



# **The Social Services Quandary:**

***Needs Rise as***

***Resources Fall***

**New York Public Welfare Association**

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

**January 27-30, 2009**

**The Albany Marriott Hotel  
Albany, New York**

# THE NEW YORK PUBLIC WELFARE ASSOCIATION'S 140<sup>th</sup> Annual Winter Conference

January 27-30, 2009 ■ The Albany Marriott Hotel ■ Albany, New York

## Keynote Address

Wednesday, January 28 ■ 10:45 AM



### ***Staying Focused as Needs Rise and Resources Fall***

**Denise Schaller**  
***Schaller Solutions***

Social Services are always important, but their purpose becomes even more vital during hard times.

During lean years, the need for services increases in response to worsening economic conditions. This dilemma impacts the child welfare and adult services systems as well as the family and safety net assistance caseloads, child support, Medicaid, and related programs. This conference considers the implications for persons who access social services and the different options available. Local districts are highly adaptable to changing circumstances and are able to act effectively during economic downturns. Denise Schaller will share ideas on promoting critical thinking and strategic decision-making while finding ways to cope with mounting anxiety as resources dwindle and the intensity of need increases. The problems we face today do not call for solutions that defy the laws of nature—they require people to act differently. Our ongoing challenge is to stay focused on our mission, and to continue to make a difference in people's lives, no matter what economic stresses are placed on the system.

*Denise Schaller is the lead trainer and owner of Schaller Solutions. She has developed and delivered a broad array of training programs for workforce development agencies, one-stop centers, welfare programs, educational institutions, correctional facilities, and human services agencies.*

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

### ***Attorneys' CLE Information***

Four legal sessions are under consideration for a total of 8.0 CLEs through an OCFS contract with the Center for Development of Human Services and University of Buffalo Law School.

## Tuesday ■ January 27

3:00 PM - 6:00 PM

**Exhibit Setup and Registration**

4:30 PM - 6:00 PM

**Conference Registration**

## Wednesday ■ January 28

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**

10:15 AM

**Coffee Break • Sponsored by Cúram Software, Inc.**

10:45 AM - 12:15 PM

**Opening Plenary Session**

12:15 PM - 1:15 PM

**Luncheon • Sponsored by EDS**

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

**Concurrent Sessions**

### ***Building Worker Resiliency***

Local DSS administrators have identified "Worker Resiliency" as a critical component in operating social services. The current economic downturn creates negativity in the workplace. The mounting pressure to "do it all" on a shoestring budget increases stress. Fear and mistrust develop when staff feel that their jobs are not secure. Combine these financial factors with the persistent threat of "compassion fatigue" for people who devote each day to helping vulnerable children, families, and adults, and the demands can be overwhelming. This session will focus on creative ways to promote positive communication and

teamwork in order to nurture and sustain worker re-siliency in social services departments.

*This session is sponsored by the NYPWA Local DSS Deputy Commissioners Leadership Network and is restricted to local DSS administrators.*

*Presenter:*

**Denise Schaller**, Schaller Solutions

### **Federal Single Audit**

Local governments, and in particular Social Services, face this audit on a yearly basis. This session will explore the high risk areas targeted for review and the purpose behind the review, as well as focus on trends found in these audits. Representatives from three firms will participate in this session. Come learn from the very best!

*Presenters:*

**David J. Moynihan**, CPA, Partner, Testone Marshall Discenza CPAs

**Gregg H. Evans**, CPA, CFE, Senior Audit Manager, Testone Marshall Discenza CPAs

**Jamie Cote**, Senior Manager, KPMG

**Ron Toski**, CPA, Toski Schaefer & Company

### **Serving Families Involved in the Child Welfare Substance Abuse Systems**

For the past two years, OCFS, OCA, and OASAS, along with our county and NYC partners, have participated in an In-Depth Technical Assistance (IDTA) project sponsored by the National Center on Substance Abuse and Child Welfare. The focus of this partnership has been on families with substance abuse problems involved in the child welfare and family court systems. Goals of the project are to establish local cross-system teams to coordinate case planning and service delivery, to provide courts with information to facilitate timely and informed decisions regarding child safety and permanency, and to employ jointly defined mechanisms for problem-solving and success-sharing. Many products have been developed including the "New York State Collaborative Practice Guide for Managers and Supervisors in Child Welfare, Chemical Dependency Services, and Court Systems"; desk guides for workers in the child welfare, chemical dependency and the family court; and a bench guide for judges and judicial officers.

