

# NYPWA



**Maximizing**

**Efficiency &**

**Effectiveness**

**New York Public Welfare Association**

**140<sup>th</sup> Annual Summer Conference**

**July 19-22, 2009**

The Saratoga Hilton Hotel

Saratoga Springs, New York

# NYPWA's 140<sup>th</sup> Annual Summer Conference

July 19-22, 2009 • The Saratoga Hilton Hotel • Saratoga Springs, New York

## Keynote Address - Monday, July 20



### **Strategies for Maximizing Efficiency & Effectiveness in Government**

**Regina M. Clark, CSP**  
**Left Brain Leverage**

The current economic climate is forcing tighter budgets. Government agencies are expected to reduce waste, maximize resources, and maintain quality services. During this keynote session Regina Clark will share with you the basic concepts of process improvement, how to create a process improvement mindset, and how simple process improvement techniques have worked in government agencies. Examples from the public sector will include how the City of Fort Wayne Indiana reduced the time to fill a pothole from 4 days to 4 hours and how a regional BOCES solved payroll problems by using process improvement methodology.

*Regina Clark has found a unique niche helping Process Excellence experts develop leadership and influencing skills. She has worked with Fortune 500 organizations, government agencies, and many associations. In 2006, Regina facilitated a two day program on process improvement for County Government Leaders.*

The opening address will be preceded by welcoming remarks by state agency leaders and local government officials. Presiding: Frances V. Lanigan, President, New York Public Welfare Association

### **NYPWA Commissioners' Policy Series**

The NYPWA offers a series of commissioners' policy workgroups at every conference. In July, we are featuring several policy discussions led by local commissioners for local commissioners only. Topics identified include: County Organizational Development Strategies, Job Profiles, and Rethinking Child Fatality Reports & Reviews. In addition, small group policy discussions will be held with state agency commissioners and deputies throughout the conference. A separate schedule will be emailed to local commissioners for consideration once all meetings are confirmed. On Wednesday, local commissioners will meet with State Agency leaders on new policy topics as the conference draws to a close.

## Sunday ■ July 19

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**

## Monday ■ July 20

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**

9:00 AM - 10:30 AM

**NYPWA Board of Directors' Meeting**

9:00 AM - 10:30 AM

**Attorneys' Meeting with State Agency Counsel**

9:00 AM - 10:30 AM

**Staff Development Association Business Meeting**

9:30 AM - 10:45 AM

**Deputy Commissioners' Leadership Network**

10:15 AM

**Coffee Break • Sponsored by  
Public Consulting Group**

11:00 AM - 12:30 PM

**Opening Plenary Session**

12:30 PM - 1:15 PM

**Luncheon**

### **Attorneys' Earn up to 11.0 CLEs!**

The four child welfare legal sessions have been approved for a total of 8.0 CLEs through an OCFS contract with the Center for Development of Human Services and the University of Buffalo Law School. The two child support legal sessions have been approved for a total of 3.0 CLEs through OTDA.

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

*(session lengths vary)*

## **Concurrent Sessions**

### ***Implementing Process Improvement Initiatives that Impact the Bottom Line***

All activity takes place in terms of a process. The quality of the process determines the quality of the output. W. Edward Deming once said that *“if you can’t describe what you are doing as a process, you don’t know what you’re doing.”* During this session you will learn what a process map is, how to create a process map, who to include on your process map team, the difference between value-added and non-value-added process steps, and how process mapping will save you time and resources. Discover how to use process improvement techniques to improve practices and impact the bottom line. *This session is sponsored by the NYPWA Local DSS Deputy Commissioners Leadership Network and is restricted to local DSS administrators.*

*Presenter:*

**Regina M. Clark, CSP**, Left Brain Leverage

### ***Focus on Child Support Performance***

(Part 1 of 2)

In the midst of an economic downturn and reports of historic out-of-wedlock birth rates, the child support program is presented with significant challenges to maintaining the program’s high level of performance for the 900,000 children and families served by the program. Through this interactive workshop, participants will engage in a discussion of current performance, available data, innovative local practices, and opportunities to maximize resources to continue delivering effective program services.

*Presenters:*

**Charles Ackley**, Bureau Chief for Program Operations, Center for Child Well-Being, OTDA  
**Lee Sapienza**, Bureau Chief for Policy, Planning and Data Analysis, Center for Child Well-Being, OTDA  
**Monique Rabideau**, Bureau Chief for Training, Outreach and Special Projects, Center for Child Well-Being, OTDA

### ***Fiscal/Technology Combo Plate***

Representatives of OTDA and OCFS will provide an overview of systems – what tools are available, how to access them, and how to use them. Use Cognos to retrieve fiscal information and to generate reports that would be helpful for budgeting. Discover ways to identify caseload trends. Learn how TREAT can convert BICS reports into easily managed PDF files. Hear about what’s new on the Commissioners’ Dashboard.

