioner, Onondaga County DCFS

Salon B

Opportunities for Institutional Foster Youth: Preparing our Youth for their Future

Dutchess County DCFS successfully held its first Pre-Employment Transition Program (Pre-ets) training for institutional foster youth this summer. This training is aimed to assist students with disabilities to prepare for successful, long-term employment. Dutchess County DCFS also continued to partner with The Arc Greater Hudson Valley to provide our foster care youth with paid summer employment opportunities.

Presenters:

Victoria Rivera, Case Supervisor, Dutchess County DCFS

Wandaliese Pagan, Case Manager II, Dutchess County DCFS

Jenna Stroly, Children's Services Project Manager, Dutchess County DCFS

Moderator:

Phillip Personale, Deputy Commissioner, Ontario County DSS

Salon C

Resiliency - Why it Matters & How to Grow it?

These are tough times for those working in Human Services. Everyone is suffering from a lack of staffing, many counties are cutting budgets, and the lingering effects of the pandemic mean that more people need services. In these trying conditions, it is critical that our folks have the resiliency to keep going and get the job done while maintaining their own mental and physical health. This interactive session will discuss resiliency, why it matters, and what we can do to be more resilient.

Presenter:

Abrahm DiMarco, Owner, DiMarco Consulting Group

Moderator:

Theresa Giovanniello, Deputy Commissioner, Dutchess County DCFS;

Salon E

Diving into the Executive Budget

Budget experts from OCFS, OTDA, and DOH will discuss the Governor's budget proposal for social services in SFY 2024-25. There will be an opportunity to dig deeper into the Governor's budget as our panel of local district fiscal experts seek to clarify the new budget proposals.

Presenters:

Laura Fiske, Director, Bureau of Budget Management, OCFS

Michael Kendall, Director, Bureau of Budget Management, OTDA

Jeremy Russell, Medicaid Unit Manager, Bureau of Budget Management, DOH

Moderator:

Peter Simon, Director of Administrative Services, Dutchess County DCFS

Salon F

Proposed Federal Regulations for Adult Protective Services

The federal Administration for Community Living (ACL) has proposed regulations for adult protective services. This workshop will discuss the proposed regulations, the response to ACL from New York State and the response from the National Adult Protective Services Association (NAPSA).

Presenters:

Julie Kelleher, Director, Bureau of Adult Services, OCFS

Jackie Maclutsky, Supervisor, Bureau of Adult Services, OCFS

Moderator:

Tracy McCaughey, Commissioner, Livingston County DSS

Salons G/H

Emergency Housing: Sharing Strategies

(Attendance Limited to LDSS Only)

Suffolk County will facilitate a structured discussion about challenges in THA programs and ways counties are addressing them. Notes from summer conference will be shared.

Presenters:

Vincent Rothaar, Division Administrator - Client Benefits, Suffolk County DSS

Christine Fellini, Deputy Commissioner, Suffolk County DSS

Moderator:

Donna Becker, Commissioner, Schoharie County DSS

9:00 AM- 11:00 AM

Salon D

Medicaid Eligibility Special Updates and Q&A

This special 120 minute session with the New York State Department of Health, Division of Eligibility and Marketplace Integration (DEMI) will provide updated information in the following areas: disability reviews, PERM and MEQC, SFY24 budget implementation, plus a variety of other topics. There will also be plenty

of time for questions and answers.

Presenter:

Lisa Sbrana, Director, DEMI, DOH/OHIP

Moderator:

Patricia Hodge, Head Social Welfare Examiner, Income Maintenance Programs, Chenango County DSS

10:30 AM

• **Coffee Break • Sponsored by**
Conduent

10:45 AM - 12:15 PM

Empire

Child Welfare Caselaw Review, Part II
(1.5 CLEs, 90 minutes)

The published opinions related to child welfare cases released from July-December 2023 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:

Jennifer Sadaka, Esq., Legal Trainer, NYC ACS

11:00 AM - 12:15 PM

Concurrent Sessions

Board Room

Integrated Eligibility System Meeting

(LDSS Workgroup Only)

Salon A

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.

Salon B

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:

Lorraine M. Korkus, Director of Child Support Services, Onondaga County DSS/ES

Salon C

Building Bridges: Leadership for the Multi-Generational Workforce

Research shows that the widening generational gap in the workplace is caused by differing perceptions, expectations, views of authority, the role of work, and overall life experiences that each generation brings. To create collaboration and synergy among workers we must bridge these generational gaps. In the workshop participants will explore the contributions and needs of the multi-generational workforce. Participants will explore how to harness the individual contributions that each team member provides.

Presenter:

Sarah Ingerson, Associate Director, SUNY Oswego Office of Business & Community Relations

Moderator:

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

Salon D

Collaboration & Partnership: Key to Increasing Client Engagement & Employment, Take Two

Nassau County has partnered with local organizations such as Island Harvest and Nassau Community College to create unique training programs free of charge for our clients. The goal of these programs is to assist our clients obtain a marketable skill for today's workplace.