*Presenters:*

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

**Christine Keisel**, NYS Office of Court Administration

**Maria Morris Groves**, NYS OASAS

**Michelle Patch**, Senior Case Worker, Early Intervention Preventive Unit, Washington County DSS

### **New 'Primary Care Enhancement Programs'**

NYS Medicaid is expanding benefits through five new 'primary care enhancement' program initiatives effective January 1, 2009: Individual Health Services Provided by Licensed Social Workers, Smoking Cessation Counseling for Pregnant Women, Asthma and Diabetes Self-Management Training, Enhanced Payment for After Hours Access, and Enhanced Payment for Services Provided in a Health Professional Shortage Area (HPSA). The Medicaid Program is also increasing reimbursement amounts paid to private practicing practitioners. The overall goals include addressing a decade-long freeze on practitioner fees that are among the lowest in the country, support quality care in the private practitioner setting, and improve patient access to medically necessary services.

*Presenters:*

**Donna Haskin**, Director, Program and Quality Initiatives Unit, DOH

**Mary Semon**, Health Program Administrator Medicaid Policy and Coverage Unit, DOH

### **Services to Assist Low-Income NCP's Meet Their Child Support Obligation**

This session will review the various initiatives underway to serve low income non-custodial parents. Included in the discussion will be the status and year-to-date performance of the initiatives and challenges and successes faced in serving this population.

*Presenter:*

**Frances Pardus-Abbadessa**, Deputy Commissioner, NYC HRA

### **Local District Energy Initiatives**

In response to the impact that high energy prices are having on low income families, several local districts have implemented local programs to address the specific needs of their county's population. Come to this session to hear the details.

*Presenters:*

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

**Marijane Knudsen**, Director of Temporary Assistance, Ulster County DSS

### **Child Welfare Caselaw Update (Part 1 of 2) (1:30 - 3:10 PM)**

Join Margaret Burt, Counsel to the NYPWA, as she conducts her always up-to-the-minute, ever insightful, forever entertaining, and always fashionable child welfare caselaw review. Ms. Burt will provide insight into how the most recent child welfare cases can affect practice within your district.

*Presenter:*

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

3:00 PM

**Coffee Break • Sponsored by Deloitte**

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

**Concurrent Sessions**

***Child Support Performance Management***

Most LDSSs have achieved great performance levels in their child support establishment and enforcement efforts resulting in historic rates of support collections. This workshop will discuss how LDSSs with great performance can still improve on such performance through greater use of data and automation under current resource realities.

*Presenters:*

**Leslie Robbins**, Management Specialist 2, Audit and Quality Improvement, OTDA

**Jack Sheedy**, Child Support Specialist, DCSE, OTDA

**Theresa Nolan**, Coordinator, Child Support Enforcement Unit, Cayuga County DSS

***Responding to Children and Youth in Crisis—A Best Practice***

This workshop will share the experience of a partnership of families, three local jurisdictions (counties), two state agencies, two not-for-profit children's services agencies, and private donors in (1) dissolving the "silos" surrounding these entities and (2) blending multiple public and private funding streams to create a single Child and Adolescent Mobile Crisis Team (CAMT). The goal of this team is to establish an organized and effective community-based response to child/adolescent crises that is built upon each child's existing family/caretaking system and that is integrated with available community services. This response is to create a "best practice" model for the care of children and adolescents who have co-occurring conditions relative to developmental disabilities and mental health.

*Presenters:*

**Lynn Tubbs**, Deputy Commissioner, Albany County CYF

**Henrietta Messier**, Parent and Family Advocate

**Sharon S. Cohen**, LCSW-R, Supervisor, Child and Adolescent Mobile Team, Parsons Child and Family Center

**Richard P. Johnson**, LCSW-R, ACSW, Project Director, Child and Adolescent Mobile Crisis Team, Parsons Child and Family Center

***Vendor Receivables***

Vendor Receivables (VR) is a sub-system of the Benefit Issuance and Control System (BICS) that allows for the tracking and processing of overpayments issued to vendors. VR handles overpayments to both

Services and Non-Services vendor payments. There are three main components to the sub-system: manual receivable entry, the automatic generation of overpayments to rate based expenditures, and the ability to reduce the payment of current issuances to pay off prior overpayments.

*Presenter:*

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

***The Hospital Team: A Collaborative Effort between Monroe County Medicaid Eligibility Office and Local Area Hospitals***

This local project uses a specialized unit to work with a distinct population to provide immediate case processing. This allows for the diversion of more complicated and time consuming cases to be handled in a controlled environment by more experienced examiners, thereby reducing errors and expediting the Medicaid eligibility determination. In turn the hospital is able to release the patient in a more timely fashion, ultimately reducing Medicaid costs.

*Presenters:*

**Lisa Connors**, Senior Examiner, Monroe County DHS

**Pat Schichler**, Medicaid Coordinator, Monroe County DHS

***Work Supports and Increasing Success in Job Placement and Retention***

Representatives from both TOP and non-TOP districts will discuss employment programs. Presenters will share methods to engage applicants in job searches faster and with greater success, as well as work supports designed for clients who have transitioned from TA due to employment.