*Presenter:*

**Martha Hoffman**, SOS Project Director, OTDA BIT

### ***What’s New in Medicaid Home and Community Based Long Term Care***

Home care is the fastest growing area in Medicaid spending. For example, from 2003 to 2006 home care spending increased by more than 43% while the number of people served declined by 3.6%. During 2009, the OLTC has enacted many program updates to the Long Term Home Health Care Waiver Programs, and many changes will take place to reform aspects of the delivery and payment systems. This presentation will give an overview of these changes and the impact on the LDSS.

*Presenters:*

**Colleen Maloney, MAS**, Assistant Director, DHCBS - Care at Home I/II &, Nursing Home Transition and Diversion Waiver Programs, DOH

**Margaret Willard, HPA**, Assistant Director, DHCBS - State Plan Home Care Policy - Personal Care and Consumer Directed Personal Assistance Program, DOH

**Laura Fiato, MAS**, DHCBS - Long Term Home Health Care Program, DOH

**Tracie Crandell**, Coordinator, DHCBS - Money Follows the Person Demonstration Program, DOH

**Pat Greene Gumson**, Project Coordinator, DHCBS - Traumatic Brain Injury Waiver Program, DOH

### ***Assessing the Risk of Parents Killing Children***

Since 1950 child homicide rates have tripled and homicide is within the top 5 causes of death for children ages 1 to 14. In 2004, 311 of 578 (54%) children under the age of 5 were murdered by their parents in the U.S. Between 1976 and 2004 30% of all children murdered under the age of 5 were killed by their mothers and 31% were killed by their fathers. In this workshop, some of the more common reasons why parents kill their children will be examined in depth. In addition, the strongest general risk factors seen in parents who kill their children will be discussed. The signs and symptoms that would alert CPS workers to impending tragedy will be reviewed. Intervention strategies will also be considered.

*Presenter:*

**Dr. Paul Martin**, WorkPlaceMentalHelp

### ***Reinventing Staffing Structures to Meet New Demands***

In January 2005, Niagara County DSS went to generic eligibility units. The goal was to provide better service to our clients and to evenly distribute caseloads. Service providers and clients were

pleased, and the initiative received awards from local not-for-profits. The initiative also made all of the eligibility processes in the two offices uniform. Despite these positives, major program changes, staff turnover, and an increase in the number of cases caused the department to take a look at the generic initiative. NCDSS will share their experience and how it resulted in where they are today.

*Presenters:*

**Pamela Gatto**, Director of Eligibility, Niagara County DSS

**Kathleen Hamilton**, Chief Social Services Worker, Niagara County DSS

**Thad Komorowski**, Staff Development Coordinator, Niagara County DSS

### ***Margaret's Amazing Caselaw Review*** (Part I) (1:30 - 3:10 PM)

#### ***Approved for 2.0 CLEs***

The latest and hottest caselaw in the child welfare area. Do not miss these two sessions or you will be out of the loop! Session I will cover Abuse, Neglect, Dispositions, and Permanency Hearings. Session II will cover Terminations of Parental Rights and Adoptions.

*Presenter:*

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

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

*(session lengths vary)*

#### **Concurrent Sessions**

### ***Redefining Nursing Home and Assisted Living Capacity***

(3:30 - 4:30 PM)

Nursing home bed capacity will be reduced by 6,000 beds over five years and ALP beds will be commensurately increased by 6,000 beds. Up to \$175 million in HEAL NY funding has been earmarked to facilitate this transition. Changes were made to enhance clarity for providers, select required forms were updated, and program eligibility criteria expanded. This panel presentation will provide an overview, status update, and time for questions and answers and presents the outcome of the newly enacted LTRC changes. OLTC staff will also provide a summary and status update on two key initiatives involving development and implementation plans for a Uniform Assessment Tool and a demonstration project establishing Long Term Care Assessment Centers.

*Presenters:*

**William Koester**, Director, Division of Long Term Care Resources (DLTCR), DOH

**Karen Ambros**, Senior Health Program Analyst, DLTCR Policy Bureau, DOH

**Diana Abadie**, Senior Health Policy Analyst, DLTCR Policy Bureau, DOH

**David Spaulding**, Policy Analyst, DLTCR Policy Bureau, DOH

**Guy Warner**, Director, Bureau of Licensure and Certification, DHCBS, DOH

### ***Five Successful Staff-Led Initiatives***

(3:30 - 4:30 PM)

Over the past two years, Monroe County DHS has worked to improve staff morale, which was at an all time low after several years of reorganizations. Our basic premise is that when staff like their jobs, they perform well and treat each other and our clients well. With initial help from a contracted leadership development program, Monroe has expanded the definition of "leadership" to include staff at all levels of the organization. There are currently five very successful and self-sustaining staff-managed initiatives in Monroe County that are helping us to do things better and more efficiently.

