Local DSS: Where the Action Is

January 29 - February 1, 2013
The Albany Marriott Hotel
Albany, New York
Local DSS: Where the Action Is

Opening Address

Uma S. Ahluwalia, Director, Montgomery County (Maryland) Department of Health and Human Services, has developed a national reputation for her innovative leadership. Ms. Ahluwalia will be addressing our conference theme “Local DSS: Where the Action Is.” By all accounts, local social services departments are bustling with activity. Medicaid is in constant motion as we grapple with transition. The Supplemental Nutrition Assistance Program has grown to new heights. Temporary Assistance, Homeless Services, Safety Net Assistance, and Child Support each have their own set of challenges. Services to Children and Families and Adults are being stretched by increased demands. Fiscal constraints are driving public policy decisions. Recognizing the high demands on our system, Uma Ahluwalia will be sharing her insights and enthusiasm for managing our changing human services landscape.

This winter, local districts will receive one FREE conference registration with every five paid registrations!

Attorneys can earn up to 10.5 CLEs!

Please see page 14 for more information on legal sessions at the NYPWA winter conference.

New York Public Welfare Association
130 Washington Avenue
Albany, NY 12210
518-465-9305
info@nypwa.org
www.NYPWA.org

Tuesday • January 29

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

4:30 PM - 6:00 PM
Conference Registration

Wednesday • January 30

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
Staff Development Association Meeting

9:00 AM - 10:30 AM
Concurrent Sessions

Family Team Meetings + Parent Partners = Better Outcomes for Families

The Albany County Department for Children, Youth and Families has been conducting Family Team Meetings since January of 2010. As of January 2011, we have added a Parent Partner as a further resource for families. Parent Partners are individuals who have gained a unique set of skills and knowledge based on their personal experiences, and are advocates for parents who are involved in one or more formal service systems. We will outline the history of FTM’s, how we conduct FTM’s, utilize Parent Partners, and some of the successes that have resulted from these family-focused, strength-based interventions.
Presenters:
Nick Kurtessis, Supervisor A, Albany County DCYF
Michelle Dowe, Senior Caseworker, FTM Facilitator, Albany County DCYF
Mi-Lyn Dolan, Senior Caseworker, FTM Facilitator, Albany County DCYF
Amanda Tiffany Thomas, Caseworker, FTM Facilitator, Albany County DCYF
Vida Murdock, Parent Partner, Visions of Hope/DCYF

The 411 on Bath Salts & Synthetic Drugs
The presenter will provide an overview of synthetic drugs including bath salts, synthetic marijuana, and hallucinogenic amphetamines. The presentation will include presenting symptoms, routes of exposures, treatment modalities, and current trends.

Presenter:
T. Michele Caliva, RN, CSPI, Administrative Director, Upstate New York Poison Center, Upstate Medical University

CSEU Staff ONLY Roundtable
This session is limited to LDSS staff.
Please join your colleagues for this roundtable discussion. This is an opportunity to share what is going on in your own district and hear what is happening around the state.

Facilitators:
Randi Johnson, Director of Child Support Enforcement, Oneida County DSS
Mary Lynn Eddy, Support Supervisor, Washington County DSS

Year 3 of CCTA – Are We Hitting the Mark?
This session will look at where we have been and where we are going with the Child Care Time and Attendance system (CCTA). We will be seeking input from CCTA users for future enhancements that will streamline attendance and payment process for social services districts.

Presenters:
Rhonda Duffney, Director of the Child Care Subsidy Program, Division of Child Care Services, OCFS
Renee Rider, Assistant Commissioner, OCFS

Mental Hygiene Law Article 81 Guardianships
(1.5 CLEs anticipated. Application for accreditation of this course in New York is currently pending.)
One of the options available to Protective Services for Adults is guardianship under Article 81 of the Mental Hygiene Law. This presentation will look at the legal aspects of Article 81 Guardianship, from information gathering by PSA to the preparation of the court papers, the hearing, and post-hearing practice.

Presenter:
Mark E. Maves, Esq., Deputy County Attorney, Monroe County Law Department

10:30 AM
Coffee Break • Sponsored by Deloitte

11:00 AM - 12:15 PM
Welcome by Government Officials & Keynote Address

12:15 PM - 1:15 PM
Luncheon

1:30 PM - 3:00 PM
Concurrent Sessions

State & Local Commissioners’ Dialogue
State Commissioners and their executive deputies from DOH, OCFS, and OTDA are invited to participate in a discussion with local DSS Commissioners. This is an opportunity for state officials to present information on upcoming policies impacting on local districts and to obtain input. Local commissioners will convey information and ideas on issues of most importance to them for discussion. (The meeting will shift to a brief, closed session at 3:00 PM for local commissioners to vote in the NYPWA Board of Directors elections.)

