

2022 NY ALLIANCE ANNUAL CONFERENCE

## The View From Here...

APRIL 27, 28 & 29, 2022

### Wednesday: April 27<sup>th</sup>

9:00 am – 10:30 am

#### Opening Remarks

- **Kerri Neifeld**, Commissioner, NYS Office for People With Developmental Disabilities

#### Keynote Speaker: Vu Le

##### **A View Toward the Future: Unlocking Our Potential to Build an Equitable and Inclusive World**

Amidst these rough few years, nonprofits have played a vital role in protecting, supporting, and strengthening our community. However, many of us are exhausted by the ongoing barriers and challenges we face in doing this work. What are lessons we can learn? What are hopeful signs that things are improving? What must we let go and do differently moving forward? How do we end the hunger games and walk the talk of equity, diversity, and inclusion? Let's own our awesomeness and unlock our full potential to create the kind of future we want to actualize.

#### About Vu Le:

Vu Le's own bio describes him as a "writer, speaker, vegan, Pisces, and the former Executive Director of RVC, a nonprofit in Seattle that promotes social justice by developing leaders of color, strengthening organizations led by communities of color, and fostering collaboration between diverse communities." We've included the rest of the bio below that he shares on his website, [NonprofitAF.com](https://NonprofitAF.com).

Vu's passion to make the world better, combined with a low score on the Law School Admission Test, drove him into the field of nonprofit work, where he learned that we should take the work seriously, but not ourselves. There's tons of humor in the nonprofit world, and someone needs to document it. He is going to do that, with the hope that one day, a TV producer will see how cool and interesting our field is and make a show about nonprofit work, featuring attractive actors attending strategic planning meetings and filing 990 tax forms.

Known for his no-BS approach, irreverent sense of humor, and love of unicorns, Vu has been featured in dozens, if not hundreds, of his own blog posts at [NonprofitAF.com](https://NonprofitAF.com).

10:30 am – 10:45 am: **Break**



## 10:45 am – 11:45 pm: **Concurrent Sessions**

### **Session 1: State Budget and Other Fiscal & Financial Updates from the Deputy Commissioner**

- **Kevin Valenchis**, Deputy Commissioner, Division of Enterprise Solutions, NYS Office for People With Developmental Disabilities

Division of Enterprise Solutions at the NYS Office for People With Developmental Disabilities carries out the financial management of the state office including budget and finance for state-operated and voluntary supports and services. The Division is responsible for the development and implementation of the provisions of the State's spending plan for OPWDD, rate setting, cost reporting and overall Strategic Directions for financing New York's public intellectual and developmental disabilities sector.

Kevin Valenchis is the Deputy Commissioner for OPWDD's Division of Enterprise Solutions. Kevin will present the Division's Strategic Directions for 2022-23, provide an overview of the final 2022-23 State Budget for OPWDD and how it impacts the I/DD service delivery system and not-for-profit providers and share updated information on federal and state initiatives.

### **Session 2: Virtual Reality Augmenting Behavioral Health Services**

- **Jeffrey Hallenbeck, MS LMHC**, Living Resources, [jhallenbeck@livingresources.org](mailto:jhallenbeck@livingresources.org)
- **Stephanie Fisher, MS LMHC CASAC**, Living Resources, [sfisher@livingresources.org](mailto:sfisher@livingresources.org)

Living Resources is currently pioneering the use of virtual reality (VR) to augment our behavioral health services for people living with I/DD. Using a comprehensive virtual reality program developed by Psious, we have been augmenting individual and group therapy with virtual experiences designed to promote mindfulness, stress management and the development of good coping skills. This mixed treatment modality promotes a person-centered approach building on strengths and fostering resiliency as well as skills needed to navigate daily challenges and manage anxiety related to day-to-day stressors.

These VR sessions create calming environments to bring a deeper awareness of the present moment while acknowledging and accepting one's feelings, thoughts, and bodily sensations. Throughout the program, individuals are prompted to choose a leaf and follow its path to the ground. In this way, they practice breathing deeply, centering, and relaxing. Other such environments include a warm meadow or mountaintop, or a serene underwater seascape where they can float along with schools of dolphins.

Once experiencing the technology and various scenarios, a licensed mental health professional will be able to use virtual settings to assist in gradually, mindfully confronting situations which are anxiety producing and work to become desensitized to those situations. These may include fear of medical appointments, heights, animals, social situations etc. VR allows for limited exposure to these scenarios and gradual desensitization to experiencing them.