*Presenters:*

**Nancy Forgue**, Senior Financial Assistance Coordinator, Monroe County DHS

**Barbara Scott**, Senior Examiner, Monroe County DHS

**Kimberly Rebstock**, Senior Examiner, Monroe County DHS

### ***SSA Automation of IAR***

(3:30 - 4:30 PM)

Representatives from the Office of Temporary and Disability Assistance will provide instruction on navigating the new SSA Electronic Interim Assistance Reimbursement (eIAR) website. OTDA Temporary Assistance policy staff and Finance staff will also take part in this presentation by providing the audience with information on eIAR and how it relates to TA and finance policy.

*Presenters:*

**Lucretia Ferry**, Temporary Assistance Specialist 2, OTDA CEES

**Laurie Lane**, Supervising Accountant, OTDA Finance

### ***Focus on Child Support Performance***

(Part 2 of 2)

In the midst of an economic downturn and reports of historic out-of-wedlock birth rates, the child support program is presented with significant challenges to maintaining the program's high level of performance for the 900,000 children and families served by the program. Through this interactive workshop partici-

pants will engage in a discussion of current performance, available data, innovative local practices, and opportunities to maximize resources to continue delivering effective program services.

*Presenters:*

**Charles Ackley**, Bureau Chief for Program Operations, Center for Child Well-Being, OTDA  
**Lee Sapienza**, Bureau Chief for Policy, Planning and Data Analysis, Center for Child Well-Being, OTDA  
**Monique Rabideau**, Bureau Chief for Training, Outreach and Special Projects, Center for Child Well-Being, OTDA

### **Conference FUFF**

State and local fiscal administrators will discuss a range of fiscal issues relevant to social services districts. This is the annual Fiscal Roundtable with a fun, new name.

*Presenters:*

**Virginia Lattanzio**, Chief Accountant, Office of the Budget, Finance and Data Management, OTDA  
**Dennis Lassi**, Business Systems Analyst 4, OCFS

### **Addressing Secondary Trauma for Casework Staff**

Casework staff are faced everyday with difficult decisions – leave a child in the home or remove them being the toughest. When those decisions are second-guessed later when a child is injured, the caseworker suffers. Therapy for caseworkers is one approach that can be helpful.

*Presenters:*

**Melissa Maine**, LCSW, Deputy Commissioner for Children and Family, Madison County DSS  
**Jennifer Genovese**, LCSW, Private Therapist

### **Margaret's Amazing Caselaw Review (Part II)** **(3:30 - 5:10 PM)**

#### **Approved for 2.0 CLEs**

The latest and hottest caselaw in the child welfare area. Do not miss these two sessions or you will be out of the loop! Session I will cover Abuse, Neglect, Dispositions, and Permanency Hearings. Session II will cover Terminations of Parental Rights and Adoptions.

*Presenter:*

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

6:00 PM - 7:00 PM

### **Networking Reception**

7:00 PM

### **Dinner on Your Own**

## **Tuesday ■ July 21**

7:00 AM - 8:00 AM

### **Commissioners' Breakfast**

8:00 AM - 8:45 AM

### **Commissioners' Business Meeting**

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**

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

*(session lengths vary)*

### **Concurrent Sessions**

#### ***Lessons from Strengthening Families Through Stronger Fathers Initiative***

In 2006, New York implemented the Strengthening Families Through Stronger Fathers Initiative, which includes two innovative approaches to help low-income noncustodial parents to work and pay their child support: pilot programs that provide intensive employment and supportive services to low-income noncustodial parents, and a first-in-the-nation refundable earned income tax credit for noncustodial parents with low earnings who pay the full amount of their child support obligation during the tax period. OTDA contracted with the Urban Institute to conduct a multiyear process and outcomes evaluation.

*Presenters:*

**Kenneth Braswell**, Director, Fatherhood Initiative, Center for Child Well-Being, OTDA  
**Elaine Sorenson**, Urban Institute

#### ***Enrollment and Systems Developments***

This is a joint Medicaid eligibility and systems workshop to update participants on current 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:*

**Beth Osthimer**, Special Assistant, DOH-OHIP  
**Trish DuBois**, Director, Eligibility Systems, Division of Systems, DOH-OHIP

### **Re-Thinking Residential Care**

Recent downward shifts in the utilization of congregate care across New York State present unique challenges and opportunities for local districts and voluntary agency providers. This session will provide an overview of what factors are contributing to the shift in use of residential care; provide statewide and regional data highlighting these shifts; promote discussion among local district participants regarding bed planning and transformational opportunities; provide an overview of the current rate-setting model for congregate care; and promote discussion in further defining OCFS's role in bed planning and data sharing.

*Presenters:*

**Sheila Poole**, Associate Commissioner, Child Welfare and Community Services, OCFS  
**William McLaughlin**, Assistant Commissioner, Strategic Planning and Policy Development, OCFS

### **Cost Allocation Process & CAMS**

OTDA will be replacing the Schedule D-17 with a new, improved process. The proposed process includes a new claiming package (RF-17) for all of the special funding projects. A separate claiming package (RF-8A) to support the HEAP program claiming is also under development. Part of the session will include a discussion with local districts on what they would like to see included, so bring your ideas. Additional subjects will include a discussion about the Employment Program Claiming Tool and other cost allocation issues/updates. The session will include a CAMS update with an explanation of prioritization.