Chaired by David Jolly, NYPWA President
**Successful Case Management Models**

You will hear how Tioga County has developed and implemented a task-based model with streamlined eligibility operations, monthly standards, and accountability. This model also provides equitable allocation of work and positive results for customer service in both a NTA FS and a FS/MA environment. The presentation incorporates both “lean management models” and “clean desk” approaches. Monroe County will provide a brief overview of the development of their task-based management system for financial assistance programs. This monumental change in caseload management was met with significant resistance from the DHS staff and the advocacy community. Monroe will share their efforts to promote a “holistic” view of case processing in a task-based world and the challenges they encountered with centralized customer service teams. Districts will share the good, bad, and ugly of a task-based model and encourage discussions on best practices.

*Presenters:*
- Valerie Nitti, Director of Employment & Transitional Supports, Tioga County DSS
- Nancy Forgue, Director of Financial Assistance, Monroe County DHS

**Youth in Transition: Core to Success**

Improving outcomes for youth in foster care is of paramount importance to child welfare policy makers, advocates, and practitioners on federal, state, and local levels. Albany County Department for Children, Youth and Families set a course to challenge traditional practices by developing universal and consistent expectations of contractual agencies through the establishment of minimum standards of care for youth 14 and older. Participants will learn how minimum standards of care were developed as well as learning approaches to working collaboratively with local foster care agencies to intensify and focus efforts on improved educational, vocational, and other life area outcomes while mobilizing community resources to support the transition of youth to successful adulthood.

*Presenters:*
- Marian Logan, Director, Children’s Services, Albany County DCYF
- Margaret S. Diggs, Executive Director, Youth Bureau & Prevention Services, Albany County DCYF
- Mary Ellen Bussey, Senior Caseworker, Children’s Services, Albany County DCYF
- Christine DeMare, Special Education Liaison, Children’s Services, Albany County DCYF

**Child Support Establishment, Modification, and Enforcement: Current Issues Facing Support Collection Unit Counsel**

(1.5 CLEs will be provided by OTDA.)

This session will feature a panel of child support attorneys discussing a potpourri of current issues and recent court decisions. The discussion will focus on practical solutions to barriers to obtaining, modifying and enforcing child support orders.

*Presenters:*
- Susanne H. Dolin, Esq., Associate Attorney, Office of Legal Affairs, OTDA
- Eileen Stack, Esq., Deputy Counsel, Office of Legal Affairs, OTDA
- Brian S. Wootan, Esq., Associate Counsel, Office of Legal Affairs, OTDA

**Planning for the Future: Succession Planning and Executive Coaching**

This workshop will highlight two initiatives that HRA launched over the past few years: succession planning and executive coaching. These initiatives will be framed in a discussion around the value to agencies of putting these types of leadership development into place. This presentation will discuss the two step process that HRA instituted around succession planning: 1) direct interviews with senior leaders to discuss who is the “next in line” for various positions and to identify what development those future leaders might need in the interim; and 2) the development and implementation of a curriculum to instruct managers at various levels how to prepare a succession plan and develop staff. The second element will be to discuss the executive coaching program HRA developed, which is geared to mid-level managers who have been identified as emerging leaders, and highlight the benefits of the initiative and provide some thoughts as to how smaller localities can put a similar program into place.
Medicaid Data Warehouse Revisited
The presenters will provide a status update on the June 2012 New York State Medicaid Data Warehouse (MDW) implementation and will answer district questions on how the MDW can be made to be more accessible and useful for users and to help carry out important county missions. Time will be allocated for a Q&A session.

Presenters:
Mike Jabonaski, Deputy Director, NYS Medicaid Data Warehouse, NYS DOH
Karen Van Cleef, Training and Communications Lead, CMA Consulting Services

3:00 PM
Coffee Break

3:30 PM - 5:00 PM
Concurrent Sessions

FFFS and TRACS 2 Plans: Whose Line Is It Anyway?
This session will explore relationships between the FFFS Plan and necessary TRACS 2 work. The presenter will expand that to also cover reporting requirements and TRACS 2 resources, including a visual aid, and will also provide information on the TRACS 2 Plans and the importance of reporting, as it feeds the Performance Accountability matrices. There will be an opportunity to discuss, and hopefully to resolve, some TRACS 2 system “glitches.”

Presenter:
Christine Insull, OTDA

Westchester County Temporary Assistance Service Delivery Restructure
In order to provide necessary services to our customers while managing within existing economic constraints, Westchester County has developed a more efficient model of service delivery as well as Information Technology strategies to more effectively manage caseloads and services, including:

• Creation of a Case Management Information Center (CMIC) to handle all customer and community inquiries.
• Restructuring of the Department’s service delivery model for Food Stamps, Medicaid and Temporary Assistance.
• Continued Development of our REACH Case Management System to streamline processes and increase productivity and accountability.

