After successfully navigating ten years of welfare reform, it is time to plot the route for our next journey. This conference explores the various paths that lie ahead.

Get ready for some trailblazing!

NEW YORK PUBLIC WELFARE ASSOCIATION
138th Annual Winter Conference
February 6 - 9, 2007
The Albany Marriott Hotel
Albany, New York

Final Program
Facilitated Enrollment. Streamlined. Simplified.

FEEA revolutionizes the way Access NY Health Care enrollments are processed, and is designed for easy use by Facilitated Enrollers anywhere in New York State.

What Does FEEA Do?

- Calculates each applicant’s eligibility based on state and federal guidelines for Medicaid, Family Health Plus, and Child Health Plus.
- Screens for fraud and abuse.
- Collects and stores required information, using predefined menus and lists to eliminate errors and duplication.
- Supports scanning and storage of required documents.
- Contains audit and reporting tools that promote quality assurance and better workflow management.
- Retrieves data and populates recertification applications.
- Permits electronic transmission of data and scanned images to local government offices.
- Reduces administrative costs.
- Uses a state-approved electronic copy of the Access NY enrollment form.

FEEA is a product of the Hudson Center for Health Equity & Quality (Hcheq).

For more information, see our website at www.hcheq.org, or email Ted Herman at therman@hcheq.org
Dear Colleague:

Let's start with a warm welcome to all the new state officials and administrators who are joining our conference for the first time. Thank you for coming and we hope you will make the most of the incredible networking and information sharing opportunities that are available.

Next, let's get ready for some trailblazing! This year's conference theme, "Resetting the Compass," points us toward new policy directions on the horizon. Share your most creative thoughts and listen to what others have to offer as new frontiers are explored.

Our program includes intriguing workshops presented by local DSS experts and long standing state agency professionals. Added to this mix will be the opportunity for local DSS administrators, new state appointees and others to meet and exchange ideas.

It's your chance to come in from the cold and become well versed in all the new hot topics, such as, the new Executive Budget proposal for social services and policy developments in child welfare, financial assistance programs, Medicaid and all the program areas.

The NYPWA Winter Conference offers the tools that we will all need to plot the route for the journey that lies ahead.

Happy Trails to You,

Sheila Harrigan
Executive Director

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**Attorneys’ CLE Information**

Seven sessions are approved for 1.5 CLE credits each. The five child welfare legal sessions are accredited through a contract with Albany Law School and OCFS. The two child support workshops are provided with CLEs through OTDA. The maximum number of available credits is 9.0 since two workshops are offered simultaneously.
Your County Needs a Premier SSI/SSD Representative!

Our Agency Has:

* 18 years of experience in Social Security disability advocacy.

* Processed over 10,000 disability claims for foster care/TANF recipients.

* Contracts which have generated millions of dollars in federal revenue for states and counties.

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• A new Dell computer & printer for each student

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### Agenda at a Glance

#### Tuesday, February 6

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<tr>
<td>3:00pm - 6:00pm</td>
<td>Exhibit Setup and Registration</td>
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#### Wednesday, February 7

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<td>Conference Registration</td>
<td>Lobby Corridor</td>
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<td>9:00am - 10:30am</td>
<td>NYPWA Board of Directors’ Meeting</td>
<td>Albany Room</td>
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<td>Attorneys’ Meeting with State Agency Counsel</td>
<td>Salon G</td>
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<td>Staff Development Association Business Meeting</td>
<td>Schenectady/Troy</td>
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<td>Coffee Break • Sponsored by Controltec</td>
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<td>10:45am - 12:00pm</td>
<td>Opening Plenary Session</td>
<td>Salons D &amp; E</td>
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<td>12:00pm - 1:00pm</td>
<td>Lunch</td>
<td>Salons D &amp; E</td>
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#### Thursday, February 8

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<tr>
<td>7:00am - 8:00am</td>
<td>Commissioners’ Networking Breakfast</td>
<td>Salons F &amp; G</td>
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<td>7:30am - 8:45am</td>
<td>Breakfast Buffet</td>
<td>Salons D &amp; E</td>
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### Concurrent Sessions
- **An Inside Look: 2007-08 Executive Budget Proposal**
- **What’s Happening with SWMS in 2007?**
- **Paths to Recovery – An Intensive Case Management**
- **Approach for Safety Net Recipients**
- **Child Welfare Case Law Review**
- **Bullying in the Workplace**
- **Child Support Best Practices**
- **Operating Child Advocacy Centers**
10:45am-12:15pm Concurrent Sessions
Delving Deeper into the Executive Budget Waters.................................... Empire Room
Medicaid Eligibility and Systems Issues.......................................................Salon F
The National Work Readiness Credential......................................................Salon C
Family Treatment Courts: The Next Generation...........................................Salons A & B
Beyond Civil Service – Hiring the Best Candidate
  Through Skills-Based Interviewing.........................................................Schenectady/Troy
BPPDA on Policy Initiatives.............................................................................Albany/Colonie
CONNECTIONS Update................................................................................Salon H

12:15pm - 1:15pm Lunch..........................................................................................Salons D & E

1:30pm - 3:00pm Concurrent Sessions
Fiscal Roundtable............................................................................................Empire Room
New York's Partnership Plan and the Federal-State Health Reform Partnership (F-SHRP).................................................................Salon H
Employment Strategies in Light of the New Participation Rates........................Salon F
Best Practices in Permanency and Education................................................Salons A & B
Nassau County's No Wrong Door and Client Status
  Tracking System..........................................................................................Albany/Colonie
Processing Center for Now and the Future....................................................Schenectady/Troy
OCFS Medicaid Waiver for Kids in Foster Care:
  Bridges to Health (B2H).............................................................................Salon C

3:00pm Coffee Break • Sponsored by Bull Services........................................Foyer

3:30pm - 5:00pm Concurrent Sessions
QDRO's 101: How to Collect Child Support from Employee Pension Benefit Plans..............................................................Salons A & B
Local DSS Fiscal Policy Dialogue.....................................................................Empire Room
The Federal Deficit Reduction Act: Impact on Medicaid
  One Year Later............................................................................................Salon G
Program Integrity – Let Us Help You..............................................................Salon F
Maintaining Post Adoption Services: Bridging the Gap
  When Grants End.....................................................................................Albany/Colonie
Workload Study – Recommendations...............................................................Salon H

6:00pm - 7:00pm Reception....................................................................................Salon H
7:00pm - 9:00pm Annual Banquet........................................................................Salons D & E
9:00pm - 11:00pm Hospitality Suite • Sponsored by Computer Sciences Corporation (CSC)... Suite 567
9:00pm - 12:00am Music and Dancing..................................................................Empire Room

Friday, February 9
7:30am - 8:45am Breakfast Buffet........................................................................Salons D & E
8:00am - 11:00am Conference Registration........................................................Foyer
9:00am Coffee Break • Sponsored by TALX / The Work Number..........................Foyer

8:00am - 9:15am Concurrent Sessions
Medicaid Provider Demo Project Meeting......................................................Albany/Colonie
Central SOS and Commissioners Dashboard Updates....................................Schenectady/Troy

8:30am - 9:25am Fiscal Administrators Association........................................Salon F

9:30am - 11:00am Concurrent Sessions
State & Local Commissioners' Dialogue..........................................................Salons G & H
  Starbucks Coffee • Sponsored by Accenture
OCFS Services Medley....................................................................................Salon C
NYPWA Deputy Commissioners' Leadership Network...................................Salons A & B
NYPWA Legal Committee................................................................................Albany/Colonie
NYPWA Fiscal Committee Meeting..................................................................Salon F
Child Support Roundtable................................................................................Schenectady/Troy
**Opening Plenary Session**
10:45am - 12:00pm • Wednesday, February 7

*Presiding:*
**Paul Brady,** NYPWA President and Commissioner, Schoharie County DSS

**Welcome**

- **Elizabeth Berlin**
  Commissioner, Albany County DSS

- **Honorable Michael Breslin**
  Albany County Executive

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

- **Deborah Bachrach**
  Deputy Commissioner, Office of Health Insurance Programs, NYS Department of Health

- **Larry Brown**
  Executive Deputy Commissioner, NYS Office of Children and Family Services

**Keynote:**

**Reaching Beyond the Barriers to Employment**

**Richard Pimentel**

*Senior Partner*
*Milt Wright & Associates, Inc.*

Richard Pimentel made it his personal mission to help people who no one seemed willing to hire find jobs. But first, he had to overcome one challenge after another on his own path to finding meaningful work. Later, he was able to transform the same dedication and ingenuity that he used for himself to create hope and opportunities for others. Today, as a consultant, keynote speaker and professional trainer, Richard is distinguished by his unerring ability to anticipate the needs and requirements of employers. His vast and penetrating knowledge of issues related to people who have been considered hard to employ is communicated with humor and conviction.

The life story of Richard Pimental is the subject of a new movie entitled *Music Within.* The film, set for release in the fall, recently premiered at an International Film Festival in California.

