

CRYSTAL CLEAR VISION

OUR PASSION • OUR POWER

MARCH 31 – APRIL 3

SAGAMORE HOTEL

2020

ANNUAL CONFERENCE

NEW YORK  
ALLIANCE FOR  
INCLUSION & INNOVATION



# 2020



NEW YORK  
ALLIANCE FOR  
INCLUSION & INNOVATION

## ANNUAL CONFERENCE

# Welcome

### Hello Conference Participants!

On behalf of the NY Alliance Board of Directors, staff and the wonderful and creative Conference Committee, we are excited to bring you a rich and powerful 2020 conference that will provide a significant opportunity to gain new information and to find the joy in our work. The NY Alliance's 2020 Annual Conference theme is Crystal Clear Vision Our Passion Our Power. This very powerful theme expresses the importance of maintaining our Clear Vision for people with disabilities and the tremendous value in our Passion for the work and the Power of stories and accomplishments. We are proud the NY Alliance Annual Conference is a signature event in this field in New York State. The conference provides a unique opportunity to share our stories, experience each other's strong feelings about our work and to support people with disabilities in the community – this passion that drives us. The theme represents our responsibility as professionals, as friends and family members to maintain a Clear Vision of people with disabilities as a part of the fabric of everyday life, in all our communities.

In addition, the people that work alongside people with disabilities every day, direct support professionals, must be uplifted. The theme also highlights the Clear Vision and Passion around the need to encourage, foster and attain an elevated skill level, abundant career opportunities and increased pay for the complex job that is done by DSPs. As always, all our keynotes, workshops, special presentations and the pre-conference event reflect the NY Alliance's core values of Community, Leadership, Collaboration, Integrity and Equality. We are pleased to offer conference participants our extraordinary Exhibit of Art by individuals with disabilities, our keynote speakers, and workshop presenters who will share sound strategies and innovative practices for keeping your organization on strong footing and positioned for the future. Finally, the annual conference will offer valuable tools, such as experience, creativity, vision and technology to assist us in our ongoing work with people with I/DD and their families. Such tools will be available, but, as always, our most valuable tool is our Passion and our Power and our Crystal Clear Vision.

***"If you keep a clear vision for your future, it will pull you like a magnet through your toughest times." Tony Robbins***



**Michael Seereiter**  
President & CEO



**Mark Donahue**  
President

# 2020



## CRYSTAL CLEAR VISION

### OUR PASSION • OUR POWER

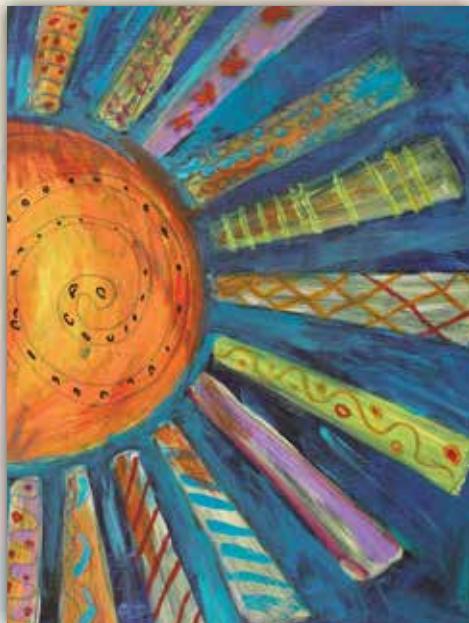
## ANNUAL CONFERENCE

COVER ART BY

### Rafael Reis, Artist from The Arc Westchester

Rafael Reis is 22 years old and has attended the Choices “without walls” day program at The Arc Westchester since his high school graduation last year. In his program, Rafael volunteers at the United Hebrew Home in New Rochelle where he helps lead the senior recreation program, working with the residents on a variety of art projects to benefit the local community. He also volunteers at local food pantries, assisting with delivering items and organizing the pantry to make it more functional for patrons. Rafael’s favorite activity is working at the SPCA animal shelter where

he develops enrichment toys and reads to the dogs as part of their therapeutic treatment to increase their chances of being adopted. Rafael values all of the social roles he is involved in within the community and always looks for ways to do more to help.



He has several hobbies and interests outside of day program as well. He loves his family, especially his mom who he has a close relationship with and is his biggest advocate. He has a love for trains, Power Rangers and Mega Swords. He is a gym enthusiast and enjoys working out on the treadmill and lifting weights. One of Rafael’s greatest skills is his ability to grill dinners for his family; he loves to cook meat such as steaks and hamburgers for them to enjoy. In the future, he hopes to obtain a job in food service.

Rafael is very creative and is able to explore his love for art while in choices. He attends art classes once per week where the instructor exposes him and his fellow artists to different materials to create their pieces. Rafael is very detail oriented and takes his work seriously using color and projecting what the final piece will turn out to be. He is honored that his piece was selected and looks forward to creating future pieces of art for others to enjoy.

Visit [www.arcwestchester.org/gallery](http://www.arcwestchester.org/gallery) to view other works of art by individuals with developmental disabilities.



NEW YORK  
**ALLIANCE FOR  
INCLUSION & INNOVATION**

Strength Together

# Conference at a Glance



## 2020 Annual Conference Schedule ▪ March 31<sup>st</sup> – April 3<sup>rd</sup>

### CRYSTAL CLEAR VISION OUR PASSION • OUR POWER

#### TUESDAY, MARCH 31<sup>ST</sup>

##### Pre-Conference Session • 12:00 p.m. – 5:00 p.m.

- 11:00 a.m. • Registration Opens for pre-conference (*box lunch*)
- 12:00 p.m. • Pre-Conference begins
- 3:00 p.m. • Conference Registration opens in the hotel lobby
- 5:00 p.m. • Pre-Conference sessions end
- 6:00 – 9:00 p.m. • Dinner on Your Own
- 9:00 p.m. • President's Reception

#### WEDNESDAY, APRIL 1<sup>ST</sup>

##### Start of Conference

- 8:00 a.m. • Registration & Tradeshow Opens
- 9:00 a.m. • Welcome & Keynote Speaker
- 10:45 a.m. • Break
- 11:00 a.m. – 12:00 p.m. • **Session I**
- 11:30 a.m. – 1:00 p.m. • Lunch
- 1:15 p.m. – 2:30 p.m. • **Session II**
- 2:30 p.m. – 2:45 p.m. • Break
- 2:45 p.m. – 3:45 p.m. • **Session III**
- 4:00 p.m. – 5:30 p.m. • NY Alliance Policy Forum and Annual Meeting (*Dollar East & Dollar West*)
- 5:30 p.m. • Regional Gatherings
- 5:30 p.m. • Pre-Banquet Reception (*Caldwell's*)
- 7:00 p.m. • Banquet Dinner/Annual Excellence Awards (*Conference Center*)
- 10:00 p.m. • Relaxing in Caldwell's, Music in Mr. Brown's