Presenters:
Jacqueline Green, REACH Project Manager, Westchester County DSS
Karen Vigliotti, Supervising Eligibility Examiner, Westchester County DSS
Alice Toro, Eligibility Examiner, Westchester County DSS
Jose Oseguera, Eligibility Examiner, Westchester County DSS
Louise Hough, Assistant Supervising Eligibility Examiner, Westchester County DSS

iPads, Apps, and Tablets, Oh My: Emerging Best Practices in Mobile Technology
There has been increased emphasis on caseworkers having the ability to access applications and complete tasks on mobile devices while in the field. OCFS has piloted the use of tablets within state and local district staff, and the results are extremely positive. Additionally, Bring Your Own Device, BYOD, is becoming more prevalent. OCFS would like to share best practices with regard to each of these.

Presenters:
Jack Nabozny, Project Implementation Coordinator, OCFS-IT
Mike Demars, OCFS-IT
Pamela Knowles, Acting ISO, OCFS-IT

State Medicaid Administration and Health Insurance Exchange
This presentation will include an update on activities related to the transfer of administration of the Medicaid program from the local social services districts to the Department of Health. The State will also provide an update on activities related to implementation of the New York Health Benefit Exchange.
Presenters:

**Judy Arnold**, Director, Division of Health Reform and Health Insurance Exchange Integration, NYS DOH OHIP

**Wendy Butz**, Director, Bureau of Medicaid Enrollment and Exchange Integration, Division of Health Reform and Health Insurance Exchange Integration, NYS DOH OHIP

**Ethical Considerations for the Child Support Attorney**
(1.5 CLES will be provided by OTDA.)

This session will provide an interactive discussion of the ethical responsibilities of attorneys representing the child support collections unit. It will also focus on the potential conflicts and dilemmas which may arise in providing legal services to applicants for child support services under SSL 111-g. Best practices for common conflict situations will be addressed.

**Presenters:**

**Brian S. Wootan, Esq.**, Associate Counsel, Office of Legal Affairs, OTDA

**Eileen Stack, Esq.**, Deputy Counsel, Office of Legal Affairs, OTDA

**Susanne H. Dolin, Esq.**, Associate Attorney, Office of Legal Affairs, OTDA

**Managing Vulnerable Populations & Health Care Reform**

This is a time of transition and opportunity for managed care and adult services. This session will explore how we can use the new opportunities under health care reform to better serve persons with mental illness and developmental disabilities who have chronic health care needs. We will discuss care coordination and explore the changing role of local DSS, managed care, and other systems, and the challenge of supporting vulnerable populations who are not compliant with treatment.

**Presenters:**

**Arthur Johnson**, Commissioner, Broome County DSS (facilitator)

**Sheila Poole**, Executive Deputy Commissioner, OCFS

**Elizabeth Berlin**, Executive Deputy Commissioner, OTDA

**Gregory Allen**, Director, Program Development and Management, NYS DOH OHIP

**Robert Myers**, Senior Deputy Commissioner, Division of Adult Services, OMH

5:00 PM - 5:55 PM

**Local Commissioners’ Private Reception**

6:00 PM - 7:00 PM

**Networking Reception**

7:00 PM

**Dinner on Your Own**

**Thursday • January 31**

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

**Concurrent Sessions**

**Understanding the Use of Psychiatric Medication for Children in Foster Care and Residential Treatment - Part 1**

Dr. Martin Irwin, internationally known child and adolescent psychiatrist, former professor and head of the division of child and adolescent psychiatry at SUNY Upstate, and a visiting professor with Ben Gurion University of the Negev, Beersheva, Israel, will share insight into his award winning work to reduce over medication for children in foster care and residential treatment. Part 1 will focus on general principles of treatment of children, especially those in care, with psychiatric medications and a review of effectiveness and side effects of commonly used psychiatric medications. Part 2 will focus on a
discussion of strategies of decreasing the overuse of psychiatric medication, including evidence-based informed consent, quality assurance, monitoring systems, and clinical consultation.

**Presenter:**
Martin Irwin, MD

**Location 101**
Review of FPLS, PLS, and other automated searches. Skip tracing and using internet to supplement automated search information for hard-to-locate non-custodial parents. Review of various free and pay websites and services. How to construct internet and information service searches to maximize results. Use of information subpoenas in locating non-custodial parents.

**Presenters:**
Karen A Sicurelli, Bureau Chief, Center for Child Wellbeing, OTDA
Monique Rabideau, Bureau Chief, Center for Child Wellbeing, OTDA

**MRT 1458 – New Populations and Benefits Transitioning to Mainstream Managed Care**
This session will focus on the impact on the Mainstream Managed Care program with the continuation of implementation of MRT #1458 year two, including new populations being enrolled, benefit package changes, and other updates including mandatory enrollment expansions, eligibility changes that affect managed care enrollment, and managed care systems changes.

**Presenters:**
Jennifer Dean, Director, Bureau of Program Implementation and Enrollment, NYS DOH OHIP
Eric Planck, Project Assistant, NYS DOH OHIP

**Supplemental Nutrition Assistance Program (SNAP) Roundtable**
This roundtable will provide an opportunity for LDSS SNAP Directors to raise and discuss issues regarding administration of the SNAP with the Director of Nutrition Policy, the SNAP Bureau Chief, and the Nutrition Bureau Chief from OTDA. The Director will also provide updates on recent releases and new initiatives.

