

Session I: Wednesday, April 3, 2019: 11:00 am – Noon

1. NYS Office for People With Developmental Disabilities – Fiscal Policy Update

- Kevin Valenchis, Deputy Commissioner, NYS OPWDD

Key officials from the NYS Office for People With Developmental Disabilities will share the highlights of the 2019-20 State budget for intellectual and developmental disabilities services and provide specific updates related to new and ongoing initiatives. The fiscal policy components of the transition to managed care will also be explored. Time will be allotted for Q&A. (Executive) *Bellevue*

2. Transportation: A Key to Integration

- BJ Stasio, SANYS
- Sophia Roberts, SANYS

Transportation is a key facet of community integration for people with developmental disabilities, affecting work, social life, recreation, and health. How might agency personnel and self-advocates work together to solve some of the issues with transportation and advocate for better transportation options? Come learn about transportation advocacy from self-advocates who have experience advocating for transportation on personal, systemic, programmatic, and legislative levels. Hear about innovative projects and successful advocacy campaigns from across the state. (Self-Advocacy) *Nirvana*

3. Re-write Your Story to Re-right Your Life

- Ronnie Polaneczky

We live our lives through stories - the ones we tell others, and the ones we tell ourselves. When things feel wrong, it's usually because of the limiting story we're telling about whatever is causing all that discomfort or strife. In this empowering, enlightening and joyful work session, veteran journalist Ronnie Polaneczky teaches the non-reporters among us – be they bosses or employees, or parents, families and community leaders - how to use the most pragmatic elements of news gathering to re-write our stories in ways that re-right our lives. (All) *Wapank*

4. “How Well is Your ‘Mission’ Being Protected from Risk Exposure?”

- John Rose, missionomics@gmail.com, Liberty ARC & Missionomics
- Mark Dailey, mdailey@rkinsurance.com, Rose & Kiernan, Inc.
- Josh Albon, albonj1@nationwide.com, Nationwide Insurance
- Tony Bianchine, Liberty ARC
- Rich Swanson, Greystone
- Tom Ess, People Inc.

The RAC(RISK ADVISORY COMMITTEE) of the NY Alliance, is a member-based committee that is focused on addressing the Risk and Safety concerns of the membership. We have been offering Webinars, Safety resources and now a ‘get to know us’ session at this annual conference, which will feature a member panel discussing Workplace Violence, which was the number one concern for Alliance members. The panel, consisting of Tony Bianchine-Safety

Manager at Liberty Arc, Rich Swanson-AED/Ops at Greystone Programs and Tom Ess-AVP at People Inc., will share information on the WVP components, training and their specific challenges they addressed when implementing the program. There will be time for questions, handouts(the RAC will have a table in the Vendor hall) and a RAFFLE. The RAC advisors, Mark Dailey-R&K Ins. and Josh Albon-Nationwide, will be the moderators and provide information on the TOP 10 RISK CONCERNS, the upcoming Risk and Safety conference scheduled for July 11 at the Albany Marriott and address any questions that attendees may have. The Alliance liaison is Susan Kittle. (Administration, Risk Management & Safety). *Triuna*

5. Telehealth Strategies in Managed Care

- Ester Horowitz, ehorowitz@ucmnow.com, United Concierge Medicine
- Keith Algozzine, kalgozzine@ucmnow.com, United Concierge Medicine

This discussion will center around how a virtual emergency room service that provides treatment, triage and data analytics at the front end of planning changes the outcomes and trajectory of patient care along the continuum.

UCM will demonstrate their experience working with managed care organizations involving employers and complex care populations such as I/DD community. It will show the affect that this strategy has in reducing emergency room and urgent care trips as well as collaborating with both agencies and managed care plans in setting up the treatment plan to provide the right care in the right place with the right provider as part of the continuity of care and proper follow up.

This approach also demonstrates how the strategy can be used in workers comp, working with I/DD agencies directly, self-insured organizations, TPAs and health plans. (Managed Care)
Evelly

6. Sexuality: Values, Biases, and Policy

- Consuelo Senior, connie.senior@yai.org, YAI

Issues of sexuality are often challenging for staff to address as it can be uncomfortable. How does an agency equip their staff to address issues without imparting their values, unconscious biases and dispelling myths? This workshop will explore tools and techniques included in a training for frontline staff & managers that help them to have a better understanding of the people we support as social-sexual beings. (Other, Social Sexual) *Dollar East-Hotel*

7. Remembering Trauma in Supporting Challenging Behaviors

- Tammy Freeman, tfreeman@schohariearc.org, Schoharie ARC
- Donna Becker, dbecker@schohariearc.org, Schoharie ARC

Behavior is a form of communication and it takes patience and diligence to interpret the message. Many of our folks have experienced some sort of trauma in their lives. Introducing the concept of ACES as well as the necessary ingredients for building resilience will assist those we support (as well as ourselves) in working with the challenging behaviors associated with trauma. (Behavioral Supports) *Dollar West-Hotel*

8. Through the Journey of Grief: Support for Individuals with an Intellectual and/or Developmental Disability and Staff in Their Mourning

- Lori Lerner, llerner@sus.org, Services for the Underserved

As a Social Worker and the Coordinator of Family Services in the Developmental Disabilities Division at SUS, I meet with and provide support to individuals, staff and/or family members when there has been a death. By sharing psycho-educational information from researchers in the field of grief, I create a safe space for people to give expression to their mourning and review rituals and activities which can help in their journey. In this session, I will share components of responses to grief along with self-compassionate principles and the needs of mourning. (Aging and End of Life, Health & Wellness) *Diamond Island- Hotel*

9. Supporting DSPs: Apprenticeship Program

- Michele M. Montroy, mmmontroy@unitedhelpers.org, United Helpers
- Jason Matthie, jrmatthie@unitedhelpers.org, United Helpers

Recognizing the pivotal role of Direct Support Professionals in Person Centered services, United Helpers sought new ways to provide supports to current DSPs and to attract new DSPs to the field.

In a collaborative effort with the New York State Department of Labor (DOL) and BOCES, United Helpers has established a Direct Support Professional Apprenticeship Program, with the first cohort of DSP students beginning class September 2018.

This presentation will include an in-depth discussion of the establishment of the program with DOL, curriculum development with BOCES, and the supports provided by the agency to the DSPs for their success.