### **Session 3: Independently Managing Through a Pandemic**

- **Stefanie Silvestri**, Access: Supports for Living Inc., [ssilvestri@asfl.org](mailto:ssilvestri@asfl.org)
- **Jocelyn Gondre**, Access: Supports for Living Inc., [jgondre@asfl.org](mailto:jgondre@asfl.org)

Loneliness can be devastating to those who live alone, including, and especially, for those with intellectual and developmental disabilities. In this presentation, the team at Access: Supports for Living Inc. will discuss the

combination in-person and telehealth model used to support ISS and Comm Hab recipients who had been living independently pre-pandemic and those new to independent living.

11:45 am - 12:30 pm: **Break**

## 12:30 pm – 1:30 pm: **Concurrent Sessions**

### **Session 4: Moving Past Conversation into Action: How to Become a Technology First Care Provider**

- **Jason Ray**, President of Simply Home, Jason.Ray@simply-home.com
- **Heather Evans**, VP of Development, Arc Oneida Lewis
- **Lisa Jordan**, Keystone Human Services, ljordan@khs.org

A dynamic conversation will be held during this session between leaders on an innovative technology-first approach that transforms the care model and drives person-centered outcomes.

### **Session 5: Bridging the Gap: Innovative Ways to Reach and Serve New American Communities with Developmental Disabilities**

- **Jacqueline Hayes**, Developmental Disabilities Planning Council (DDPC), Jacqueline.Hayes@ddpc.ny.gov
- **Cynthia Stewart**, Office for New Americans (ONA), cynthia.stewart@dos.ny.gov
- **Jenny Munoz**, Office for New Americans (ONA)/ NYS Department of State, Jenny.Munoz@dos.ny.gov

The Office for New Americans (ONA) Ramirez June Initiative, the first of its kind in the nation, was created to support new Americans with intellectual and developmental disabilities (I/DD) and their families in New York State. The initiative supports immigrants with I/DD by connecting them with vital resources and services and attempts to bridge linguistic and cultural gaps that may interfere with access. The initiative is funded by the NYS Developmental Disabilities Planning Council (DDPC) and is a collaborative effort between DDPC and ONA.

### **Session 6: Self-Direction: Make Your Own Path**

- **Alan Kulchinsky**, Independent Support Services, alank@issny.org
- **Liz Luchsinger**, Independent Support Services, family@issny.org

This presentation will include a 36-minute documentary film that describes individuals and their families' journeys that led them to the self-directed model of services. The film highlights how these three individuals with various disabilities are now thriving as active, valued, and contributing members of their communities. Q and A to follow addressing some of the challenges for sustainability.

### **Session 7: PrideAbility.org: Connecting the LGBTQIA Community**

- **Shameka Andrews**, SANYS, sandrews@sanys.org
- **Pamela Boyle**, AHRC Nassau, pboyle@ahrc.org
- **Claire Miller**, FREE, cmiller02@familyres.org
- **Rick Banner**, People Inc, rbanner@peopleinc.org
- **Brian Potvin**, Arc of Monroe, bpotvin@arcmonroe.org

PrideAbility's regional and statewide groups have been growing throughout the pandemic to meet the needs of the LGBTQ+ community of people with I/DD. This presentation will highlight best practices to support this population, our brand-new website prideability.org, and the resources available for support professionals and families.

## **Session 8: Leveraging Data to Improve Outcomes Through Partnerships in Care Coordination**

- **Megan O'Connor**, Care Design NY, Chief Administrative Officer
- **Matthew Northrup**, Care Design NY, AVP of Quality & Analytics
- **Michelle Israel**, Care Design NY, Director of Behavioral Health
- **Ravi Dahiya**, YAI, Chief Program Officer
- **Yvonne Patrick**, YAI, Bronx Regional Director
- **Lesley Sandoval**, CSIDD/NYSTART, Coordinator Region 4

As NYS Health Homes, Care Coordination Organizations coordinate services for people with intellectual and/or developmental disabilities to support improvements in healthcare and behavioral health management resources. In doing so, Care Design NY accesses large datasets critical to assessing the supported population and implementing comprehensive interventions through strategic partnerships with service providers. This session highlights multiple successes supporting people through critical times of care using data analyses and multi-agency collaborative strategies. A case study will be shared to spotlight an example of a collaboration between YAI and CDNY to improve outcomes for an individual with complex behavioral health needs.