*Presenters:*

**William Moon**, Commissioner, Delaware County DSS

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

**Shelly Bruce**, Department of Employment and Training Supervisor, Jefferson County DSS

***Performance Based Contracting***

This session will explore the development of performance based contracts in a number of DSS contract areas including: emergency housing, non emergency medical transportation, preventive services, and temporary assistance. With the development of the state regulation that requires all child welfare contracts to be performance based, Orange County developed a consistent contracting system that is used to compare agencies and measure benchmarks consistently across specific areas of service delivery. Based on the technical assistance provided through the "Getting to Outcomes" project, performance measures were developed that highlight four life domain areas:

Safety, Education, Health, and Wellness and Family. Beginning in 2006, the DSS also standardized the budgeting and claiming procedures for all County agencies that use these performance measures. Two years of success and failures will be presented along with information on how the process was developed.

*Presenter:*

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

### ***Child Welfare Caselaw Update (Part 2 of 2)*** **(3:30 - 5:10 PM)**

Join Margaret Burt, Counsel to the NYPWA, as she conducts her always up-to-the-minute, ever insightful, forever entertaining, and always fashionable child welfare caselaw review. Ms. Burt will provide insight into how the most recent child welfare cases can affect practice within your district.

*Presenter:*

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

5:00 PM - 6:00 PM

**Commissioners' Reception (private)**

5:15 PM - 6:15 PM

**Introduction to Tai Chi**

6:00 PM - 7:00 PM

**Networking Reception**

7:00 PM

**Dinner on Your Own**

## **Thursday ■ January 29**

7:00 AM - 8:45 AM

**Commissioners' Breakfast & 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**

**Concurrent Sessions**

### ***Budget Making: Analyzing, Developing, and Crafting the 2009-2010 State Budget***

From the deadline for release of the Governor of New York's *Executive Budget* recommendation to the constitutionally mandated April 1 deadline for legislative passage of a balanced spending plan, the actual path of state budget making annually takes a

few twists and turns and detours. The complexity of the 2009-2010 State Budget negotiations includes ground-breaking deficits and political changes. NYPWA has invited key legislative fiscal staff to discuss the budget situation, timeline and process, positions, and assumptions that they must contend with this fiscal year.

### ***The Way to ADA Compliance – Partnership***

Orange County DSS will focus on developing an understanding of how local departments of social services can enhance ADA compliance while building bridges for consumers who are disabled. This will include an overview of local ADA policies and procedures, as well as Federal Legislation and its impact on the DSS. The NYS OCFS CBVH will explore opportunities for consumers with vision impairments including technology to improve access and the unique services offered through the CBVH program areas. The Center for Independent Living will offer insight into services and technology for consumers with hearing impairment and developmental disabilities, as well as offering a consumer's view of access to programs offered through the LDSS.

*Presenters:*

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

**Julie Cardone**, CBVH Vocational Rehabilitation Counselor, OCFS

**Doug Houvey**, Executive Director, The Greater Newburgh Center for Independent Living

### ***Responsible Fatherhood: Innovations in NYS***

OTDA/The New York State Fatherhood Initiative has released the preliminary findings of its Strengthening Families through Stronger Fathers program. The report is part of a 4-year study produced by the Urban Institute, the agencies' responsible fatherhood programs, and accompanying collaborations. The workshop will reveal summary findings and highlight best model concepts, innovative collaborations, and successful strategic partnerships with LDSSs, community based organizations, faith based institutions and government agencies.

*Presenters:*

**Kenneth Braswell**, Director, Fatherhood Initiative, OTDA

**Gregory Owens**, Director of Special Projects, OCFS

**Michelle Haab**, MS, Coordinator, The Parent Success Initiative

### ***Case Management Strategies with myWorkspace***

myWorkspace is a new application being developed for local district case workers to perform eligibility determinations. Initially it will support the eligibility

determination of new applications and recertifications for food stamp benefits, but over time, it will be expanded to other programs. This workshop will explain how the new system will function, including how it will integrate with other systems (e.g., IEDR, ABEL, WMS, CNS, and BICS). Emphasis will be on how local district workers will use the system to process incoming applications (both electronic and paper), determine eligibility, conduct supervisory reviews, and manage their caseloads. The session will also discuss how new enhancements in the IEDR system will allow images to be stored during the application process and how on-site scanning will work.

*Presenters:*

**Carolyn Karins**, Director, CEES Systems Bureau, OTDA

**Laura Ziegler**, Bureau Chief, Operational Services, OTDA

**Robert Johnson**, myWorkspace Project Manager, OTDA

**Jacalyn Lent**, Division Coordinator, Temporary Assistance, Tompkins County DSS

### ***Initiating CPS Family Assessment Response***

In 2007, the NYS Legislature passed enabling legislation that allowed NYS to use a differential response to certain categories of CPS reports. OCFS has been working with a group of six counties (Erie, Onondaga, Tompkins, Orange, Westchester, and Chautauqua) that will be implementing a new model of responding to some families reported to the SCR. This panel will provide a brief overview of the national movement toward differential response and will allow for an interactive dialogue between the representatives of the current implementing counties and the audience regarding what led them to employ this approach, the planning leading to implementation, and experience to date.