Presenters:

Sunita Manjrekar, Deputy Commissioner, Nassau County DSS

Moderator:

Moira Manning, Commissioner, Albany County CYF

Salon E

Hot Topics for State & Local Fiscal Administrators

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

Presenters:

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

Shonna Clinton, Chief Budgeting Analyst, OCFS

Anil Thomas, Principal Accountant, DOH

Moderator:

Brian M. Napoleon, Director of Fiscal Services, Dutchess County DCFS

Salon F

Team Approach to Best Supporting Youth with Complex Needs

This workshop will cover the role of both the Council on Children and Families (CCF) and Mental Hygiene Legal Services (MHLS) to support children and youth with complex needs and their families as a whole. The assistance available from CCF's Interagency Resolution Unit

for individual children and youth experiencing challenges in accessing needed services and support will be discussed, along with the support available from MHLS for youth with mental health and intellectual and developmental disabilities. In addition, CCF systems-building efforts to break down silos in partnership with the child-serving agencies will be covered.

Presenters:

Chris Tosado, Director, Interagency Resolution Unit, NYS Council on Children & Families

Sheila Shea, Director, Mental Hygiene Legal Services, Third Judicial Department

Elana Marton, Deputy Director and Counsel, NYS Council on Children & Families

Moderator:

Kristen Monroe, Commissioner, Cortland County DSS

Salons G/H

Building ODEIA

This workshop will discuss the creation and build out of NYS OCFS's Office of Diversity, Equity, Inclusion and Accessibility and our mission to create true systemic change by disrupting institutional practices and envisioning a future where all voices and identities matters. This workshop will include an overview of the office's growth since its creation in 2020 and honest conversations and questions around challenges, obstacles, vulnerabilities, victories, and creative ways to tackle age-old questions. We will gather as a community of practitioners who are interested in creating sustainable and genuine efforts to address inequity.

Presenters:

Angelica Kang, Esq., Chief Diversity, Equity, Inclusion & Accessibility Officer, OCFS

Precious Riehl, Program Manager, ODEIA

Karen Sessions, SOGIE Officer, ODEIA

Galen Gomes, Ed.D., Equity Advocate, ODEIA

Moderator:

Sandra Davidson, Chief Deputy Commissioner, Suffolk County DSS

11:30 AM - 1:15 PM

Lunch

1:30 PM - 3:00 PM

Concurrent Sessions

Empire

Nuts & Bolts of Abuse Cases

(1.5 CLEs, 90 minutes)

This program will focus on Article 10 Abuse Cases. We will be discussing relevant case law, evidentiary issues commonly found in abuse cases, as well as litigation tips for trial.

Presenters:

Vineet Chawla, Esq., Senior Team Leader & Legal Trainer, NYC ACS

Jennifer Sadaka, Esq., Legal Trainer, NYC ACS

Moderator:

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

Salon A

Preserving Benefits by Fighting Fraud

(Attendance Limited to LDSS Only)

The Sullivan County Fraud Task Force takes pride in taking on the toughest challenges in program integrity. This session will present Sullivan County's methods of successfully detecting Medicaid transportation fraud and will also offer an open discussion for LDSS leaders to compare notes on how to best maintain program integrity in a fair and equitable manner.

Presenters:

John Liddle, Commissioner, Sullivan County DSS

Jeff Bowie, Investigator, Sullivan County District Attorney's Office

Moderator:

Megan Rooney, Deputy Commissioner, Onondaga County DCFS

Salon B

Child Support Program Updates, Part II

Session will provide information on system enhancements and releases; Integrated Eligibility System (IES) projects; Contract Administration, 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:

Sharon McAteer, Child Support Coordinator, Delaware County DSS

Salon C

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.

Presenter:

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

Moderator:

Jodi Bouyea, Director of Staff Development, Broome County DSS

Salon D

Media Engagement & Crisis Communications: Moving From Strategies to Practice

This interactive workshop is a continuation of the NYPWA Summer 2023 workshop that discussed a variety of strategies counties can use to engage with the media and best respond when a crisis happens. The panel will review the concepts of newsworthy, interview techniques, and re-framing the narrative with a specific focus on crisis communications. During this segment, attendees will be broken up into groups, choose scenarios and roles for group members, and put what they've learned into practice.

Presenters:

Solomon Syed, Deputy Commissioner - Public Information Office, OCFS

Tammy Breen, Supervisor of Children's Services, Warren County DSS

Don Lehman, Director of Public Affairs, Warren County DSS

Moderator:

Alexis Varamogiannis, Public Information Specialist, Onondaga County DSS/ES

Salon E

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:

Dana Rosenstreich, Director, ITS

Robert Munding, Deputy Director, Project Management, ITS

Dennis Packard, Business Change Lead, ITS

Kim Shaver, OCM Lead, ITS

David Bach, Program Manager, EECM, ITS

Tom Hedderman, Business Change Lead, ITS

Moderator:

Sonoma Pelton, Director of Services, Albany County CYF

Salon F

Blind Removal Process & KinFirst Firewall Practice: Qualitative Analysis on Implementation

In 2023 the New York State Office of Children & Family Services interviewed every district on their process in implementing the requirements established in the blind removal and Kin First firewall administrative directive. The intent of the interviews was to compare processes across the state and to begin to explore if process impacts outcomes. The questions about the effectiveness of blind removal is a national debate: Does it actual impact equity in removals, do these processes impact families receiving services they need before removal, does such a process impact implicit bias. Information gained through studies such as this should lend to the conversation.