**1:30 pm – 1:45 pm: Break**

**1:45 pm – 3:30 pm: NY Alliance Annual Meeting, Policy Forum & Excellence Awards**

Michael Seereiter, Ann Hardiman and the NY Alliance Board of Directors are pleased to have this opportunity to share association updates at this annual forum. NY Alliance Policy Priorities and Strategic Directions will be a focus of the session. Following the presentation and dialogue, election of NY Alliance Board members will be held followed by the Annual Excellence Awards Ceremony.

As is customary for this event, feel free to attend this virtual session, as you would if you were in the Adirondacks, with refreshments of your choice.

### **Thank you to our Conference Sponsors/Vendors:**



## **Thursday: April 28<sup>th</sup>**

### **9:00 am – 10:00 am: Concurrent Sessions**

#### **Session 9: Starting a Conversation, Why Not Self-Directed/Self-Hired SEMP?**

- **Kelly Hawkins**, People Inc, Khawkins@people-inc.org
- **Katie Page**, Annkissam, Katie.page@annkissam.com
- **Jim Scutt**, People Inc, Jscutt@people-inc.org

This session will begin with a conversation on why more self-directed SEMP is not occurring in New York. Presenters will provide an overview of what People Inc has been able to accomplish specific to self-directed SEMP and how the departments have worked together to make it a success. Saying that, it important to begin a conversation on the barriers faced moving forward for all providers. While there is no solution, we can review some things that are working and what barriers need to be overcome to make self-directed SEMP more widely available. The session will also highlight the national perspective on the subject matter.

#### **Session 10: Reclaiming Innovation in Housing**

- **Joshua Phelps**, AIM Services, Inc., jphelps@aimservicesinc.org
- **John Maltby**, NY Housing Resource Center, jmalby@nyalliance.org
- **Christopher Lyons**, AIM Services, Inc., clyons@aimservicesinc.org
- **Carol Napierski**, NY Alliance for Inclusion and Innovation, cnapierski@nyalliance.org

NY State faces a chronic housing shortage for people with I/DD. This presentation discusses impediments to create innovative independent housing options and recommendations that, at no cost or low cost, could unshackle the system and allow for cost savings, innovation, more opportunity, and a greater level of independence for the people we serve.

#### **Session 11: Cleaning with Meaning – Employment and Pride**

- **Tom Hunt**, Cleaning with Meaning Director, Meaningful NY, tom.hunt@meaningfulny.org
- **Michele Quigley**, Executive Director, Meaningful NY, Michele.quigley@meaningfulny.org

Meaningful NY's Cleaning with Meaning will discuss its innovative and award-winning business design which relies on developing natural supports and focuses on employee pride and satisfaction.

#### **Session 12: Mindful Leadership**

- **MaryGrace Giuliano, LMSW**, The Institutes for Applied Human Dynamics, mgiuliano@iahdny.org

The concept of Mindful Leadership is gaining popularity across all service sectors because of its positive impact on organizational performance. Participants will learn concepts central to Mindful Leadership, including its scope and relationship to mindfulness, well-being, engagement, gratitude, humility, and emotional intelligence (EI). Mindful leadership is a disciplined approach requiring an open mind, consistent effort, and an ability to push beyond barriers in a gentle manner towards self and others.

**10:00 am – 10:15 am: Break**

**10:15 am – 11:00 am: Virtual Vendor Fair**

*Connect with our conference sponsors and vendors to learn about their products and services.*





### 11:05 am – 12:00 pm: **Virtual Art Show**

We've pivoted the way we hold meetings and as such, we are pivoting the ways we hold our other activities too! The NY Alliance has always celebrated the talents of the people with disabilities and their staff, and this year will be no different! Join us for a Virtual Art Show and Gallery as we continue to celebrate talent from afar!

### 12:00 pm - 12:15 pm: **Break**

## 12:15 am – 1:15 pm: **Concurrent Sessions**

### **Session 13: The Manager-as-Coach – Coaching Your Employees to Success**

- **Christine Reinhard, M.A., M.S., ACC**, Chrysalis Coaching, [creinhard.chrysaliscoaching@gmail.com](mailto:creinhard.chrysaliscoaching@gmail.com)

The traditional "Command and Control" model of leadership has died a slow, but well deserved, death. Organizations are now moving more towards a "Learning Culture." The expectation was once that a manager would know what needed to be done, teach others to do it, and then evaluate their performance. In our ever-changing times, it has become far more critical that a manager's time is spent helping their employees learn to problem solve and think on their own. An effective Manager-as-Coach asks questions instead of providing answers and facilitates development rather than dictating what to do. While sharing information is still an important part of the manager's role, when combined with open-ended, unbiased questioning, it can maximize an employee's growth and development.