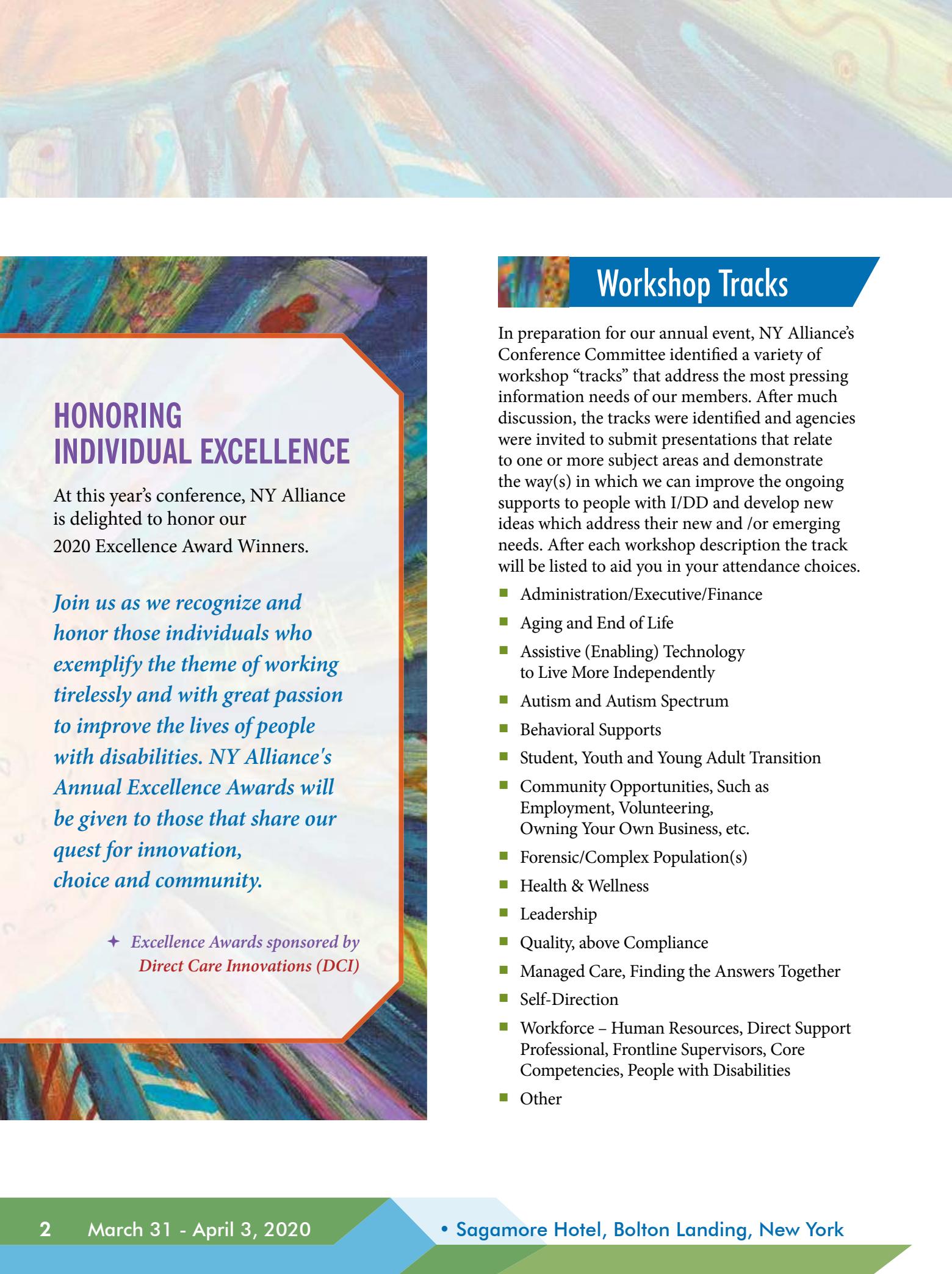
#### THURSDAY, APRIL 2<sup>ND</sup>

- 7:00 a.m. • NY Alliance Fun Run
- 8:00 a.m. • Registration & Trade Show Open
- 9:00 a.m. – 10:30 a.m. • **Session IV**
- 10:30 a.m. – 10:45 a.m. • Break
- 10:45 a.m. – 12:00 p.m. • **Session V**
- 11:00 a.m. – 12:45 p.m. • Executive Lunch Session (*Bus to depart at 10:45 a.m.*)  
*Club Grill*  
*By invitation only.*
- 11:30 a.m. – 1:00 p.m. • Lunch
- 1:15 p.m. – 2:30 p.m. • **Session VI**
- 2:45 p.m. – 4:00 p.m. • **Session VII**
- 4:15 p.m. – 6:00 p.m. • Art Exhibit & Reception
- 5:30 p.m. • Regional Gatherings
- 6:00 p.m. • Dinner
- 9:00 p.m. • DJ/Karaoke Dance Party

#### FRIDAY, APRIL 3<sup>RD</sup>

- 8:30 a.m. • Closing Keynote  
Closing Remarks  
Fun Run Awards  
Raffle Drawing  
(*Breakfast served in the conference center*)





## HONORING INDIVIDUAL EXCELLENCE

At this year's conference, NY Alliance is delighted to honor our 2020 Excellence Award Winners.

*Join us as we recognize and honor those individuals who exemplify the theme of working tirelessly and with great passion to improve the lives of people with disabilities. NY Alliance's Annual Excellence Awards will be given to those that share our quest for innovation, choice and community.*

♦ Excellence Awards sponsored by  
*Direct Care Innovations (DCI)*

## Workshop Tracks

In preparation for our annual event, NY Alliance's Conference Committee identified a variety of workshop "tracks" that address the most pressing information needs of our members. After much discussion, the tracks were identified and agencies were invited to submit presentations that relate to one or more subject areas and demonstrate the way(s) in which we can improve the ongoing supports to people with I/DD and develop new ideas which address their new and /or emerging needs. After each workshop description the track will be listed to aid you in your attendance choices.

- Administration/Executive/Finance
- Aging and End of Life
- Assistive (Enabling) Technology to Live More Independently
- Autism and Autism Spectrum
- Behavioral Supports
- Student, Youth and Young Adult Transition
- Community Opportunities, Such as Employment, Volunteering, Owning Your Own Business, etc.
- Forensic/Complex Population(s)
- Health & Wellness
- Leadership
- Quality, above Compliance
- Managed Care, Finding the Answers Together
- Self-Direction
- Workforce – Human Resources, Direct Support Professional, Frontline Supervisors, Core Competencies, People with Disabilities
- Other

# Table of Contents



|  |              |
|--|--------------|
| Welcome . . . . .  | Inside Cover |
| Conference at a Glance . . . . .   | 1            |
| Honoring Individual Excellence. . . . .  | 2            |
| Workshop Tracks . . . . .  | 2            |
| General Information . . . . .  | 4            |
| With Appreciation . . . . .  | 5            |
| <b>2020 Annual Conference Schedule . . . . .</b>   | <b>6-41</b>  |
|  <b>Tuesday, March 31<sup>st</sup> . . . . .</b>  | <b>6-13</b>  |
|  <b>Wednesday, April 1<sup>st</sup> . . . . .</b> | <b>14-27</b> |
|  <b>Thursday, April 2<sup>nd</sup> . . . . .</b>  | <b>28-39</b> |
|  <b>Friday, April 3<sup>rd</sup> . . . . .</b>    | <b>40-41</b> |
| <b>2020 Annual Conference Sponsors . . . . .</b>   | <b>42</b>    |
| <b>Advertisements • Catalyst • Stakeholder • Advocate</b>  |              |

♦ Program Book sponsored by *Irwin Siegel Agency*

♦ Equipment for the Conference sponsored by  
*CaraSolva, Inc., Enterprise Fleet Management and Majestic Food, Inc.*