*Presenters:*

**Jamie Greenberg**, Director of Policy Analysis, Strategic Planning and Policy Development, OCFS

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

**Christine Larkin**, Assistant Director, Preventive Services, Onondaga County DSS

**Faith Aprilante**, Family Assessment Response Coordinator, Orange County DSS

### ***Foster Care Immigration Issues***

**(9:00 - 10:40 AM)**

Immigrant families and families with members whose primary language is not English pose a special challenge to child welfare staff. The focus of this workshop will be on understanding the immigration status of parents, children, prospective foster parents, and especially relative caregivers and how the

localities and the State address the issues relating to provision of services. Also addressed will be legal issues relating to seeking Special Immigrant Juvenile Status for qualified children in foster care and relevant court cases.

*Presenter:*

**Gene Skarin**, Attorney at Law

10:30 AM

**Coffee Break • Sponsored by EDS**

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

### **Concurrent Sessions**

#### ***Emerging Issues in Child Support***

The State's '08-09 budget included increases in the child support pass-through and disregard, as well as a mandatory federal fee for certain child support cases. This session will discuss implementation of those initiatives, as well as a status of OTDA's poverty-level NCP initiative, implementation of IEX regulation change, new federal Medical Support regulations, and a discussion of child support's 2009 legislative agenda.

*Presenters:*

**Lee Sapienza**, Bureau Chief for Policy, Planning and Data Analysis, DCSE, OTDA

**Dave Obernesser**, Bureau Chief for Systems Operation, DCSE, OTDA

#### ***Diving Deeper into the Executive Budget***

This session delves into the fiscal nuances of the Governor's budget bills, released in December, including any 30-day budget amendments that affect social services. The budget offices of OTDA, OCFS, and DOH will address budget questions and comment on the executive proposals for Medicaid, Public Assistance, Employment, Child Welfare, Child Support, Child Care, and related social services program areas.

*Presenters:*

**John Wyld**, Assistant Director, Budget, Finance and Data Management, OTDA

**Deborah Hanor**, Director, Bureau of Budget Management, OCFS

**Ed Cahill**, Director, Bureau of Budget Management, DOH

#### ***Truancy Prevention & Improving Opportunities***

This is an overview of the changes that Washington County DSS has made in the structure of the Adolescent Preventive Services team. The panel will discuss how Truancy Prevention and Education Neglect case assignments are assigned to one Caseworker; incorporating Life Skills Training into the PINS Adjustment and Juvenile Delinquent programming to

decrease system dependency; and how partnering with Temporary Assistance and a Youth Bureau has broadened the opportunities for adolescents to learn skills. Wrap up will include goal and outcomes of the programs discussed.

*Presenters:*

**Sheryl Allen**, Director of Services, Washington County DSS

**Jodie Smith**, Adolescent Preventive Supervisor, Washington County DSS

**Robin MacNeil**, Truancy & Educational Neglect Caseworker, Washington County DSS

**Melissa Ostrander**, PINS Adjustment Coordinator, Washington County DSS

**Michael Gray**, Director, Youth Bureau and Alternative Sentencing

**Susan MacNeil**, Welfare Employment Representative, Washington County DSS

### ***Developing and Implementing Corrective Action Plans That Work***

NYS OTDA's Bureau of Audit and Quality Improvement has initiated several food stamp corrective action projects to maintain a focus on food stamp payment accuracy across the state and share payment accuracy ideas, best practices, and corrective action strategies including the use of local error prevention teams. Come explore how specific corrective action approaches, tools, and resources can be used to initiate meaningful changes in your agency. Learn how to move from those vague audit or review recommendations to developing, completing, and monitoring an effective corrective action plan that involves the right people and resolves the root cause of the compliance issues you are most concerned about.

*Presenters:*

**Michelle Parlej**, NYS Food Stamp Correction Action Project Manager, Audit & Quality Improvement, OTDA

**Camille Jones**, Director of Eligibility & Quality Assurance, Audit & Quality Improvement, OTDA

### ***Community-Based Re-Entry Task Forces***

Our panel will share information on how their counties' Re-entry Task Forces bolster local strategies to manage ex-offenders. Among the topics covered will be: how each task force is structured, the types of ex-offender cases they manage, tactics used to arrange and broker the needed service packages, lessons learned, and suggestions on how to start a county re-entry task force.