While many managers believe they are coaching their employees, there are specific coaching techniques that will enable them to achieve greater success. In this workshop, we will discuss how to vary information sharing with a coaching approach to achieve the desired outcome in various situations. We will also discuss a 4-step model for managers to utilize to begin to make the transition from a "tell and sell" approach to an "ask and listen" one. The workshop will conclude with a brief, live coaching demonstration using some of the techniques discussed.

### **Session 14: Building Inclusive Practices to Create Stronger Communities**

- **Laura Mangano-Smith**, The Kelberman Center, [laura.mangano-smith@kelbermancenter.org](mailto:laura.mangano-smith@kelbermancenter.org)

The "Social Inclusion initiative" has successfully brought socially inclusive programming and opportunities to the Central NY and Mohawk Valley regions through community partnerships, with training and technical assistance provided by the Kelberman Center. Find out about the "Learn & Practice" approach that was adopted, and how it could be implemented in your community.

### **Session 15: Holistic Future Planning/ Person Centered Planning to Preserve Self Directed Services**

- **Carmen Foster**, Meaningful NY, [carmen.foster@meaningfulny.org](mailto:carmen.foster@meaningfulny.org)
- **Cynthia Alcozer**, ACME NY, [calcozer@acmenys.org](mailto:calcozer@acmenys.org)
- **Ernest "Ernie" McNutt**, Care Design NY
- **Annette Dunnah**, MSN, RN, CDD, Care Design NY
- **Natasha Salazar**, ACME NY
- **Natasha Garzon**, ACME NY

Representatives from Meaningful NY, ACMENY Broker services, and a Care Management Organization will panel present their coordinated efforts and experience in broaching Long Term and End of Life Planning with full array of supports available both within and external to the NYS Office for People With Developmental Disabilities' system. Services discussed include Consumer Directed Personal Assistance Program, Environment Modifications, Assistive Technology and much more to maintain the ongoing health, safety, and freedom of choice for people self-directing even when "on their own".

## **Session 16: Breaking Even in Community Prevoc**

- **Tasha Stanton**, Goodwill NYNJ, Tstanton@goodwillny.org
- **Shakira Nelson**, Goodwill NYNJ, Snelson@goodwillny.org
- **Celina Cavalluzzi**, Goodwill NYNJ, ccavalluzzi@goodwillny.org

Community Prevocational Services is a strong tool to move people with limited work experience from Day Services to Employment. Community volunteer and internship experiences build skills, confidence, and can be turned into paid employment opportunities. As beneficial as Community Prevoc is, the hourly structure can be difficult for agencies to make work financially. In this presentation Goodwill NYNJ will share practices for balancing meaningful, person-centered activities with the fiscal necessity to break even.

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## **Friday: April 29<sup>th</sup>**

### **8:30 am – 9:15 am: Mindfulness Moment: Your Inner Oasis**

- **Sabrina Vogler**, Certified Professional Coach, Executive Coach, Grief Specialist, and widely recognized Expert in Mindfulness and Self-Compassion, Heart in the Moment Mindfulness Coaching, LLC

*"Become an oasis of peace, a pool of serenity that ripples out to all of those around us." – Desmond Tutu*

There's no better time than now to reflect and regroup. And at the same time, we reawaken to all that's ready to shine within us. We'll share inner reflection, meditation, and refreshment. And the ripple effect will reach all those we meet!

### **8:30 am – 9:15 am: Virtual Vendor Fair**

*Connect with our conference sponsors and vendors to learn about their products and services.*

### **9:15 am – 9:30 am: Break**

## **9:30 am – 10:30 am: Concurrent Sessions**

## **Session 17: IGNITE: 6 Keys to Running a Successful Self-Direction Program**

- **Diane Lagoumis**, East End Disability Associates, DianeL@eed-a.org
- **Brittany Hoosier**, AIM Services, Inc., bhoosier@aimservicesinc.org
- **Cindy Harvey**, People, Inc., charvey@people-inc.org
- **Casey Fallon Donovan**, eVero, casey.fallon@evero.com

The panel will provide insight and examples of success within the framework of how to IGNITE your program to grow and maintain success. We will cover topics within the following 6 areas:

- Increase Customer Satisfaction
- Guarantee Compliance
- Normalize Cash Flow

- Implement Caseload Efficiencies
- Thrive on Collaboration
- Execute COVID Response Plans

Panelists will discuss similarities and differences in the structure of their programs, use of software, data analytics, workflow efficiencies, navigating changing landscapes, and spark engaging dialogue in a round table discussion.