Presenters:

Teresa Boykins, Senior Administrative Analyst, OCFS

Jessica Brown PhD, Research Scientist 3, OCFS

John Thompson, Principal Educations Specialist, PDP

Tyler Bellick, Research Scientist 2, OCFS

Christine Peters, Commissioner, Clinton County DSS

Moderator:

Tracy L. Connelly, Deputy Commissioner, Dutchess County DCFS

Salons G/H

Walk the Walk: Building Teams by Rolling Up Our Sleeves

Great teams coming out of hard times often feel stronger and closer. Why is that? It takes leadership at all levels to be willing to walk the walk. First, we need to understand what our team needs, and that our communication, as well as our behavior, shows that we are listening. As we form decisions around these needs we as leaders take the actions that we are asking our team to take. From role modeling comes trust; from trust comes commitment, and from commitment comes a team that can depend on one another!

Presenters:

Kelly Varamogiannis, Deputy Commissioner,
Onondaga County DCFS

Rachel-Storm Heasley, Director of Staff
Development, Onondaga County DSS-ES

Moderator:

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

3:00 PM

• **Coffee Break • Sponsored by**
Equifax

3:30 PM- 5:00 PM

Concurrent Sessions

Empire

Crying in the Courtroom:

Why 'Toughness' Isn't Enough

(1.5 Diversity, Inclusion, Elimination of Bias CLEs, 90 minutes) CLE Credit is provided to experienced attorneys

When incorporating Diversity, Equity, Inclusion, and Accessibility (DEIA) initiatives to promote organizational change, lawyers may be involved in hiring and/or servicing individuals with traumatic lived experiences. The American legal system, which maintains many of its patriarchal foundations and attributes, rewards toughness and objectivity over empathy and emotion. As a result, lawyers run the risk of not forming legitimate human connections with employees and/or clients, and as a result never gain awareness of the negative and real impact of implicit biases, discrimination, and misguided savior complexes that can harm individual relationships and organizational culture as a whole. This CLE explores how to become a skilled advocate with the ability to effectively navigate working with and for people who have experienced harm as a result of individual or systemic inequities.

Presenters:

Angelica Kang, Esq., Chief Diversity, Equity,
Inclusion & Accessibility Officer, OCFS

Vanessa Icolari, Esq., Associate Attorney, OCFS

Moderator:

Margot Cullen, Assistant DSS Attorney,
Greene County DSS

Salon A

***Streamlining Administrative Processes
in Family & Childrens Services***

***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.

Salon B

Medicaid 101

(Restricted to LDSS Commissioners Only)

Whether you are a seasoned commissioner or brand new to the position come and learn the basics of Medicaid. This session will review the fundamentals of Medicaid. Which will include; Compliance & Oversight, Reimbursement, Methodology & Billing Requirements, Service Types and Documentation Requirements.

Presenters:

Lisa Sbrana, Director, DEMI, DOH/OHIP

Mary Frances Carr, Director Bureau of Long
Term Care/SSI-Related Populations Division of
Eligibility & Marketplace Integration, OHIP, DOH

Megan K. Gagliardi, Assistant Director
Bureau of Community Eligibility & Enrollment
Processing Division of Eligibility & Marketplace
Integration, OHIP, DOH

Moderator:

Kira Pospesel, Commissioner,
Greene County DSS

Salon C

Workplace Wellness – The Missing Link

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:

Debra Stephenson, Staff Development Coordinator, Niagara County DSS

Salon F

Moving Towards Implementation:

Updates on the Universal Assessment

This presentation will give updates on implementation planning for the Universal Assessment, including an exploration of how the approach and tool will impact evaluation and data, the inclusion of family voice in implementation, and "the why" associated with this change. The presentation will also highlight results of the Decision Support Model testing that took place in 2023 with select counties and any adjustments that have been made, as a result of that testing.

Presenters:

Molly McHale, Program Manager, OCFS

Sarah Beyer Ellis, Director of monitoring & Compliance Bureau, OCFS

Jessica Brown, Research Scientist 3, OCFS

Lynn Tubbs, Director of Cross Systems Supports, OCFS

Carolyn May, Family Policy Advisor, OCFS

Moderator:

Amanda McGann-Watson, Director of Children's Services, Dutchess County DCFS

Salons G/H

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:

Valerie Figueroa, Deputy Commissioner of Employment and Income Support Programs, OTDA

Wendy DeMarco, Director Food and Nutrition Policy, OTDA

Elida Esposito, SNAP Policy Bureau Chief, OTDA

Sherry Tomasky, SNAP Policy Bureau Chief, OTDA

Shannon Al-Jabi, Temporary Assistance Bureau Chief, OTDA

Tammy Thackrah, Temporary Assistance Bureau Chief, OTDA

Stephanie Boshart, Director, Employment & Advancement Services, OTDA

Bill Koncelik, Temporary Assistance & SNAP Employment Policy Bureau Chief, OTDA

Andrew Bryk, Director, HEAP Bureau, OTDA

Emily Urban, Bureau Chief, HEAP Bureau, OTDA

Stacey Nodelman, Director of Temporary Assistance, OTDA

Melissa Alexander, Temporary Assistance Bureau Chief, OTDA

Moderator:

Jennifer Robinson, Executive Deputy Commissioner, Onondaga County DSS/ES

6:00 PM - 7:00 PM

Salons A/B/C

• **Cocktail Reception • Sponsored by**
The Albany Marriott Hotel

7:00 PM - 9:00 PM

Salons D/E

Annual Banquet with Live Music by
Made in the Shade

Friday ■ January 26

Empire

LDSS Commissioners' Meeting*(Restricted to LDSS Commissioners Only)*

7:30 AM - 8:30 AM

**Commissioners Only Networking
Breakfast**

8:30 AM - 10:00 AM

**Commissioners' Meeting & Policy
Discussion**

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

10:00 AM - 11:00 AM

**Meeting with Commissioner Kerri
Neifeld, OPWDD**

11:00 AM - 12:00 PM

Wrap-up and Next Steps

- Coffee Break • Sponsored by
Binti, Inc.