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**Tuesday • February 6**

- 3:00pm - 6:00pm **Foyer**
  Exhibit Setup and Registration

- 4:30pm - 6:00pm **Lobby Corridor**
  Conference Registration

- 7:00pm - 11:00pm **Suite 567**
  Hospitality Suite
  *Sponsored by Computer Sciences Corporation (CSC)*

**Wednesday • February 7**

- 8:00am - 5:00pm **Lobby Corridor**
  Conference Registration

- 9:00am - 5:00pm **Foyer**
  Exhibit Area Open

- 9:00am - 10:30am **Albany Room**
  NYPWA Board of Directors’ Meeting

- 9:00am - 10:30am **Salon G**
  Attorneys’ Meeting with State Agency Counsel

- 9:00am - 10:30am **Schenectady/Troy**
  Staff Development Association Business Meeting

- 10:15am **Foyer**
  Coffee Break • *Sponsored by Controltec*

- 10:45am - 12:00pm **Salons D & E**
  Opening Plenary Session
  **Reaching Beyond the Barriers to Employment**

- 12:00pm - 1:00pm **Salons D & E**
  Lunch

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

**Concurrent Sessions**

**Empire Room**

**The Role of Deputy Commissioners in Cultivating Leadership**

Participants in the NYPWA Deputy Commissioners’ Network (comprised of deputies and other upper level local DSS administrators) are invited to join in this session. Presenters will share strategies for succession planning, motivating staff through reward programs.
and building staff leadership capabilities. Attendees will be invited to discuss their own efforts to cultivate leadership.

*Presenters:*
Theresa Giovanniello, Deputy Commissioner, Dutchess County DSS
Carol Dankert, Deputy Commissioner, Chautauqua County DSS
Sheila Weaver, Deputy Commissioner, Wyoming County DSS

*Moderator:*
Tom Kuryla, Deputy Commissioner, Seneca County DSS

**Salon G**
**Broome County CASA: A Model POE Program**
Come and learn about the advantages of working with your long term care providers to develop a system of care coordination for people of all ages with long term care needs. This presentation will give you a better understanding of what a Point of Entry can do to improve care coordination in your community while addressing managing Medicaid costs.

*Presenters:*
Arthur Johnson, Commissioner, Broome County DSS
Michelle Berry, CASA Director, Broome County

*Moderator:*
Michael Fitzgerald, Commissioner, Madison County DSS

**Salon F**
**Maximizing Resources and Recoveries**
Hear how three districts have developed their recovery policies and practices to offset expenditures in order to gain a more favorable fiscal posture. Discuss how resource diversion and resource management can further enhance the recovery process and benefit taxpayers. These activities provide fiscal credibility to districts that demonstrate effectiveness in these areas. Consider the implications of the Ahlborn case decided by the U.S. Supreme Court, which reduces the ability to recover Medicaid liens. You will walk away from this session with specific ideas for improvements.

*Presenters:*
William Moon, Commissioner, Delaware County DSS
Andrea Oliver, Senior Social Welfare Examiner, Schoharie County DSS
Jim Davis, Commissioner, St. Lawrence County DSS

*Moderator:*
Josh McCrossen, Commissioner, Wayne County DSS

**Turning Up the Heat on HEAP**
OTDA has been working to centralize the issuance of HEAP vendor payments through the Office of the State Comptroller's central accounting system. Implementation of centralized HEAP vendor payments will be piloted in five counties starting in March 2007 and will be rolled-out statewide prior to the start of the 2007-08 HEAP season. Come hear the details.

*Presenters:*
Paula Cook, HEAP Bureau Chief, NYS OTDA, Division of Employment and Transitional Supports
Phyllis Morris, Director of HEAP, SSI and EBT Policy, NYS OTDA, Division of Employment and Transitional Supports
Richard Radzyminski, Chief Accountant, Office of Budget, Finance and Data Management, NYS OTDA
Virginia Scala, Assistant Chief Accountant, Office of Budget, Finance and Data Management, NYS OTDA

*Moderator:*
Leonard Wahl, Deputy Commissioner, Greene County DSS

**Salons A & B**
**Using the New Access Law Effectively in Child Protective Investigations**
The new law permitting DSS to seek an order of access to the child and/or the home will be reviewed in detail. What can the court order and under what circumstances? When should local DSS seek such an order? When would the order be an alternative to a removal? What are the Fourth Amendment search and seizure Constitutional implications? Will exigent circumstances obviate the need for the court order? The new OCA forms and the OCA procedures to obtain the order 24 hours a day will be presented. The session will also provide many good practice tips.

*Presenters:*
Margaret Burt, Esq., Counsel to NYPWA
Janet Tullo, Esq., Bureau Chief, Dutchess County Attorney Office, DSS Division

*Moderator:*
Martin Baron, Esq., Deputy General Counsel, NYC ACS

**Schenectady/Troy**
**“Most Wanted” Parents Project**
This session will discuss the Westchester DSS Deadbeat Parents project, an initiative to prepare an advertising campaign to publicly identify individuals with large child support debts whose addresses and employers were unknown with the goal to impel these individuals to come forward and pay their debt. The
background of the initiative, the criteria and refinement of criteria for the project, the process for selecting cases to be used for the project, the creation of the website and the results of the project will be discussed.

Presenters:
Manuelo Barreiro, Director, Westchester County Office of Child Support Enforcement
Elizabeth Mangini, Manager, Westchester County Office of Child Support Enforcement
Elizabeth Barbanes, Assistant County Attorney
Larry Knowles, Operations Manager, NYS Division of Child Support Enforcement Bureau of Program Operations

Moderator:
Inez DeGroat, Director, Financial Programs, Madison County DSS

Albany/Colonie
Sharing Experiences on PINS Diversion
With the 2005 change in the PINS Legislation, many Local Districts have had over a year of experience in performing the function of Lead Agency for PINS Diversion. This session will showcase some successful models and highlight the outcomes as well as the "bumps in the road." Pros and cons of being Lead Agency and the challenges of building "new" relationships with School Districts, Law Enforcement and Probation will be discussed. Critical resources that a community needs for success will be shared with some successful outcomes based models outlined.

Presenters:
Bette Osborne, Commissioner, Chenango County DSS
Gail Barton, Deputy Commissioner/Director of Services, Tioga County DSS
Peggy Locicero, Case Supervisor, Adult Protection, Cattaraugus County DSS
Patty Tertinek, Unit Supervisor, JD/PINS, Cattaraugus County DSS

Moderator:
Shery Cooper, Commissioner, Fulton County DSS

3:00pm
Coffee Break • Sponsored by Deloitte Consulting, LLC

3:30pm - 5:00pm
Concurrent Sessions

Implementation of the TANF Work Regulations
Districts and other program providers can hear from members of the State/local TANF Implementation workgroup regarding activities and efforts to support New York’s implementation of the interim final TANF regulations that went into effect October 1, 2006. Panelists will discuss policy decisions to date and next steps for full implementation including newly established work definitions and required documentation and verification reviews for social services districts. Additionally, local representatives will lead a discussion on strategies taken to adjust to the new federal requirements and implement effective employment programs.

Presenters:
Barbara C. Guinn, Director Welfare to Work Bureau, NYS OTDA
Dennis Packard, Commissioner, Schenectady County DSS
Elizabeth Berlin, Commissioner, Albany County DSS

Moderator:
Patricia Connelly, Commissioner, Jefferson County DSS

Fiscal Topics in Children's Services
This session will explore current fiscal topics in child welfare including: what we learned and what's next with the IV-E audit, plans for Connections Build 19, Vendor Receivables and responding to any questions on the intricacies of child welfare financing.

Presenters:
Dennis Lassi, Business Systems Analyst 4, NYS OCFS
Daniel Zeidman, Chief Rate Analyst, Bureau of Budget Management, Rate Setting Unit, NYS OCFS
Deborah Hanor, Director, Bureau of Budget Management, NYS OCFS
Rayana Gonzales, Child Welfare Section Leader, Bureau of Budget Management, NYS OCFS

Moderator:
Judy F. Shernicoff, Assistant Commissioner, Budget, Claiming and Revenue, NYC ACS

Hot Topics in Child Welfare Joint Investigation
This session will cover the concerns of working with law enforcement, particularly the issue of "agency" as typified in the Wilhelm case, and other developments in joint investigation of special interest to commissioners and directors of services as well as of interest to any attorneys who have been introduced to these topics but are eager to delve deeper. The format will be discussion rather than lecture.
Salons A & B

Child Support Provisions in Separation Agreements
A separation agreement (incorporated but not merged with the judgment of divorce) is given special status under New York law, and a number of unique rules apply. This session will look at the requirements surrounding the formation of a valid agreement and the grounds to vacate an invalid one. The panel will discuss the various thresholds to modify an agreement, along with the special pleading and proof requirements for modification proceedings. This will include calculation of the modified obligation amount and the effective date of the new award. Finally, the panel will look at enforcement issues.

Presenter:
Brian Wootan, Esq., Associate Counsel, Office of Legal Affairs, NYS OTDA

Moderator:
Janet Tullo, Esq., Bureau Chief, Dutchess County Attorney Office, DSS Division

Who Is Using Medicaid Transportation, and How Can We Provide It Efficiently?
Without Medicaid transportation, we cannot get our neediest clients to their medically necessary services. Therefore, without Medicaid transportation, the program fails from the start. This session will unveil who does use transportation services now and, as our population changes and chronic conditions multiply, we will address some ideas for maintaining an efficient program as we add increased demands on limited resources.

Presenter:
Timothy Perry-Coon, Director, Medicaid Transportation, Bureau of Program Guidance, NYS DOH, Office of Medicaid Management

Moderator:
Ona Rushford, Director of Financial Assistance, Franklin County DSS

The Gamer Generation
As millions of Baby-Boomers are preparing to take their lifetimes of experience into retirement, millions of members of the Gamer Generation are now hitting the workforce in masse. Organizations need to proactively address the new paradigms of the workforce and the impending worker shortage now. This session will address what can be done to help bridge the gap and provide effective methods for knowledge transfer from Boomers to the Gamers. Participants will receive tools that will effectively transfer knowledge to their staff.

Presenter:
Al de Paz, Contract Manager, NYS OTDA, TAMA

Moderator:
Vicky Heussi, Staff Development Coordinator, Essex County DSS

Reducing Length of Stay for Children in OCFS Custody
Seneca County is currently involved in an innovative Pilot Project with OCFS and YAP to shorten the average length of stay for kids placed in OCFS custody. This initiative began on July 1st and has already achieved success in returning some kids to the community.