# With Appreciation . . .

## NY Alliance 2020 Annual Conference Committee, Board of Directors and Staff

### 2020 Annual Conference Committee

#### **Libby Hammecker**

*Chair, Schoharie ARC*

#### **Joy O'Shaughnessy**

*Board Liaison, East End Disability Associates*

#### **Lisa Mount**

*Staff Liaison*

#### **Regional Members:**

**Gerard Finn**, *Abbott House*

**Cindy Mowris**, *Anderson Center*

**John Debiase**, *ANIBIC*

**Matthew Kuriloff**, *East End Disability Associates*

**John Glode**, *Liberty ARC*

**Doreth Edward**, *Mercy Home*

**Jajaida Gonzalez**, *Services for the Underserved*

**Mary Brady**, *YAI*

### 2020 NY Alliance Board of Directors

**Mark Donahue**

**Kirk Lewis**

**Russ Hahn**

**Evelyn Alvarez**

**Ken Stall**

**Louis Cavaliere**

**Dan Brown**

**Robert Budd**

**Mindy Cervoni**

**Ron Colavito**

**Doug Digesare**

**Janelle Farris**

**Chris Fortune**

**Ellen Gutmaker**

**Melody Johnson**

**Sam Laganaro**

**Sarah Louer**

**Christine Oddo**

**Candace Opalka**

**Joy O'Shaughnessy**

**Fredda Rosen**

**William Schultz**

**Shawn Schultz**

**Steve Towler**

### NY Alliance Staff

#### **Michael Seereiter**

*President & CEO*

#### **Ann M. Hardiman**

*Chief Innovation Officer*

#### **Kathleen P. Mayo**

*Chief Administrative Officer & VP of Government Affairs*

#### **Pat Dowse**

*Vice President of Business Partnership & Development*

#### **Carol Napierski**

*Vice President of Program Development & Grants*

#### **Susan Kittle**

*Senior Director of Member Engagement*

#### **Kirsten Sanchirico**

*Senior Director of Workforce Development*

#### **Jennifer Ivery**

*Senior Director of Communications and Project Management*

#### **Lisa Mount**

*Senior Director of Events, Business Relations and Administration*

#### **Kate Connally**

*Director of Branding, Product Design & E-Learning*

#### **Mary Beth Schneider**

*Project Director, MCCOP*

#### **Cathy Varano**

*Chief Program Officer, MCCOP*

#### **Ryan Cox**

*Vice President for Analytics & Financial Business Strategies*

#### **Jennifer Parsons**

*Assistant Director of Workforce Development*

#### **Margaret Scatena**

*Program Assistant, MCCOP*



# Tuesday, March 31<sup>st</sup>

## 2020 Pre-Conference • Primed For Success: More Tools In Your Toolbox

The NY Alliance is pleased to offer participants a Pre-conference session with three exciting options that address the need to solve your biggest challenges and a third that will move forward Leadership skills for those in your organization that would like to develop or enhance Executive Leadership skills.

All of the topics are in response to the stated needs of our members. The Pre-conference sessions are offered for their ability to bring more depth to the topics presented. The NY Alliance intends to continue to bring you information and learning in these three tracks on a regular basis after the conference.

### Pre-Conference Tracks

All pre-conference participants will take part in one of three tracks, they are:

**TRACK 1** • Lifting the Workforce Through Competencies, Career Ladders & Collaborations

**TRACK 2** • Building Your Toolkit to Support People with I/DD with More Complex Needs

**TRACK 3** • Executive & Emerging Leadership - Social & Emotional Intelligence

### Pre-Conference Schedule

**11:00 a.m. – 12:00 p.m.**

- **REGISTRATION & BOX LUNCH PICK-UP FOR ALL ATTENDEES**



## TRACK 1 • Lifting the Workforce Through Competencies, Career Ladders & Collaborations

12:00 p.m.

### OPENING REMARKS

- **Kenny Burr, Self-Advocate Consultant, RCWT**

#### Video: Living a life vs. Having a life

An inspiring video that reflects why and how Direct Support Professional (DSP) Core Competencies are directly connected and related to better outcomes, quality supports and services for people being supported.

12:15 – 1:15 p.m.

### THE IMPACT OF ONGOING STAFF DEVELOPMENT ON THE HEALTH, SAFETY, AND QUALITY OF LIFE OF PEOPLE WITH INTELLECTUAL AND DEVELOPMENTAL DISABILITIES

- **Carli Friedman, Director of Research, The Council on Quality & Leadership**

Discover how ongoing staff development can improve the health, safety, and quality of people with intellectual and developmental disabilities. A lack of direct support professional (DSP) training and preparation directly impacts the lives of people with disabilities. For example, research has found that one of the leading reasons people with disabilities are kept at home is a fear that staff are not prepared to mitigate risks. This presentation describes the research exploring the impact ongoing staff development had on the health, safety, and quality of people with intellectual and developmental disabilities (IDD; n = 8,300).

Our findings reveal that by offering ongoing staff development, agencies can potentially radically improve their service provision, and by extension the health, safety, and human security of the people with IDD they support. For example, agencies that had ongoing staff development saw a 62% reduction in injuries and a 40% reduction in emergency room visits compared to those agencies without going staff development. Training can not only increase the quality of the services and supports DSPs provide, but may also lead to higher job satisfaction because DSPs have more self-efficacy and feel more in control. Participants will learn more about this research project in this session.

1:15 – 2:00 p.m.

### SHOW ME THE MONEY - PART 1

- **Pat Dowse, Vice President of Business Partnerships & Development, NY Alliance**

Workforce recruitment and retention initiatives are an agency priority. Investment is key but how to fund this process is a big question. Join Pat Dowse, NY Alliance to learn about tools other agencies have used which need to be in your toolbox.

### SHOW ME THE WAY - PART 2

**Schenectady County Chapter, NYSARC Inc:**

*College for Me Program (SUNY Schenectady Community College DSP Program) & DOL DSP Apprenticeship Program*

**Arc of Monroe: NADSP credentialing, workforce development**

Who is leading the way in Direct Support Professional / Frontline Supervisor development and career ladder / lattice initiatives? Learn from a few champion provider organizations across NYS who will share & summarize how they secured Workforce Development funding needed to create sustainable programs.

.....  
...continues on page 8



# Tuesday, March 31<sup>st</sup>

## Schedule of Pre-Conference

...continued from page 7

**2:00 – 3:00 p.m.**

### **ADVANCING THE WORKFORCE**

- **Dianne W. Henk, *Statewide Director of Workforce Transformation, OPWDD***
- **Department of Labor (DOL) DSP Apprenticeship Training Representative**

Dianne Henk will provide an overview of initiatives under way to meet the challenges facing the New York State direct support workforce. The Governor seeks 800 new apprenticeship titles. Is your agency aware of how this process works? Discover how to do this from a DOL Apprenticeship Training representative and what your agency can do to add apprenticeships to your recruitment and retention strategies as a sponsor. Time Based models Competency Based models, on the job training, approved and related instruction to support the learning as well as what funding is available to assist, will all be covered.

**3:00 – 3:15 p.m.**

### **BREAK**

**3:15 – 3:30 p.m.**

### **RESOURCES / RCWT 2019 -2024: FIVE MORE YEARS!**

- **Kirsten Sanchirico, *Senior Director of Workforce Advancement, NY Alliance***

The Regional Centers for Workforce Transformation (RCWT) is a collaboration of service providers and other stakeholders in each of the OPWDD regions. The RCWT has been coordinated and lead by the NY Alliance through grant and technical support provided by NYS OPWDD. RCWT provides resources and supports for implementing the NADSP Code of Ethics, the DSP Core Competencies, and the Standardized Performance Evaluations into your organization's policies and procedures. This next phase of the RCWT work brings exciting, new and evolved assistance to providers and their staff. This session will provide information about the work of the RCWT. Participants will learn: An overview of projects and resources available through the Regional Centers. RCWT Data - Demonstrating the Impact; Comparative Analysis Part 1 & Part 2 -see the difference credentialing can make; RCWT & SUNY Albany research work / Educational Testing Services (ETS) and Partnerships. Come and share your ideas about what RCWT can do to assist providers.

**3:30 – 4:00 p.m.**

### **USING DATA TO IMPACT THE I/DD SECTOR**

- **Dr. Hirah Mir, *Research Scientist, OPWDD***

Approximately 300 provider agencies participated in the NCI Staff Stability survey and provided detailed information about the Direct Support Professional (DSP) workforce. A research team at OPWDD used this information to identify factors that influence how long DSPs stay with their agencies. This study is one of the first large-scale empirical studies on the DSP workforce. Dr. Mir will discuss how to use the findings of the study to support existing programs and initiatives that aim to better retain and recruit DSPs across NYS.