*Presenters:*

**Brendan Miller**, Sr. Administrative Analyst, OTDA  
**Douglas Thompson**, Associate Accountant, OTDA  
**Elizabeth Trombley**, Manager, Fiscal Policy and Cost Allocation, OTDA

### **Helping New Applicants Connect with Supports and Benefits**

The current economic downturn has resulted in many new individuals and families in need of support and services. Many of these people are not eligible for recurring cash assistance but are still in need of support. New York has made significant strides to help connect individuals and families to the array of available work supports including streamlining eligibility, implementation and expansion of myBenefits, availability of new tools and outreach materials, and expanded outreach. This workshop will showcase local districts' efforts to address the needs of this new population by more efficiently connecting them to the array of supports and benefits, thereby better serving families and reducing both traffic into the

district offices and workload of already overwhelmed workers. The workshop will also provide an update on available tools to help districts connect families to supports.

*Presenters:*

**Pam Gatto**, Director of Eligibility, Niagara County DSS  
**Barbara Herzog**, TOP Coordinator, Sullivan County DSS

### **Article 6 or Article 10 Custody? Creative Placements in Child Welfare Cases (9:00 - 10:40 AM)**

**Approved for 2.0 CLEs**

This session will review the newly adopted provisions of Article 10 of the Family Court Act that incorporate Article 6 custody as a dispositional alternative. Consider ways to draft a disposition that protects the child in the future, when there is a suitable person to provide care for the child. Compare Article 10 custody (placement under supervision) and Article 6 custody (no Social Services custody) at the various stages of a proceeding. Discuss evaluations of proposed custodians and warnings relative to supervision. We will discuss the cases that lend themselves to Article 6 custody and how to "load" a custody order to protect the child. Also reviewed will be various means of enforcing those protective provisions in a custody order.

*Presenters:*

**Leslie J. Haggstrom, Esq.**, Assistant County Attorney, Allegany County Attorney's Office  
**Kevin Burke, Esq.**, 1st Deputy County Attorney, Schenectady County  
**Barbara Widrig, Esq.**, Deputy County Attorney, Chautauqua County

10:30 AM

**Coffee Break • Sponsored by Deloitte**

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

*(session lengths vary)*

### **Concurrent Sessions**

#### **Introducing the Statewide Enrollment Center**

Update and roundtable discussion on the Statewide Enrollment Center. Workshop participants are invited to attend this focused session, to discuss issues, review information and materials from EC local district/state workgroup and state DOH staff.

*Presenters:*

**Beth Ostheimer**, Special Assistant, Division of Coverage and Enrollment, DOH-OHIP

**Trish DuBois**, Director, Eligibility Systems, Division of Systems, DOH-OHIP

**Frances V. Lanigan**, Commissioner, Oswego County DSS

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

### ***Moving Forward with BICS***

Representatives of OCFS and OTDA will discuss the current status of the system and upcoming changes that are planned. Local districts are invited to give feedback on problems and suggest changes or improvements. System staff will be on hand to field the suggestions and advise on the feasibility/magnitude of implementing the recommendations.

*Presenters:*

**Dennis Lassi**, Assistant Director of Finance, OCFS

**Steve Waruch**, Director, Budgets, Notices and Payments, OTDA

**Laurie Lane**, Supervising Accountant, OTDA

### ***Teen Depression & Anxiety***

Dr. Christopher-Sisk's workshop will focus on teen depression and anxiety. Many teens view cutting as the "cool thing" to do, but it is actually a symptom of severe emotional pain. Cutting is an indicator the teen may be experiencing depression, anxiety, or trauma. The teen's behavior escalates to cutting after they've harmed themselves in other ways - like punching lockers, hitting walls, or banging their heads on something. Dr. Christopher-Sisk will discuss the need for treatment for these teens as well as the impact on caregivers. Information will be provided on how to find treatment for teens who are depressed.

*Presenter:*

**Erin Christopher-Sisk, Ph.D.**, ECS Psychological Services

### ***Revising DV Regulations***

Beginning in July, 2008, the NYS OCFS, OTDA, and OPDV convened a working group of local social service district and DV service providers from around the state to assess the regulatory requirements for domestic violence residential and non residential programs for victims of domestic violence. The regulations were initially implemented in 1989, and therefore, sections have become obsolete or have not kept pace with the changing client population and environment. The purpose of the workgroup is to make collective recommendations for regulatory revisions. The three state agencies are inviting your input to ensure that any recommended changes are responsive to the needs of localities.