7:30 AM - 8:45 AM

Breakfast Buffet

8:00 AM - 11:00 AM

Conference Registration**8:30 AM - 9:45 AM**

Salons A/B

**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, Executive Deputy
Commissioner, Onondaga County DSS/ES
Rich Holcomb, Deputy Commissioner, Clinton
County DSS

Irene Kurlander, Deputy Commissioner,
Orange County DSS

Sandra Davidson, Chief Deputy Commissioner,
Suffolk County DSS

Salon C

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

Susan Recktenwald, Child Support Enforcement,
Coordinator, Steuben County DSS

Laura McKay, Child Support Enforcement,
Coordinator, Sullivan County

Salon D

Local DSS Fiscal Conversations*(Attendance is Limited to LDSS Staff)*

Fiscal administrators will come together to share successful strategies that they have been involved with. This is an opportunity for meaningful conversations and free-flowing dialogue on finance with your colleagues across the state. The session will end with the Fiscal Administrators' Association Meeting.

Facilitator:

John Befus, First Deputy Commissioner,
Westchester County DSS

Salon F

Staff Development Association Meeting*(Restricted to Local Districts)**Chairperson:*

Kelly Eagan, President, SDANYS, & Cortland
County SDC

9:00 AM - 11:00 AM

Salon G/H

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

Special Feature

10:00 AM - 11:30 AM

Salon E

In Service to Others

This interactive session helps leaders understand burnout and techniques to provide support to team members who struggle with compassion fatigue, vicarious trauma, and burnout in service to our communities.

Presenter:

Diane Roesch, RV Rhodes Inc.

Moderator:

Stephanie Clarke, Director of Staff & Organizational Development,
Clinton County DSS

Paperless Conference:

Our intention is that 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. Exception: We will have printed name badges and copies of the schedule at-a-glance which lists topics, times, and meeting rooms.

Friday ■ January 26

NYPWA Legal Topic Series for Attorneys and Non-Attorneys

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:

- ***Corroboration of a Child's Out-of-Court Statement (1.5 CLEs, 90 mins.)***
- ***Confidentiality Issues & Questions (1.5 CLEs, 90 mins.)***
- ***Child Support Case Law Update (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.)***
- ***Nuts & Bolts of Abuse Cases (1.5 CLEs, 90 mins.)***
- ***Crying in the Courtroom: Why 'Toughness' Isn't Enough (1.5 Diversity, Inclusion, Elimination of Bias CLEs, 90 mins)***

Materials will be posted at 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

A photograph of a woman with long brown hair, smiling and holding a baby close to her face. The background is softly blurred, showing what appears to be a window with natural light. The image is partially covered by a dark blue overlay with white geometric lines.

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KIDSPACE PENNSYLVANIA

Exhibit Area Map



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IBM Consulting

Booth Number 4

Sponsor • All Day Refresher • Wednesday

Jeff Dickert, Business Development Executive
– State of New York
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jeff.dickert@ibm.com

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

Deloitte

Booth Number 2

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

Leah Murphy, Managing Director, Government & Public Services
111 Washington Ave, Suite 500
Albany, NY 12210
(518) 852-6747

leahmurphy@deloitte.com

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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

NYSTEC

Sponsor • Commissioners' Coffee Break •

• Wednesday, 1:30pm

Girk Cakmak, Business Development Manager
99 Otis St., 2nd Fl.
Rome, NY 13441
347-884-1144

gcakmak@nystec.com

<https://www.nystec.com>

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Northwoods

Booth Number 7&8

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

Darrell Kuhn
5200 Rings Rd.
Dublin, OH 43017
(419) 439-5319

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.

Conduent

Booth Number 1

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

Alex Camacho
750 First St., N.E., 10th Floor
Washington, DC 20002
(770) 328-0389
alex.camacho@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.

Equifax

Booth Number 3

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

Michael Hartman, VP, Key Client Leader
11432 Lackland Road
St. Louis, MO 63146
(585) 943-1843
michael.hartman@equifax.com
workforcetradeshows@equifax.com
https://theworknumber.com/solutions/industries/government-verification?utm_source=nypwa&utm_medium=referral&utm_campaign=EWS_GOV_NYPWA-WinterJan24&utm_term=&utm_content=nypwa-winter-conference

"With decades of experience serving the public sector, Equifax leverages unique data, analytics, technology, and expertise to help government clients drive innovation and transform knowledge into insights. Equifax empowers government agencies to efficiently and effectively serve individuals in need while automating verification processes and promoting program integrity.

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 assist social service agencies across the full benefit lifecycle, from initial determinations to renewals. At Equifax we can help your agency break through its 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."

Binti, Inc.