Two of the DSPs participating in the program will also present their experiences in and thoughts about the program. (Workforce, Human Resources, Direct Support Professionals) *Empire-Hotel*

10. Dementia “Virtual Reality Tour”

- Tammy Freeman, tfreeman@schohariearc.org, Schoharie ARC
- Donna Becker, dbecker@schohariearc.org, Schoharie ARC
- Roxanne Cook, rcook@schohariearc.org, Schoharie ARC
- Kari Waid, kwaid@schohariearc.org, Schoharie ARC

In this session participants will have the opportunity to experience what it may be like to have dementia. This will assist participants to gain an understanding and sensitivity to what a person with dementia may be going through.

This training is offered throughout the day. Please sign up for 15-min tours between the hours of 11:00 am and 4:00 pm. 2 people can participate in the tour at a time. Please e-mail Tammy Freeman at tfreeman@schohariearc.org or visit NYAII’s registration desk in the conference center to sign up. A follow up presentation will be held on Thursday entitled, "Understanding Dementia". This presentation is scheduled for 2:45 pm – 4:00 pm in Dollar West- hotel. (All) *Crown Room-Hotel*

Session II: Wednesday, April 3, 2019: 1:15 pm – 2:30 pm

11. Frontline Voices: Straight Talk from Supervisors on How to Build Successful Teams
- The Regional Centers for Workforce Transformation

Frontline Supervisors are the gatekeepers of quality in our service system, managing Direct Support Professionals, the needs of people supported, and input from families – all while working to carry out an agency’s mission. Supervisors are the key to harnessing passion within an organization, developing DSP competency and aligning teams around a vision. Learn what inspires and drives the workforce from a panel of experienced Frontline Supervisors. This session, facilitated by the Regional Centers for Workforce Transformation, will focus on how to build bridges between management and staff, how to empower supervisors, motivate staff and reinforce the values needed to create high-performing teams, facilitate growth and tap the potential within your workforce. Come to learn the successful strategies – and ideas on how to face ongoing challenges – from supervisors who can help guide our system into the future. (Workforce) *Bellevue*

12. Family Dynamics: Building and Maintaining Families with Parents with I/DD
- Audrey Piccione, apiccione@archerkimer.org, Arc Herkimer
 - Ashley Jones, ajones@archerkimer.org, Arc Herkimer
 - Michele Brewer, mbrewer@archerkimer.org, Arc Herkimer

Arc Herkimer Valley Commons program offers long term support and education to parents with developmental disabilities. Family dynamics may be headed by one or two parents. The focus of this program is helping parents develop an individualized plan that teaches the needed skills to build a bright future for themselves and for their children. Skills and lessons are tailored to each parent and child. Valley Commons involves other organizations serving the parents, such as school teachers, Public Health, Family Court, Department of Social Services, Head Start and others, in the family’s planning and education. Services are provided through Site Based Day Habilitation, Supplemental and Community Habilitation. Come hear how we are making a difference in providing supports for our families. (Supports and Services) *Nirvana*

13. Part Two: Autism with a Side of...
- Makenzie Sandler, msandler@lifesworc.org, Life’s WORC
 - Carolyn Insigne, cinsigne@lifesworc.org, Life’s WORC
 - Lilly Polishuk, lpolishuk@lifesworc.org, Life’s WORC

At last year’s conference we explored the aspects of supporting people with Autism Spectrum Disorder and common dual diagnoses including Intellectual Disabilities, Anxiety, Mood Disorders, and OCD. Join us in Part Two where we will further explore evidence-based practices and innovative treatment approaches. We will take a deeper look at the assessment process and the data collection systems used to identify and guide treatment. You will receive resources for technology, applications, books and strategies for people with ASD and dual diagnoses to help guide best practices. (Autism and Autism Spectrum) *Wapanak*

14. Creating a Quality Win-Win-Win: AHRCNYC's Person Centered Apprentices Program

- Sandra Moody, Sandra.moody@ahrcnyc.org, AHRC NYC
- Laura Cucinotta, laura.cucinotta@ahrcnyc.org, AHRC NYC

AHRC NYC is excited to share how our Person-Centered Apprentices program, just completing its inaugural year, is creating a quality win scenario and map out its implementation if other agencies wish to follow suit. This innovative approach helps promote professional growth for staff across the agency while offering more person-centered opportunities for people receiving supports.

Apprentices complete a thorough application and interview process and are mentored by AHRC QI department staff throughout the year. Most of the hours involved are expected to occur outside of typical work hours, and upon successful completion of the apprenticeship, each apprentice receives a stipend and the opportunity to become a "person centered fellow." Join us to learn about this successful program. (Quality above Compliance) *Triuna*

15. Creating Meaningful Tangible Community Inclusion Experiences

- Barbara Falcon, Barbara.falcon@heartshare.org, HeartShare
- Terra Joy, tamaraj@sarcny.org, Schenectady ARC
- Cody Scott, cody@arcschenectady.org, Schenectady ARC

Person centered service delivery requires kicking day and pre-employment services up a notch. Losing the typical Monday or Wednesday groups, seeking new structure and offering excitement and takeaways for the participants. Hard and soft skill offerings, sampling career fields while earning certification all in a time limited manner. Learn not only about these new strategies but how staff training is key as well as supervision to maintain the quality.

Intended to be an interactive session with the audience and one that offers insight to the redesign each agency undertook that encourages person centered engagement by the people who are seeking services. (Community Opportunities) *Evelly*

16. Tips on How to Have a Difficult Conversation

- Doriann Adams, dadams@suffahrc.org, AHRC Suffolk
- Lori LaRocco, llarocco@suffahrc.org, AHRC Suffolk

The heart and soul of this workshop will be working on and strengthening your ability to have difficult conversations. At some point in our lives we are going to have a difficult conversation. While some people may be better at dealing with conflict, no one really enjoys uncomfortable or challenging conversations. This workshop will give invaluable skills we all need. (Leadership) *Dollar East- Hotel*

17. Million Dollar TEAMS: Creating Efficiencies for Your Systems

- Sean Switzer, sswitzer@asfl.org, Access: Supports for Living
- Jo Ann Goswick, jgoswick@asfl.org, Access: Supports for Living

In the complex world of program management, leaders are often faced with multiple pressing priorities. From recruiting and onboarding, ensuring regulatory requirements, and maintaining revenue cycles, systems need to be in place that generate the results your organization needs. Consideration of the financial ramifications is also important.