**4:00 – 4:30 p.m.**

### **HIGHSCHOOL / BOCES PIPELINE PROJECT**

- **Jen Parsons, Assistant Director of Workforce Advancement, NY Alliance**
- **Julianne Haggerty, Assistant Director, Workforce Transformation, NYS OPWDD**
- **Joseph Dragone, Senior Executive Officer, Capital Region BOCES**

Learn the why, what, how and when of this exciting DSP development project intended to lift NYS's DSP workforce. Discover how this cross-sector panel are leading the way to high school student recruitment while creating a pipeline of trained workers needed to combat the DSP workforce shortage faced by all. The end goal is that students (adult and high school) will have a pathway to a DSP career and be able to enter the workforce as a competent and ethical DSP upon receiving their NYS High School diploma or an equivalent related credential.

**4:30 – 5:00 p.m.**

### **CAREER PATH NETWORKING WITH INNOVATORS**

Network and chat with workforce champions who are leading the way in DSP and Front Line Supervisor career ladder building efforts. Visit our Workforce Innovators – ask questions, learn their successes / challenges, see examples, collect resources and share what Innovations you are doing. Collect contacts to take home with you.

**Workforce Innovators attending are:**

**NADSP:** DSP Micro Credentialing / Badges, FLS Curriculum

**NY Alliance:** Lifting NY Newsletter, Pat Dowse -Work Based Learning, College of Direct Support (CDS) updated course catalog for 2020

**RCWT:** Get NEW RCWT tools and resources for your workforce, an updated schedule of trainings and events for each region (regions 1-5), RCWT's Self-Advocacy expansion, Frontline Supervisor Conferences happening across NYS & information about Frontline Supervisor Competencies

**Department of Labor (DOL) DSP Apprenticeship Training:**

DSP Apprenticeship Model information, approved DSP curricula & how to navigate the process

**Schenectady County Chapter, NYSARC, Inc:** College for Me Program, SUNY Schenectady Community College DSP Program, DOL DSP Apprenticeship shared experiences

**Arc of Monroe:** NADSP Credentialing, Workforce Development

**Capital Region BOCES:** Promoting the NEW DSP/HHA/PCA Highschool / Adult CTE program

**NYS OPWDD:** Dr. Hirah Mir, National Core Indicator information & DATA resources

.....  
...continues on page 10



# Tuesday, March 31<sup>st</sup>

## Schedule of Pre-Conference

...continued from page 9

### TRACK 2 • Building Your Toolkit to Support People with I/DD with More Complex Needs

12:00 p.m.

#### OPENING REMARKS

12:15 – 1:30 p.m.

#### EFFECTIVE AND RESPONSIBLE SUPPORTS FOR INDIVIDUAL'S WITH COMPLEX NEEDS

- Sarah Louer LCSW, LICSW, *Director of Clinical Services, Mountain Lake Services*
- Amy Gaddor, *Assistant Director of Clinical Services, Mountain Lake Services*

Maintaining a therapeutic environment and responsible decision making are essential to ensuring individuals with complex needs live fulfilling, non-restricted lives. At Mountain Lake Services we believe every individual deserves a good life, regardless of their past or current struggles. The Clinical Services Department works diligently to collaborate with other service providers such as parole, probation, residential and day habilitation services, and families to provide the least restrictive environments and supports. Utilizing resources such as the Human Rights Committee and Mental Hygiene Legal Services to always have the individual's rights at the front of the conversation. This presentation will delve into the intentional staff training provided, include a brief overview of a therapeutic environment and how this is a key component to quality care, discuss best practice assessments and plans, and finally, will review a case study of how these approaches helped an individual with complex needs live a more independent, happy life.

1:30 – 2:45 p.m.

#### NAVIGATING ACROSS SILOS TO SUPPORT PEOPLE WITH COMPLEXITY

- Delores Fraser McFadden, *LBA President, Behavioral Momentum Applied Behavior Analysis, PC and Moderator*
- Jo Ann Goswick, *I/DD Regional Program Director, Access: Supports for Living*
- Katherine G. Alonge-Coons LCSW-R, *Commissioner, Rensselaer County Department of Mental Health & Chair, Conference of Local Mental Hygiene Directors*
- Sean Switzer, *Performance Improvement & Education Director, ACCESS: Supports for Living*

Confronting issues like multiple psychiatric, detox and rehabilitation admissions; arrests and incarceration; homelessness and trauma have become vital training topics staff need to support people living and working in our communities, but these complexities also require support from multiple systems. Providers need to step outside their comfort zone to develop knowledge in these areas, build and sustain relationships across the systems, shift policies and practices to meet the needs of this changing population. This session's panel will provide general information, resources and strategies to consider while building competency, new and stronger community connections to enhance individual success.

2:45 – 3:00 p.m.

#### BREAK



**3:00 – 4:15PM**

### **OPWDD AND OMH: WHERE ARE WE NOW, AND WHERE ARE WE GOING?**

- **Jill Pettinger, Division of Service Delivery, NYS OPWDD**
- **Moira Tashjian, Adult State Operations, NYS OMH**

Representatives from OPWDD and OMH will provide updates on the exciting collaborative pilots between OMH and OPWDD for children and adults with I/DD that were funded in the budget two years ago. The presenters will touch on the status of the projects, the design and the future of the projects. Additionally, Ms. Pettinger will also provide an update on NYS START and other activities that address the needs of people with I/DD in the community that have more complex needs.

## **TRACK 3 • Executive & Emerging Leadership- Social & Emotional Intelligence**

**12:00 p.m.**

### **OPENING REMARKS**

**12:15 – 2:30 p.m.**

### **SOCIAL + EMOTIONAL INTELLIGENCE - THE KEY TO PERSONAL AND PROFESSIONAL SUCCESS**

- **Christine Reinhard, M.A., M.S., ACC, Executive Coach, Principal, Chrysalis Coaching**

Social + Emotional Intelligence is a form of intelligence that drives our success in work and in life and in our relationships with others. While the concept of social and emotional intelligence is starting to become more widely understood, many are still somewhat unsure of exactly what it is and how it can add to their success on the job and in their personal lives.

Social and emotional intelligence is about being aware of ourselves and others, in the moment, and using that awareness to manage ourselves (our behavior, our responses to stressful or challenging situations), and manage our relationships with others.

The truth is, the most successful people in work and in life have the ability to manage themselves and manage their relationships with others. Social and emotional intelligence (S+EI or sometimes referred to as EI or EQ) encompasses many skill sets, including stress management, resilience, managing conflict productively, powerful influencing skills, catalyzing change, teamwork and collaboration, building trust and much more.

Unfortunately, we see it most when it's lacking – think of the boss who explodes when a deadline is missed, or the co-worker whom no one trusts. These people are limited by their lack of S+EI skills. The good news? S+EI can be learned and strengthened throughout our lives. It's never too late to add these essential skills to your career strategy.

This will be an interactive workshop based upon the Social and Emotional Intelligence Profile (S+EIP)® developed by the Institute for Social + Emotional Intelligence (ISEI)®. The program will include an overview of Social and Emotional Intelligence and its impact as well as a discussion of the four “quadrants” of EI—Self-Awareness, Self-Management, Other Awareness and Relationship Management. We will also do a deeper dive into the 26 competencies associated with the four quadrants that are addressed as part of the ISEI® model. The workshop will include discussion of what each of the competencies represents; characteristics of people who possess each competency; characteristics of those who lack each competency; development tips for each competency; as well as group and individual exercises.



# Tuesday, March 31<sup>st</sup>

12:00 p.m. – 5:00 p.m. • Pre-Conference Session

**3:00 p.m. • CONFERENCE REGISTRATION**

*Opens In The Hotel Lobby*

**6:00 – 9:00 p.m. • DINNER ON YOUR OWN**

- ★ *Pre-Conference Track I sponsored by Annkissam*
- ★ *Pre-Conference Track II sponsored by Bentson & Company*
- ★ *Pre-Conference Break sponsored by Precision LTC Pharmacy*



## 9:00 p.m. • President's Reception

### CALDWELL'S

NY Alliance President, Mark Donahue, invites you to join him; the Board of Directors; Michael Seereiter, President and CEO; and the NY Alliance Staff at a reception to welcome conference attendees. Complimentary refreshments will be served.