Sponsor • Commissioners' Coffee Break • Friday, 9:00am

Deirdre Brodie, Enterprise Account Executive
111 Broadway, Suite 300
Oakland, CA 94607
(518) 796-0149
info@binti.com
www.binti.com

Binti is revolutionizing child welfare with modern software. We serve 425+ agencies across 34 states, with 10 statewide

implementations including New York. 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. Our latest module, Family Finding, helps children stay connected to their families by allowing various workers to easily identify, contact, and engage a child's relatives and fictive kin. Send us a message to learn more!

Berkshire Farm Center and Services for Youth

Booth Number 5

Brian Parchesky, Chief Executive Officer
Nikki McArthur, Chief Financial Officer
Stacy Williams, Chief Program Officer
13640 State Route 22
Canaan, NY 12029 (with offices across NYS)
(518) 781-4567 or (518) 456-1969
<https://berkshirefarm.org/>

KidsPeace

Booth Number 6

Chris Sylvester, National Customer Relations Liaison
4085 Independence Drive
Schnecksville, PA 18078
Phone: (610) 597-5130
chris.sylvester@kidspeace.org
www.kidspeace.org

KidsPeace is a national non-profit offering comprehensive residential treatment programs, a psychiatric hospital, accredited educational services, therapeutic foster care and community-based services to help youth and adolescents in need overcome challenges and transform their lives.

The Bonadio Group

Booth Number 9

Courtney Handy, Director
171 Sullys Trail
Pittsford, NY 14534
(877) 917-3077
chandy@bonadio.com
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 Ohio. Whether it is full agency operational, internal controls & 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; forensic accounting including litigation support; financial exploitation investigation support including FraudFindr® financial analysis software, Bonadio has the experience to help your agency.

Youth Advocate Programs Inc.

Booth Number 10

Administrative Offices:
3899 N Front Street
Harrisburg PA 17110
(717) 232-7580

info@yapinc.org
www.yapinc.org

For nearly 50 years, Youth Advocate Programs (YAP), Inc. – a dynamic national nonprofit, we are in 34 states now plus the District of Columbia. – has partnered with youth justice, child welfare, behavioral health, and other systems to provide community-based services as an alternative to youth incarceration, congregate placements, residential treatment, and neighborhood violence. YAP serves diverse populations and areas, including youth from cities like Baltimore, Chicago, Los Angeles, and Denver, to the rural areas of Michigan, Texas, Arkansas, and the Midwest. Our mission is to provide individuals who are, have been, or may be subject to compulsory care with the opportunity to develop, contribute and be valued as assets so that communities have safe, proven effective and economical alternatives to institutional placement.

YAP's service delivery is achieved through our Wraparound Advocacy service model, YAP Wrap. The YAP Wrap model is comprehensive and holistic, utilizing best practices and core principles found in wraparound, mentoring, positive youth development and child welfare. The wraparound process is an evidence-based approach that is an intensive, individualized, holistic care planning and coordination method to working with high and complex need children, youth, and families in the context of their homes and communities. YAP's model incorporates advocacy services from caring and extensively trained 'Advocates' recruited from the same communities from which youth and families reside.

NYS Department of Public Service

Booth Number 11

Joseph White, Utility Consumer Program Specialist
Empire State Plaza, Agency Building 3
Albany, NY 12223-1350
(518) 473-2943

Joseph.White@dps.ny.gov
www.dps.ny.gov

"The primary mission of the New York State Department of Public Service is to protect the public interest by ensuring affordable, safe, secure, and reliable access to electric, gas, steam, telecommunications, and water services for New York State's residential and business consumers, at just and reasonable rates, while protecting the natural environment. The Department's Consumer Advocate represents the consumers' interests related to all utility services and oversees the Department's Office of Consumer Services."

Northern Rivers

Booth Number 12

60 Academy Road
Albany, NY 12208

(518) 426-2600

www.northernrivers.org

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

LaSalle School

Booth Number 13

Jessica Repko, LCSW-R, Director of Admissions
391 Western Avenue
Albany, NY 12203
(518) 242-4731 Ext. 219

Repko@Lasalle-school.org
www.LaSalle-School.org

A respected provider of Child Welfare Services for close to 170 years, LaSalle School offers a rich continuum of services: Outpatient mental health and substance abuse services for adolescents and young adults through an Integrated (OMH/OASAS) License: The Counselling Center at LaSalle (CCL) also offers off-site/in-school behavioral health services within satellite offices, geographically located in proximity to communities with extraordinary high degree of unmet needs. Alternative to Detention Services; short term comprehensive diagnostic evaluations; LaSalle School has been deemed a Qualified Residential Treatment Programming (QRTP) for adolescent males with complex behavioral health needs; intensive family work to support reunification, and unique programming for older foster care youth preparing for Independent Living. LaSalle School is now a licensed provider of community-based Children and Family Treatment and Support Services (CFTSS), which are new services for families who have, or are eligible for, NYS Medicaid. CFTSS aims at improving the health, well-being, and quality of life for children and their families. Additionally, LaSalle provides best practices and cutting-edge tools delivering family centered assessment and treatment services specific to sexually abused and sexually aggressive youth. LaSalle's experts are frequently called upon to train and consult throughout the northeast, nationally, and internationally on the impact of Adverse Childhood Experiences and trauma informed practices. Meeting the demanding standards of national accreditation and licenses by COA, OCFS, OASAS, OMH and NYSED, LaSalle is a leader in best practices across all program areas, and continued to serve over 150 youth and their families in 25+ counties across NYS. Visit www.LaSalle-School.org

TipCo Automated Systems

Booth Number 14

Andrea and Greg Tipping
517 Bowers Court
Circleville, OH 43113
614-940-3434

Andrea.Tipping@thetipcogroup.com
Greg.Tipping@thetipcogroup.com
www.tipcoautomatedsystems.ai

At TipCo Automated Systems, our mission is to lead the transformation of the Health and Human Services industry through innovative and ethical technology solutions. We are leveraging artificial intelligence and cutting-edge technology while adhering to all regulatory and responsible AI use requirements.