This presentation will demonstrate how implementing strategic teams can vastly streamline efficiencies and help ensure that your organizations priorities are addressed. Million Dollar TEAMS (Together Everyone Achieves More) use a variety of tools and weekly check-ins that can transform your organization's approach to these shared challenges. Approaches to communication between programs and their support of departments can add immediate value and build collective unity and teamwork. (Administration, Leadership) *Dollar East-Hotel*

18. Developing Programming for Individuals with Complex Backgrounds

- Erin Rion, erion@newhopecommunity.org, New Hope Community
- Layla Capaci, lcapaci@newhopecommunity.org, New Hope Community

With the recent closure of the Developmental Centers in New York State, many individuals are turning to community residences for support. One population that can often be challenging to support in the community is people that have a history of fire-setting behaviors. In this presentation we will discuss how to create residential programming, day habilitation settings, and employment opportunities. We will emphasize the importance of necessary environmental modifications, and address the specialized training needed for all staff working with this population. We will talk about how to measure risk, and how to mitigate risk factors. We will share our agency's successes and challenges, and the best practices that we have learned through our experience. (Forensic/Complex Population(s)). *Diamond Island- Hotel*

19. Staff Engagement: Thinking & Changing Together

- Andrew Pfadt, Andrew.pfadt-trilling@ahrcnyc.org, AHRC NYC
- David Summers, David.Summer@ahrcnyc.org, AHRC NYC
- Jeanelle Hector, Jeanelle.hector@ahrcnyc.org, AHRC NYC

This presentation will share the experiences of DSP-led change teams in helping two traditional day programs make the transformation from system-centered to person-centered. Using participatory methodologies and community development strategies, these teams have helped lead a culture shift towards shared decision-making & inclusive supports. Andrew will share key insights, practices, and methodologies that have been most impactful. (Leadership) *Empire-Hotel*

Session III: Wednesday, April 3, 2019: 2:45 pm – 4:00 pm

20. Community Players- Soul Food, Food for Thought

- Community Players (Tom McCluskey, Mike Payeur, Amanda Beth Crowley, Linda Moller, Mike Wheatley, Janet Dykman, John McPhee, Adrian Goldman)

The Community Players is a company of Human Service workers from a variety of provider agencies in the Mid-Hudson Valley. We energetically employ live skits to elicit thoughtful,

poignant, lively and provocative discussion surrounding critical issues in Human Services. This session will highlight the dissonance present between the ideals of our work and the environment present for people living and working in support services today. Through our discussions we will brainstorm how to help ourselves and others feed the soul! (All) *Bellevue*

21. Nice is a Four-Letter Word

- Christine Reinhard, creinhard.chrysaliscoaching@gmail.com, Chrysalis Coaching

Everyone wants to be the "nice" leader, supervisor or manager. But does that make you the "best"? There are certain aspects and motivations to being nice that makes you a less effective leader. In this presentation we will talk about the difference between being "nice" and being "kind" and how to be most effective to the people you lead and help them be their best. We will discuss how to effectively and "kindly" implement a culture of candor and the benefits that this will bring to you, your staff, your program and your agency. (Leadership, Workforce) *Nirvana*

22. Culture, Language, Diversity – How Do They Impact Managed Care?

- Jacqueline Hayes, Jacqueline.hayes@ddpc.ny.gov, DDPC
- Dianne Henk, Dianne.w.henk@opwdd.ny.gov, OPWDD
- Nabila Ibrahim, Nabila.ibrahim@ddpc.ny.gov, DDPC
- Hirah Mir, hirah.x.mir@opwdd.ny.gov, OPWDD

From A-Z, there are many identities and experiences impacting equity and inclusion in the developmental disabilities field. How we engage people with diverse identities, including people who receive services and the direct support workforce, directly impacts outcomes in the I/DD world. Join this session to learn about the importance of cultural and linguistic competency in your daily interactions, in the lives of people receiving supports, and the future of the I/DD system. (Managed Care) *Wapanak*

23. Trailblazers

- Alyssa Benedict, abenedict@arcon.org, Arc of Onondaga
- Jimmy Curtin, jcurtin@arcon.org, Arc of Onondaga

Trailblazers is a new and innovative concept within our agency that allows people to receive continuity of supports in community-based services. The Trailblazers concept merged the staffing from five different programs to fully utilize agency resources and allow the people we support flexibility and choice in the supports they desire. People in the programs can mix various services, with the proper approvals, which encourages people to pursue a collaborative approach to learning while promoting a self-directed agenda.

We will be presenting our Trailblazers program and provide insight on how this new way of programming has increased attendance for people we support, decreased challenging behaviors, enhanced staff morale, and provided programmatic ingenuity and stability. (Community Supports) *Triuna*

24. Successful Business Modelling of Employment Supports

- Jim Scutt, jscutt@people-inc.org, People, Inc.
- Aaron Shmueli, ashmueli@goodwillny.org, Goodwill Industries

This session will seek to educate the audience as to the effective business modelling techniques that agencies should be using to provide quality employment discovery, (placement) job development and retention services to people with IDD. Hear from OPWDD the outcome expectations of their service delivery process and then from colleagues who have and are successfully managing the costs against the delivery of employment services and the funding and staffing strategies they use. (Community Opportunities) *Evelly*

25. Aging with I/DD- Best Practices

- Lori Norris, lnorris@fedcap.org, Fedcap

It is projected that by 2030 there will be 1.4 million older adults with intellectual and developmental disabilities (I/DD) in the United States. Individuals with I/DD are more likely to develop Dementia and Alzheimer's ahead of others. In addition, the onset of age-related issues overall can impact life in the community and the ability to participate and remain in the workplace. Learn how to identify and support common age-related concerns to ensure that older individuals with I/DD can age with dignity. (Aging and End of Life) *Dollar East-Hotel*

26. Doing My Own Thing: Transition to Independence Using Enabling Technology

- Colleen Costello, Colleen.Costello@ddiny.org, Developmental Disabilities Institute
- Jeanann DeFeo, Jeanann.DeFeo@ddiny.org, Developmental Disabilities Institute
- Kim Mudano, Kim.Mudano@ddiny.org, Developmental Disabilities Institute
- Julia Hochman, Julia.Hochman@ddiny.org, Developmental Disabilities Institute
- Heather Clark, LMHCHeather.Clark@ddiny.org, Developmental Disabilities Institute
- Sheila Thurman, Sheila.Thurman@ddiny.org, Developmental Disabilities Institute
- Miguel Gonzales, Michael.Gonzales@ddiny.org, Developmental Disabilities Institute
- Meghan O'Sullivan, tech4dd@gmail.com, At Home Technologies, LLC.