## ***Session 18: Disparities in Crisis Intervention with the I/DD Population***

- **Jeffery Sealy**, Mercy Home, jsealy@mercyhomeny.org

Among the many challenges that face people diagnosed with Intellectual or Developmental Disabilities (I/DD), crisis intervention and prevention strategies have been a prevalent issue mismanaged by law enforcement and health care professionals. The psychological impact on the population dealing with delayed response times and lack of preparedness training from law enforcement can cause long-term traumatic stress from adverse experiences. Healthcare professionals and community officials must implement a detailed training strategy, including information about the I/DD population, statistical information about psychiatric diagnoses, establishing treatment clinics, and crisis prevention procedures across all emergency management systems. Behavior management training and strategic support for these families will serve as a proactive approach. Through research, professionals indicated a lack of educational and supportive resources in their respective communities.

Furthermore, the effect of managing crises while experiencing these disparities has led to a deteriorated relationship with law enforcement. There is an implication that there is too much pressure placed on law enforcement to make the right decision in every situation when dealing with a severe behavioral outburst. Still, the simple solution should be an emphasis on accountability and understanding.

## ***Session 19: Project Next Step: Using Customized Employment Strategies to Help People Advance in their Careers***

- **Fredda Rosen**, Executive Director, Job Path, frosen@jobpathnyc.org
- **Aimee Althoff**, Associate Executive Director, Job Path, aalthoff@jobpathnyc.org
- **Dara Patel**, Coordinator of Career Advancement, Job Path, dpatel@jobpathnyc.org

Like many of us, often people with developmental disabilities want the opportunity to move beyond entry-level jobs so that they can use the full range of their talents. To address this need, Job Path launched Project Next Step to use customized employment to enable people to advance in their careers. We will share stories to illustrate how we adapted customized employment for career advancement work, discuss challenges and outcomes and describe how we trained our staff to provide benefits counseling.

## ***Session 20: Care Coordination/Clinical Team Approach: Pilot to Practice***

- **Amy Peters**, Director, Clinical and Strategic Operations, Person Centered Services Care Coordination Organization, apeters@personcenteredservices.com
- **Karen Battaglia, Psy.D.**, Licensed Psychologist, People-inc., kbattaglia@people-inc.org

The change from Medicaid Service Coordination to Health Home Care Coordination in July 2018 continues to alter the service delivery landscape for people with developmental disabilities throughout the State of New York. A major factor in the shift is the addition of a clinical overlay to routine care coordination services. This presentation will describe the development and implementation of a team model utilized by one care coordination organization. Model design, lessons learned, and outcomes will be discussed throughout.



## **Session 21: The View from Here: Crocuses and Connections**

- **Carol Blessing**, Senior Extension Associate, Cornell University, ILR Yang-Tan Institute

"The crocus, first flower of spring  
A bed of colour emerging from  
The grey, grey winter  
A symbol of hope  
After hard times"

While the past two years dealt heavy hearted blows to all of us, like the crocus in Audrey Birt's poem, bright spots of color and light also bent our way. One such bright spot was the opening and widening of new ways to stand, not in isolation, but in solidarity of the shared experience of our humanity. The view from here shows a generous opportunity to connect and act with people from around the state, the nation and the world on ideas that matter. This is Citizen Network.

This session welcomes and invites you to imagine creating a world where everyone matters. Come learn about and explore Citizen Network, a global "network of networks" that recognizes and celebrates diversity- a space where everyone's contribution has a place.

10:30 am – 10:45 am: **Break**

10:45 am – 11:45 am: **Concurrent Sessions**

## **Session 22: Trauma Informed Care: One Provider's Journey**

- **Debra Fox**, Director of Residential Services, OLV Human Services, dfox@olvhumanservices.org
- **Halli Lavner**, Director of Trauma Informed Care, OLV Humans Services, hlavner@olvhumanservices.org

Risking Connections is a Trauma Informed Care Model presented through the Traumatic Stress Institute of Klingberg Family Centers, New Britain, Connecticut. This model was developed and authored by The Sidan Institute and adapted for organizations supporting people with intellectual and developmental disabilities.

We will overview OLV Human Services' journey in training and implementing this model, discussing timelines for implementation, and providing data on success in our organization.