Our flagship product, EVA (Eligibility Verification Assistant), has a deep understanding of the complex demands and evolving protocols within HHS. EVA is a reliable and efficient resource, seamlessly augmenting existing workforce capabilities and ensuring adherence to Medicaid and SNAP program regulations. By automating low-value tasks, agencies can focus their human resources on complex cases to deliver timely and accurate services to those in need. EVA supports phone lines, and call centers and can even support staff with their policy and practice inquiries.

The Stetson School, An Affiliate of Seven Hills Foundation

Booth Number 15

Pete Gow; Marketing & Outreach Coordinator
455 South St., P.O. Box 309
Barre, MA 01005
(978) 355-4541 Ext. 4128

pgow@stetsonschool.org
<https://www.sevenhills.org/affiliates/stetson-school>

KinderSystems

Booth Number 16

Norbert Haupt
101 State Place, Suite Q
Escondido, CA 92029
(760) 975-9750 Ext. 105
nhaupt@kindersystems.com
www.KinderSystems.com

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

Hudson Center for Health Equity & Quality

Booth Number 17

Sherri M. Ehrlich, Managing Director
303 South Broadway, Suite #420
Tarrytown, New York 10591
(914) 400-1901

<https://thehudsoncenter.org/>

Next Chapter Technology (NCT)

Booth Number 18

Ed Latek, Sales Director - covers New York region
7700 Equitable Dr, STE 200
(847) 220-2551

ed.latek@nctinc.com
www.nctinc.com

CaseWorksTM is a best-in-class enterprise content management (ECM) platform that supports all your document management (EDMS) & workflow automation needs. CaseWorksTM 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 CaseWorksTM 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 19

Patricia Donaldson
925 S. Capital of Texas Hwy, Suite B-110
Austin, TX 78746
(917) 865-0247

patricia.donaldson@diona.com
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.



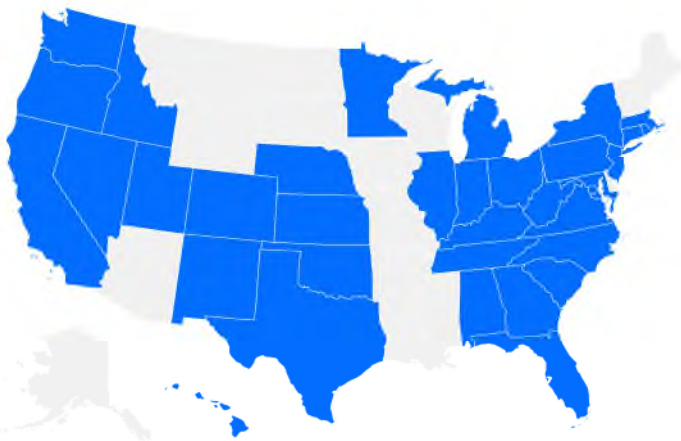
Software Built for Child Welfare



Since 2017, Binti has been on a mission to ensure every child has a fair chance at life - especially in New York State.

Developed through thousands of hours of research with social workers, families, and youth, our mobile-friendly tools are used by more than 12,000 social workers across 34 states and the district of Columbia, including New York State.

Binti has facilitated more than 60,000 foster family licensures while saving 20- 40% of time spent on administrative work, increasing the availability of safe, loving homes and enabling more focus on serving youth and families. We are proud to support over 152,000 youth in care nationally today.



A Modular System, Configured specifically for New York



Recruit

Engage and inform prospective families and volunteers



Licensing

Empower families and social workers to complete applications and relicensing online



Placements

Ensure the first placement is the best placement, and keep children near their communities



Case Management

Enable continuity of care and easily track progress towards goals



Family Finding

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

For more information, reach out to info@binti.com
Hablamos español

Scan here to schedule a demo



Who We Are

We are Briljent.

Behind every successful work endeavor is a knowledgeable team.

Briljent specializes in helping people learn, improving their workplace performance, and supporting individual growth. We have deep expertise in adult learning, instructional design, training delivery, and health IT consulting.

SERVICES

Needs Analysis

Learning Strategy

Instructional Design

Training + Delivery

Organizational Change Management

Health IT Consulting

Project Management

Our passion, our success...

We began our business in 1998, and have grown continuously ever since, developing strong relationships with public and private sector clients and partners. While our business success is important, what really drives us is our commitment to helping our clients succeed.

We believe firmly that if this passion for making a contribution comes first, business success will follow for our clients.

Celia McGarry - Director, Client Services





YOUR INDEPENDENT TECHNOLOGY ADVISOR

NYSTEC has been bringing clarity and trusted advice to state agencies' and human services providers' complex technology projects since 1996.