In this session attendees will meet Colleen, an individual who has recently transitioned from a 24-hour supervised living environment to an apartment of her own.

From skills assessments, data collection and person-centered teaching strategies Colleen and her team have balanced her risk with her desire for independence. They will discuss Colleen's supports that include technology. With all of this in place, Colleen can administer her own medication, cook what and when she wants, and most importantly, feel safe and secure in her own home.

Join us as Colleen and the staff share an account of her journey towards creating her happy life. In addition to her personal story, staffing issues and fiscal considerations will be shared and discussed. (Assistive Technology) *Dollar West- Hotel*

27. Population Health for the I/DD Utilizing Telemedicine

- Bonnie Sloma, bsloma@people-inc.org, People, Inc.
- Laurie Cianfrini, lcianfrini@people-inc.org, People, Inc.
- Tanya Perri, tperri@people-inc.org, People, Inc.

People Inc. has established clear medical monitoring protocols at the residence level, which include consultation with the On-Call RN, who utilizes Triage Logic software. The utilization of this software, coupled with their experience with this population, give us the ability to advise direct care staff on best practice protocols and establish continuity in care. Through a Certified Home Health Agency, an RN will be deployed to the site (group home) with telemed equipment to complete an assessment of the individual. Utilizing telehealth diagnostic equipment, a call will be made to the provider (MD, NP, PA) for a visual face to face assessment. The RN will assist in the assessment and will take any new provider orders. The RN will have available community supports to provide on-site x-rays. The RN has the capability to do blood draws, for point of care testing, g-tubes reinsertions, address hydration needs through IV hydration; stat meds and implement orders immediately, without the disruption or expense of the patient leaving their group home. The efficient transfer of data and vitals to the remote physician and the ability to interact with the patient, RN, and direct care staff familiar with the individual, all while at home, has resulted in the most clinically-based decision about whether an ER or Urgent Care visit is necessary. (Health & Wellness) *Diamond Island-Hotel*

28. ACCES VR – it is a new year and a new contract

- Raymond Pierce, Raymond.Pierce@nysed.gov, Access VR

CRS2 is in place and offering New Yorkers – Youth and Adults - with disabilities career development opportunities. Come hear from ACCES VR staff how the implementation is going and ask your questions to be certain your agency is offering the best vocational services meeting individual's needs. (All) *Empire-Hotel*

Session IV: Thursday, April 4, 2019: 9:00 am – 10:30 am

29. Helping Small Businesses Grow While Creating Meaningful Paid Employment for a Diverse Workforce: From Workshop to Integrated Business

- Jennifer Cole, jenc@arcschenectady.org, Schenectady ARC

Like many agencies, under scrutiny of Federal and State policy makers, Schenectady ARC was faced with the challenge of determining the fate of its "sheltered workshop", Pine Ridge Industries. We believed that we had a valuable opportunity for the people that we were supporting and found that the small business community could really benefit from the infrastructure and eager labor pool that we had to offer.

In this session we will describe our process of developing our transformation plan as well as our business plan. We will discuss the twists and turns that we encountered along the way and how the people that we support, and the business community helped us determine our path. We will

discuss the human resources challenges that we have overcome and the areas that we are still working to navigate. (Community Opportunities) *Bellevue*

30. How to Teach People with Profound Developmental Disabilities

- Consuelo Senior, connie.senior@yai.org, YAI

Adults needing more supports who function at the profound range of cognition are often perceived as primarily needing “care-taking”. While each person may need a pervasive level of support in most areas of daily living, attendees will learn how to provide support to enhance abilities, develop interests and encourage informed decision making. Consuelo will discuss how to develop functional activities using a multisensory approach to learning. Attendees will learn how to run an effective and productive group activity with people needing a pervasive level of care, how to successfully support the person with profound cognitive abilities and help guide them to develop their fullest potential. (Workforce, Human Resources) *Nirvana*

31. Raising the Bar for Effective Direct Support Practice

- Daniel Hermreck, dhermreck@nadsp.org, NADSP
- Joseph Macbeth, jmacbeth@nadsp.org, NADSP

This session will reflect on changes to our system over time that are driven by funders, families and people with disabilities and how service organizations must implement continuous quality improvement practices. The presenters will explain how "quality is defined at the point of interaction" and therefore the knowledge, skills and values of direct support professionals are the key to providing quality supports. The session will provide information on two different models of certification which focus on these qualities: A more traditional portfolio-based certification process and a recently introduced process using electronic badges to document the development of each DSP. (Quality, above Compliance) *Wapanak*

32. After the Fire: Lessons Learned in the Aftermath of a Group Home Fire

- Thomas Ess, tess@people-inc.org, People, Inc.

In late June 2018 People Inc. experienced an event we all strive to prevent and diligently prepare for a fire in a residential site. All the efforts to ensure protection of individuals through drills, staff and individual training and advanced fire safety systems worked flawlessly. This presentation will provide an overview of the steps taken to mitigate immediate concerns by working with first responders and will go into detail on the importance of a robust emergency preparedness plan. This presentation will explore best practices and lessons learned in the first twenty-four hours following the fire and the days and weeks that followed. From firsthand experience the presenters will provide valuable insight into how much emphasis we should be placing on not only fire prevention and best practice, but how to prepare for the aftermath. (Administration, Leadership) *Triuna*

33. Employment Offers Purpose – Transforming services, refocusing assets and developing Internships to Paid Employment

- Jennifer Quigley, jquigley@thecouncil.org, CQL
- Pepi Diaz-Salazar, Pepi_Diaz-Salazar@putnamarc.org, Arc of Putnam

- Celina Cavalluzzi, ccavalluzzi@goodwillny.org, Goodwill NY/NJ

Stephen Hawking is quoted as saying, “Work gives you meaning and purpose.” This session provided by Goodwill Industries of Greater NY/NJ and The Arc of Putnam will focus on the transformation of legacy services and development of internships leading to paid employment. Tools and techniques will be shared, and audience participants will learn things like:

- Choosing businesses to approach
- Establishing employer expectations during job development
- Assisting job seekers to best promote themselves
- Complying with labor regulations around volunteering
- Dispelling Work Incentive myths

Intended to be an interactive session with the audience and one that offers insight to the redesign that is possible even in your agency!