**Presenters:**
Tom Hedderman, Director of Nutrition Policy, OTDA
Frances Shannon-Akstull, SNAP Bureau Chief, OTDA
Lisa Irving, Nutrition Bureau Chief, OTDA

**Case Law Update on CPS and Permanency Issues for July 2012 to January 2013**
(1.5 CLEs anticipated. Application for accreditation of this course in New York will be made upon completion of the course.)
Hear the critical details on new case law in child welfare covering Abuse, Neglect, Dispositions, and Permanency Hearings.

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

**Executive Budget Overview**
Budget experts from OCFS, OTDA, and the Health Department will discuss the Governor’s budget proposal for 2013-14.

**Presenters:**
Elizabeth Dexter-Hinton, Director, Bureau of Budget Management, OTDA
Derek Holtzclaw, Director, Bureau of Budget Management, OCFS
Mike Gwizdala, Chief Budgeting Analyst, Bureau of Budget Management, NYS DOH

**The OTDA Mental Health Screening Tool Validation Study**
OTDA contracted with the Nathan Kline Institute for Psychiatric Research through the Research Foundation for Mental Hygiene to conduct a validation study in selected districts to determine the validity and reliability of an abbreviated mental health screening instrument for recipients of PA benefits. The Modified Mini Screen (MMS) is a 22 item scale designed to identify persons in need of an assessment in the domains of Mood Disorders, Anxiety Disorders, and Psychotic Disorders. In this study, the screening process was used to determine the possible existence of a mental health condition that may interfere with an individual’s ability to fully participate and successfully engage in work activities and ultimately obtain and/or
retain employment. For the purpose of the study, the actual presence of a mental health barrier was determined through a subsequent mental health evaluation with a researcher using the Structured Clinical Interview for DSM IV Diagnosis (SCID). Analysis of the MMS screens and the SCID diagnostic interviews determined the MMS is a valid tool for this population.

*Presenters:*

- **Mary Jane Alexander, Ph.D.**, Director, The Center to Study Recovery in Social Contexts, Senior Research Scientist, Statistics and Services Research Division, Nathan Kline Institute for Psychiatric Research
- **Deborah Layman, MA**, The Center to Study Recovery in Social Contexts, Nathan Kline Institute for Psychiatric Research
- **Paige Parker**, Caseworker, Albany County DSS

10:30 AM

**Coffee Break**

11:00 AM - 12:15 PM

**Concurrent Sessions**

**Understanding the Use of Psychiatric Medication for Children in Foster Care and Residential Treatment - Part 2**

Dr. Martin Irwin, internationally known child and adolescent psychiatrist, former professor and head of the division of child and adolescent psychiatry at SUNY Upstate, and a visiting professor with Ben Gurion University of the Negev, Beersheva, Israel, will share insight into his award winning work to reduce over medication for children in foster care and residential treatment. Part 1 will focus on general principles of treatment of children, especially those in care, with psychiatric medications and a review of effectiveness and side effects of commonly used psychiatric medications. Part 2 will focus on a discussion of strategies of decreasing the overuse of psychiatric medication, including evidence-based informed consent, quality assurance, monitoring systems, and clinical consultation.

*Presenter:*

**Martin Irwin, MD**

**Temporary Assistance and Employment Roundtable**

Attendance at this roundtable discussion is strictly limited to Temporary Assistance and Employment Directors or their staff. Participants will discuss items identified by OTDA as agency priorities as well as topics for discussion identified by districts. The agenda will reflect local input to ensure a session filled with meaningful dialogue. Discussion topics may include housing issues and employment engagement.

*Presenters:*

- **Jeff Gaskell**, Director, Temporary Assistance Bureau, OTDA
- **Barbara Guinn**, Director, Employment and Advancement Services Bureau, OTDA

**Executive Budget in Depth**

Our panel of local DSS fiscal experts will offer comments, ask questions of the state agencies, and raise issues for the audience to consider on what 2013-14 Executive Budget proposals will have the most significant impact on social services from a local perspective. All attendees will have an opportunity to participate in a Q&A segment with state agency budget representatives.

*Panelists:*

- **Elizabeth Dexter-Hinton**, Director, Bureau of Budget Management, OTDA
- **Derek Holtzclaw**, Director, Bureau of Budget Management, OCFS
- **Mike Gwizdala**, Chief Budgeting Analyst, Bureau of Budget Management, NYS DOH
- **Peter Simon**, Director of Administrative Services, Dutchess County DSS
- **Thomas Herden**, Director of Administrative Services, Tompkins County DSS
- **Robert Franklin**, Deputy Commissioner, Monroe County DHS

**Managing Managed Long Term Care – The View from Adult Protective Services**

New York City is the first region in New York State to transition dual eligible personal care clients to Managed Long Term Care. The transition brings with it a host of challenges and questions. Representatives from the New York City Human...
Creating a Culture of Workplace Accountability

Accountability—it’s one of the greatest challenges leaders face in today’s workplace environment. Accountability is defined as being answerable for one’s actions or lack of actions. Without organizational systematic accountability there is little chance of high performance; nonperformers thrive; stress levels increase; communication drops; morale bottoms out; and territorialism is rampant. When an organization takes on a culture of accountability, all employees (managers, supervisors, line staff) contribute to the overall success of the organization. This workshop will present the actions Columbia County DSS took to create a culture of accountability within their organization.