Presenters:
Charles L. Schillaci, Commissioner, Seneca County DHS
Thomas D. Kuryla, Deputy Commissioner, Seneca County DHS
Stephanie Hart, Executive Vice-President, New York Youth Advocacy Program
Ed Ausborn, Deputy Commissioner, Division of Rehabilitative Services, NYS OCFS

Moderator:
Cindy Estus, Director of Services, Essex County DSS
Thursday • February 8

7:00am - 8:00am Salons F & G
Commissioners’ Networking Breakfast

7:30am - 8:45am Salons D & E
Breakfast Buffet

8:00am - 8:45am Salons F & G
Commissioners’ Business Meeting

8:00am - 5:00pm Foyer
Conference Registration

9:00am - 5:00pm Foyer
Exhibit Area Open

9:00am - 10:30am Concurrent Sessions

Empire Room

An Inside Look: 2007-08 Executive Budget Proposal
Learn what’s planned for social services as our speakers present the Governor's Budget proposal for 2007-08. The budget offices of DOH, OCFS and OTDA will provide an overview on key fiscal proposals for social services.

Presenters:
Robert W. Reed, Deputy Commissioner for Administration, NYS DOH
Deborah Hanor, Director, Bureau of Budget Management, NYS OCFS
John Wyld, Director, Bureau of Budget Management, NYS OTDA
Moderator:
Steve Morgan, Executive Deputy Commissioner, Onondaga County DSS

What's Happening with SWMS in 2007?
Hear about the RFP being developed to procure a vendor for developing a functional roadmap for SWMS in 2007. The State and vendor will be working extensively with the districts to identify their functional business needs. A status update on the I/EDR project will also be provided. There will be a discussion on the challenges that the pilot districts faced and the lessons learned.

Presenters:
Laura Ziegler, Imaging/EDR Project Manager, NYS OTDA
Gail Adams, SWMS Project Director, NYS OTDA
LDSS Pilot Representatives invited
Caroline Virkler, Principal Social Welfare Examiner, Lewis County DSS

Moderator:
Kay Yanson, Principal Social Welfare Examiner, Schenharie County DSS

Schoharie County DSS

Salon C

Paths to Recovery – An Intensive Case Management Approach for Safety Net Recipients
Paths to Recovery was designed to move welfare recipients into the work force and is based upon the principle that there are highly motivated individual pathways to personal responsibility and employment.

Presenters:
Elaine Cohen, Employment Coordinator, Monroe County DSS
Thomas Vasey, Financial Assistance Coordinator, Monroe County DSS

Moderator:
Marti Babcock, Director of Assistance Programs, Oswego County DSS

Salons A & B

Child Welfare Case Law Review
An informative, captivating and engaging exploration into recent court activities. Join Margaret Burt, Counsel to NYPWA, in a journey examining the twists and turns in case law that have emerged over the last six months.

Presenter:
Margaret Burt, Esq., Counsel to NYPWA

Moderator:
Jane Monaghan, Assistant County Attorney, Wyoming County

Schenectady/Troy

Salon F

Bullying in the Workplace
Bullying in the workplace can have a detrimental impact on the employee, the person exhibiting the behavior, onlookers, and the organization as a whole. These situations need to be addressed quickly and
effectively. Learn how to deal with the fear factor and implement strategies for resolving these situations.

Presenter:
Marcia Calicchia, Faculty Member, Cornell School of Industrial and Labor Relations

Moderator:
Serena Crossfield, Staff Development Coordinator, Yates County DSS

Albany/Colonie

Child Support Best Practices
State child support staff will facilitate a workshop on local district initiatives and best practices resulting in program improvements and efficiencies.

Presenters:
Leslie Robbins, Child Support Specialist 2, NYS OTDA
Karen Vigliante, DCSE County Operations Unit Supervisor, NYS OTDA
Rob Velcoff, DCSE County Operations Unit Supervisor, NYS OTDA

Moderator:
Martha Allers, Director of Child Support, Dutchess County DSS

Salon G

Operating Child Advocacy Centers
Learn how counties with “up and running” Child Advocacy Centers (CACs) managed the early start-up and evolution of these programs. This workshop is designed for districts that are just beginning to pursue this model or for anyone who wants to learn more. Hear how CACs are managing recent changes in State laws and regulations affecting how they investigate sexual abuse and serious physical abuse. The focus of the discussion will be on operational issues.

Presenters:
Rick Lavoie, Assistant Director, Children's Services, Dutchess County DSS
Kevin Revere, Administrator, Child Advocacy Center of Oneida County
Ted Mohr, Consultant, Child Advocacy Center of Oneida County
Mary Lou Woods, Case Supervisor, Niagara County DSS
Marla Behler, Coordinator, Child Advocacy Center of Putnam County

Moderator:
Michael J. Piazza, Jr., Commissioner, Putnam County DSS

10:30am
Coffee Break • Sponsored by Cúram Software

Foyer

10:45am-12:15pm
Concurrent Sessions

Empire Room

Delving Deeper into the Executive Budget Waters
This session will provide participants with an opportunity to participate in a Q&A segment with state agency budget experts with astute questions from savvy fiscal experts from local social services districts in response to the proposed 2007-08 Executive Budget.

Presenters:
Robert Reed, Acting Deputy Commissioner for Administration, NYS DOH
Deborah Hanor, Director, Bureau of Budget Management, NYS OCFS
John Wyld, Director, Bureau of Budget Management, NYS OTDA
Theodore (Ted) Fedorchak, Deputy Commissioner for Administration, Broome County DSS
Thomas Herden, Director, Administrative Services, Tompkins County DSS
Robert Plenge, Director of Finance, Oswego County DSS
Judy Shernicoff, Assistant Commissioner, Budget, Claiming and Revenue, NYC Administration for Children's Services

Moderator:
Steve Morgan, Executive Deputy Commissioner, Onondaga County DSS

Salon F

Medicaid Eligibility and Systems Issues
This joint Medicaid eligibility and systems workshop will update participants on current program topics as well as systems issues. Workshop participants are invited to attend this focused session and bring various issues for discussion among fellow local colleagues and state DOH staff.

Presenters:
Linda LeClair, Director, Medicaid Eligibility Operations and Family Health Plus, NYS DOH
Stephanie O'Connell, Director, Division of Information Technology, NYS DOH

Moderator:
Dawn Oliver, Director of Temporary Financial Services, Schenectady County DSS
**Salon C**

**The National Work Readiness Credential**

Are your clients ready for work? Certifying one's readiness for work in entry-level jobs is a challenge, particularly for those with low education levels and a poor work history. A new tool, The National Work Readiness Credential, is intended to signify to employers that your client has what it takes to be successful in the workforce. Use of the credential assessment can also identify the hard and soft-skill deficiencies a job applicant has so you can better focus your work preparation programs. This workshop will provide you with an overview of the national development of the credential along with current efforts underway to implement and market the credential in New York State.

*Presenters:*
- **Karen Coleman**, Director, Office of Program Development, NYS Department of Labor
- **Christopher Myers**, Ph.D., Program Manager, Division of Research and Statistics, NYS DOL
- **Rose Lancione**, Employment Coordinator, Chautauqua County DSS
- **Barbara C. Guinn**, Director Welfare to Work Bureau, NYS OTDA

*Moderator:*
- **Kirk Maurer**, Commissioner, Chautauqua County DSS

**Family Treatment Courts: The Next Generation**

An in depth look at the effectiveness of Family Treatment Courts, the strengths and challenges and best practice suggestions for DSS caseworkers and attorneys.

*Presenters:*
- **Betsy Stevens**, DSS Supervising Attorney, Tompkins County DSS
- **Carol Barbash**, Director of Legal Affairs, Rockland County DSS
- **Allison J. Nelson, Esq.**, Associate Legal Counsel, Oswego County DSS

*Moderator:*
- **Betsy Stevens**, DSS Supervising Attorney, Tompkins County DSS

**Beyond Civil Service – Hiring the Best Candidate Through Skills-Based Interviewing**

This workshop will focus on using skill-based interviewing to find the best candidate for every job and for your organization. Staff will be introduced to the benefits and elements of skills-based interviewing and will discuss the benefits of their participation in the hiring process. Through this interactive workshop, participants will understand the research supporting behavioral/skills-based interviewing, identify the business case for skills-based interviewing and learn the process of conducting a behavioral interview.

*Presenter:*
- **Tedra L. Cobb**, MS Ed, President, Tedra L. Cobb and Associates

*Moderator:*
- **Barbara M. Askew**, Staff Development Coordinator, Ontario County DSS

**Schenectady/Troy**

**CONNECTIONS Update**

Learn the latest news on short term continuous improvements to the production application including legislative initiatives, user reported issues and the recommendations from the CONNECTIONS independent review. You will also hear a conceptual overview of the Architecture Modernization Project and the steps to move to a web-based application in the future. Don't miss the special segment on the results of the pilot study on portable technology for out of office recording.

*Presenters:*
- **Cheryl Morris**, Supervisor, DCSE Bureau of Policy and Planning, NYS OTDA
- **Elizabeth McGeough-Gamache**, Child Support Specialist, NYS OTDA
- **Linda Cioffi**, CGFM, Program Research Specialist 3, NYS OTDA
- **Timothy Lane**, Child Support Specialist 1, NYS OTDA
- **Mary Rider**, Child Support Specialist Trainee 1, NYS OTDA

*Moderator:*
- **Diane France**, Deputy Commissioner, Schoharie County DSS

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**Albany/Colonie**

**BPPDA on Policy Initiatives**

Staff from DCSE's Bureau of Policy, Planning and Data Analysis (BPPDA) will discuss current State initiatives and how they relate to the federal strategic plan, program outcomes, and customer service. Specific topics will include: the new desk review process, changes in the income execution process, the new application/referral and the new noncustodial parent-enhanced earned income tax credit.