34. When Times Get Tough: Resources and Ethics

- Amanda Duva, aduva@sus.org, Services for the UnderServed
- Vivian Attanasio, vattanasio@sus.org, Services for the UnderServed

Individuals looking for adult residential placement often come with significant histories of ineffective psychotropic medication use and failed behavioral strategies. This priming for unsuccessful interventions can lead to hesitation and distrust from families. When trying to work with families that disagree with the treatment or services that the provider is recommending, the process can be stressful and frustrating for both staff and family. When the team is no longer working cooperatively, there is an ethical obligation for the agency, but how it is defined and who the audience is, is not always clear. This discussion will review steps one agency took in efforts to come to resolutions within incongruent teams, as well as review efforts to identify criteria of when it becomes in the best interest of the individual for a supportive transition to a new agency. (Ethics, Leadership) *Dollar East-Hotel*

35. Shifting the Culture: Owners vs. Renters

- Melissa Crooks, mcrooks@lifespire.org, Lifespire, Inc.
- Kareeb Beckham, kbeckham@lifespire.org, Lifespire, Inc.
- Diana Portocarrero Vega, dianap.vega@lifespire.org, Lifespire, Inc.

This presentation will discuss shifting the current culture of "renters" into "owners" by promoting ownership and responsibility. The presentation will highlight an actual project performed at Lifespire to create a consistent culture of owners rather than renters in our residential programs. The result is supervisors and managers organically displaying professionalism, accountability and responsibility for their respective programs. We will also discuss the positive effects it had on DS's and the men and women we support. (Administration) *Dollar West-Hotel*

36. A Lean Approach to Performance Improvement

- Angela Woods, awoods@asfl.org, Access: Supports for Living
- Jo Ann Goswick, jgoswick@asfl.org, Access: Supports for Living
- Sean Switzer, sswitzer@asfl.org, Access: Supports for Living
- Ron Colavito, rcolavito@asfl.org, Access: Supports for Living

In the complex world of program management, leaders are faced with multiple priorities. Staffing vacancies equate to substantial overtime costs; regulatory non-compliance results in paybacks and disclosures; and avoidable paperwork errors can result in money being left on the table.

This presentation will demonstrate how creating performance improvement teams to implement Lean Strategies can streamline operations, enable an organization to manage multiple priorities, generate revenue, and recapture losses. Included in this process are approaches to communication between programs and support departments adding immediate value and building unity throughout the organization. (Quality, Above Compliance, Administration)
Diamond Island- Hotel

37. Supporting People's Spiritual Needs

- John M. McPhee, jmcphee@nhrny.org, New Horizons Resources, Inc.

People with I/DD have as many spiritual needs as any person does. This presentation by a College Religion Professor will explore the many levels of spirituality up to and including participating in the rituals of various faith traditions. An overview of the important points of some of the more common religions will be given. Supporting people in their religious beliefs starts with a dialogue. Techniques for initiating this dialogue will be presented and sample discussion formats will be distributed to participants. Finally, practical aspects of supporting people to understand and act upon their spirituality will be explored. (Health & Wellness)
Empire-Hotel

Session V: Thursday, April 4, 2019: 10:45 am – Noon

38. Supported Decision-Making in New York and The SDMNY Pilot

- Desiree Loucks Baer, dloucksbaer@nadsp.org, SDM Coordinator, NY Alliance
- Maureen Phillips, Greater Rochester Coordinator, Heritage Christian Services
- Bridget Cariello, Long Island Coordinator, SANYS
- MaryBeth Schneider, mschneider@nyalliance.org, Capital Region Coordinator, NY Alliance

In 2016, The NY Alliance for Inclusion and Innovation embarked on a project with CUNY/Hunter College and the Arc of Westchester to develop and pilot a model for Supported Decision-Making as an alternative to guardianship in New York State. Come learn about Supported Decision-Making, SDMNY's model for working with people with intellectual and

developmental disabilities to become supported decision makers and how our supported decision-making project is being implemented in New York State. (Supported Decision Making) *Bellevue*

39. How to Create a Full House: It's More Than Wages

- Jennifer J. Vogt, jivogt@jeffrehabcenter.org, Jefferson Rehabilitation Center
- Casey Fallon, casey.fallon@evero.com, eVero

Join a brainstorming session that will have you running out the door with new ideas to improve your staff retention rates. Although we understand and advocate for better wages in this field, we also recognize that there are other methods and ways to help take steps towards fixing the staffing crisis. This will be a session where participants are asked to contribute to a positive and encouraging conversation. (Direct Support Professionals, Workforce) *Nirvana*

40. You Can't Do That

- John F. DeBiase, jdebiase@anibic.org, ANIBIC

The session is geared toward DSPs and Individuals who want to achieve goals that they have been discouraged from attempting. The session will be interactive. How often are you told when you have a goal, or a desire: YOU CAN'T DO THAT! John will discuss situations where he was told, you can't do that and offer strategies to make your goals a reality. An example is, at 47 I interviewed for an Executive Director position. Since my background was accounting, I was told "you can't do that!" So, I went and got a master's degree in administration, because I wanted to.