SERVICES INCLUDE:

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We take care of data.
You take care of people.

Government
programs & services
are highly regulated

Business processes
are complex

Requirements are
ever-changing

*Let's talk about how we can help
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CONTACT :

Dan Zilker

(914) 400-7186

dzilker@TheHudsonCenter.org

303 South Broadway, Suite 420

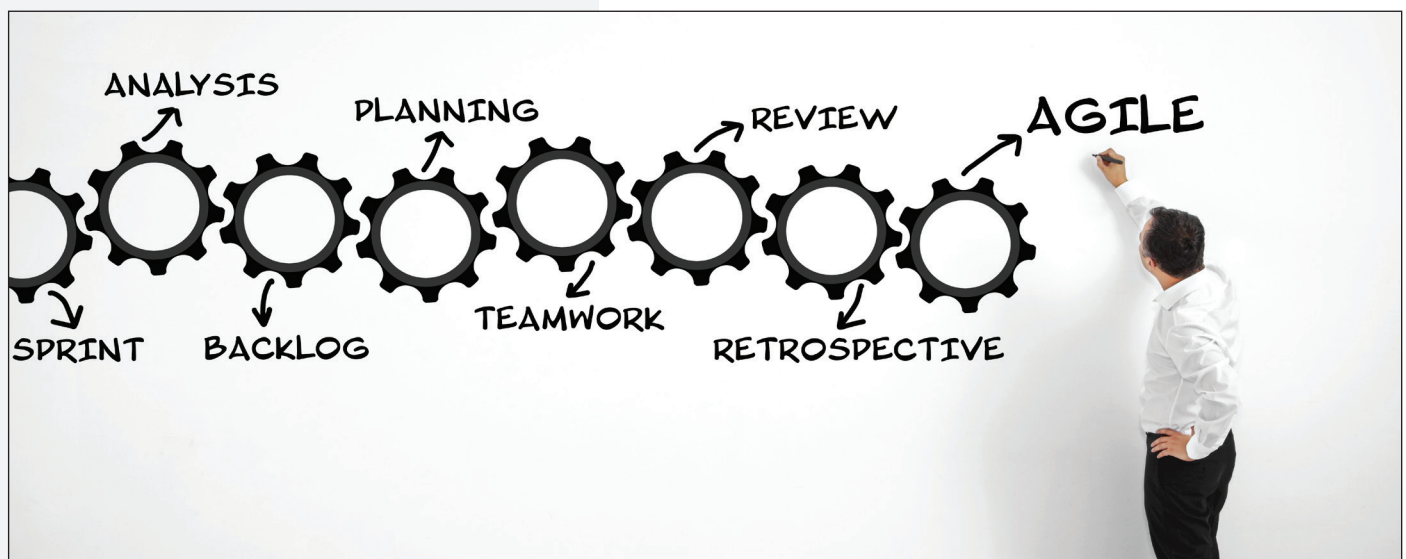
Tarrytown New York 10591

**The Hudson Center offers customized
software solutions and consulting
services for organizations that deliver
health and social service programs.**

- Reconciling and operationalizing complex requirements
- Streamlining operations and communications with government agencies
- Augmenting existing systems or building stand-alone solutions
- Reducing costs for all stakeholders

Why choose the Hudson Center?

- We offer deep domain expertise in the complex intersection between public benefits and internal business & technology requirements.
- We build trust and long-lasting relationships with our clients.
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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



391 Western Avenue
Albany, New York 12203

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AVAILABILITY**



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**EFFICIENT RESOURCE
ALLOCATION**





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@stetsonschool.org.**



Stetson School

An Affiliate of Seven Hills Foundation

455 South Street, P.O. Box 309, Barre, MA 01005 • 978.355.4541 • sevenhills.org

Expanding Capacity to Serve More



- Increase Accessibility and Citizen Engagement
- Unleash Productivity and Collaboration
- Improve Compliance and Security





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 caseworkers, more informed clients, and better outcomes for people in need. www.diona.com

Empowering Caseworkers, One Moment at a Time.



Obtain access to information and data collection when needed



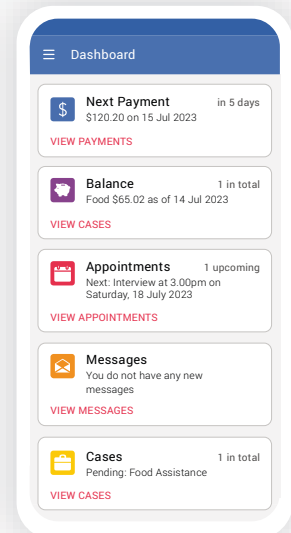
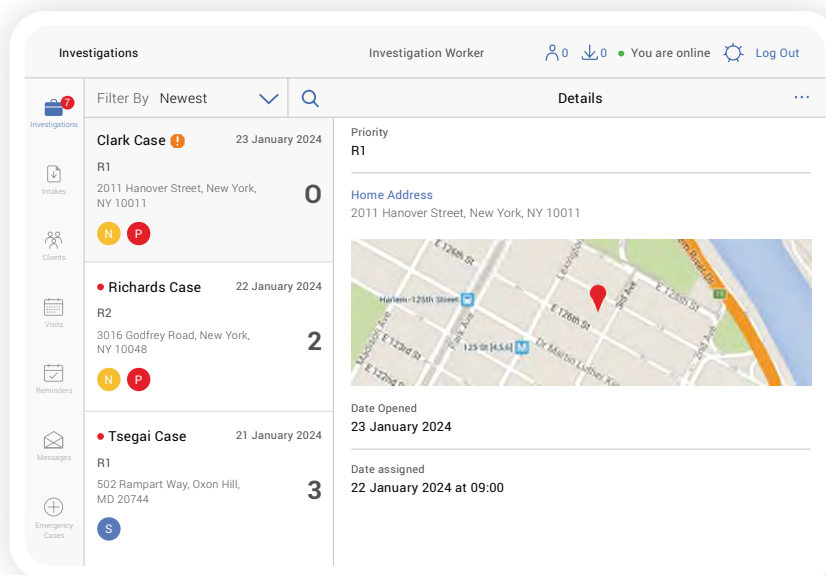
Leverage mobile capabilities like audio and video for improved data capture