*Presenters:*

**Kirk Maurer**, Associate Commissioner, Office of Protective and Community Services, OCFS

**Amy Barasch**, Executive Director, OPDV

**Lisa Gordon**, Bureau Director, Bureau of Program and Community Development, OCFS

**Jara Traina**, House Counsel, OCFS

**David Jolly**, Commissioner, Orange County DSS

**Tom Homovich**, Bureau Chief, Temporary Assistance Bureau, OTDA

### ***CONNECTIONS Transformation Project***

This will be an update on the CONNECTIONS transformation. We will engage stake-holders in conversation as to what their needs are and what changes are being made. This will be an opportunity for OCFS experts to facilitate conversations at various café tables using a scribe to document and analyze collected data.

*Presenters:*

**William E. Travis, Jr.**, Deputy Commissioner, Information Technology, OCFS

**Sheila Poole**, Associate Commissioner, Division of Child Welfare & Community Services, OCFS

**Jonathan Birtwistle**, Director of CONNECTIONS Application, OCFS

### ***Local Approaches to Increasing Access to SSI***

In September 2008, Monroe and Albany Counties participated in a SOAR (SSI/SSDI Outreach, Access, and Recovery) Forum for larger upstate districts. This workshop will review the action plans developed at the forum and the successes and challenges faced in implementing those action plans over the past 10 months, from securing community partnerships to preparing and presenting training sessions. The counties will outline how the SOAR initiative has been integrated into their day to day operations and what systems have been developed or modified to support the initiative. This will be a good opportunity for all districts, large and small, to share ideas on assisting the homeless through the SSI application process.

*Presenters:*

**Nancy Forgue**, Senior Financial Assistance Coordinator, Monroe County DHS

**Suzanne Putnam**, Senior Examiner, Monroe County DHS

**Linda Doyle**, Case Supervisor A, Commissioner's Office, Albany County DSS

**Alice Geel**, Assistant Director, Temporary Assistance Division, Albany County DSS

## **Ethics in Negotiating Conditional Surrenders**

(10:50 AM - 12:30 PM)

**Approved for 2.0 CLEs**

This session will focus on ethical legal practices for attorneys to follow in negotiating conditional surrenders. Suggestions for reasonable terms and good practice will be presented.

*Presenters:*

**Gene D. Skarin**, Attorney at Law, CDHS  
**Margaret Burt, Esq.**, Counsel to the NYPWA

12:15 PM - 1:15 PM

**Lunch**

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

*(session lengths vary)*

## **Concurrent Sessions**

### ***Managing an Increasing Medicaid Caseload***

(1:30 - 2:30 PM)

This local district utilizes a holistic approach to managing their ever increasing Medicaid caseload. Staff have begun to accept the need to work as a group, crossing team boundaries to process eligibilities and renewals. Staff are empowered at all levels to propose initiatives and provide expertise. "It takes a village to manage a Medicaid case"; as Medicaid increases in complexity, having the big picture while keeping track of the details is a joint effort. There is no single solution to staff shortages; this district continues to take every opportunity to explore different approaches.

*Presenters:*

**Pat Schichler**, Financial Assistance Coordinator, Medicaid, Monroe County DHS  
**Jane Fencur**, Supervising Examiner, Monroe County DHS

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

Fiscal administrators and fiscally-minded commissioners and program staff will come together to discuss information presented throughout the conference and its impact on social services. This forum will provide participants with an opportunity to share best practices and to discuss what other districts have done to put themselves in a better financial position.

*Facilitators:*

**Robert Franklin**, Deputy Commissioner, Monroe County DSS  
**Peter Simon**, Director of Administrative Services, Dutchess County DSS

## **Local District Experience in Implementing Family Assessment Response (FAR)**

By early 2009, six local social service districts implemented Family Assessment Response (FAR), which allows for a non-investigatory approach with certain types of child protective services reports. These six districts are the first to implement this alternative response, with a number of additional districts expected to join in 2009.

At the NYPWA conference in January, representatives from several of the pioneer districts shared their journey leading up to the initial stages of implementation. Now, local district representatives are coming to share their experience with the approach post-implementation and the model's impact on their work with families.

*Presenters:*

**Sheila Poole**, Associate Commissioner, Child Welfare and Community Services, OCFS  
**Christine Larkin**, Assistant Director of Children's Services, Onondaga County  
**Jennifer Browne**, Supervisor, Youth and Family Services Unit, Tompkins County DSS  
**Faith Aprilante**, Family Assessment Response Coordinator, Orange County DSS

### ***Customer Services in the Public Sector***

The workshop will provide direct teaching of the core competencies of Quality Customer Service in the Public Sector: reliability, assurance, tangibles, empathy, and responsiveness. The workshop will stress the commitment of local districts to provide quality social and economic services to all customers in a timely, humane, and financially responsible manner through a team of knowledgeable, well-trained professionals in collaboration with community partners. Good customer service in these times includes being able to offer solid information on community-based organizations to help people who may not be eligible for any assistance due to the unemployment benefits they are receiving.