Presenters:
Paul Mossman, Commissioner, Columbia County DSS
Judy Richards, Director of Administration & Training, Columbia County DSS
Vicki L. Bryan, M.Ed., Consultant, Brookdale Center for Healthy Aging/Hunter College/CUNY

12:15 PM - 1:15 PM
Lunch

1:30 PM - 3:00 PM
Concurrent Sessions

Confidentiality of Social Services Records

Social Services records are confidential under various statutes, regulations, and agency directives. This presentation will include a discussion of the December, 2012 edition of the presenter’s “Confidentiality of DSS Records” handbook, as well as a discussion of various real life case scenarios, submitted by social services attorneys from around New York State.

Presenter:
Mark E. Maves, Esq., Deputy County Attorney, Monroe County Law Department
Implementation of Managed Long Term Care

This session will highlight progress of the MLTC transition of the PCSP and CDPAP cases in NYC, including how it was handled in terms of systems, notices that were sent, responses to enrollment letters, number of enrollees, numbers that were auto enrolled, number of plans approved statewide, and the district role.

Presenter:
Margaret Willard, Deputy Director, Division of Long Term Care, NYS DOH OHIP
Annette Holm, Deputy Commissioner, Home Care Services Program, NYC HRA

Child Welfare Supervision: Learning from BASSICS Pilot Sites

This collaboration between OCFS, a diverse statewide implementation team, six local departments of social services, and the federally funded Northeast and Caribbean Implementation Center is piloting a model of 21st century child welfare supervision and support. Project staff and representatives from the pilot sites will discuss the activities and learning from the pilot process. Pilot site local implementation teams direct how each site implements the model and selects the focus of supervisory coaching, skills clinics, and peer networks from the competencies areas developed by the statewide implementation group. Each presenter is also a member of the statewide Implementation Group, which guides the design and sustainability of the model of supervision and support system as well as the transition of the supervisor support system from grant funding to the OCFS training plan.

Presenters:
Gail Haulenbeek, Director, BASSICS Project, OCFS CWCS
Grace Thompson, BASSICS Project Coordinator, OCFS CWCS
Barbara Gavin, Children’s Special Services Administrator, Rockland County DSS
Helene Etienne, Program Development Director, DCP, NYC ACS
Casey Meyer, Deputy Director, Cayuga County DSS
Karen Mullin, Grade A Supervisor, Jefferson County DSS

Addressing Peer Abuse in the Workplace

Peer Abuse (bullying) is one of the major components which leads to workplace violence. Learning how to address these bad behaviors is instrumental in preventing an incident of violence in the workplace. This program provides tools for all levels in the workplace setting.

Presenter:
Sandra J. King, President, Practical Consultants LLC

Child Support Coordinators’ Roundtable (2 of 2)

This roundtable discussion presents an opportunity to brief LDSSs on emerging child support issues impacting policy, program, systems, the processing center, and training.

Presenters:
Lee Sapienza, Bureau Chief, Center for Child Wellbeing, OTDA
Barbara Ruggirello, Bureau Chief, CCWB, OTDA
Karen Sicurelli, Bureau Chief, CCWB, OTDA
Matt Hotopp, Bureau Chief, CCWB, OTDA
Monique Rabideau, Bureau Chief, CCWB, OTDA
John McPhillips, Fiscal Specialist, CCWB, OTDA

Using the “Housing First” Model to Serve Chronically Homeless Persons with Mental Illness and Other Disabilities

Research shows that approximately 10 percent of the adult homeless population uses up to 50 percent of the resources in the homeless services system. Typically, these are single persons with mental illness, chemical dependency, developmental disabilities, and/or who are in poor physical health who repeatedly cycle in and out of housing and treatment. The “Housing First” model of providing permanent supportive housing to these chronically homeless persons has been very successful, resulting in housing retention rates of more than 85 percent, reduced hospitalizations for mental illness, increased periods of sobriety, and decreased utilization of Medicaid funding. Come learn about the model and how its implementation might reduce costs and increase positive outcomes for the most difficult-to-serve clients.
**Presenters:**
Linda Glassman, Deputy Commissioner, Center for Specialized Services, OTDA
Tracy Neitzel, Executive Director, Joseph’s House and Shelter

**Fiscal Roundtable**
Local fiscal administrators and OCFS, OTDA, and DOH staff will address an array of current fiscal issues.