Perform client assessments in the field



Reduce burdensome administrative tasks



Enabling Client Self-Service.



Provide anytime, anywhere access



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Simplify application submissions and documentation processes



Reduce missed appointments with calendar integration and reminders

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The Commission's role is to:

- Ensure safe, secure and reliable utility service at just and reasonable rates
- Promote the use of resources in an efficient and environmentally sound manner
- Stimulate effective competitive markets and spur clean energy innovations and new investments
- Provide consumer assistance, advocacy, and education regarding utility service

www.dps.ny.gov



Department
of Public Service



OUR APPROACH

YAP's model draws from the practice and research base of wraparound, family support, mentoring, positive youth development, and restorative justice fields. We have created a unique model of service delivery based on several central tenets:

- » **NO REFUSE POLICY:** No youth or family will be refused or ejected from services.
- » **INDIVIDUALIZED PLAN:** Each plan is based on the family's unique needs, strengths, culture and preferences.
- » **FAMILY FOCUSED:** Parents/Carers are engaged as partners in their services, and support is offered to help them meet their needs and goals, too.
- » **STRENGTH BASED:** We look at what strengths and assets kids and families have and seek to build upon them.
- » **NEIGHBORHOOD BASED RECRUITMENT:** We recruit staff who live in the same communities as the families we serve.

YAP provides youth and their families with intensive wraparound services in their homes, school and community at times most needed by the family. Guided by their plan, support can include a number of activities, including case management, crisis intervention services available 24/7, skill development, educational and vocational work.



OUR SERVICES

YOUTH JUSTICE

- Alternatives to Detention
- Post-Adjudication Support
- Reintegration
- Gang Intervention
- Violence Prevention

CHILD WELFARE

- Reunification
- Family Preservation
- Family Identification and Permanency Solutions
- Infant and Toddler Services

BEHAVIORAL/MENTAL HEALTH

- In-home, School and Community
- Outpatient
- Family-Based
- Respite

DEVELOPMENTAL DISABILITIES

(including intellectual disabilities, TBI, and Autism Spectrum Disorders)

- Respite
- In-home and Community

VIOLENCE INTERRUPTION

"The beautiful thing about YAP is that they take the hardest kids, the most difficult kids, the kids with the most problems... and they turn them around."

OUR EFFECTIVENESS

YAP tracks outcomes for our youth. The following is information about our youth nationally at the time services end:

LIVING SAFELY IN THE COMMUNITY

- 🏠 87% of youth live in their community
- 🚫 96% have no new felony convictions/adjudications while enrolled

CONNECTION TO EDUCATION

- 🎓 88% of youth graduated or were attending school or a GED program

YAP is recognized as a "Promising Practice" by the Annie E. Casey Foundation, the Office of Juvenile Justice and Delinquency Prevention and The National Council on Crime and Delinquency.

YAP received the Annie E. Casey Foundation's 2015 Gloria J. Jenkins award for its contributions as a community-based organization.

Ten external evaluations have shown YAP to have:

- ★ High program completion rates
- ★ Low rates of placement into residential foster care
- ★ Low numbers of young people who are AWOL
- ★ Residential stability

WHO WE ARE

YAP is a nonprofit agency that has been committed to providing community-based alternatives to out of home care through direct service, advocacy and policy change SINCE 1975.

We serve **THOUSANDS OF FAMILIES A YEAR** in more than **100 PROGRAMS** in rural, urban and suburban communities across the country.

100% of our programming takes place in the **HOME COMMUNITIES** of the people we serve.

We believe that **EVERY INDIVIDUAL POSSESSES STRENGTHS**, potential, interests and talents that make them unique and can be built upon and shared.

We believe that everyone needs **ACCESS TO POSITIVE PEOPLE, PLACES AND ACTIVITIES** within their community to develop their natural potential and live full, productive lives.

We believe that **PARTNERING WITH FAMILIES** to identify their needs and preferences preserves dignity and improves outcomes.

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Dana LaCoss
Regional Director - NY
dlacoss@yapinc.org
315.854.2562

Kasey Young
Regional Director - NY
kyoung@yapinc.org
518.565.6824

Adam Santacroce
Regional Director - NY
asantacroce@yapinc.org
845.527.4967



Strengthening Communities One Biography at a Time



Juvenile Justice Child Welfare Infancy 0-5 School Based Reunification



HELPING YOUTH AND FAMILIES MOVE IN NEW
AND POSITIVE DIRECTIONS SINCE 1975

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