*Presenter:*

**Denise Schaller**, Schaller Solutions

### ***Increasing Efficiency in Child Care***

The Division of Child Care Services has initiated several projects to improve the efficiency and cost-effectiveness of child care services, tackling the topic from several vantage points. Janice Molnar and a panel of state and regional representatives will describe two initiatives for the prevention and detection of child care subsidy fraud and a new interactive mapping application that will facilitate a local community's emergency preparedness response in the event of a disaster.

*Presenters:*

**Janice Molnar, PhD**, Deputy Commissioner, Division of Child Care Services, OCFS  
**George Ciezkowski**, Subsidy Unit Manager, Division of Child Care Services, OCFS  
**Eileen Mahoney**, Subsidy Unit, Division of Child Care Services, OCFS  
**William E. Travis, Jr.**, Deputy Commissioner, Information Technology, OCFS  
**Bob Stoczynski**, Regional Manager, Buffalo Regional Office, DCCS, OCFS

### ***Processing Food Stamp Applications with myWorkspace***

The number of food stamp applications has been steadily rising, and many local district case loads are at all-time highs. This workshop will feature local districts that are piloting the new myWorkspace system to automate and streamline eligibility determinations for electronic and paper food stamp applications. How does the new system fit with existing local district practices, and what are the implications for potential changes and improvements to the eligibility determination process? The workshop will also discuss training and implementation plans for myWorkspace and look at how the system will evolve to handle additional programs, such as HEAP and TA, as well as additional functions, such as recertification and undercare.

*Presenters:*

**Carolyn Karins**, Director, CEES Systems Bureau, OTDA  
**Laura Ziegler**, Bureau Chief, Operational Services, OTDA  
**Nelson (Bud) Edwards**, Temporary Assistance Specialist, OTDA  
**Martha Babcock**, Director of Assistance Programs, Oswego County DSS

### ***Child Support Legislative & Policy Update Approved for 1.5 CLEs***

OTDA legal staff will discuss the recent policy and program initiatives in establishing, modifying, and enforcing child support orders, including the changes in the income and property execution process. Recent significant developments in case law will also be discussed.

*Presenters:*

**Eileen M. Stack**, Bureau Chief, Bureau of Child Support, Office of Legal Affairs, OTDA  
**Brian S. Wootan**, Associate Counsel, Bureau of Child Support, Office of Legal Affairs, OTDA  
**Susanne H. Dolin**, Senior Attorney, Bureau of Child Support, Office of Legal Affairs, OTDA

3:00 PM

**Coffee Break • Sponsored by ACS**

3:30 PM - 5:00 PM

**Fiscal Committee Meeting**

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

*(session lengths vary)*

### **Concurrent Sessions**

#### ***On the Road Again***

**(3:30 - 4:30 PM)**

The Functional Roadmap (FRM) project is "On the Road Again." As a collaborative effort among OTDA, OCFS, DOH, and local DSS agencies, the FRM Project will update the business and information requirements needed to provide a single statewide integrated view of client information. The modernization goal is to support cost efficient and outcome focused service delivery to our customers. An overview of what has been accomplished and next steps once the contractor begins will be presented from a local DSS perspective. The focus will be on the major tasks, milestones, and local district input needed to complete the FRM deliverables. These deliverables include the validation of existing ("As Is") business models; creation of the future ("To Be") requirements and business process models; and the gap between the "As Is" and the "To Be." It is estimated that the contractor will start in October 2009.

*Presenters:*

**Dana Rosenstreich**, Functional Roadmap Project Director, OTDA  
**Laura Ziegler**, Business Project Manager, OTDA

#### ***Joint Ventures to Serve School-Age Children***

**(3:30 - 4:30 PM)**

Learn how DSS can enjoy improved outreach and inter-agency collaboration by establishing partnerships with school district homeless liaisons. With the upsurge among the "newly poor" more and more schools are turning to their homeless liaisons to identify highly mobile students. LDSSs can benefit from liaison outreach efforts as well as school food and transportation programs.

*Presenters:*

**Jared Stein**, Associate Director, NYS-TEACHS  
**Jan Ward**, Program Manager, Finance, OTDA

#### ***Strategies for Meeting Work Requirements***

The Erie County Department of Social Services has developed a program which combines work experience with educational/job skills training. The TANF

Achieve Program offers a strong case management approach by providing onsite DSS workers to monitor for full compliance. This program has been instrumental in Erie achieving an average 40% participation rate. Other districts are invited to share their strategies and efforts to improve entry into employment.

*Presenter:*

**Frank DeCarlo**, Director of Employment, Erie County DSS

***Addressing the Uptake in Security Issues***

A comprehensive seminar which addresses the issue of workplace violence which is behavioral based and discusses the links in the chain of violence: threats, domestic violence, peer abuse etc., and ways to recognize the signs leading up to an incident of violence that may aid in preventing or at least mitigating an incident of violence. Overall agency safety planning, including where to start and what issues to focus on, will be discussed. A safety plan protocol will be shared. This workshop is relevant to recent events such as the Binghamton Civic Association incident.