**Presenters:**
Virginia Lattanzio, Chief Accountant, Office of Budget Finance and Data Management, OTDA
James Carroll, Assistant Director, Bureau of Financial Operations, OCFS
Mike Gwizdala, Chief Budgeting Analyst, Bureau of Budget Management, NYS DOH

3:00 PM
Coffee Break

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

**Emergency Operations**
We have learned a lot of things about planning and being prepared to assist the public during storms, floods, and earthquakes. We also live in uncertain times, and man-made disasters such as a nuclear accident or acts of terrorism are also a threat. This session will cover Continuity of Operations Plans, D-SNAP, and strategies implemented by local districts.

**Presenters:**
David Jolly, Commissioner, Orange County DSS (facilitator)
Kevin McGuire, Commissioner, Westchester County DSS
Susan Sherwood, Commissioner, Rockland County DSS
John Imhof, Ph.D., Commissioner, Nassau County DSS
Michael J. Piazza, Jr., Commissioner, Putnam County DSS
John O’Neill, Deputy Commissioner, Suffolk County DSS

**Transforming Care Delivery through Health Homes**
Deirdre Astin will provide an overview of Medicaid’s Health Home program and the unique opportunity of local social service districts have to work with designated Health Homes in their areas. Health Homes are a network of behavioral, physical, and social service providers working together to assure Medicaid members with chronic medical and/or behavioral health conditions have access to comprehensive care coordination services that will both improve the member’s health status and help create a more sustainable Medicaid program.

**Presenters:**
Deirdre Astin, Health Home Program Manager, Division of Program Development & Management, NYS DOH OHIP

**Child Support Audits and Reports**
Districts will hear DCSE discussing the 157 and Data Reliability Audit, the yearly Self-Assessment, the State Single Audit, and IRS reviews. Learn what these mean and what these audits and reports entail. This session will review each audit and/or report, the implications of each for districts, and ways that district performance impacts each.

**Presenters:**
Karen A Sicurelli, Bureau Chief, Center for Child Well-Being, OTDA
John McPhillips, Fiscal Specialist, Center for Child Well-Being, OTDA
Larry Dole, Child Support Specialist 3, Center for Child Well-Being, OTDA

**Juvenile Justice Reform at the Regional Level, The Monroe County Model**
Monroe County and its OCFS partners will describe how they have formed a strong working relationship to create sustainable transition plans for youth returning home from OCFS placement.

**Presenters:**
Cindy Lewis, Director, Monroe County DHS
Robert Burns, Probation Administrator, Office of Probation Community Corrections
Felipe Franco, Deputy Commissioner, OCFS-DJJOY
Mark Keefe, OCFS-DJJOY
Todd Johnson, OCFS-DJJOY
Reducing Departmental Gridlock

Organizations that serve the Public Interest have been faced with greater client needs to meet, constrained resources, heavier caseloads, and changing regulations – you would think cross-departmental cooperation, out of necessity, would be the best ever. Yet, these demanding and stressful conditions have actually influenced higher levels of disagreement and gridlock that have made accomplishing desired outcomes more difficult than ever. This program examines the six most common team “headaches” and the best remedies to alleviate congestion and “open up” pathways to greater inter-departmental cooperation.

Presenter:
Bob Blenn, Organizational Development Consultant, Inspiring Human Potential

Local DSS Fiscal Policy Roundtable

This session is limited to local districts.
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:
Peter Simon, Director of Administrative Services, Dutchess County DSS
Robert Franklin, Deputy Commissioner, Monroe County DHS

myBenefits/myWorkspace: Surviving the Implementation

This session will offer a discussion on how districts can approach implementation of myBenefits/myWorkspace for TA, SNAP, and HEAP. The workshop includes an overview of the last year’s releases and enhancements, as well as a look to the future. Also included is a walkthrough of the planned implementation process, a discussion of training including training needs and requirements, and a discussion of recent pilot experiences from a TA, SNAP, and HEAP point of view.

Presenters:
Inez DeGroat, Deputy Commissioner for Financial Aid, Madison County DSS
Tara Perry, Principal Social Welfare Examiner, Jefferson County DSS
Tom Homovich, Director of Upstate Systems Bureau, OTDA/CEES
Janet Krak, Training Coordinator, OTDA/CEES
Kathy Kingsley, Project Manager, OTDA/CEES

Immunity and Constitutional Issues in CPS

(1.5 CLEs anticipated. Application for accreditation of this course in New York is currently pending.)
This session will explore the duties of the child protective worker upon receiving a report of suspected child abuse and/or maltreatment under Social Services Law and NY State Regulations, Policies, and Procedures. What is the status of immunity for workers in performing those legally mandated investigatory duties? Constitutional issues and child welfare law regarding rights of children and parents will also be discussed.