## **Session 23: Technology is an Everyday Tool....for ALL!**

- **Laurie Dale**, Ability Beyond, Laurie.Dale@abilitybeyond.org

Technology is a tool that we all use to navigate our schedules, homes and allows us access to information- this is not innovative – it is a way of life. The value of technology has been seen over and over during the pandemic as being a means to communicate and gain information. It is a vehicle to provide greater independence and increase choice. This session will demonstrate different types of mainstream technology and how any person can use the devices for greater access to their environment.

## **Session 24: Proud and Supported**

- **John Raffaele**, NADSP, jraffaele@nadsp.org

The NYS Developmental Disabilities Planning Council (DDPC) has granted funding to create training with individuals with intellectual and developmental disabilities (I/DD) that identify as LGBTQ, their families, and staff. From focus groups (and conversations in additional focus groups that were not specific to this

community) participants identified a great need for future DDPC work in supporting those with disabilities from the LGBTQ community. Some of the suggestions included: capacity building for current self-identified disability LGBTQ groups, strengthening the network between groups that have a LGBTQ disability focus, and also building stronger connections with LGBTQ groups without a disability focus. The National Alliance for Direct Support Professionals, The Autistic Self Advocacy Network and The Burton Blatt Institute have partnered together to create resources, training materials and continued development for direct support professionals and the people they support to learn more about the concerns, needs and barriers within the LGBTQ Community. Join us to learn more about this project.

## ***Session 25: Battling Burnout: Learning from the Behavioral Sciences to Promote Employee Wellness***

- **Brian Healy, LMHC, LBA, BCBA, NCC**, The Arc Mid-Hudson, [Brian.Healy@arcmh.org](mailto:Brian.Healy@arcmh.org)

Within the human services field, quality employees are our greatest resource, as well as the largest investment for most companies. Due to the evolving nature of work, these employees have been pushed to do more with less, leaving them physically and emotionally depleted. Practical tips to address this can be drawn from the principles of Behavior Analysis and from other Behavioral Sciences. This presentation will briefly introduce these concepts, while focusing on strategies for implementing integrated employee wellness services within an organization.

## ***Session 26: Audit & Compliance: Get Answers to Your Questions from Barclay Damon***

- **Melissa Zambri**, Partner, Barclay Damon
- **Margaret Surowka**, Partner, Barclay Damon

Managing an agency's audit and compliance functions are integral to the health, viability and success of any not-for-profit provider. Identifying, reducing and eliminating errors is key, especially before an audit is commenced. Staying on top of ever-changing rules, regulations and protocols is necessary.

We are excited Melissa and Maggie will offer their perspectives during this session to help Annual Conference attendees address critical issues asked by our members. Melissa and Maggie will host a virtual session for attendees addressing pressing topics raised by members on privacy and security, staff training, agency liability and investigations.

Please join Melissa and Maggie for this session.

**11:45 am – 12:00 pm: Break**

**12:00 pm – 1:00 pm: Closing Keynote: Kesha Carter, Chief Diversity Officer, Coordinated Care Services, Inc.**

### ***Implicit Bias***

Bias consists of attitudes, behaviors, and actions that are prejudiced in favor of or against one person or group compared to another.

Implicit bias is a form of bias that occurs automatically and unintentionally, that nevertheless affects judgments, decisions, and behaviors. Implicit biases can manifest in the justice system, workplace, school setting, and in the healthcare system. Many different examples of implicit biases exist and range from categories of race, gender, and sexuality.



Implicit bias can pose barriers to recruiting and retaining a diverse workforce.

Removing these biases is a challenge, especially because we often don't even know they exist. Recent research reveals interventions are effective.

Kesha Carter will discuss implicit bias, share examples of implicit bias and how not-for-profit organizations can address implicit bias within their agencies with awareness and effective bias-reduction strategies.

***About the Speaker:***

Kesha is the Chief Diversity Officer for Coordinated Care Services, Inc. (CCSI). There she leads the organizational strategy on diversity, equity, inclusion, and antiracism with a multi phased approach. She has facilitated DEI workshops, conversations, and trainings locally and nationally for groups of various sizes.

Kesha Carter is a CDP (Certified Diversity Professional), she also holds a Six Sigma Green Belt from Villanova University and a PHR (Professional Human Resources) certification from the Human Resource Capital Institute. She earned her master's degree in Organizational Leadership from Keuka College.

Kesha is a board member of Rochester RHIO and The Women's Council. She was a Young Athena finalist 2019-2020 and Democrat & Chronicle "Woman to Watch" in October 2016. Kesha is also a member of Zeta Phi Beta Sorority, Incorporated.