

MANAGING RISK AND SAFETY

GAINING THE EDGE // DECISIONS WITH CONFIDENCE

Thursday, July 11, 2019 • 9:00AM-4:00PM *Albany Marriott, Albany, NY*

Registration **Now Available** at nyalliance.org

8:00-9:00AM

Registration & Coffee

9:00AM

Welcome

9:15-10:30AM

Keynote Presentation: Confidence, Culture & Conversations: Inspired Risk Leadership in a Nutshell

Melanie Lockwood Herman, Executive Director, Nonprofit Risk Management Center



Melanie Herman has served as Executive Director of the Nonprofit Risk Management Center since 1996 and has held senior management positions in the nonprofit sector since 1987. Melanie is the principal author of more than 20 books on various risk management topics; Melanie's most recent book was published in Fall 2017: *World-Class Risk Management for Nonprofits*. Melanie is the former head of the Legal Section of ASAE: The Center for Association Leadership and a former member of the inaugural Not-For-Profit Advisory Committee of the Financial Accounting Standards Board (2010-2012). She is a ten-time member of The NonProfit Times "Power and Influence Top 50." Melanie earned a Bachelor of Arts in Urban Affairs from American University (Washington, DC), and a Juris Doctor from George Mason University School of Law (Arlington, VA). She is a member of the District of Columbia Bar Association and currently serves on three national nonprofit boards (American Foundation for the Blind, Camp Fire, and the National Human Services Assembly). She chairs the Governance Committees of Camp Fire.

10:30-10:45AM

Break

10:45-11:15AM

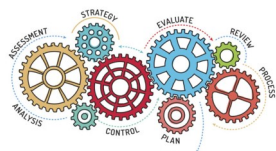
OPWDD Presentation

Leslie Fuld, Deputy Commissioner, Division of Quality Improvement, NYS Office for People With Developmental Disabilities

Join Leslie Fuld, Deputy Commissioner, Division of Quality Improvement, from OPWDD as she reports on the accomplishments over the last year and will discuss goals for the coming year.

11:15-11:30AM

Break



11:30AM-12:30PM

Concurrent Sessions

1: Employee Engagement and the Emotional Commitment to the Organization

Christopher Hulbert, Director of Human Resources, Springbrook

Employee engagement refers to the employee's emotional commitment to their organization and the organization's goals. Low employee engagement effects employee performance, employee turnover, absenteeism, and increases risk to the people we support. Measuring engagement allows us to identify opportunities to improve. The purpose of this topic is to provide a framework to begin the conversation about employee engagement and how it impacts retention.

2: Controlling Workers Compensation Costs and Developing Safety Culture

Mark Dailey, CSP, CRM, Director, Risk Management, Vice President, Rose & Kiernan, Inc.

This workshop will provide a basic understanding of workers compensation insurance costs, the impact of historical losses on the agencies experience and the overall human and financial costs agencies bear when workers are injured. Participants will also benefit from a discussion of post injury management procedures. This will be followed up with developing a safety culture, safety committees and effective safety management.

3: The Risk of Self-Directing-Provider Driven, Web Based Solution to Establishing Reliability in Service Tracking

Kim Corbett, Director of Community Services, Springbrook, Inc.

Emily Jackson, Coordinator of Program Analytics, Springbrook, Inc.

Self-Directed services are inherently complex with several high risk areas including budget development, monitoring, accurate/timely expenditure reporting, payroll, reimbursements and contemporaneous compliant service documentation. This session will show how Springbrook and Mains'l have partnered to develop a provider-driven, web-based solution to establish reliability in service tracking and reporting, monitor budgets and the ability to edit plans anywhere, anytime.

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Agenda Continued

4: Overwhelmed by Emergency Preparedness? Here's a Practical Approach!

Peter L. Dancer, PhD, MPH, CCP, VP for Quality and Compliance, The Arc of Monroe

Are you beginning to look at emergency preparedness? Are you confused about where to start? Do you want some insight into how to approach this daunting task? This session will look at the basics of emergency preparedness. We will talk about some practical ideas and more importantly, discuss things we have learned along the way. Join us for an exciting discussion about this important topic.

12:30-1:30PM

Lunch

1:30-2:30PM

Concurrent Sessions

5: Worksight Wellness - Small Steps, Big Impact!

Shauna M. Waldin, PHR, SHRM-CP, Assistant Vice President, Director of Compliance & Wellness, Rose & Kiernan, Inc.

As we spend most of our waking hours at work, the office environment impacts employee well-being - both for better and worse. With decreasing "down-time" and increasing stressors, employers need tools to effectively support their staff in areas of health and wellness. Oftentimes, our care providers put much of their effort into those they serve, leaving little room to consider their own needs. Through on-site wellness initiatives, employers can open up dialogue on the importance of self-care, including everything from healthy eating and exercise to stretching, mindfulness and even financial wellness - all factors which lead to unnecessary stress when ignored. This presentation will focus on effectively addressing these areas with tools that allow employers to offer wellness initiatives in a model that fits their organization. Participants will learn the power of moving Wellness away from a claims/ROI mindset and toward one which educates employees to make choices which fulfill their individual needs.

6: Mitigating Risk with Complex Individuals in a Changing Service Environment

Amy Gaddor, Assistant Director of Therapy and Treatment, Cornerstone Program

Sarah Louer, LCSW, LICSW, Director of Clinical Services, Mountain Lake Services

Erin Rion, Director of Clinical Services, New Hope Community

This panel session will include best practice accounts from providers throughout New York State who have been providing quality services to people with complex needs. They will discuss managing and balancing

individual risk and agency liability. In a time where data is the focus, members of the panel will discuss how they effectively use assessments, outcomes and data analysis to make decisions and mitigate risk. Their methods and interventions are time tested and validated. Additionally, attendees will be exposed to some of the most recommended clinical interventions endorsed to manage risk and foster a more therapeutic treatment model when working with individuals with complex needs.

7: Stop the Bleed

Amanda Aiello, RN, Herkimer Industries, a Division of Arc Herkimer

Suzanne Bakiewicz, National Business Development Director, Herkimer Industries, a Division of Arc Herkimer

Stop the Bleed was founded in 2012, "It's a national program that was developed by the American College of surgeons after the Sandy Hook school shooting back in 2012. What happened is the surgeon that was in the emergency room that day said we have to do something to be able to help people prior to them getting to the hospital. The result was the development of the "Stop the Bleed" program which will be shared with attendees.

8: Cyber Liability

Charles Bellingrath, Partner & National Practice Leader: Cyber/Tech, ARC Excess & Surplus of MA

Lisa Meyer Fertal, CEO, East End Disability Associates, Inc.

This session will review the types of cyber liability scenarios commonly affecting organizations, incident response trends, changing regulations in NYS and the types of protection and resources cyber liability insurance provides including incident breach response and data restoration. Also presented, will be a first hand accounting from an agency perspective, lessons learned and how they moved through the experience.

2:30-2:45PM

Break

2:45-4:00PM

Closing Presentation

Laura Darman, Executive Deputy Director, NYS Justice Center for the Protection of People with Special Needs

Laura will discuss the Justice Center 2019 priorities; including-prevention of abuse, enhanced investigative techniques, collaboration and quality assurance. Laura will also provide data related to reports statewide.