*Presenter:*

**Sandy King**, Practical Consultants

***Connecting Preventive Contracts to CFSR Outcomes***

Learn how a strategic thinking model can help local districts improve Children and Family Services Review (CFSR) outcomes through planning, implementing, monitoring, and evaluating preventive service contracts. This workshop will use real data from the CFSR to demonstrate how to develop a program improvement plan that includes a strategy to contract for preventive services. Workshop participants will help develop a sample logic model.

*Presenters:*

**Mary Ellen Ange**, Children and Family Specialist 2, OCFS

**John Thompson**, Training Program Coordinator, Professional Development Program

**Claire Strohmeyer**, CFSR Coordinator, OCFS

**Hallock Renee**, CFSR Director, OCFS

***Establishing and Enforcing Medical Support Obligations***

***Approved for 1.5 CLEs***

New federal regulations have altered the landscape of establishing medical support obligations. The OTDA Office of Legal Affairs will discuss the numerical reasonableness standard, the “cash medical sup-

port” requirements, and the interaction between the new regulations and existing law. The panel will also discuss enforcement of medical support orders.

*Presenters:*

**Eileen M. Stack**, Bureau Chief, Bureau of Child Support, Office of Legal Affairs, OTDA

**Brian S. Wootan**, Associate Counsel, Bureau of Child Support, Office of Legal Affairs, OTDA

**Susanne H. Dolin**, Senior Attorney, Bureau of Child Support, Office of Legal Affairs, OTDA

6:00 PM - 7:00 PM

**Reception**

7:00 PM - 9:00 PM

**Annual Banquet**

**Wednesday ■ July 22**

7:30 AM - 8:45 AM

**Breakfast Buffet**

8:00 AM - 10:30 AM

**Conference Registration**

9:30 AM - 11:30 AM

**State and Local Commissioners’ Dialogue**

Commissioners of OTDA, OCFS, and DOH, and their executive deputies, are invited to discuss current issues facing social services with local DSS commissioners. *Chaired by Frances V. Lanigan, NYPWA President.*

9:30 AM - 11:00 AM

**Legal Committee Meeting**

12:00 PM

**Conference Adjourns**

# NYPWA's 140<sup>TH</sup> ANNUAL SUMMER CONFERENCE

## JULY 19-22, 2009

### REGISTRATION INSTRUCTIONS

1. Complete the Conference Registration form (upper portion) with all applicable information, and return the form to the New York Public Welfare Association office with your voucher, check, or credit card information.
2. Meals ARE included with overnight hotel packages at The Saratoga Hilton. If you want to order meals only, and do not need lodging, use the "Meals Order Form" below. Send it, with payment, directly to the NYPWA by **Friday, June 19, 2009**. Please note: meals are NOT included with the cost of conference registration; they must be purchased separately. Overnight hotel package meal tickets will be available at The Saratoga Hilton Registration Desk under the name listed on the hotel registration form. Tickets purchased with the Meals Order Form below will be available at the NYPWA Registration Desk.
3. Carefully read the Hotel Reservation Policy, noting that the cut-off date for hotel registration is **Friday, June 19, 2009**.
4. Complete the Hotel Registration form with all applicable information – be sure to check the correct rooming package and return the form to The Saratoga Hilton.

#### CANCELLATION POLICY:

Refund of registration fee, less a \$15 administrative fee, will be made only when cancellation is received in writing and postmarked by July 3, 2009.

### NYPWA CONFERENCE REGISTRATION

	Before June 5 <sup>th</sup>	After June 5 <sup>th</sup>
<input type="checkbox"/> Full Conference Attendance	\$139.00	\$154.00
<input type="checkbox"/> One-Day Attendance	\$92.00	\$100.00

Please note that meals must be purchased separately if you are not purchasing a room package at The Saratoga Hilton.

**PAYMENT OR VOUCHER MUST ACCOMPANY REGISTRATION FORM**

Name \_\_\_\_\_  
 Title \_\_\_\_\_  
 County/Agency \_\_\_\_\_  
 Address \_\_\_\_\_  
 City, State, Zip \_\_\_\_\_  
 Phone \_\_\_\_\_ Fax \_\_\_\_\_  
 Payment Type:  Check  Voucher  Credit Card  
 MasterCard  VISA Exp.: \_\_\_\_\_  
 Number: \_\_\_\_\_

### MEALS ORDER FORM

If you are not ordering a hotel package, all meals must be purchased individually through the NYPWA by completing this MEALS ORDER FORM. Return the completed form with payment directly to the NYPWA.