So often we become discouraged when someone says: YOU CAN'T DO THAT! Instead of asking: what do I need to do so I CAN do that. (Self-Direction) *Wapanak*

41. Providing Innovative and Quality Driven Opportunities to Individuals with Complex Needs in a Changing Service Environment

- Sarah Louer, slouer@mountainlakeservices.org, Mountain Lake Services
- Amy Gaddor, agaddor@mountainlakeservices.org, Mountain Lake Services

This session will discuss various approaches and supports which empower individuals with complex needs to live their lives to their full potential . This is done through various ways throughout New York State. Agencies have adopted Trauma Informed Treatment Approaches and the unique implementation of IT supports which allow for more safety and independence. Additionally, you will hear ways in which various providers grapple with the on-going topic of regulations, person centered thinking and risk and responsibility. (Complex Needs) *Triuna*

42. Achieving Quality Over Quantity: Using Leadership, Workforce and Data

- Ruth Tokarczyk, rtokarczyk@risingground.org, Rising Ground
- Casheif Belvin, cbelvin@risingground.org, Rising Ground
- David Bucciferro, david@footholdtechnology.org, Foothold Technology
- Jeremia Dameron, jermiah@footholdtechnology.org, Foothold Technology

To thrive in a managed care environment, your agency needs to demonstrate reduced costs, improved outcomes, and a positive experience for those you serve. This doesn't mean you have to give up on quality! Like a three-legged stool, when an agency combines strong leadership, a skilled workforce, and data, it can find the stability needed to successfully navigate change. In this session, we'll take a closer look at the principles and demonstrate how using data to drive decision-making can support leaders, develop an agency's workforce, and provide insight into the overall performance of an agency's programs and services. Attendees will learn practical tips on how to improve the quality of services and supports it provides based on outcomes rather than outputs, all while maintaining a high standard of quality over quantity. (Quality, Above Compliance) *Evelly*

43. Tackling the Equity of Access Challenge in Non-Certified Housing Opportunities

- Julie Owen, jowen@heritagechristianservices.org, Heritage Christian Services
- Seth Greenman, sgreenman@heritagechristianservices.org, Heritage Christian Services

Having a place to call home is an important goal and milestone in life. People with intellectual and development disabilities are increasingly searching for ways to reach this goal through non-certified housing options. However, many individuals continue to encounter barriers to this dream. Equity of access remains a challenge and hoping for a "bed" to open in a certified setting is not a solution we should be comfortable within our communities. How can we create equal opportunity to live independently regardless of need?

This is a question that has been a driving force within customized services at Heritage Christian Services. For over 8 years, we have worked to create equal opportunities for individuals regardless of need to choose where and with whom they live. Join us as we discuss our journey and the some of the risks and solutions we have encountered along the way. (Housing Opportunities, Self-Direction) *Dollar East-Hotel*

44. SELF- Supporting Everyone Living Fully- A Team Approach

- Kevin Anderson, kevin.anderson@resourcecenter.org, The Resource Center
- Beth Jermain, beth.jermain@resourcecenter.org, The Resource Center

In this session attendees will learn about the SELF process that has been incorporated at The Resource Center. This support is an enhancement to Person Centered Planning and incorporates the person's team as well as representatives from traditional and non-traditional services to assist the person in finding the right supports to assist them with their long-term goals.

The process helps bring valued information to the person to assist them in making an informed decision about what supports they want and need. It is designed to help them find their purpose and achieve it. SELF does not replace the role of Care Coordination but enhances it. (Managed Care) *Dollar West-Hotel*

45. Sexual Expression = Health and Wellness

- Richard G. Timo, Ph.D., Richard.Timo@ddiny.org, Developmental Disabilities Institute
- Sheila Thurman, Sheila.Thurman@ddiny.org, Developmental Disabilities Institute
- Linda Hudson, Linda.Hudson@ddiny.org, Developmental Disabilities Institute
- Jeanann DeFeo, Jeanann.DeFeo@ddiny.org, Developmental Disabilities Institute
- Heather Clark, heather.clark@ddiny.org, Developmental Disabilities Institute

In 2017 the Adult Residential Sexual Expression Committee at Developmental Disabilities Institute proceeded with a long-term goal: to support our men and women regarding their sexual expression.

Instead of being reactive when a crisis or injury occurs, we decided to take a proactive approach.

We started off with a sexual interest survey and soon discovered that almost every item on the survey referred to aspects of health - physical, mental, social and sexual. We designed and developed a new educational model via a series of Health and Wellness events tailored to the unique needs of the men and women we support.

Details of the events will be shared along with discussion regarding consent, individualization, safety, team process and staff training. (Autism and Autism Spectrum, Health & Wellness)

Diamond Island-Hotel

46. Supporting Individuals Through Toxic Relationships

- Erin Rion, erion@newhopecommunity.org, New Hope Community
- Layla Capaci, lcapaci@newhopecommunity.org, New Hope Community

One of the most challenging aspects of being a Direct Support Professional is watching the individuals we support make poor relationship choices. Many of the folks we work with are engaged in romantic relationships, and like the general population, a percentage of these relationships are harmful to one or both parties. As staff, we have certain obligations to keep the people we support safe while still allowing them to make their own choices. This presentation will explore: how to balance our concerns about the individuals' well-being with making sure people are safe and happy, what we should do when we suspect that someone we support is in a toxic relationship, how to guide someone in their relationship without pushing our own values and beliefs, how to respect dignity of risk while still providing education on healthy relationships, and knowing when to step in. Relationships can be tough for everyone, but this presentation will help answer some of the tricky questions that we face on a regular basis.

(Interpersonal Relationships) *Empire-Hotel*

Session VI: Thursday, April 4, 2019: 1:15 pm – 2:30pm

- #### 47. Orange County Community Support Initiative---How a Group of Providers are Working Together to Address the Unmet Need for Quality Community Habilitation and Related Workforce Issues

- Delores Fraser McFadden, dmcfadden@orangecountygov.com, Orange County Department of Mental Health
- William J. Sammis, bill.sammis@crvi.org, Crystal Run Village

Over time, anecdotal reports seemed to indicate many people authorized for community habilitation were not receiving the service. This was confirmed through a data gathering process that identified surprisingly high numbers of unserved and under-served people in the county and millions of lost revenue. A work group was formed to identify the barriers, develop strategies recommendations and solutions.

Six providers of community supports (ACCESS: Supports for Living, Crystal Run Village, Greystone Programs, Inspire, the Mental Health Association in Orange County, the ARC of Orange) partnered with County government to launch this initiative in 2018. With no additional funding, these community partners implemented substantial operational changes. It is anticipated that through this initiative, the experience and outcomes for individuals and families will be improved. Additionally, providers will experience efficiencies, growth in revenue and enhanced alignment with a managed care environment and value-based payments for these important services. Attendees will learn how they can replicate parts of or the entire initiative to make a difference in their communities. (Administration) *Bellevue*

48. Art and Soul- Self -Expression and Self-Direction

- Pattiann LaVeglia, plaveglia@greystoneprograms.org, Greystone Programs, Inc.
- Melissa Witte, mwitte@greystoneprogras.org, Greystone Programs, Inc.