Presenters:
Gene D. Skarin, Esq., Child Welfare Counsel and Trainer
Margaret A. Burt, Esq., Counsel to the NYPWA

6:00 PM - 7:00 PM
Cocktail Reception • sponsored by
The Albany Marriott Hotel

7:00 PM - 9:00 PM
Annual Banquet

Friday • February 1

7:30 AM - 8:45 AM
Breakfast Buffet

8:00 AM - 11:00 AM
Conference Registration
Local DSS Commissioners’ Meetings

Presiding:
Kira Pospesel, NYPWA President Elect

7:30 AM - 8:30 AM
Commissioners’ Only Networking Breakfast
Arrive by 8:15 AM

8:30 AM - 9:30 AM
Commissioners’ Meeting & Policy Discussion

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

11:00 AM - 11:15 AM
Wrap-Up and Adjourn

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

Steering Committee Members:
Theresa Giovanniello, Deputy Commissioner, Dutchess County DSS
Brian Moore, Director of Services, Temporary Assistance & Employment, Cortland County DSS
David Kircher, Deputy Commissioner, Albany County DSS
Patti Anne Kirst, Deputy Commissioner, Chautauqua County DSS
Helen DeTiberus, Deputy Commissioner, Schoharie County DSS
John Redden, Deputy Commissioner, Clinton County DSS

8:30 AM - 9:30 AM
CLE Legal Committee Meeting
Individuals on the committee will take a lead in providing us with guidance for legal sessions in specific program areas (child welfare, adult services, child support, Medicaid, Public Assistance) for future sessions to be submitted for CLE consideration.

Chaired by Margaret Burt, Counsel to the NYPWA

9:30 AM - 11:30 AM
Attorneys’ Meeting with State Agency Counsel
State Counsel from are invited to meet with local DSS attorneys.
Howard Schultz, Chairman, NYPWA Legal Committee

9:30 AM - 11:00 AM
Fiscal Administrators’ Meeting

9:30 AM - 11:00 AM
Professional Boundaries
This session will address basic protocols for professional behavior. Attendees will learn how best to handle difficult behavioral displays, how to approach supervisor-to-staff critical conversations, how to avoid or address insubordination, and tactics for resolving conflict. Generational trends and issues with technology usage will also be covered.

Presenter:
Denise Y. Schaller, Lead Trainer, Schaller Solutions
Attorneys’ CLE Information

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

OTDA will be providing CLEs for:

- **Child Support Establishment, Modification, and Enforcement: Current Issues Facing Support Collection Unit Counsel** (1.5 CLEs)
- **Ethical Considerations for the Child Support Attorney** (1.5 CLEs)

Application for accreditation of the following courses in New York through the NYS CLE Board is currently pending:

- **Mental Hygiene Law Article 81 Guardianships** (1.5 CLEs)
- **Confidentiality of Social Services Records** (1.5 CLEs)
- **Immunity and Constitutional Issues in CPS** (1.5 CLEs)

Application for accreditation of the following courses in New York through the NYS CLE Board will be made upon completion of these courses:

- **Case Law Update on CPS and Permanency Issues for July 2012 to January 2013** (1.5 CLEs)
- **Case Law Update on Foster Care, TPRs, and Adoptions for July 2012 to January 2013** (1.5 CLEs)

Please arrive to sessions early for CLE check-in.

Handouts for legal workshops will be posted at www.NYPWA.org for you to download, review, and choose which documents to bring to the conference.

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

Documents will be posted in January 2013, approximately one week prior to the conference.

To access documents click the "conferences" button on our website, and then click on "legal track handouts."

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

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The NYPWA Financial Assistance Policy for Continuing Legal Education

The cost of CLE credits is waived for all social services attorneys who are county or NYC government employees. Attorneys may also request to have the entire conference registration fee waived based on financial hardship criteria. To apply, attorneys must submit a letter authorized by the local social services commissioner, explaining in detail why this training is essential to them and include the unique circumstances on why the agency and the attorney do not have the fiscal resources to cover the total fee. The letter should include a request for a specific discount (e.g., 25%, 50%, or 75%) based on need. Financial aid does not cover travel, hotel rooms or meals. Applications for CLE financial assistance should be sent to info@nypwa.org.
NYPWA’S 144TH ANNUAL WINTER CONFERENCE
JANUARY 29 - FEBRUARY 1, 2013

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 “Meal Order Form” below. Send it, with payment, directly to the Albany Marriott Hotel by Monday, January 14, 2013. 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 that the cut-off date for hotel registration is Monday, January 14, 2013.
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 conference registration fee, less an administrative fee of $15, will be made only when received in writing by January 24, 2013.

NYPWA CONFERENCE REGISTRATION

<table>
<thead>
<tr>
<th>By January 14</th>
<th>After January 14</th>
<th>6th LDSS Registrant</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ Full Conference</td>
<td>$154.00</td>
<td>$169.00</td>
</tr>
<tr>
<td>☐ One-Day</td>
<td>$101.00</td>
<td>$109.00</td>
</tr>
</tbody>
</table>

Please note that meals must be purchased separately.

PAYMENT OR VOUCHER MUST ACCOMPANY REGISTRATION FORM.