*Presenters:*

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

**Jeff Anderson**, Probation Department, Rensselaer County

**Bill Payne**, Coordinator, Rensselaer County

Re-Entry Task Force

### ***Promoting Violence Free Workplaces***

This seminar addresses the issue of workplace violence that 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, which may aid in preventing or at least mitigating an incident of violence. Personal safety is discussed as it relates to the work station, on the road, and in the field, such as clients' homes. Simple and practical calming and de-escalation techniques are reviewed as well.

*Presenter:*

**Sandy King**, Practical Consultants

### ***MA Provider Fraud Demo Project Meeting***

Commissioners and project directors from the 14 districts that participate in the MA Provider Fraud Demo Project are invited to meet with James Sheehan, Medicaid Inspector General, to discuss current developments. *This is a closed session.*

### ***Local Child Fatality Review Teams***

**(10:50 AM - 12:30 PM)**

Key members of local child fatality review teams from across the state will discuss how their teams were established and what their roles are today. Learn how cases are brought to a review team's attention and what the relationship is with the OCFS fatality review process. Hear the recommendations that teams have developed to prevent future child abuse and child fatalities. Local DSS attorneys, directors of services, and others interested in initiating or modifying local child fatality review teams will find this session of great value.

*Presenters:*

**Fredda Monn**, Associate General Counsel, Accountability Review Panel, NYC ACS

**Robin Kanter**, Special Projects, Westchester County DSS

**Melissa Benjamin**, Assistant District Attorney, Westchester County

**Sharon Bell-Adamo**, Senior Assistant County Attorney, Westchester County

**Sue VanStrydonck**, Program Manager, Bivona Child Advocacy Center

**Bob Barnes**, Casework Supervisor, Impact Team, Monroe County DHS

**Tom Corbett**, Administrator for Child Protective Investigation, Monroe County DHS

**Christine Larkin**, Assistant Director, Preventive Services, Onondaga County DSS

12:15 PM - 1:15 PM

**Lunch**

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

***Child Support Coordinators Roundtable***

This roundtable will be a dialogue between State DCSE and LDSS child support coordinators on current and upcoming programmatic issues.

*Facilitator:*

**Scott Cade**, Deputy Commissioner, Center for Child Well-Being, OTDA

***Fiscal Roundtable***

State and local fiscal administrators will discuss an array of fiscal issues pertaining to social services districts. Topics will include MA inmate claiming, medical transportation, the IV-E audit, state training chargebacks, and local district chargebacks.

*Presenters:*

**Virginia Lattanzio**, Chief Accountant, Office of the Budget, Finance and Data Management, OTDA

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

**Timothy Perry-Coon**, Director, Medicaid Transportation, NYS DOH

***NYC's Initiatives to Combat Medicaid Recipient and Provider Fraud and Abuse***

In recent years, NYC has placed a greater focus on fraud and abuse in the Medicaid program. This panel will explore the types of Medicaid abuse encountered in NYC, including recipient and provider issues. It will also discuss recent initiatives that have been implemented by NYC to ensure the integrity of the Medicaid Program, but which can be replicated by districts of any size.

*Presenters:*

**Peter Jenik**, Executive Deputy Commissioner, Investigation, Revenue and Enforcement Administration, NYC HRA

**Alida Mattos**, Assistant Deputy Commissioner, Bureau of Fraud Investigation, NYC HRA

**Helen DiScala**, Deputy Commissioner, Office of Medicaid Provider Fraud and Abuse Investigation, NYC HRA

***Beyond the Invisible: Veterans Living With Brain Injury***

Traumatic brain injury (TBI) is the signature injury of Operation Enduring Freedom/Operation Iraqi Freedom, affecting a record number of soldiers. These wounded warriors require services, supports, and care from both the military and civilian sectors. "Beyond the Invisible: Living with Brain Injury," is a documentary that chronicles the experiences of three New York veterans injured while in combat in Iraq. Their struggles are compelling and instructive for all

those who provide benefits and services. The workshop following the video will dually focus on the experiences of brain injury survivors and the specialized services and programs developed and available in NYS to address their needs. Additional information will be available addressing the societal costs of TBI.

*Presenters:*

**Judith Avner**, Executive Director, Brain Injury Association of New York

**Marie Cavallo**, President, Brain Injury Association of New York

**Linda Reese**, TBI Waiver Coordinator, DOH

***Federal Policy Update***

Washington begins 2009 with a host of new members of Congress and a new administration. How will health and human services programs fare in the new political environment? Action must take place on a number of health and human services issues before the end of March, including funding all human services programs, renewing the expiring State Children's Health Insurance Program, and whether there will be additional delays in implementing a number of harmful Medicaid rules. The session will also update attendees on the status of other programs such as child support, adult protective services, and foster care reform.