In this workshop attendees will meet service recipients as well as support staff and learn about the innovative programs developed to showcase their individual and ensemble expressive arts projects. Utilizing multiple modalities of art and music therapy as well as yoga, Greystone Expressive Arts programs have supported individuals to not only express their self-efficacy and interests in tandem with local colleges and community forums but to also contribute back to community outreach programs by showcasing their work and performing a myriad of performances. The deeply gratifying and self-esteem building results of these programs are explained in first person encounters with those receiving services. Attendees will have an opportunity to cultivate ideas for innovative service delivery by participating in team activities that will reveal soul-filled insights for further program exploration and development at their agencies. A sharing of best-practices in the areas of community innovation will also yield meaningful take-aways from this dynamic workshop. (Health & Wellness) *Nirvana*

49. PrideAbility Orientation Tools: LGBTQIA and Cultural Competency Training

- Rick Banner, rbanner@people-inc.org, People, Inc.
- Matthew Kuriloff, matthewk@eed-a.org, East End Disability Associates
- Claire Miller, cmiller02@familyres.org, FREE, Inc.

There is no doubt there is a lack of training tools for DSPs, Supervisors, Care Managers and other support team members and PrideAbility's second phase is actively seeking a solution! PrideAbility is an exciting New York State Initiative, sponsored by the NYS Developmental

Disabilities Council, to expand the Lesbian Gay Bisexual Transgender Questioning Intersex and Ally (LGBTQIA) Advocacy Movement for adults living with intellectual and developmental disabilities and their allies, support team and family members. The first phase of the PrideAbility project involved building the capacity of and connection between current and future LGBTQ advocacy groups across New York State. The second phase will develop and offer educational opportunities to support team members, people with disabilities and families about sexuality and being LGBTQ with a disability. This presentation will give attendees the opportunity to experience an abbreviated PrideAbility educational workshop and to actively assist in the development of training sessions through an interactive feedback session. (Workforce) *Wapanak*

50. Welcoming and Supporting New DSPs (Retention Efforts)

- Krista Scibelli-Wingard- kscibell@devereux.org, Devereux Advanced Behavioral Health
- Lisa Masciarelli- lmasciar@devereux.org, Devereux Advanced Behavioral Health
- Michael Payeur- mpayeur@devereux.org, Devereux Advanced Behavioral Health

The cornerstone of all providers is their DSPs. Our task is to ensure that our DSPs are well trained, appreciated and celebrated. How do we do this? Create a robust and welcoming entry into employment during those critical first 90 days. To that end, we have created a mentorship program that pairs the new DSP with a trained mentor who will be their point-person during the first 90 days. We also added a one-day training at the 45-day mark.

This presentation will review formation of Mentorship Committee and their function, how mentors are identified and trained, timelines expected from all involved, mentor-mentee agreement, welcome guide, etc. We will also cover our next steps. Using the feedback from mentors, mentees, as well as trainers, we continue to evaluate and refine this process.

By investing in our DSPs, we create a sense of appreciation, connection and dedication, and we ensure that the individuals are receiving the best services and supports. (Leadership) *Triuna*

51. Blueprint for Starting and Providing Fiscal Intermediary Services

- Diane Lagoumis, kianel@eed-a.org, East End Disability Services, Inc.
- Tracy Zimmerman, tracyz@eed-a.org, East End Disability Services, Inc.

East End Disability Associates, Inc. has been providing FI Services on Long Island since 2015. We routinely meet with people who are interested in learning what it takes to provide FI Services.

This presentation will provide guidance on getting started by providing the basic blueprint of considerations in making the decision to provide FI Services. We will talk about hiring, training, billing, making payments, cash flow, compliance, feasibility and the Circle of Support. We've learned many lessons over the years and will include these in the blueprint to getting started as well as offer support to those who are already providing the service. (Self-Direction) *Evelly*

52. Tele-Health: A Nurses Perspective

- Sandra Van Eck, svaneck@renarc.org, The Arc of Rensselaer County

- Keith Algozzine, United Concierge Medicine
- Lauren Algozzine, United Concierge Medicine
- Kelly Hull, The Arc of Rensselaer County
- Julie Brown, The Arc of Rensselaer County
- Karen Treharne, The Arc of Rensselaer County

This presentation will provide an overview of The Arc of Rensselaer's use of United Concierge Medicine for the last year. The Arc will provide the data that shows the cost savings for the last year. There will be several agency nurses present to discuss their views on using tele-health. They will discuss the impact it has on them as nurses on call, the impact on the people we support and the effects it has on Direct Care staff. There will be time for question and answers. (Administration) *Dollar East-Hotel*

53. Chill and Chat with Jill & Pat – Manufacturing and Apprenticeship – the tools for our trade!

- Pat Dowse, pdowse@nyalliance.org, New York Alliance
- Jill Dorsi, Consultant, New York Alliance

Guests will join Jill and Pat as they provide the status update on the Workcenter Transformation, Apprenticeship opportunities, Training within Industry and Work Incentive Planning! Engaging manufacturing companies will be the new success story! (Community Opportunities) *Dollar West-Hotel*

54. Making the Most of the Golden Years

- Krystin Petzoldt, kpetzoldt@lwarc.org, The Arc of Livingston Wyoming
- Sara James, sjames@lwarc.org, The Arc of Livingston Wyoming
- Daniel Gallagher, dgallagher@lwarc.org, The Arc of Livingston Wyoming

This session will review the person-centered end of life care model developed by The Arc of Livingston-Wyoming, Comfort and Support Team (CAST). We will explore CAST Dragonfly, a social support group for elders, which identifies ways to talk about death and dying, explore and identify values and wishes related to end of life, and create a person-centered plan for end of life care. We will also discuss the CAST model, which incorporates information garnered through the CAST Dragonfly process, and uses this information to create a holistic plan for end of life care, focused on quality of life, best possible health, and comfort and support in partnership with hospice. Participants will leave this session with information on how to better implement end of life care within their own agencies. (End of Life) *Diamond Island-Hotel*

55. In the Beginning, There Was Medical

- Margaret M. Trollo, m.trollo@cr-si.org, Community Resources

Once again, focus has returned to Medical and Nursing! Gone are the days of getting away from the medical model. It's a tightrope walk to ensure medical care and Nursing oversight without posting it everywhere, or is it? Creativity and common sense are the way to go. Come on over as we discuss how to provide the best nursing care for Individuals with I/DD, navigate the current community medical issues and not be overwhelmed by the regulations. (All) *Empire-Hotel*