*Presenters:*
- **Cheryl Morris**, Supervisor, DCSE Bureau of Policy and Planning, NYS OTDA
- **Elizabeth McGeough-Gamache**, Child Support Specialist, NYS OTDA
- **Linda Cioffi**, CGFM, Program Research Specialist 3, NYS OTDA
- **Timothy Lane**, Child Support Specialist 1, NYS OTDA
- **Mary Rider**, Child Support Specialist Trainee 1, NYS OTDA

*Moderator:*
- **Diane France**, Deputy Commissioner, Schoharie County DSS

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**Salon H**

**Thursday • February 8**
Presenters:
Joel Schensul, Director OCFS IT, NYS OCFS
Carolyn Glisson, Director of Services Systems Support, NYS OCFS
Kevin Sternberg, Director Bureau of Database Architecture and Infrastructure Management, NYS OCFS

Moderator:
Jay LePage, Commissioner, Clinton County DSS

12:15pm - 1:15pm
Lunch

1:30pm - 3:00pm
Concurrent Sessions

Fiscal Roundtable
Join state and local fiscal administrators to discuss an array of fiscal issues pertaining to social services districts including an explanation of the Medicaid Cap Sales Tax Intercept Option and an update on CAMS, claiming issues, POE finances and other items of interest.

Presenters:
Richard Radzyminski, Chief Accountant, Office of Budget, Finance and Data Management, NYS OTDA
Dennis Kerwin, Director, Fiscal Systems, NYS DOH

Moderator:
Lynn Marinelli, Budget Director, Cayuga County DSS

New York's Partnership Plan and the Federal-State Health Reform Partnership (F-SHRP)
This session will provide an overview of two of New York's section 1115 Medicaid Demonstrations: the Partnership Plan and the new Federal-State Health Reform Partnership (F-SHRP). The Partnership Plan is designed to use a managed care delivery system to create efficiencies in the Medicaid program and to enable the extension of coverage to certain individuals who would otherwise be without health insurance. F-SHRP goals are to promote efficient operation of the health care system; right size New York's health care system by reducing excess capacity in the acute care system; shift emphasis in nursing homes to community based settings; expand the adoption of advance health information technology; and improve ambulatory and primary care.

Presenters:
Karen Kalaijian, Director of Program Implementation, Office of Managed Care, NYS DOH

Jennifer Dean, Director, Bureau of Intergovernmental Affairs, Office of Managed Care, NYS DOH
Patrick Roohan, Director, Bureau of Quality Management and Outcomes Research, Office of Managed Care, NYS DOH

Moderator:
Kira Pospesel, Commissioner, Greene County DSS

Salon F
Employment Strategies in Light of the New Participation Rates
This session will highlight initiatives designed to pursue meaningful employment goals while keeping an eye on meeting the participation rates. Take a fresh look at “mobile work crews,” hear about a new electronic employment initiative that provides people with PCs and data entry work, and learn what other innovations your colleagues are pursuing.

Presenters:
Inez DeGroat, Director of Child Support/Financial Aid, Madison County DSS
William Moon, Commissioner, Delaware County DSS
Lyle Malbouf, Work Crew Leader, Madison County DSS
Barb Schaeffer, Employment Coordinator, Schoharie County DSS
MaryEllen Evans, Director of Employment, Oneida County DSS

Moderator:
Dennis Packard, Commissioner, Schenectady County DSS

Salon H
Best Practices in Permanency and Education
This session was designed for attorneys working within the Family Court System who are constantly asked to deal with issues related to meeting the educational needs of foster care children. Such issues include: maintaining educational continuity and ensuring that special education needs are appropriately assessed and addressed. Special attention will be paid to tools and legal strategies that can be implemented by attorneys to address these needs, both through direct advocacy and through a multi-systemic collaborative effort.

Presenters:
Kathleen McNaught, J.D., Assistant Staff Director of Child Welfare at the American Bar Association's Center on Children and the Law
Katherine Locker, Esq., Attorney Director, Children's Services Education Unit, NYC ACS

Moderator:
Jonathan Wool, Attorney, Franklin County DSS
Albany/Colonie

Nassau County's No Wrong Door and Client Status Tracking System

In 2005, Nassau County co-located its eight Health and Human Services Departments under one roof, in addition to developing a specialized software program to monitor and track all customer service inquiries. This workshop will provide a discussion of Nassau County's Health and Human Services innovative No Wrong Door program, in addition to a live demonstration of the specialized Client Status Tracking and Inquiry System.

Presenters:
John E. Imhof, PhD, Commissioner, Nassau County, DSS
Mary Brosnan, Esq., Deputy Commissioner, Nassau County DSS
Donald Rogers, Director of Information Systems, Nassau County DSS
Karen Garber, Esq., Coordinator of Social Services, Nassau County DSS

Moderator:
Robert Allers, Commissioner, Dutchess County DSS

Schenectady/Troy

Processing Center for Now and the Future

This presentation will focus on new and forthcoming Processing Center and Banking Initiatives along with discussion of Centralized Support Collection and Banking Services Re-Procurement plans and timelines.

Presenters:
Jeff Alexander, Child Support Specialist 2, OTDA DCSE
Joan Connors, Child Support Specialist 1, OTDA DCSE
Mary Elia, Child Support Specialist 1, OTDA DCSE
Edith Bray, Project Director, ACS State and Local Solutions

OCFS Medicaid Waiver for Kids in Foster Care: Bridges to Health (B2H)

OCFS, in collaboration with DOH, has developed an application to the Centers for Medicaid and Medicare Services for a Home and Community-Based Waiver application for children in foster care. This initiative will provide community-based support and health care services to children in foster care that are supplementary to services available through the Medicaid State Plan and specifically tailored to address unmet health and other needs related to a child's severe emotional disturbances, developmental disabilities and/or physical health needs.

Presenters:
Mimi Weber, Policy Analyst, Bureau of Policy Analysis, NYS OCFS
Deborah Winslow, Project Director, NYS Division of the Budget

Moderator:
Laura Velez, Director, Children and Family Services, Schenectady County DSS

3:00pm
Coffee Break • Sponsored by Bull Services

3:30pm - 5:00pm
Concurrent Sessions

Salons A & B

QDRO's 101: How to Collect Child Support from Employee Pension Benefit Plans

Aside from one's home, retirement funds are likely to be an individual's biggest asset—and more important, a source of child support that should be considered in every enforcement case. This CLE course is designed to familiarize local district child support personnel with the basic information they will need to design, or refine, a QDRO unit for enforcement of child support orders. In addition to covering fundamental terminology and concepts, the course will discuss drafting tips, the process for getting a domestic relations order "qualified," tax implications, the duties of the Plan Administrator and what the Plan Administrator expects to see in documents submitted to them. In addition, there will be some discussion of requirements and processes associated with the state and local government counterpart mechanisms for extracting money from a retirement plan.

Presenters:
Susanne H. Dolin, Esq., Senior Attorney, NYS OTDA, Division of Child Support Enforcement
Carolyn D'Agostino, Esq., Counsel to the Law Offices of Joanne White
Janet A. Graham, Esq., Senior Attorney, NYS and Local Employees' Retirement System and NYS Police and Fire Retirement System

Moderator:
Sherri Wood, Senior Deputy County Attorney and CSEU Manager, Monroe County
Empire Room

Local DSS Fiscal Policy Dialogue
(Session Limited to LDSS Staff)
This session has been brought back by popular demand to solicit ideas and issues that fiscal administrators and fiscally-minded Commissioners and program staff might want to see addressed in creating an agenda for the coming fiscal year. Issues might include fiscal impacts of programmatic changes, policy options in child welfare financing and TANF, comments on MA provider fraud and other issues. Input from this session will be reported back to the NYPWA for further consideration.

Co-Facilitators:
Robert Franklin, Director, Financial Assistance, Monroe County DSS
Peter Simon, Director of Administrative Services, Dutchess County DSS
Theodore (Ted) Fedorchak, Deputy Commissioner for Administration, Broome County DSS

Schenectady/Troy

What's New in Child Welfare Training?
This roundtable discussion will highlight several exciting changes and additions to Child Welfare training. Representatives of OCFS will discuss the new requirements for Child Protective Services training, including supervisory training and in-service training for supervisors as well as for caseworkers. They will present an overview of the new Supervisory Core training program, which includes "Module I Supervisory Core Foundations" intended for all child welfare and child protective services supervisors, "Module IIA Supervisory Core Child Protective Services Specialty" for CPS supervisors, and the plan to develop "Module IIB Supervisory Core Child Welfare Specialty" for adoption, foster care, and preventive supervisors. The update on Common Core will include information on the revised format for pre, mid, and post-training conferences, and on the new LearnLinc Legal component. OCFS presenters will introduce "Coaching for Child Welfare Excellence," a new, innovative program to provide coaching and support to supervisors, and invite participant discussion. Adolescents Services will preview the video "Confronting Stereotypes of Youth in Foster Care," and discuss its potential as a training tool in other training areas.