*Presenter:*

**Tom Joseph**, Liaison, National Association of County Human Services Administrators, Waterman & Associates

***Serving At-Risk Youth and Their Families: A Collaboration Between Probation & DSS***

This workshop will discuss the collaboration/connections between the Probation Department and the DSS, which received the 2008 Award for Outstanding Collaboration Between Probation and Social Services from the NYS Division of Probation & Correctional Alternatives. Our success can be demonstrated by reduced placements into detention & foster care and the subsequent reductions in county costs. Our collaboration is expressed in a number of initiatives including Preventive Funding of Probation Officers, Psychological Assessments For PINS/JD Youth, Electronic Monitoring as Detention Alternative, Juvenile Drug Court/DSS/Probation Assistant, Preventive Oriented Services Team, and a Truancy Prevention Program. We plan to explore the issues surrounding implementation and continued relationship building, share data regarding detention and foster care placements, and discuss funding sources.

*Presenters:*

**John Adams**, Warren County Probation Supervisor

**Robert Iusi**, Warren County Probation Director

**Maureen Schmidt**, Prevention Supervisor, Warren County DSS  
**Doug Herschleb**, Director of Social Services, Warren County DSS

### ***Addressing Health and Mental Health Barriers to Employment***

Presenters from NYC HRA and Steuben County DSS will share their districts' strategies for assisting clients with significant barriers to employment.

WeCARE is a NYC program that serves participants with health and mental health functional limitations. WeCARE completes a comprehensive assessment to determine functional capacity and then develops a continuum of integrated individualized services that address each participant's barrier(s) to employment and assists them in reaching their highest possible level of functioning and self-sufficiency.

The BILT (Building Independence for the Long Term) Team, a unit within Steuben County Department of Social Services, works closely with the Temporary and Disability Assistance Unit to provide support for applicants for and recipients of assistance in meeting head-on the multiple barriers to self-sufficiency that many of them face.

*Presenters:*

**Michael Bosket**, Director, WeCARE Operations, NYC HRA

**Christina Pellegrino**, LMSW, BILT Coordinator/Staff Social Worker, Steuben County DSS

### ***Violation Petitions and Contempt Motions*** **(1:30 - 3:10 PM)**

This session will present current caselaw in the area of Civil Contempt, giving examples of the practical application and how it plays out in the courtroom. It will also include examples of the practical application and implications of going forward on Violation Petitions, as well as a summary of the legal requirements and standards for each phase of the proceedings. Examples of successful and unsuccessful defense of Civil Contempt Motions will also be discussed.

*Presenters:*

**Lauren Meller**, Supervising Attorney, Queens Family Court Legal Services, NYC ACS

**Nancy Thomson**, Assistant Commissioner, Family Court Legal Services, NYC ACS

**Kelley Burns**, Attorney 4, Queens Family Court Legal Services, NYC ACS

**Ian Sangenito**, Attorney 4, Brooklyn Family Court Legal Services, NYC ACS

**Christina Reinle**, Attorney 2, Queens Family Court Legal Services, NYC ACS

3:00 PM

**Coffee Break • Sponsored by Controltec**

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

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

*Session Limited to Local DSS Administrators*

This session is designed to solicit ideas and issues that fiscal administrators and fiscally-minded local commissioners and program directors may want to see addressed in creating an agenda for the coming fiscal year. Issues may include mandate relief, fiscal impacts of programmatic changes, policy options in child welfare, TANF and child care financing, and other topics.

*Facilitators:*

**Robert Franklin**, Deputy Commissioner, Monroe County DSS

**Peter Simon**, Director of Administrative Services, Dutchess County DSS

#### ***Enrollment and Systems Update***

This joint Medicaid eligibility and systems workshop will 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:*

**Linda LeClair**, Director, Bureau of Medicaid/FHP Enrollment, Division of Coverage and Enrollment, OHIP, DOH

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

#### ***Strategies for Dealing with the Press***

*Restricted to Local DSS Commissioners*

Media coverage on sex offenders and stories of severe child abuse can be very tense issues in dealing with the public and their fears. Local DSS Commissioners are often the target of media attacks on these matters. They have identified the following key questions regarding the state's role: If reporters contact the state agencies on specific cases involving child abuse or sex offenders, how will the PIOs respond? What information will they share? What guidelines will the state follow regarding confidentiality? Under what circumstances, if any, will the state agencies criticize a local district to the press? What might the PIOs say to the media to support and clarify the fundamental roles of local districts and state agencies when approached on specific cases? What are the best ways to handle media inquiries and manage the press during a crisis?

*Presenters:*

**Michael Hayes**, Director, PIO, OTDA

**Eddie Borges**, Director, PIO, OCFS

**CONNECTIONS Transformation Project**

This update on the CONNECTIONS transformation-will engage stake-holders in conversation as to what their needs are and what changes are being made. This will be an opportunity for six 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, Child Welfare & Community Services, OCFS

**Engaging the Mentally Ill PSA Population**

This session will focus both on the range of services and interventions available for vulnerable adult services clients with mental health issues and best practice techniques for engaging such clients.