- *Music at Caldwell's sponsored by MITC*
- *President's Reception sponsored by Butler Human Services*



Mark Donahue



Michael Seereiter

## Come Celebrate the NY Alliance for Inclusion and Innovation



### Our Vision, Mission and Values

#### VISION STATEMENT

The NY Alliance for Inclusion & Innovation (NY Alliance) envisions a society where individuals with disabilities are contributing citizens with equal rights and the ability to live full, productive and meaningful lives.

#### MISSION STATEMENT

To serve as a catalyst for positive change and leading resource for individuals with disabilities, their families, and the organizations supporting them.

#### *We do this through:*

- Advocacy
- Education & Training
- Technical Assistance & Practice Improvement
- Advancing Sound Public Policy

#### CORE VALUES

**Community:** We foster choice and independence in diverse, inclusive communities and also inspire creativity and innovation, where people thrive and succeed

**Leadership:** We will build strong coalitions and engage key stakeholders to advocate for all people with disabilities, shape sound public policies which respond to people's needs and support initiatives which advance positive, high quality outcomes

**Collaboration:** We will purposely develop strategic alliances to ensure that people with disabilities and all stakeholders embrace a truly person-centered system of supports and services

**Integrity:** We believe responsible words and actions which should be held to the highest standards of honesty, fairness, respect and professionalism

**Equality:** We value the rights of all people by fostering equal and fair treatment, respecting ideas and personal values and embracing diversity



# Wednesday, April 1<sup>st</sup> and Thursday, April 2<sup>nd</sup>

## NEW: NYS Case Credits!

**NYS CASE** – Elective Cross Tier Offering in Ethics. Attendance in all Sessions #12/#20; #29/#37 and #45/#53. You are required to sign in at each session for credit. Credit for the elective will be added to NYS CASE account within 3 days of the conference. *Note: In order for participants to get credit added to their transcript they must have an active NYS CASE account.*

• **Amy Scott,**  
*K. Lisa Yang and Hock E. Tan, Institute on Employment and Disability, ILR School, Cornell University*

## Charlie Dorison Workshops

**Part 1 • Wednesday, April 1, 2020 • 1:15 p.m. – 2:30 p.m.**

**Part 2 • Thursday, April 2, 2020 • 9:00 a.m. – 10:30 a.m.**

## Decision Making to Optimize Organizational Performance

Drawing on cutting-edge research in psychology, behavioral economics and neuroscience, Charlie Dorison will teach you evidence-based strategies to improve decision-making, both for yourself and others in your organization. Broken out in 2 two-hour sessions you will experience interactive exercises and real-time feedback, giving you personalized insights into your own decision-making. Topics include how to communicate risk effectively, escalation of commitment and others. A special feature will be a look at strategies for successfully implementing data-driven decision processes to optimize organizational performance. Participating in both sessions, participants will have an increased understanding of how to structure decision environments and choice processes to reduce bias and increase accuracy. Lectures and interactive exercises will be supplemented by in-session discussions with other participants to ensure that all insights are immediately actionable for your day-to-day life.

### • Charlie Dorison

Charlie is a PhD Candidate in Public Policy at the Harvard Kennedy School. Charlie's research focuses on how specific emotions influence policy-relevant behavior. These include behavioral economic (e.g., beta-delta discount rates), social psychological (e.g., selective exposure), ethical (e.g., equality vs. efficiency tradeoffs), political (e.g., rally effects), and public health (e.g., smoking) outcomes. He is also interested in broader application of emotion science as levers of behavior change.



**Charlie Dorison**

Charlie graduated Magna Cum Laude (with distinction in Economics) from Washington University in St. Louis. He majored in Psychology and Economics and minored in Political Science. Charlie enjoys studying human decision making in his lifelong quest to understand why his parents named his childhood dog Mildred.

# Wednesday, April 1<sup>st</sup>



NEW YORK  
ALLIANCE FOR  
INCLUSION & INNOVATION

## Start of Conference

**8:00 a.m. • REGISTRATION & TRADE SHOW OPENS**  
*Conference Center*

**9:00 a.m. • WELCOME, OPENING & KEYNOTE SPEAKER**  
*Conference Center*

### Welcome

- **Mark Donahue, President of the Board, NY Alliance**
- **Michael Seereiter, President and CEO, NY Alliance**

### Opening Remarks

#### Keynote Speaker

- **Rick Giudotti, Photographer, Positive Exposure**

#### *Positive Exposure: A Celebration of Our Shared Humanity*

Rick Guidotti, an award-winning photographer, has spent the past twenty years collaborating internationally with nonprofit organizations, hospitals, medical schools, educational institutions, advocacy groups and communities to promote a more inclusive and compassionate world where ALL differences are understood and celebrated. Guidotti's work has been published in newspapers, magazines and journals as diverse as Elle, GQ, People, the American Journal of Medical Genetics, The Lancet, Spirituality and Health, the Washington Post, New York Times, Atlantic Monthly and LIFE Magazine.



**Rick Giudotti**

Rick is the founder and director of POSITIVE EXPOSURE, an innovative arts, advocacy, and education organization which utilizes the visual arts to celebrate human diversity, inclusive of ethnicity, religion, age, ability, learning style, gender identity, gender expression and sexual orientation. POSITIVE EXPOSURE has significantly impacted the field of human rights, mental health, medicine, and education by providing new opportunities to see each individual as a human being and valued member of our society.

...continues on page 16





# Wednesday, April 1<sup>st</sup>

## Keynote Speaker

*...continued from page 15*

---

In June 1997, POSITIVE EXPOSURE was featured in LIFE Magazine as the cover story entitled, Redefining Beauty. In collaboration with the Genetic Alliance and the National Human Genome Research Institute, POSITIVE EXPOSURE premiered a photographic exhibition for the People's Genome Celebration at the Smithsonian's Museum of Natural History in 2001. Since then, POSITIVE EXPOSURE has continued to develop exhibitions, lectures, workshops, educational programs and initiatives. The FRAME program (Faces Redefining the Art of Medical Education) is a web-based film library that changes how medical information is presented to healthcare providers in training, clinicians, families and communities. Positive Exposure's PEARLS Project highlights our shared humanity by providing a blog platform where individuals from around the world can tell their stories and allow audiences to experience life from their unique perspective.

POSITIVE EXPOSURE was the focus of the 2014 award-winning documentary, *On Beauty*, by Kartemquin Films. In 2017, POSITIVE EXPOSURE BELGIUM was established as our European headquarters.

In Fall 2019, POSITIVE EXPOSURE 109 – a multi-media gallery, performance space and creative workspace celebrating human diversity through arts and culture – opened in NYC's East Harlem on Museum Mile.