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
 County/Agency: \_\_\_\_\_ Address: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ City, State, Zip: \_\_\_\_\_

	PRICE	SELECTION
<b>MONDAY, JULY 20</b>		
Breakfast	\$22.00	<input type="checkbox"/>
Lunch	\$26.50	<input type="checkbox"/>
Reception	\$42.00	<input type="checkbox"/>
<b>TUESDAY, JULY 21</b>		
Breakfast	\$22.00	<input type="checkbox"/>
Lunch	\$24.00	<input type="checkbox"/>
Banquet	\$44.50	<input type="checkbox"/>
Please make your entree selection: <input type="checkbox"/> Salmon <input type="checkbox"/> Beef		
<b>WEDNESDAY, JULY 22</b>		
Breakfast	\$22.00	<input type="checkbox"/>

TOTAL AMOUNT ENCLOSED: \_\_\_\_\_

Please state any special dietary needs:  Kosher  Vegetarian  Other: \_\_\_\_\_

Please submit conference registration and/or meals form with payment to:  
 NEW YORK PUBLIC WELFARE ASSOCIATION • 130 WASHINGTON AVENUE • ALBANY, NEW YORK 12210  
 PHONE: (518) 465-9305 • FAX: (518) 465-5633

# NYPWA's 140<sup>TH</sup> ANNUAL SUMMER CONFERENCE

JULY 19-22, 2009

## HOTEL REGISTRATION FORM

To reserve a hotel room, please fill out the form below and mail or fax it to the hotel *no later than Friday, June 19, 2009*. Please review the hotel reservation policy carefully before sending in your reservation.

**HOTEL RESERVATION POLICY:** This form must be used. All hotel reservations must be received by The Saratoga Hilton no later than Friday, June 19, 2009, at which time the NYPWA room block will be released. Hotel reservations made after Friday, June 19, 2009, will be accepted subject to availability. Reservations cannot be accepted by telephone. All rooms must be guaranteed with either a credit card or advance deposit. Vouchers should be addressed to the hotel. Check-in time is 3:00 pm. The Saratoga Hilton will facilitate storage of luggage if necessary. Check out time is 11:00 am. One form per reservation.

**CONFIRMATIONS:** Hotel room confirmation will be mailed directly to you from The Saratoga Hilton.

**TAX EXEMPT DOCUMENTATION:** Tax exempt certificate ST-129 signed by the occupant is required when paying by check, credit card or voucher (one voucher per person).

**MEAL TICKETS:** If you have selected a package that includes meal tickets, they will be available at The Saratoga Hilton Registration Desk upon arrival. The meal tickets will be addressed to the attendee's name listed on the reservation.

**HOTEL CANCELLATION POLICY:** To avoid a charge, reservations **MUST** be cancelled 48 hours prior to arrival.

**NOTE:** If you reserve a double room and your roommate cancels, you will be responsible for paying the single room rate. Package rates are subject to applicable taxes. If tax exempt, tax exempt certificate ST-129 signed by the occupant must be presented prior to check-in.

**RESERVATION INFORMATION (Please Type or Print)**

NAME: \_\_\_\_\_

COUNTY/AGENCY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

EMAIL: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

ARRIVAL DATE: \_\_\_\_\_ DEPARTURE DATE: \_\_\_\_\_

**IF SHARING**

NAME: \_\_\_\_\_

COUNTY/AGENCY: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

EMAIL: \_\_\_\_\_

TELEPHONE: \_\_\_\_\_ FAX: \_\_\_\_\_

**GUARANTEE TYPE**

CHECK (ENCLOSED)     CREDIT CARD

MASTERCARD     VISA

CREDIT CARD: \_\_\_\_\_ EXPIRES: \_\_\_\_\_

**PACKAGE 1: SUN ARRIVAL - WED DEPARTURE**

Includes 3 nights' lodging; Monday - breakfast, lunch, reception; Tuesday - breakfast, lunch, banquet; Wednesday - breakfast

Single Occupancy.....\$636.60

Double Occupancy.....\$456.60 per person

Tuesday Banquet Selection:     Salmon     Beef

**PACKAGE 2: SUN ARRIVAL - TUES DEPARTURE**

Includes 2 nights' lodging; Monday - breakfast, lunch, reception; Tuesday - breakfast, lunch

Single Occupancy.....\$425.60

Double Occupancy.....\$305.60 per person

**PACKAGE 3: MON ARRIVAL - WED DEPARTURE**

Includes 2 nights' lodging; Monday - lunch, reception; Tuesday - breakfast, lunch, banquet; Wednesday - breakfast

Single Occupancy.....\$470.00

Double Occupancy.....\$350.00 per person

Tuesday Banquet Selection:     Salmon     Beef

**ROOM ONLY**

For those conferees who wish to stay one night only, the special conference room rate will be \$145.00 single and \$170.00 for double occupancy. If a second night is needed you will be charged the hotel selling rate.  
**NO MEALS INCLUDED.**

Sunday, July 19

Single

Double

Monday, July 20

Single

Double

Tuesday, July 21

Single

Double

Specify Special Needs & Requests (Dietary and/or Rooming): \_\_\_\_\_

**THE SARATOGA HILTON**  
**ATTN: RESERVATIONS**

534 BROADWAY • SARATOGA SPRINGS, NEW YORK 12866

PHONE: (518) 584-4000 • FAX: (518) 584-7430