Session VII: Thursday, April 4, 2019: 2:45 pm – 4:00 pm

56. Raising Ross: It's All About the Love for Our Autistic Son

- Laurie Rubin-Haber, laurierubinhaber@gmail.com, Author

"Raising Ross" is about the challenges involved in raising a child with autism. It is my family's story of our ups and downs throughout Ross's upbringing. It's raw. It's real. It's truthful. It is not sugarcoated. It's about Ross's diagnosis - our stages of Denial, Grief, Acceptance and Action. It's about the community that helped lift us up. It's about the Angels who helped Ross and our family to overcome the struggles. It's about the professionals, caretakers, community, family and friends who have been there for us every step of the way. It's uplifting, and I hope, inspiring. Above all, this book is about the deep-rooted love for Ross, an extraordinary boy who became an extraordinary young man. (Autism and Autism Spectrum) *Bellevue*

57. New York Alliance Statewide and Regional Housing Collaborative: Creating Housing Options for all People

- Carol Napierski, cnapierski@nyalliance.org, New York Alliance
- John Maltby, jmaltby@nyalliance.org, New York Alliance

In 2019 the NY Alliance was awarded a three-year grant from the NY State Developmental Disabilities Planning Council to expand housing options for people with Intellectual and Developmental Disabilities (I/DD) in the State. The NY Alliance has recruited five Master Housing Navigators, (MHNs) one in each OPWDD region. The MHNs will build on the Regional Housing Alliances created by the NY Alliance in 2016, engaging housing option creators and community leaders. The MHNs will help to provide direct Housing Navigation services to three people in each region, helping them to transition from their current home to the home they wish to create. The NY Alliance will also provide Community Education to all stakeholders, and Technical Assistance to provider agencies. Carol Napierski and John Maltby, Co-Directors of the NY Alliance's Housing Resource Center will provide insights to the work already performed and describe regional efforts. (Housing) *Nirvana*

58. Mapping the Employee Journey Experience

- Bobbi Jo Yeager, byeager@adaptcommunitynetwork.org, ADAPT Community Network

Understanding the employee experience is essential in recruiting and retention of employees. This workshop will explore what the "employee experience is" and how to create a journey map that gives you the tools to impact the experience your employee is having. Each participant will create an employee experience journey map during the workshop. It will a very interactive, hands on workshop, with a mapping template as a take away. (Administration) *Wapanak*

59. Creating a Culture of Kindness

- Francesca LaRosa, falarosa@richmondcommserv.org, Richmond Community Services

- Claudius M. Johnson, cjohnson@richmondcommserv.org, Richmond Community Services
- Su-Zann Tracey, stracey@richmondcommserv.org, Richmond Community Services

At Richmond Community Services, after reading tons of exit interviews indicating that employees were leaving Richmond because they didn't feel valued and appreciated, they felt that communication was poor, and that supervisors and co-workers were just plain mean, we began a Culture of Kindness initiative. People underestimate the impact of a simple act of Kindness. It is truly one of the most meaningful, fulfilling and world changing life-skills

Most people believe that we should work hard in order to be happy, but could we be thinking about things backwards? At Richmond, we've begun to understand that happiness inspires us to be more productive. When you do an act of Kindness, it shifts your mindset to live & lead a happier life. And in turn, be a more productive and positive employee. (All) *Triuna*

60. Breaking Taboos: A Process for Meeting Sexual Needs of Individuals with I/DD

- John Lampen, jlampen@sus.org, Services for the UnderServed, Inc.

Individuals with developmental disabilities oftentimes are not provided with the opportunity to learn appropriate ways to engage in sexual activities, typically because of the sensitivity and lack of resources to adequately provide this information. As a result, the inability to meet these natural human needs can manifest as inappropriate sexual behaviors, physical aggression, self-injurious behaviors, or many others. By steering individual's sexual impulses and needs towards appropriate outlets, we can significantly decrease maladaptive behaviors. This presentation will discuss the steps and procedures this agency has used and review the successes and hurdles faced with specific individual cases. (Behavioral Supports) *Evelly*

61. Keep the "P" in DSP

- Erica Robinson, erobinson@cfsny.org, The Center for Family Support

As many organizations are struggling to recruit and retain talent, providing DSPs with training and education has never been more important. Although, most organizations provide the staple orientation, SCIP, CPR and AMAP training; it's critical to prepare staff with more in-depth training & education for the changing workforce. In this session, participants will learn about the elements of a DSP training series developed to help support DSPs to not just survive, but to thrive in their roles as professionals. (Leadership, Direct Support, Workforce) *Dollar East-Hotel*

62. Understanding Dementia

- Tammy Freeman, tfreeman@schohariearc.org, Schoharie Arc
- Donna Becker, dbecker@schohariearc.org, Schoharie Arc
- Roxanne Cook, rcook@schohariearc.org, Schoharie Arc
- Kari Waid, kwaid@schohariearc.org, Schoharie Arc

This session is in conjunction with the Virtual Dementia Tours offered Wednesday.

Join us for an overview of dementia. We will review the symptoms, affects, and other conditions that can look like dementia. We will touch upon issues related to people with Down Syndrome and Alzheimer's Disease, along with, developing empathy. Instruction will include: small activities offered throughout this session, as well as, video clips and group discussions. (Aging and End of Life) *Dollar West-Hotel*

63. Striving for Excellence: Internal Program Quality Impacts Outcomes

- Maria Bediako, maria.bediako@nyfoundling.org, New York Foundling
- Fara Saint Fleur, fara.saintfleur2@nyfoundling.org, New York Foundling

Our agency's Program Quality Assurance Team works to assure that services at our agency are always improving, that our policies are clear and consistent, that needed tools and resources are available, and that we have an evaluation process that tracks successes and areas for improvement. Most of all, our is work focused on the end goal of individual satisfaction.

Come listen and learn how The New York Foundling saw a 74% reduction in audit citations in 2018 and improved the number of POMS plans in place. Walk away with ideas for new tools, processes and team strategies, strengthened by data, that can assist your organization to achieve excellence. (Quality, above Compliance) *Diamond Island-Hotel*