POSITIVE EXPOSURE remains committed to promoting this call to action in communities worldwide: CHANGE HOW YOU SEE, SEE HOW YOU CHANGE! (*All*) *Bellevue*

♦ *Keynote Speaker sponsored by eVero*

---

## 10:45 a.m. • BREAK

♦ *Break sponsored by Partners Health Plan*

---



11:00 a.m. – Noon • Session 1

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

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

Key highlights of the 2020-2021 State budget for intellectual and developmental disabilities services will be provided and specific updates related to new and ongoing initiatives will be offered. Time will be allotted for Q&A. (*Executive*) *Bellevue*

## 2. Outreach to Diverse Groups

- **Evan Yankey, SANYS Assistant Regional Coordinator and Policy Advisor**
- **Uly Ramos, SANYS Grassroots Field Assistant**
- **Bernarda Rivera, SANYS Board Member**

In recent years organizations have increasingly recognized that fulfilling their mission requires increased accommodation of the needs of diverse groups of people on the basis of language, culture, race, gender, sexual orientation and other aspects of personal identity. If we are to create inclusive communities for people with developmental and other disabilities then we need to recognize that each person has many areas of identity, many preferences and indeed, many needs. In recent years SANYS has worked to expand our capacity to reach and meet the needs of diverse groups of people with developmental and other disabilities across NYS. We would like to share what we have learned about this process with members of other organizations that are interested in taking this important step. (*All*) *Nirvana*

## 3. An Agency Wide Culture of Employment First

- **Wendy Quarles, Project Director, K. Lisa Yang and Hock E. Tan, Institute on Employment and Disability, ILR School, Cornell University**

People with I/DD and other disabilities are interested in going to work and are indeed achieving these goals. This session seeks to help staff reconcile their own values about Employment as they seek to assist people with disabilities discover their vocational future. Tools and resources will be shared with staff recognizing that an agency wide culture must be built to incorporate supports and services to people who live in the agency's residential programs and or are ready to transition from traditional day services to discover their employment potential. Come learn "the how-to's" to build an organization wide culture that supports people, to define and ultimately achieve competitive employment goals. (*Employment*) *Wapanak*

## 4. You, Me, & the Four-Term Contingency: Creative Approaches for Treating Severe Behavior

- **Elliot Douglas LMHC, LBA, BCBA, Elliot.Douglas@thearcug.org, The Arc Mid-Hudson**
- **Brian Healy, LMHC, LBA, BCBA, Brian.Healy@thearcug.org, The Arc of Mid-Hudson**

Some Agency/School Behavior Response Protocols can have unintentional reinforcing properties on severe problematic behavior. This discussion will focus on creative interventions based on the foundational knowledge of Applied Behavior Analysis that target individual components of the four-term contingency. A vignette of promising case studies, corresponding treatment packages, and data-driven outcomes will be presented. These approaches will be contrasted with some traditional mental health responses commonly utilized. (*Autism and Autism Spectrum, Behavioral Supports*) *Triuna*

...continues on page 18



# Wednesday, April 1<sup>st</sup>

11:00 a.m. – Noon • SESSION I

...continued from page 17

## 5. Completing the Community Northeastern Project

- **Bridget Cariello,**  
*bcariello@ahrc.org, AHRC Nassau*

“Completing the Community Northeastern Project,” values the participation of all its members. AHRC Nassau is implementing a micro-macro change agenda into programming. Learn how we are impacting real community change at Wheatley Farms. Let’s explore: Discovery Engagement Forums, A World Café, and more. Learn about the Innovator’s Conference and increase your opportunity to build meaningful relationships with those you support and the surrounding communities. This Northeastern Project will share training models within the provider community and beyond.

*(Community Opportunities) Evely*

## 6. The 5 C’s of Self-Direction

- **Brittany Putnam,**  
*bputnam@aimservicesinc.org, AIM Services*
- **Diane Lagoumis,**  
*daniel@eed-a.org, East End Disability Associates*
- **Cynthia Harvey,**  
*charvey@people-inc.org, People, Inc.*
- **Casey Fallon,**  
*casey.fallon@evero.com, eVero*

This panel representing different agency perspectives will provide insight and examples of success within the framework of the 5 C’s of Self-Direction: Cash Flow, Caseload Efficiency, Compliance, Customer Service and Collaboration.

Panelists will discuss the similarities and differences in the structure of their programs, use of software, and offer advice on how to grow your program while still maintaining success in the 5 Key Areas.

*(Self-Direction) Dollar East-Hotel*

## 7. The Appliance of Science: Seeing Your SYSTEMs Through a Different Lens

- **Oonagh Christie,**  
*ochristie@lifespire.org, Lifespire*
- **Virginia Gresko,**  
*vgresko@lifespire.org, Lifespire*

Finding Factor 10 of the Basic Assurances® a challenge to implement? Does your organization struggle to develop, freely explain, or successfully implement systems? You are not alone. We recognize ‘best practice,’ now consider “Best System”. Gain a fresh, fundamental understanding of what systems are, how they operate, and why they are important. Examine, in a simplistic and logical fashion, several principles of Systems Theory. We will utilize images and visuals to convey concepts that are difficult to explain in just words. We share our experience, and practical applications. *(Administration/Executive/Finance, Leadership, Quality above Compliance, Innovation).*  
*Dollar West-Hotel*



## 8. You may be Diverse, but are you Inclusive? Microaggressions in the Workplace

- **Francesca LaRosa, PHR,**  
*falarosa@richmondcommserv.org,*  
*Richmond Community Services*
- **Claudius Michael Johnson,**  
*cjohnson@richmondcommserv.org,*  
*Richmond Community Services*
- **Su-Zann Tracey, MS, MBA,**  
*stracey@richmondcommserv.org,*  
*Richmond Community Services*

Microaggressions are defined as "brief and commonplace verbal, behavioral, and environmental indignities, whether intentional or unintentional, that communicate hostile, derogatory, or negative racial, gender, sexual orientation, and religious slights and insults to the target person or group." Oftentimes, microaggressions are considered unconscious bias. That unconscious bias is everywhere — especially in the workplace. To avoid a toxic workplace culture, it's important to know which phrases & actions can make employees from different backgrounds or identities feel uncomfortable & targeted.

*(Workforce- Human Resources, Recruitment/Retention)  
Diamond Island-Hotel*

## 9. 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 a.m. and 4:00 p.m. 2 people can participate in the tour at a time. Please e-mail Tammy Freeman at *tfreeman@schohariearc.org*.

*(All) Crown Room-Hotel*

11:30 a.m. – 1:00 p.m. • LUNCH



# Wednesday, April 1<sup>st</sup>

1:15 p.m. – 2:30 p.m. • Session II

## 10. Leadership Decision-Making

– 2 Part Presentation • Part 1

- **Charles Dorison,**  
*Harvard Kennedy School of Government*

Drawing on cutting-edge research in psychology, behavioral economics and neuroscience, this two-part course will teach you evidence-based strategies to improve decision-making, both for yourself and others in your organization. The course includes interactive exercises and real-time feedback, giving you personalized insights into your own decision-making. Topics include how to communicate risk effectively, escalation of commitment and others. The session will also feature strategies for successfully implementing data-driven decision processes to optimize organizational performance. At the end of the session, participants will have an increased understanding of how to structure decision environments and choice processes to reduce bias and increase accuracy. Lectures and interactive exercises will be supplemented by in-session discussions with other participants to ensure that all insights are immediately actionable for your day-to-day life. Session #27 of this presentation is scheduled for Thursday April 2, 2020 at 9:00 a.m. in Bellevue. *(Executive) Bellevue*

## 11. Accessible Community Resources for Effective Dialogue and Resolution

- **Alice J. Rudnick, MPA,**  
*arudnick@nycourts.gov,*  
*New York State Unified Court System,*  
*Office of Alternative Dispute Resolution*
- **Daniel Kos,** *dkos@nycourts.gov,*  
*New York State Unified Court System,*  
*Office of Alternative Dispute Resolution*

Dialogue and Mediation are effective to address concerns related to issues of difficult conversations, conflict and decision making. In situations and relationships between consumer/service provider and business, landlord/tenant, neighbor/neighbor, as well as family and community members, disputes and differences can negatively impact the lives of anyone regardless of age or disability.