Presenters:
Richard Nawrot, OTDA's Director of Program Integrity, NYS OTDA/A & QC
Maria Schollenberger, Front End Detection System (FEDS) Project Director, NYS OTDA/A & QC
Lisa McClain, National Directory of New Hires Assistant, NYS OTDA/A & QC

Moderator:
Lisa M. Baker, Director of Temporary and Disability Assistance, Steuben County DSS

Program Integrity – Let Us Help You
Program Integrity initiatives sometimes get a bad rap. Here’s an initiative that not only helps maintain program integrity but also assists eligibility workers to make the right decisions. Come learn how:
- The new statewide contract with The Work Number gives automated time saving employment and wage verification.
- TA and FS eligibility workers can get help with correct application and case processing.

Salon G

The Federal Deficit Reduction Act: Impact on Medicaid One Year Later
This session will cover changes under the Federal Deficit Reduction Act such as asset transfer rules and citizenship documentation, and other initiatives such as Money Follows the Person demonstration. Time for questions and answers will be allotted.

Presenters:
Linda LeClair, Medicaid Eligibility Director & Operations/Family Health Plus, NYS DOH
Wendy Butz, Medical Assistance Specialist 3, Chronic Care/Disability Section, Bureau of Medicaid Eligibility Operations and Family Health Plus, Office of Medicaid Management, NYS DOH

Moderator:
Kira Pospesel, Commissioner, Greene County DSS

Salon F

Maintaining Post Adoption Services: Bridging the Gap When Grants End
Post Adoption Services are often unfunded services or services that are (granted as)/considered new programs. State funding through TANF grants have demonstrated the need for post adoption services, but have not bridged the gap to institutionalizing the funding. This
panel discussion will include the Post Adoption Resource Center work, County Department of Social Services representatives, a parent and a local adoption coalition leader who will share their perspectives on the need and value for on-going post adoption services.

Presenters:
Sudha Hunziker, LMSW, Associate Executive Director, Parsons Child and Family Center
Suzanne d’Aversa, LCSW, Clinical Facilitator, Parsons Child and Family Center
Barbara Lynch, LCSW, Albany County Department of Children Youth and Family Services
Cathy McCarthy, Caseworker Supervisor, Rensselaer County DSS
Pam Martindale, Foster Care Supervisor, Washington County DSS
Kate Schofield, Parent

Moderator:
Marian Logan, Director of Children’s Services, Albany County CYF

Workload Study – Recommendations
This workshop will inform local districts and voluntary agencies of the recommendations that were made to the State Legislature regarding manageable workloads for CPS, preventive, foster care and adoption services. OCFS will be receiving the final report from Walter R. McDonald and Associates and sending it to the State Legislature on December 1, 2006. The presentation will include local district presenters who will share how the recommendations will impact them. Time for discussion will be included to help districts brainstorm how they might work towards meeting the recommendations put forth from the Workload Study.

Presenters:
Renee Hallock, Special Assistant to the Deputy Commissioner, Division of Development and Prevention Services, NYS OCFS
Brian McKee, Deputy Commissioner for Children's Services, Onondaga County DSS
Diane France, Deputy Commissioner, Schoharie County DSS

Moderator:
Kathy Buchiere, Director of Services, Oswego County DSS

7:30am - 8:45am
Salons D & E
Breakfast Buffet

8:00am - 11:00am
Foyer
Conference Registration

9:00am
Foyer
Coffee Break • Sponsored by TALX / The Work Number

8:00am - 9:15am
Concurrent Sessions

Albany/Colonie

Medicaid Provider Demo Project Meeting
(Session Limited to LDSS Pilot Counties)
Facilitator:
John Beaudoin, Commissioner, Rensselaer County DSS

Schenectady/Troy

Central SOS and Commissioners Dashboard Updates
Exciting things are happening concerning projects that enable the LDSSs to have information readily available for day-to-day operations, management and strategic decision-making, and enhanced access and reporting capabilities, with interfaces to local and third party applications. Please join us as we update you on two of the SWMS subprojects, Central SOS and the Commissioners’ Dashboard. Representatives from LDSSs and State agencies will discuss best practices, local and third party applications, and future development, providing attendees with a plan to move forward with a better understanding of the data and reporting resources available to them.

Presenters:
Marty Hoffman, Central SOS Project Manager, NYS OTDA
Pat Lynch, Commissioners’ Dashboard Project Manager, NYS OTDA
Salons A & B

NYPWA Deputy Commissioners' Leadership Network
Steering Committee members will facilitate a meeting on current topics of interest to participants in the NYPWA Deputy Commissioners' Leadership Network (comprised of deputies and other upper level local DSS administrators who have joined this endeavor).

Facilitators:
Theresa Giovannielo, Deputy Commissioner, Dutchess County DSS
Carol Dankert, Deputy Commissioner, Chautauqua County DSS
John Redden, Deputy Commissioner, Clinton County DSS

NYPWA Legal Committee
Local DSS attorneys will meet to discuss recent legal developments, policies and procedures, court decisions and other issues affecting local social services.

NYPWA Fiscal Committee Meeting
Local DSS fiscal administrators will meet with the NYS OTDA finance office.
Facilitator:
Thomas Herden, Director, Administrative Services, Tompkins County DSS

Schenectady/Troy

Child Support Roundtable
Directors of child support enforcement will meet to discuss current issues.
Facilitator:
Kevin Boyle, Assistant Director, NYS DCSE
We’ll find a way that

works for you.

Congratulations to NYPWA on its 138th Annual Winter Conference, “Resetting The Compass.”

ACS is a proud supporter of NYPWA and a proven provider of government services including:

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- Electronic benefit transfer (EBT) services
- Childcare administration services
- Eligibility determination and case management
- Systems integration and IT management
- Enterprise resource planning (ERP) solutions
- N11/311 customer care
- Administrative and fiscal agent solutions
- Pharmacy benefits management
- Children’s health administration
- Care coordination and management
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- Fraud and abuse protection
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Accenture is committed to helping you move forward on your journey toward high performance. We help identify opportunities for improvement. We understand how to process from strategy and promise to the execution of solid ideas. With our guidance, you can keep citizens cared for and, in the long run, help reduce their dependency on services.

Your dedication is key to making change happen. Accenture is the collaborator to help you better align resources and reduce administrative burdens so staff can focus on what's important - improving the lives of citizens.

ACS Government and Community Solutions
Booth Number: 8
1800 M Street, NW
Washington, DC  20036
Vince Gooden
202-378-2674
vincentgooden@acs-inc.com
www.acs-inc.com

ACS specializes in information technology and business process outsourcing for state and local human services agencies, offering an array of solutions designed to streamline and enhance the delivery of services in several key areas. Our child support service offerings include payment processing, disbursement solutions, financial institution data matching (FIDM), new hire reporting, document imaging, and medical support enforcement. Our electronic payment services include payment programs for food stamps, TANF, unemployment insurance, WIC, and child support. In the child care arena, we offer an electronic card-based system that combats fraud while streamlining documentation and payments to providers. We have streamlined the eligibility determination process with an integrated approach, are a leading provider of government records management services, and help courts and fire departments around the world become more efficient. In addition, in the healthcare area, we provide pharmacy benefits, children's health administration, electronic health records, fraud and abuse protection and cost containment solutions.

ABS LINCS (Alternative Behavioral Services)
Booth Number: 2
240 Corporate Boulevard
Norfolk, VA  23502
Nancy Evanko
757-373-1930
nancy.evanko@absfirst.com
www.absfirst.com

Offering a vast array of treatment services and programs, Alternative Behavioral Services, now known as ABS LINCS, is nationally recognized for providing quality care to children, adolescents, adults and families. Proudly celebrating our 20th year, our services encompass nearly every facet of behavioral healthcare, including therapeutic foster care, group homes, day treatment, case management, in-home services, specialized education, residential and inpatient treatment. Providing innovative, best practices keep us at the forefront of a rapidly evolving behavioral healthcare environment. We continually search for opportunities to expand current programming and create new service markets. To discover how our spectrum of services may meet your client's needs, please contact us toll-free at 877/227-7000 or visit us at www.abslincs.com.

Berkshire Farm Center and Services for Youth
Booth Number: 6
13640 Route 22
Canaan, NY  12029
Julie Brennan
518-781-4567, x279
jbrennan@berkshirefarm.org
www.berkshirefarm.org

Berkshire Farm Center and Services for Youth is a statewide, multi-service, private, non-profit social service organization that works with abused and neglected children and their families. Founded in 1886 by Frederick and Catharine Burnham, Berkshire is propelled by its mission: To strengthen children and families so that they can live safely, independently, and productively within their home communities. This mission daily touches the lives of 3,000 youth from birth to 21 years. These youth represent diverse socioeconomic levels, languages, races and ethnic backgrounds. The comprehensive continuum of care includes innovative, community-based programs, school-based prevention programs, foster care, adoption services, residential placement services, secure and non-secure detention for youth awaiting action on court cases, and runaway safe houses. These programs are administered from 22 locations across New York State. Berkshire also operates a 180-bed Residential Treatment Center and a 14-bed Intensive Treatment Program located in Canaan, New York that serves young men age 12 to 21.

Bridgeway Software
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Bull Services
Coffee Break Sponsor: Thursday, February 8, 3:00 pm
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Schenectady, NY 12304
Barry Berberich
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barry.berberich@bull.com.
www.bull.com/us

Bull Services is the leading end-to-end business intelligence solutions company dedicated to state and local government. We deliver solutions through an open, fast, flexible and complete information management infrastructure, the Bull Services Knowledge Framework. Our solutions encompass Consulting Services, Business Intelligence, Subject Matter Expertise, Data Warehousing, Systems Integration, Outsourcing, Portal/Web Services, Security and Networking.