*Presenters:*

**Douglas Ruderman**, Director, Bureau of Program Coordination and Support, Adult Community Care Group, NYS OMH  
**Michael Friedman**, LMSW, Chairperson, Geriatric Mental Health Alliance of New York  
**Richard Holcomb**, Adult Services Supervisor, Clinton County DSS  
**Morgan Thurston**, Director, Adult Services/Protective Services for Adults, Onondaga County DSS

**OTDA TAMA Training Smorgasbord**

An overview of five current OTDA training initiatives: myBenefits Food Stamp Enrollment, Child-Only Case-load Cross-Training, Case Processing Review Institute (to reduce high SNAP/Food Stamp error rates), Basic Interviewing training, and a new Cornell HSLI course: Integrating, Interpreting and Using Data.

*Presenters:*

**Will Zwink**, Director, Bureau of Training, OTDA and a cadre of training, management, and IT experts from OTDA, OCFS, and DOH will be featured.

5:00 - 5:30 PM

**Fiscal Administrators' Association Meeting**

6:00 PM - 7:00 PM

**Reception**

7:00 PM - 9:00 PM

**Annual Banquet**

**Friday ■ January 30**

7:30 AM - 8:45 AM

**Breakfast Buffet**

8:00 AM - 11:00 AM

**Conference Registration**

9:00 AM

**Coffee Break • Sponsored by Testone Marshall Discenza CPAs**

9:30 - 11:00 AM

**Concurrent Sessions**

**Child Welfare Roundtable**

An update on the Outcome-Based Training System, including revisions to Common Core and CPS Response Training will be provided. The use of technology as a critical part of the training delivery and the resulting changes to the local districts' roles will be discussed. There will be a demonstration of "cam-tasias," a new technology that will be viewed at the local district in preparation for Common Core.

*Presenters:*

**Donna Willette**, Bureau of Training, OCFS  
**Deb Shave**, Bureau of Training, OCFS  
**Joan Richardson**, Bureau of Training, OCFS

**How to Burn Yourself Out and Come Back in a Blaze of Glory**

People tend to think burnout occurs when we have too much to do and too little time to do it in. In reality, burnout has more to do with an individual's reaction to stress than a person's actual stress. Stress is not so much the result of difficulties, expectations, or pressure applied, as it is the result of how we respond or react to these situations. In this session, individuals will be introduced to a "natural systems" understanding of burnout, learn what "triangles" are and how they contribute to burnout, recognize the conditions that determine an emotionally toxic environment, and gain new skills.

*Presenter:*

**Dr. G Charles Ten Eyck**

9:30 - 11:30 AM

**State & 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 the NYPWA president.

**Coffee Break • Sponsored by CGI Technologies and Solutions Inc.**

9:30 - 11:00 AM

**Deputy Commissioners' Leadership Network**

Steering Committee members will facilitate a meeting on topics of interest.

9:30 - 11:00 AM

**Fiscal Committee Meeting**

9:30 - 11:00 AM

**Legal Committee Meeting**

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

## JANUARY 27-30, 2009

### REGISTRATION INSTRUCTIONS

1. Complete the Conference Registration form (upper portion of this page). Complete, detach and return the upper half of the form to the NYPWA office with your voucher, check, or credit card information.
2. Meals ARE included with overnight hotel packages. 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 Albany Marriott Hotel by **Monday, January 5, 2009**. Please note, meals are NOT included with the cost of conference registration, they must be purchased separately. **Meal tickets purchased as part of a hotel package will be available at the Marriott front desk under the name listed on the form. Meal tickets purchased separately from a hotel package can be picked up at the ticket sales window near the NYPWA conference registration table.**
3. Carefully read the Hotel Reservation Policy, noting the cut-off date for hotel registration is **Monday, January 5, 2009**.
4. Complete the Hotel Registration form with all applicable information - be sure to check the correct rooming package and a Thursday banquet entree. Then return the form to the Albany Marriott Hotel..

**CANCELLATION POLICY:** Refund of registration fee, less an administrative fee of \$15, will be made only when received in writing postmarked by January 5, 2009.

### NYPWA CONFERENCE REGISTRATION

	By December 19	After December 19
<input type="checkbox"/> Full Conference Attendance	\$135.00	\$150.00
<input type="checkbox"/> One-Day Attendance	\$88.00	\$96.00

**Please note that meals must be purchased separately.**

**PAYMENT OR VOUCHER MUST ACCOMPANY REGISTRATION FORM.**

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

**Please submit conference registration form with payment to:**  
 NYPWA • 130 WASHINGTON AVENUE • ALBANY, NEW YORK 12210  
 PHONE: (518) 465-9305 • FAX: (518) 465-5633

### MEAL ORDER FORM

If you are not ordering a hotel package, all meals must be purchased individually through the Albany Marriott Hotel by completing this MEAL ORDER FORM. Mail the completed form with payment directly to the hotel.