This interactive and dynamic presentation will explore the value added by Community Dispute Resolution Centers program services for all residents of New York State. *(Aging and End of Life, Student Youth and Young Adult Transition) Nirvana*

## 12. Overview of Ethical Principles • Case #1

- **Amy Scott,** *ascott@ascenteducation.org,*  
*K. Lisa Yang and Hock E. Tan,*  
*Institute on Employment and Disability,*  
*ILR School, Cornell University*

Whether employees are supporting people in a residence, in community-based services or in employment settings they will struggle with competing viewpoints and influences, such as those from the individual, business, family or the program manager. This session will explore the Confidential, Professional Responsibility and Competence Ethical Principles, which will increase understanding of how and why this happens and give employees a language in which to recognize, discuss and process ethical dilemmas. This course will continue through the next session #20. 2:45 p.m.- 4:00 p.m. Sing-in is required for credit. *(NYS CASE Course) Wapanak*



### 13. Conquering "No-a-Phobia"

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

Everyone wants to be that “go-to” person, even when saying “yes” to something is the last thing we want to or should do. Our reluctance – and in some cases – inability to say “no” impacts every aspect of our life. We will discuss why:

- We feel compelled to say “yes, yes, yes” when our head is telling us to say “no, no, no”
- The impact this behavior can have on us as well as those around us
- Why women seem to have more difficulty with “no” than men
- Strategies for how you can say “no” more comfortably and effectively
- When you should say “yes” (even if you want to say no)

*(Administration/Executive/Finance, Leadership) Triuna*

### 14. PrideAbility Orientation Tools: LGBTQIA and Cultural Competency Training

- **Claire Miller,**  
*cmiller02@familyres.org,*  
*Family Residences & Essential Enterprises, Inc.*
- **Rick Banner,**  
*rbanner@people-inc.org, People, Inc.*
- **Matthew Kuriloff,**  
*MatthewK@eed-a.org,*  
*East End Disability Associates, Inc.*
- **Jackie Hayes,**  
*Jacqueline.Hayes@ddpc.ny.gov,*  
*NYS Developmental Disabilities Planning Council*

There is no doubt that training tools for DSPs, Supervisors, Care Managers and other support team members are important. 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!! *(Workforce- Human Resources, Direct Support Professional, Frontline Supervisors, Core Competencies, People with Disabilities, Recruitment/ Retention) Evelly*

...continues on page 22



# Wednesday, April 1<sup>st</sup>

1:15 p.m. – 2:30 p.m. • **SESSION II**

...continued from page 21

## 15. Dignity of Aging – how to uphold the rights that people with IDD have as they age

- **Tina Janssen-Spinosa,**  
*TJanssen-Spinosa@nylag.org,*  
*Senior Staff Attorney Total Life Choices*  
*Program Coordinator*

As people with I/DD age there is a need to discuss with them their rights especially as it relates to end of life supports. Come listen and learn from a Family Advocate leader and Disability Rights attorney on the key components to planning for people as they age.  
*(Aging) Dollar East-Hotel*

## 16. A Residential based Without Walls Day Program

- **Matthew LaValle,** *matthew.lavalle@ddiny.org,*  
*Developmental Disabilities Institute*
- **Alison McCabe,** *allison.mccabe@ddiny.org,*  
*Developmental Disabilities Institute*

This presentation will explore a model of Without Walls that relies on a residential services infrastructure to create a more comprehensive, individualized, and person-centered community-based program. The discussion will cover the evolution of DDI's Adult Residential Without Walls Program. It includes independent 24-hour houses to a single WOW program, with a unique management structure, that specializes in supporting adults who struggled in day hab environments. We'll also compare this model to the more traditional day services model and examine the many unique programming activities this program has offered its individuals. *(Autism and Autism Spectrum, Community Opportunities, Workforce)*  
*Dollar West-Hotel*

## 17. Understanding and Addressing the Mental Health Needs of People with Intellectual/Developmental Disabilities

- **Melissa Cheplic, MPH, NADD-DDS**

This workshop will provide participants with a basic understanding of how to understand and identify mental health conditions in people with intellectual/developmental disabilities. The session will use examples from various positions within a provider organization and will identify recommendations for how a provider organization can expand their expertise in developing services to address the mental health needs of individuals with intellectual/developmental disabilities.  
*(Workforce- Human Resources, Direct Support Professional, Frontline Supervisors, Core Competencies, People with Disabilities, Recruitment/Retention)*  
*Diamond Island-Hotel*

2:30 p.m. – 2:45 p.m. • **BREAK**

♦ Break sponsored by *Partners Health Plan*



## 2:45 p.m. – 4:00 p.m. • Session III

### 18. Community Players – Crystal Clear Vision

- **John M. McPhee,**  
*jmcphee@nhrny.org,*  
*New Horizons Resources*
- **Amanda Crowley,**  
*amandacrowley@abilitiesfirstny.org,*  
*Abilities First*
- **Zach Ferrara,**  
*zachf@coarc.org, COARC*
- **Mark Reinhardt,**  
*mreinhardt@inflightinc.org, In Flight*
- **Claude Porter,**  
*cporter@andersoncares.org,*  
*Anderson Center for Autism*
- **Cindy Mowris,**  
*cmowris@andersoncares.org,*  
*Anderson Center for Autism*

The Community Players is a collective of Human Service professionals from a variety of provider agencies in the Mid-Hudson Valley region of NYS. We offer lively skits to elicit thoughtful and provocative discussions highlighting the important role of Front-Line Supervisors. They have a critical role balancing the needs/desires of both people supported and staff while keeping in compliance with financial and logistical needs of programs and agencies. We will highlight some of the ethical and professional difficulties that supervisors and administrators have while having fun and eliciting heartfelt responses from the attendees. Through this presentation, together we will see that supporting people to live fulfilling lives needs to be a CRYSTAL CLEAR VISION for all who strive to make a difference. *(All) Bellevue*

### 19. The “Hedgehog Concept” for Business Engagement and Diversifying Employment Opportunities

- **Steve Towler,**  
*Vice President of Programs & Business Development, AHRC-NYC*
- **Shauna Lozada,**  
*Director of Corporate Partnerships & Business Development, AHRC-NYC*
- **Salvador Moran,**  
*Director of Employment & Business Services, AHRC-NYC*

In this panel session AHRC NYC Employment & Business Services Department staff will discuss how their team has used their personal “Hedgehog Concept” to promote a customer service-focused dual mission: to provide the best person-centered services possible to the individuals they serve, and to positively drive change in the business community by creating and maintaining meaningful partnerships with hundreds of businesses throughout New York City.

The AHRC team will describe some of the many stereotype-defying, “outside-the-box” positions in which participants in their programs have found success based on their unique interests and abilities, as well as how the chapter has created two innovative social enterprise companies-a secure document shredding service and a full-service janitorial company.

The panel will explain how AHRC works with employers to carve customized jobs suited to the skills, interests, and needs of workers as well as describe AHRC's unique job matching process, and the emphasis placed throughout its employment programming on individualized, person-centered service, offering on going coaching and assistive technology as needed and necessary for success. *(Leadership, Employment) Nirvana*

...continues on page 24



# Wednesday, April 1<sup>st</sup>

2:45 p.m. – 4:00 p.m. • SESSION III

...continued from page 23

## 20. An Overview of Ethical Principles • Case #2

- Amy Scott, [ascott@ascenteducation.org](mailto:ascott@ascenteducation.org),  
K. Lisa Yang and Hock E. Tan, Institute on  
Employment and Disability, ILR School,  
Cornell University

Whether employees are supporting people in a residence, in community-based services or in employment settings they will struggle with competing viewpoints and influences, such as those from the individual, business, family or the program manager. This session will explore the CRCC Ethical Principles, which will increase understanding of how and why this happens and give employees a language in which to recognize, discuss and process ethical dilemmas. This course is a continuation from session #12. Sing-in required for credit.

(NYS CASE Course) Wapanak

## 21. Tips for Improving Language Access at Your Organization

- Jacqueline Hayes,  
[Jacqueline.hayes@ddpc.ny.gov](mailto:Jacqueline.hayes@ddpc.ny.gov),  
Developmental Disabilities Planning Council
- Hirah Mir,  
[hirah.x.mir@opwdd.ny.gov](mailto:hirah.x.mir@opwdd.ny.gov), OPWDD
- Olivia Popiel,  
[olivia.g.popiel@opwdd.ny.gov](mailto:olivia.g.popiel@opwdd.ny.gov), OPWDD

New York State is one of the most linguistically diverse states in the country. Language Access planning is a powerful way to provide better access to disability supports, services and resources for communities who speak English as a second language, those who need ASL interpretation, or those who are not literate. Join this session to learn about the importance of providing language access and some tips for improving language access at your organization or agency.