Center for Development of Human Services
Booth Number: 1
3 Marcus Boulevard
Albany, NY 12205
Janice Severson
518-435-1825, x211
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Community Care Behavioral Health Organization
Booth Number: 37
One Chatham Center, Suite 700
112 Washington Place
Pittsburgh, PA 15219
John Lee
412-402-7504
leejd@ccbh.com
www.ccbh.com

Community Care is a non-profit, provider-owned behavioral health managed care organization established to serve the needs of the publicly funded health system. Over the past decade, Community Care has improved quality of life for its members through a commitment to expanding access to services, implementing a clinically focused care management model, supporting the creation of community-based recovery-oriented services and assuring solid fiscal management. During this time, membership has grown to nearly one million, investment in services research and outcomes evaluation has increased significantly and the organization has been awarded "full" accreditation by the National Committee for Quality Assurance. Community Care has established itself as a leader in innovative, recovery-oriented behavioral health care management.

Continuum Voice and Data Systems
Booth Number: 31A
2401 Burnet Avenue
Syracuse, NY 13206
Mark A. Antonacci
800-933-0180, x704
mantonacci@continuumsys.com
www.continuumsys.com

Continuum Voice and Data Systems provides software solutions specifically designed and developed for Departments of Social Services. Continuum is a Gold level authorized integrator of the OnBase Electronic Document Management System and the Compass Suite of social services solutions. Through our industry expertise and relationships, Continuum provides departments of social services with the most unique, comprehensive and powerful electronic case management and electronic appointment management solutions available.

Through our seamless integrations with the SWMS and/or SOS, Continuum provides fast, accurate and secure indexing, access and processing of your case file documents. Our Compass Suite allows departments of social services to enhance the functionality of virtually any EDMS/imaging solution by dramatically reducing document capture/processing costs. Please visit our booth for a demonstration.
Controltec

Booth Numbers: 9 & 11
Coffee Break Sponsor: Wednesday, February 7, 10:15 am
330 South Main Street
Fallbrook, CA 92028
Kevin Smith
800-991-6120
ksmith@controltec.com
www.controltec.com

Controltec develops and supports innovative software solutions for state and local governments, school districts, subsidized childcare agencies and childcare providers nationwide. Our systems help agencies run their programs more efficiently while increasing the quality of services to their families.

Coordinated Transportation Solutions, Inc. (CTS)

Booth Number: 34
200 Main Street
Ansonia, CT 06401
David White, President
800-818-6781
dwhite@ctstransit.com
www.ctstransit.com

CTS is a nationally recognized leader providing mobility management and transit brokerage operations, offering a full range of services to facilitate partnerships and coordination of service among government agencies, not-for-profit organizations and for-profit companies. CTS has provided over one and a half million trips to Medicaid recipients in Connecticut and New York, and services to over 25 Connecticut School Districts for hundreds of Connecticut's at-risk, special education children. Our approach to each new program reflects our extensive knowledge and experience, and our team's flexibility to design services to meet unique customer needs, geographic challenges and opportunities to provide transportation at the lowest possible cost and to improve customer service. CTS is your key to accessing transit solutions.

Cúram Software

Booth Number: 5
Coffee Break Sponsor: Thursday, February 8, 10:30 am
13800 Coppermine Road, Suite 410
Herndon, VA 20171
Julie Redman
703-738-9800
info@curamsoftware.com
www.curamsoftware.com

Cúram Software is the leading provider of Social Enterprise Management (SEM) software solutions, delivering best-in-class applications for social enterprises globally including, health and human services, workforce services, and social security organizations. Using the Cúram Business Application Suite™ agencies can immediately reap the benefits of client-centric business processes and an outcomes-driven integrated service delivery model. The Cúram Business Application Suite, underpinned by the Cúram Enterprise Framework™, combines the advantages of commercial-off-the-shelf (COTS) software, an enterprise platform and service oriented architecture with the business and technical flexibility required to allow agencies to implement solutions to meet their strategic objectives. Cúram Software is headquartered in Dublin, Ireland with additional offices located in New York, Washington, D.C., United Kingdom, Australia and Bangalore, India.

Dell Inc.

Booth Number: 3
One Dell Way
Round Rock, TX 78682
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Dell is a premier provider of computer products and services required for customers to build their information-technology and Internet infrastructures. Dell designs, manufactures and customizes products and services to customer requirements, and offers an extensive selection of software and peripherals.

Deloitte Consulting, LLC

Coffee Break Sponsor: Wednesday, February 7, 3:00 pm
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Our Health & Human Services Practice
Deloitte Consulting is recognized as a national leader in providing services to social services agencies throughout the United States. We have significant experience in the development of health and human services systems, and have led hundreds of projects where our clients are trying to solve program and technology challenges. We also have experience assisting health and human services agencies that are undergoing consolidation and reorganization efforts.

Our work has won praise from our clients as well as thought leaders in the technical marketplace; for instance, three of our systems have been recognized by Computerworld magazine and the Smithsonian Institution.

F.M. Blake & Associates
 Booth Number: 13
826 Main Street
Lewiston, ID 83501
Fred M. Blake/Chief Executive Officer
208-743-9012, x202
fredb@fmBlake.net
www.fmBlake.net

Founded in 1989, F. M. BLAKE & ASSOCIATES is a national organization explicitly focused on the processing of claims for disability benefits administered by the Social Security Administration (SSA). Since 1991, we have been delivering the aggressive pursuit and acquisition of Supplemental Security Income (SSI) benefits for children in foster care with potential entitlement. Concurrently we represent an equal number of Adults, including TANF recipients, for both Title II and Title XVI benefits. We are a firm uniquely qualified to make any Social Security Disability project successful. It's what we do!

FileNet, an IBM Company
 Booth Number: 14
339 Clinton Street
Saratoga Springs, NY 12866
Ted Collins
518-584-9586
tedcollins@us.ibm.com
www.filenet.com

FileNet, an IBM Company, helps New York State and Local government organizations make better decisions by managing the content and processes that drive their business. FileNet's Enterprise Content Management (ECM) solutions allow government agencies to more effectively and efficiently deliver programs and services to constituents by managing content throughout their organizations, automating and streamlining their business processes, and providing a full spectrum of connectivity needed to simplify their critical and everyday decision-making.

FileNet ECM solutions deliver a comprehensive set of capabilities that integrate with existing information systems to provide cost-effective solutions that solve real-world business problems. Solution suites include Image Manager, Content Manager, Business Process Manager, Electronic Forms Manager, Records Manager and Email Manager.

FileNet markets its innovative ECM solutions in more than 90 countries through its own global sales, lab services and support organizations, as well as via its ValueNet® Partner network of system integrators, value-added resellers, and application developers. The FileNet team is excited to be part of IBM's Enterprise Content Management Division within the IBM Information Management Group.

FileNet's product and services are available via New York State Contract PT57022.

Hillcrest Educational Centers, Inc.
 Booth Number: 18
P.O. Box 4699
Pittsfield, MA 01202
Beth Ware
413-237-6060
eware@hillcrestec.org
www.hillcrestec.org

Hillcrest Educational Centers, Inc., a JCAHO accredited non-profit agency, provides comprehensive therapeutic and educational services to meet the needs of hard-to-place youth ages 6-20 (girls 9-16.5 & boys 6-18 at intake) with severe behavioral disorders and complex psychiatric disabilities. These may include, but are not limited to, fire setting or sexually abusive behaviors, emotional disabilities, self-injurious and aggressive behaviors, and PDD diagnoses. Additionally, our Intensive Treatment Unit provides assessment and diagnostic services, as well as crisis stabilization, with a 1:1 staffing ratio in a hospital diversion-type setting. Our four campuses are located in the beautiful Berkshires, allowing each student an opportunity to take advantage of the natural and cultural opportunities available in the area, and each specializes in servicing children whose ages, genders and program behaviors differ.

Hudson Center for Health Equity and Quality (Hcheq)
 Booth Number: 32
303 South Broadway, Suite 321
Tarrytown, NY 10591
Ted Herman
914-372-2204
therman@hcheq.org
www.hcheq.org

FEEA™ - the Facilitated Enrollment Electronic Application - is revolutionizing the workflow associated with screening and enrolling qualified individuals and families in New York's Medicaid programs.

FEEA can automate the Access NY Health Care application process for Facilitated Enrollers operating anywhere in New York State. By simplifying data collection and eli-
IBM Corporation

Booth Numbers: 10 & 12
80 State Street
Albany, NY 12207
Betty Wall
518-487-6642
ewall@us.ibm.com

IBM is one of the largest providers of solutions to social services clients in over 200 countries worldwide. IBM has invested in a portfolio of industry solutions and subject matter expertise to help its clients take advantage of best practices in social services programs. IBM has expertise in Integrated Case Management using Cúram and SAP Software. Enterprise Resource Planning and Financial Management partners include SAP, PeopleSoft and Oracle / Siebel. IBM has solutions specific to Child Support, Child Protection, Risk Management, Medicaid, data mining, portal, dashboard, document management, fraud detection, and many other social services needs. IBM is supported by national practices and an extensive network of New York based local business partners.

IBM is proud to have been a strategic partner to New York State and Local Government for over 50 years, as a premier provider of computer hardware, software and maintenance services required for building reliable, flexible and robust information technology and Internet infrastructures. The IBM Middleware Solution for Government On Demand Workplace enables Government employees to deliver higher value and increased productivity by efficiently finding and sharing information as they provide important services to constituents and businesses.

With projects throughout the world, including all of the New York State Human Services agencies and many New York counties, IBM is committed to assist social services organizations in delivering quality services to their clients efficiently and cost effectively.

Instructional Access, Inc.

Booth Number: 19
6800 Indiana Avenue, Suite 245
Riverside, CA 92506
Dan Bear
951-341-8982
danb@instructionalaccess.com
www.instructionalaccess.com

"WEEKEND TRAINING, LIFETIME SUCCESS" ™

Instructional Access is proud to help bridge the digital divide through our patent pending Weekend Computer Camp. This beneficial program provides participants with the training necessary to succeed at school, at work and in life. Each participant will receive a new computer, key software, a color ink-jet printer and courseware to keep at the conclusion of the weekend.