**Cancellation Policy is by 8AM on January 22, 2009, to avoid a charge for all meals ordered.**

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

	PRICE	SELECTION
<b>WEDNESDAY, JANUARY 28</b>		
Lunch	\$22.00	<input type="checkbox"/>
Reception	\$33.00	<input type="checkbox"/>
<b>THURSDAY, JANUARY 29</b>		
Breakfast	\$17.00	<input type="checkbox"/>
Lunch	\$22.00	<input type="checkbox"/>
Banquet	\$44.00	<input type="checkbox"/>
Please make your entree selection: <input type="checkbox"/> Sea Bass <input type="checkbox"/> Beef		
<b>FRIDAY, JANUARY 30</b>		
Breakfast	\$17.00	<input type="checkbox"/>

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

Please state any special dietary needs: \_\_\_\_\_

**Please submit meals form with payment to:**  
 ALBANY MARRIOTT HOTEL • 189 WOLF ROAD • ALBANY, NEW YORK 12205  
 PHONE: (518) 458-8444 • FAX: (518) 482-7809

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

JANUARY 27-30, 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 Monday, January 5, 2009**. Please review the hotel reservation policy carefully before sending in your reservation.

**HOTEL RESERVATION POLICY** - This form must be used. The form must be faxed or mailed to the Marriott - phone reservations will not be accepted. All hotel forms must be received by the Albany Marriott no later than Monday, January 5, 2009, at which time the NYPWA room block will be released. Rooms in the conference block may sell out prior to January 5, 2009. Hotel reservations after January 5, 2009, will be accepted subject to availability. **One form per reservation.**

**CONFIRMATIONS** - To receive a confirmation number please call the Marriott Reservations Line at 1-800-443-8952, seven business days after submitting your form. **Confirmations will NOT be faxed.**

**TAX EXEMPT DOCUMENTATION** - Must be provided to the hotel with proper form accompanied with correct method of payment.

**LATE ARRIVALS** - For all reservations to be guaranteed for late arrival, a credit card number must be supplied, or full payment via a voucher or check must be received by Monday, January 5, 2009.

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

**HOTEL CANCELLATION/CHANGE POLICY** - Please note that the cancellation/change policy for a guest who has selected a package plan varies from our standard 6 pm day of arrival cancellation policy. A package plan reservation must be cancelled/changed by 8 am on January 22, 2009, to avoid a charge of one night's room rate as well as the full meal portion of the package. Also, if a guest fails to arrive on the night of arrival specified in the original reservation, the individual will be charged for one night's room rate as well as the full meal portion of the package.

### RESERVATION INFORMATION (Please Type or Print)

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

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

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

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

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

MARRIOTT REWARDS #: \_\_\_\_\_

### IF SHARING

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

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

MARRIOTT REWARDS #: \_\_\_\_\_

**Bedding Requests**     King     2 Doubles

### PAYMENT TYPE

CHECK (ENCLOSED)     VOUCHER (ENCLOSED)     CREDIT

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

NUMBER: \_\_\_\_\_

### IF SHARING

CHECK (ENCLOSED)     VOUCHER (ENCLOSED)     CREDIT

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

NUMBER: \_\_\_\_\_

### PACKAGE 1: TUESDAY ARRIVAL - FRIDAY DEPARTURE

Includes 3 nights' lodging: Wednesday - lunch, reception;  
Thursday - breakfast, lunch, banquet; Friday - breakfast

Single Occupancy.....\$551.00 each/\$618.87 w/tax

Double Occupancy..... \$359.00 each/\$399.99 w/tax

Thursday Banquet selection:     Sea Bass     Beef

### PACKAGE 2: WEDNESDAY ARRIVAL - FRIDAY DEPARTURE

Includes 2 nights' lodging: Wednesday - lunch, reception;  
Thursday - breakfast, lunch, banquet; Friday - breakfast

Single Occupancy.....\$427.00 each/\$477.52 w/tax

Double Occupancy..... \$284.00 each/\$314.50 w/tax

Thursday Banquet selection:     Sea Bass     Beef

### ROOM ONLY

For those conferees who wish to stay one night only, the special conference room rate will be \$154.00 single/double occupancy, \$175.56 w/tax. **If a second night is needed you will be charged the hotel selling rate.**  
**MEALS ARE NOT INCLUDED.**

Tuesday, January 27                     Single     Double

Wednesday, January 28                 Single     Double

Thursday, January 29                     Single     Double

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

### ALBANY MARRIOTT HOTEL

189 Wolf Road • Albany, New York 12205

Phone: (518) 458-8444 • Fax: (518) 482-7809