Please submit conference registration form with payment to:
NYPWA • 130 WASHINGTON AVENUE • ALBANY, NEW YORK 12210
PHONE: 518-465-9305 • FAX: 518-465-5633 • EMAIL: info@nypwa.org

MEAL ORDER FORM

If you are not reserving a hotel package, all meals must be purchased individually through the Albany Marriott Hotel by completing this MEAL ORDER FORM. Mail or fax the completed form with payment directly to the hotel. Cancellation Policy is by 8 AM on January 24, 2013, to avoid a charge for all meals ordered.

Name: ______________________________________________________
Title: ______________________________________________________
County/Agency: ____________________________________________
Address: _____________________________________________________
City, State, Zip: ______________________________________________
Phone: ___________________  Email: _____________________________
Payment Type: ☐ Check ☐ Voucher ☐ Credit Card
Card Type: (VISA or MasterCard)      Exp.: ________
Number: ______________________________

WEDNESDAY, JANUARY 30

Lunch $25.01 ☐
Reception $37.51 ☐

THURSDAY, JANUARY 31

Breakfast $17.99 ☐
Lunch $25.01 ☐
Banquet $48.74 ☐

Please make your entree selection: ☐ Fish ☐ Beef

FRIDAY, FEBRUARY 1

Breakfast $17.99 ☐

Please state any special dietary needs:
__________________________________________________________

Please submit meal form with payment to:
ALBANY MARRIOTT HOTEL • 189 WOLF ROAD • ALBANY, NEW YORK 12205
PHONE: 518-458-8444 • FAX: 518-482-7809
To reserve a hotel room, please fill out the form below and mail or fax it to the hotel no later than Monday, January 14, 2013. 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 14, 2013, at which time the NYPWA room block will be released. Rooms in the conference block may sell out prior to January 14, 2013. Hotel reservations made after January 14, 2013, will be accepted subject to availability. Please use 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 14, 2013.

**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 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. Cancellations or modification of packages must be received on or before 8 am, January 24, 2013, for a full refund and cancellation. Any changes or cancellations of packages received after 8 am on January 24, 2013, are not allowed. Packages are non-refundable and cannot be modified after this date.

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

| NAME: |  |
| COUNTY/AGENCY: |  |
| ADDRESS: |  |
| TELEPHONE: |  |
| FAX: |  |
| EMAIL: |  |
| ARRIVAL DATE: |  |
| DEPARTURE DATE: |  |
| MARRIOTT REWARDS #: |  |

**IF SHARING**

| NAME: |  |
| TELEPHONE: |  |
| FAX: |  |
| EMAIL: |  |
| MARRIOTT REWARDS #: |  |

**Bedding Requests**  
- King
- 2 Doubles

**PAYMENT TYPE**

- $CHECK (ENCLOSED)
- VOUCHER (ENCLOSED)
- CREDIT

**CREDIT CARD:**  
- NUMBER:  
- EXPIRES:  

**IF SHARING**

- $CHECK (ENCLOSED)
- VOUCHER (ENCLOSED)
- CREDIT

**CREDIT CARD:**  
- NUMBER:  
- EXPIRES:  

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**ALBANY MARRIOTT HOTEL**  
189 Wolf Road • Albany, New York 12205  
Phone: 518-458-8444 • Fax: 518-482-7809

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**PACKAGE 1: TUESDAY ARRIVAL - FRIDAY DEPARTURE**

- Includes 3 nights' lodging: Wednesday - lunch, reception; Thursday - breakfast, lunch, banquet; Friday - breakfast  
- Single Occupancy: $574.74 each/$642.66 w/tax  
- Double Occupancy: $378.99 each/$419.51 w/tax  

**Thursday Banquet selection:**  
- Fish
- Beef

**PACKAGE 2: WEDNESDAY ARRIVAL - FRIDAY DEPARTURE**

- Includes 2 nights' lodging: Wednesday - lunch, reception; Thursday - breakfast, lunch, banquet; Friday - breakfast  
- Single Occupancy: $441.19 each/$490.50 w/tax  
- Double Occupancy: $310.69 each/$341.82 w/tax  

**Thursday Banquet selection:**  
- Fish
- Beef

**PACKAGE 3: TUESDAY ARRIVAL - THURSDAY DEPARTURE**

- Includes 2 nights' lodging: Wednesday - lunch, reception; Thursday - breakfast, lunch  
- Single Occupancy: $373.85 each/$418.47 w/tax  
- Double Occupancy: $243.35 each/$269.70 w/tax

**ROOM ONLY**

For those conferees who wish to stay one night only, the special conference room rate will be $159.00 single/double occupancy, $181.26 w/tax. If a second night is needed you will be charged the hotel selling rate.  
**MEALS ARE NOT INCLUDED.**

<table>
<thead>
<tr>
<th>Tuesday, January 29</th>
<th>Single</th>
<th>Double</th>
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</thead>
<tbody>
<tr>
<td>Wednesday, January 30</td>
<td>Single</td>
<td>Double</td>
</tr>
<tr>
<td>Thursday, January 31</td>
<td>Single</td>
<td>Double</td>
</tr>
</tbody>
</table>

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