Our program differs from other independent training programs. For one, real schoolteachers, qualified by the state, lead the program. Students learn on up-to-date systems with the latest Microsoft software built in. What's more, students leave the program with a computer to take home and the skills needed to find success.

From the moment the program begins, students will experience a sense of belonging as they sit among their peers, learning about the latest technology. By the end of the weekend, they will have gained new knowledge and new self esteem.

The Weekend Computer Camp program is perfect for agencies (government, education, private, faith based, and nonprofit organizations) looking to bring America's youth into the 21st century and help them compete for years to come.
KidLink Network

Booth Number: 17
409 Chapman Street
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John Claine
413-774-0120
jclaine@verizon.net
www.kidlinknetwork.com

The KidLink Network is a nationwide system of specialized residential treatment centers working with thousands of mild to severely challenged children every day. The KidLink Network was created to better help parents, case managers, judges, and other referral sources make the best decision for a child in need of treatment services. When you use this helpful KidLink resource, you immediately have access to more placement options than any other children's services provider in the country. With KidLink, you tap into a nationwide network of expertise and knowledge regarding programs for at-risk children. Helping troubled and disadvantaged children and adolescents is the one and only purpose of the KidLink Network. Working with all populations of children, KidLink has earned a national reputation as a leading referral source in accessing treatment programs for troubled children and at-risk children.

KidsPeace

Booth Number: 7
5300 KidsPeace Drive
Orefield, PA 18078
Nancy Behler
610-799-8388
nbeehler@kidspeace.org

KidsPeace is a private charity dedicated to serving the critical behavioral and mental health needs of children, preadolescents and teens. Founded in 1882, KidsPeace provides specialized residential treatment services and a comprehensive range of treatment programs and educational services to give hope, help and healing to children facing crisis.

KidsPeace offers services in Georgia, Indiana, Maine, Maryland, Minnesota, New Jersey, New York, North Carolina, Pennsylvania and Virginia.

The Kolburne School

Booth Number: 40
343 New Marlborough-Southfield Road
New Marlborough, MA 01230
Kathleen Greco, Director of Admissions
413-229-4119
kgreco@kolburne.net
www.kolburne.net

The Kolburne School is a private residential school and treatment center providing comprehensive academic/vocational, clinical, medical, residential, and recreational services to students who have been identified as emotionally and behaviorally disordered, psychiatrically impaired or developmentally delayed. Multidisciplinary treatment teams formulate, implement and monitor treatment plans developed from the individualized education plan and Kolburne School's formal assessment. Regular, remedial and compensatory individualized academic and comprehensive vocational instruction is provided through the high school program (diploma and GED). Psychological, psychiatric, medical and nursing services include individual group and family psychotherapies, speech and language and occupational therapies. Residential programming provides a structured and therapeutic environment utilizing a positive behavioral model based upon the Psycho Educational Model.

Lake Grove School

Booth Number: 43
P.O. Box 712
Moriches Road
Lake Grove, NY 11755
631-585-8776
alan_music@lgadmissions.org
www.lgstc.org

Lake Grove School is a residential, non-sectarian, not-for-profit childcare agency licensed by the New York State Education Department and the Office of Children and Family Services. We provide special education services and 365-day residential care to students between the ages of 12 and 21 who are behaviorally challenged and learning disabled.

LogistiCare Solutions, LLC

Booth Number: 20
1640 Phoenix Boulevard, Suite 200
College Park, GA 30349
770-907-7596, x 433
cameronc@logisticare.com
www.logisticare.com

Headquartered in metropolitan Atlanta, LogistiCare is the nation's leading provider of specialized, non-emergency transportation network management. The company's government clients include state Medicaid agencies, school boards and transit authorities. Healthcare sector clients include hospital systems and many of the nation's largest managed care organizations.

With its market innovation, proprietary software and proven record of creating budget stability and program integrity, LogistiCare is well known as the leader in improving non-emergency transportation programs. On an annual basis, the company manages a national network of more than 900 transportation companies that deliver more than 13 million trips to customers.

MAXIMUS

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Bill Gettman
518-852-7511
williamgettman@maximus.com
www.maximus.com

Founded in 1975, MAXIMUS is fulfilling the mission of "Helping Government Serve the People®." MAXIMUS has more than 5,100 employees who have dedicated their careers to public service and more than 280 offices in the United States, Canada, and Australia.

MAXIMUS provides a variety of consulting, operations, and information technology services for virtually every government health and human agencies in the United States. We have extensive experience in Federal audits and a national reputation for providing consulting services to state and local governments, covering virtually every area government operations and programs.

Through a wide variety of projects, MAXIMUS handles millions of case records a year. MAXIMUS is responsible for enrolling millions of Medicaid recipients into managed care programs. We determine eligibility for several states for Medicaid and SCHIP programs. We operate more full-service child support enforcement programs than any other company in the nation. We view ourselves as program people, supported by high technology, who understand how to make government programs more effective for the people and how to secure maximum funding from the Federal government.

Medical Answering Services, LLC
Booth Number: 38
P.O. Box 11998
Syracuse, NY  13218
315-701-7551
wfreeman@medanswering.com

Medical Answering Services, LLC has been providing transportation management services since 2004. We manage Medicaid transportation for Monroe County and Onondaga County.

Our transportation management platform is innovative and easy to use. Our web-based system puts an incredible amount of transportation data at your fingertips. Cost savings ride grouping and efficiency opportunities are revealed with our data analysis tools.

Our services range from assisting local governments that want an easier money saving way to manage their own transportation to complete call-center and contract solutions. We interface with eMedNY. We save local government money!

New York State Department of Health
Office of Medicaid Management
Booth Number: 21
800 N. Pearl Street, Room 234
Albany, NY  12204
Kathy C. Martel

518-474-8359
kcm01@health.state.ny.us
www.nyhealth.gov

Electronic Eligibility Decision Support System (EEDSS) is a web-based application that provides an interactive Medicaid interview and decision that interfaces with the Welfare Management System (WMS). EEDSS is operational in New York City and is currently being rolled out in the upstate districts.

Come and see a demonstration of what EEDSS has to offer.

New York State Office of Children and Family Service
Booth Number: 26
Capital View Office Park
52 Washington Street
Rensselaer, NY  12144
(518) 473-7793
info@ocfs.state.ny.us
www.ocfs.state.ny.us

The New York State Office of Children and Family Services (OCFS) improves the integration of human services that promote the well-being of the children, families, and communities across the state.

OCFS provides oversight on a continuum of development, prevention, early intervention, protective, out-of-home placement, and community aftercare services. These areas of responsibility include: foster care, adoption, child protective services, preventive services for children and families, services for pregnant adolescents, child care and referral programs, rehabilitation services to the blind and visually handicapped, and protective programs for vulnerable adults.

In addition, the agency coordinates state government response to the needs of Native Americans on reservations and in communities. It also administers and manages specialized programs and residential facilities for over 2,000 youth remanded to the agency's custody by family and criminal courts.

New York State Office of Children and Family Services, Division of Information Technology
Booth Numbers: 28 & 29
Capital View Office Park
52 Washington Street
Rensselaer, NY  12144
Marie Wiley
518-402-3259
marie.wiley@ocfs.state.ny.us
www.ocfs.state.ny.us

The New York State Office of Children and Family Services (OCFS) Division of Information Technology (IT) provides support to the agency in the development, maintenance, implementation, and operation of numerous computer application systems. IT helps OCFS program man-
agement achieve their identified objectives by providing users with training, technical assistance, and quality assurance for each system implemented. Local social services districts, youth bureaus, and voluntary agency service providers benefit from the growing technology and exchange of information made possible by these systems. At present, there are more than 95 applications in use and over a dozen applications in various stages of development. IT also works in concert with the OCFS Data Warehouse (a data repository for child welfare data) to assist users in local districts and voluntary agencies in strategic planning, trend analysis, and management activities.

The New York State Office of Temporary and Disability Assistance (OTDA)

Booth Number: 30
40 North Pearl Street
Albany, NY 12243
Michelle LaPorta
518-473-0698
michelle.laporta@otda.state.ny.us
www.dfa.state.ny.us/

The New York State Office of Temporary and Disability Assistance (OTDA) is responsible for the administration of transitional and supportive programs including temporary assistance, food stamps, child support enforcement, Supplemental Security Income (SSI) disability determinations, shelters for adults and families, low-income home energy assistance payments and services to refugees and immigrants. The mission of OTDA is to promote greater self-sufficiency of the State's residents through the efficient delivery of temporary and transitional assistance, disability assistance, and the collection of child support.

Parsons Child and Family Center

Booth Number: 33
60 Academy Road
Albany, NY 12208
Sue Bracco
518-426-2836
braccos@parsonscenter.org
www.parsonscenter.org

Parsons Child and Family Center is one of Albany's oldest family service organizations offering an array of services ranging from support for families with young children, educating youth, recreation services, support for stressed families, helping families reunite, stabilizing youth at risk of harm, creating families for youth that do not have them, and training and research. Each year, Parsons serves more than 7,000 children and their family members from 30 counties in New York. Parsons partners with families, schools, and businesses to share resources and develop comprehensive solutions to the problems that threaten the well-being of families in our community, helping to assure that every child's home is safe and nurturing.

The Professional Development Program

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Rockefeller College, University at Albany
1400 Washington Avenue
Albany, NY  12222
Patricia O'Neill
518-956-7854
poneill@pdp.albany.edu
www.pdp.albany.edu

In fulfilling its mission to bring the resources of the university to government agencies and affiliated organizations to develop their workforce goals through education, training, research, and evaluation, Rockefeller College's Professional Development Program has been a leader of extended learning for more than 30 years in continuing professional education. PDP supports a diverse portfolio of traditional and non-traditional education, training, technical assistance, and applied research programs. This includes the application of the latest technologies to enhance many of PDP's products and services. The unique and just-in-time nature of PDP's products and services are valuable assets for any organization that's committed to keeping their workers educationally prepared for the challenges of today.

PSI INTERNATIONAL, Inc.

Booth Number: 35
75 Maiden Lane, Suite 318
New York, NY 10038
Charles Farris
212-402-4228
cfarris@psiint.com
www.psiint.com

PSI INTERNATIONAL, Inc. (PSI), was established in 1977 to provide Information Technology services. We effectively expanded our capabilities and subject matter expertise to the areas of health science, social services, and other related technical disciplines. Since 1995, PSI has provided technical and subject matter expertise to New York's Departments of Social Services. Today, we support New York State and Local agencies in business analysis, systems design and development, implementation planning, network management, modernization programs, end-user support, and configuration management. PSI provides technical, operational, and quality assurance expertise on day-to-day tasks that supports New York's public welfare programs. Our broad spectrum of services supports the missions of organizations having a direct impact on the health and well-being of our citizenry. Our success with these organizations is a direct result of our understanding of their objectives, challenges, and environment. Our long and successful history has allowed us to develop infrastructure to deliver and manage personnel in high profile, fiscally sensitive, and geographically dispersed user environments.

PSI is a New York State and New York City certified
Minority Business Enterprise (MBE). Our services can be obtained through the Office of Children and Family Services (OCFS) Personal Services Support contract, the Office of General Services (OGS) Procurement Services Group Services contract, and the Office of Temporary Disability Assistance (OTDA) Information Technology Temporary Personal Services (ITTPS) contract.

"PSI - People Making the Difference"

Salient Corporation

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Jim McDermott, Business Development
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jmcdermott@salient.com
www.salient.com

Salient Corporation provides performance management solutions and consulting services that enable high volume businesses and government to see faster, easier and more clearly how decisions affect productivity and growth.

SOURCECORP

Booth Number: 4
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Albany, NY 12210
Bernard J. Noonan, Regional Sales Representative
518-433-0447
bnoonan@srcp.com

SOURCECORP is a national service provider specializing in document retrieval, information management services, paper/film-to-image conversion services, and archival services. Maintaining one of the largest document-to-image conversion centers in the US, SOURCECORP possesses the technical capability and resources to convert large volumes of documents into digital form quickly, accurately and at a low cost. Our clients include government agencies, insurance companies, financial institutions, health maintenance organizations, and legal accounting firms.

State and local agencies can easily contract for SOURCECORP's document management and image conversion services using the "piggyback" provision of the State Finance Law [Article XI, Section 163(10)(e)]. Our services can also be obtained via the NYS OGS backdrop contract.

Stetson School

Booth Number: 41
P.O. Box 309
Barre, MA 01005
Robert Fitzgerald
978-355-4541
rfitzgerald@stetonschool.org

Stetson School has developed specialized groupings to meet the individual needs of children and youth with sexual behavior problems. These diverse services are:

- 90 Day Psychosocial/Psychosexual Assessment: Serves children and youth who display inappropriate sexual behaviors but undetermined treatment/placement needs.
- Juvenile Sexual Abuser Service: Serves adolescent males who have a history of sexually abusive behavior toward others.
- Sexually Reactive Latency Service: Serves younger boys, ages 9-13, with history of sexual victimization or trauma and subsequent sexually abusive behaviors toward other.
- Healthy Sexuality Service (Sexual Misconduct): Serves adolescents who are assessed to have a history of problem sexual behaviors such as sexual harassment and impulsive sexualized actions which may not be classified as sexually abusive.
- Youth Extended Service (YES): Serves cognitively impaired young men, ages 17-21, who have mastered the concepts of juvenile sexual abuser treatment and are ready to work on vocational preparedness and community integration activities.
- Alternative Learning Program Service (ALPS): Serves adolescents with serious learning problems and below average Full Scale IQs of 55 and up. This component shares the treatment goals of the Juvenile Sexual Abuser Program, however, the residential milieu, educational services, and clinical approaches are geared to the special learning needs and care needs of adolescents who function at a lower developmental level.

TALX Corporation / The Work Number

Coffee Break Sponsor: Friday, February 9, 9:00 AM
11432 Lackland Road
St. Louis, MO 63146
Wanda Glenn
314-214-7139
wglenn@talx.com

TALX Corporation, through its service The Work Number, is the nation's leading data provider of client income and employment data. Our web-based interface allows human services staff to review client employment activity anywhere in New York State, or the country, directly from the desktop. The data is used to process applications, redeterminations, fraud investigations and other program needs. Data includes work participation hours, as well as detailed pay information by pay-period.

Income and employment data is provided to The Work Number directly from the payroll systems of its participating employers, who today employ almost 30% of the working population.

The Work Number services are currently available to county social service offices under a contract with the State of New York, Office of Temporary Disability Assistance.
Technology Solutions

Booth Number: 25
5820 Main Street, Suite 102
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Suzanne Lemke
716-632-6000
suzannel@techsolutionswny.com
www.techsolutionswny.com

Technology Solutions has been responsive to numerous Social Service Departments across New York State by identifying specific needs, existing technologies and present workflows. Based upon the discovery we may recommend "boxed" software or develop a custom program.

Because we serve 18 counties across New York, TSI is able to provide the most competitive products and services.

As a New York State based and certified Woman-Owned Business Enterprise (WBE), Technology Solutions is also certified via New York State Office of General Services for Backdrop Contract (CMS263A) with expertise in the functional areas of Electronic Records Management, Work Process Analysis and the Development of Software.

We get it.

Thomson Medstat

Booth Number: 23
777 East Eisenhower Parkway
Ann Arbor, MI 48108
Joanna Hunter
734-913-3057
www.medstat.com

Thomson Medstat is a healthcare information business and part of The Thomson Corporation (NYSE: TOC; TSX: TOC). Its solutions - including business intelligence and benchmark databases, decision support solutions, and research services - help employers, government agencies, health plans, hospitals, and pharmaceutical companies manage the cost and quality of healthcare.

Unisys

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10B Madison Avenue Extension
Albany, NY 12203
Kevin Frank
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www.unisys.com

Unisys is a worldwide information technology services and solutions company. With expertise in consulting, systems integration, outsourcing, infrastructure and server technology, our people are unified in their commitment to help our clients, in more than 100 countries, quickly and efficiently achieve secure business operations.

The Whitney Academy

Booth Number: 27
P.O. Box 619
East Freetown, MA 02717
Rick Mancini
508-763-3737, x223
rmancini@whitneyacademy.org

Whitney is a specialized JCAHO approved residential treatment center. We work exclusively with boys ages 10 - 22 who are lower functioning with mental illness/emotional disturbance and who exhibit a wide range of sexualized behaviors.

At Whitney, there is a strong focus on trauma and attachment work as well as on self regulation. Boys live in beautiful colonial homes with very intensive staff to student ratios in a homelike setting.

The Youth Advocate Programs, Inc. (YAP)

Booth Number: 36
2007 N. 3rd Street
Harrisburg, PA 17102
Dawn L. Knepp, Director of Communications, Marketing & Development
717-232-7580

The Youth Advocate Programs, Inc. (YAP) has been serving high-risk juvenile offenders with complicated multidimensional problems and their families for 31 years. YAP provides communities with safe, effective, and economical alternatives to institutional placement. The agency has more than 2,300 employees in 14 different states with international replication of the model in England, Ireland, Hawaii, Scotland, and Sierra Leone. The organization's mission is to provide community-based alternatives for the care and protection of individuals who are, have been, or may be subject to compulsory placement in public or private institutions. Using a strength-based program design strategy, YAP "wraps" comprehensive individualized services and support networks "around" young offenders and delinquents rather than forcing them to enroll in pre-determined inflexible treatment programs.
Celebrating 20 years of service!

Nationally recognized as a leader in behavioral health for children, youth and families, Alternative Behavioral Services, now known as ABS LINCS, provides ethical and individualized treatment programs within therapeutic environments.

Call us to find out more about our programs
- Therapeutic Foster Care
- Residential Treatment Programs
- Inpatient & Partial Programs
- Case Management Services
- Home & Community-Based Programs
- Specialized Education Programs
- ABS LINC Homes

ABS LINCS
240 Corporate Blvd.
Norfolk, VA 23502
Admissions: (877) 227-7000
Fax: (877) 846-6237
Innovative government leaders know that the best programs are based on knowledge, not conjecture.

To provide the most appropriate and cost-effective benefits to those in need, agencies must possess as much knowledge as possible about program cost, quality, access, and delivery.

Bull Services helps government agencies obtain that knowledge—about the programs they are administering and the people they are serving—by providing analysts with a big-picture perspective. Our solutions help break down the “information silos” and let you focus on the broader mission of government: helping those who need it in a rapid and cost-efficient manner.

And with that big-picture focus, government agencies can derive big benefits—in program improvements and financial savings.

Our Knowledge™ Solutions have helped New York achieve millions of dollars in financial benefits and enhance their programs to better serve recipients—an unbeatable combination.

To learn more, please contact Barry Berberich at 518-346-4042 or barry.berberich@bull.com
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<tr>
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- New York State Office of General Services (OGS) Procurement Services Group Services contract
- New York State Office of Temporary Disability Assistance (OTDA) Information Technology Temporary Personal Services (ITTPS) contract.

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