(Quality, above Compliance, Cultural and Linguistic Competence) Triuna

## 22. The Upstate New York Intellectual & Developmental Disabilities Dementia Training Program

- Leigh Anne Elliott,  
*I Chapter, [laelliott@alz.org](mailto:laelliott@alz.org), DD Program Manager, Alzheimer's Association- Rochester*
- Rachel Rotach,  
[rrotach@alz.org](mailto:rrotach@alz.org),  
*Senior Director of Programs, Alzheimer's Association- Western New York Chapter*

The Upstate New York Intellectual & Developmental Disabilities/Dementia Training Program was developed in partnership with the Golisano Foundation and aims to train qualified DD agency trainers to train their staff on the best practices for caring for people with I/DD who also have dementia. The I/DD Dementia Training Program was developed to equip our local I/DD workforce with the knowledge and skills to provide individuals living with /IDD and dementia the best care possible and to age in place. Join us to hear more about this training program.

(Aging and End of Life, Behavioral Supports) Evelly

## 23. Partnering, Regional Networks, Mergers, Affiliations, and Acquisitions – Which Approach is Best for Your Organization?

- Gerald Archibald,  
[garchibald@bonadio.com](mailto:garchibald@bonadio.com), The Bonadio Group

Join this interactive session addressing one of the most popular topics for 2020. Participants will be able to determine where their organization should focus its future efforts on the 10-point continuum from autonomy to acquisition. Practical advice, real-life successes and failures, coupled with participants' ability to ask any question they may have anonymously. Participants will be guaranteed to leave this session with more knowledge and expertise than what can be typically expected from any conference presentation. (Administration/Executive/Finance) Dollar East-Hotel



## 24. Expanding the Blue Space: Learning Institutes for Social Innovation

- **Hanns Meissner, PHD,**  
*hannsm@verizon.net, Independent Consultant*

This session focuses on a specific change technology for generating social innovations that promote healthy diverse and acceptant communities that include those who have been marginalized from the mainstream. For the past 12 years, learning institutes for innovation have supported providers across the country to create new support options for people with disabilities. Based on authentic person-centered principles, learning institutes are designed to transform service relationships from provider-consumer to partnerships in co-designing supports that assist individuals live a life they value. (*Administration/Executive/Finance, Community Opportunities, Leadership, Quality, above Compliance, Innovation*) *Dollar West-Hotel*

## 25. It's More Than a Checklist: Using the DSP Core Competencies Evaluation to Better DSP Skills

- **Pamela Wolff-Stackowitz, LMSW,**  
*pamela.wolff@yai.org@yai.org, Regional Centers for Workforce Transformation Region 5 Co-Lead*
- **Denise Anghel,**  
*Denise.Anghel@yai.org, Regional Centers for Workforce Transformation Region 5 Co-Lead*

Competent DSPs are the foundation of the work we do every day. So, how can you use the DSP Competencies Evaluation to build the necessary skills that make the difference from a “so-so” DSP to a great one? Find out at this workshop where you will be introduced to resources that can be used with the core competency evaluation to make it a learning tool and not just a checklist. Using these resources and the evaluation, we'll show you how to make the completed evaluation a clear path to meeting and exceeding expectations in all seven goal areas. The session will include practical work-based examples of the differences between staff that may not be meeting and exceeding expectations. (*Workforce*) *Diamond Island-Hotel*

## 26. Driving Innovation in our Field: Help Us Help You

- **DDPC Staff**

Have you ever said to yourself, “If we had \$50,000 dollars, we could test out this new program” or “it would be great if someone could pilot a new initiative that helps providers and staff learn more about innovative housing and employment options for the people they support?” Are there other areas of the field that could really benefit from innovation?

The DDPC is a state agency that receives federal funding to test innovative approaches and programs that support people with intellectual and developmental disabilities and their families to thrive in the community. Every five years, we create a Strategic Plan outlining projects we plan to fund in the coming years. To make sure that we are funding projects that are the most needed by our field, we ask key stakeholders for their valuable input to see where we can help.

Help us, help you by brainstorming new projects and ideas that will benefit your organizations and the people you serve! (*Leadership*) *Empire Room-Hotel*



# Wednesday, April 1<sup>st</sup>

4:00 p.m. – 5:30 p.m. • NY Alliance Policy Forum & Annual Meeting

## DOLLAR EAST & DOLLAR WEST

- **Mark Donahue, President, NY Alliance**
- **Michael Seereiter, President and CEO, NY Alliance**

Join Mark, Michael and the NY Alliance Board of Directors as the highlights of this year's policy objectives are reviewed and discussed. The annual Policy Forum provides the NY Alliance membership with the opportunity to help set the course and offer valuable perspectives on the association's public policy, State/Federal budget and programmatic goals. Wine and cheese will be served.

★ *NY Alliance Policy Forum sponsored by Benetech, Inc.*

5:30 p.m. • Regional Gatherings

- **Joint Long Island and Western Regions**  
(See *Joy O'Shaughnessy or Melody Johnson for details*)
- **New York City Region**  
(See *Steve Towler for details*)
- **Joint Capital and Northern Regions**  
(See *Sarah Louer or Candy Opalka for details*)



5:30 p.m. • Pre-Banquet Reception

## CALDWELL'S

★ *Pre-Banquet Reception sponsored by Game-U*

7:00 p.m. • Banquet Dinner & Excellence Awards

## CONFERENCE CENTER

Join us as we recognize and honor those individuals who exemplify the theme of working tirelessly and with great passion to improve the lives of people with disabilities. NY Alliance's annual Excellence Awards will be given to those that share our quest for innovation, choice and community.

★ *Excellence Awards sponsored by Foothold Technology*

10:00 p.m. • Relaxing in Caldwell's, Music in Mr. Brown's

★ *Music in Mr. Brown's Pub sponsored by NYSID*



# Thursday, April 2<sup>nd</sup>

## 7:00 a.m. • NY Alliance Fun Run

The NY Alliance 5K Fun Run – Run, Walk, Roll – honors our Direct Support Professionals. The fee is \$10 per runner, walker or roller. The proceeds support DSPs around the state. Teams of three to six individuals are encouraged; however, individual participants will be accepted. Prizes for winners will be presented on Friday after the Keynote Speaker.

- ♦ *NY Alliance's Fun Run sponsored by Rose and Kiernan*
- ♦ *NY Alliance's Fun Run T-Shirts sponsored by Tulip Travel*

## 8:00 a.m. • Registration and Trade Show Open

## CONFERENCE CENTER

## WIN AN APPLE iPAD!

Be eligible to win an Apple iPad by visiting each Trade Show Vendor and having them sign the raffle card. Complete the card with your name and agency and drop off at the registration desk. Drawing will be held on Friday morning prior to the closing presentation.

- ♦ *iPad Raffle sponsored by Therap Services, LLC*





9:00 a.m. – 10:30 a.m. • Session IV

## 27. Leadership Decision-Making – 2 Part Presentation • Part 2

- **Charles Dorison,**  
*Harvard Kennedy School of Government*

Drawing on cutting-edge research in psychology, behavioral economics and neuroscience, this two-part course will teach you evidence-based strategies to improve decision-making, both for yourself and others in your organization. The course includes interactive exercises and real-time feedback, giving you personalized insights into your own decision-making. Topics include how to communicate risk effectively, escalation of commitment and others. The session will also feature strategies for successfully implementing data-driven decision processes to optimize organizational performance. At the end of the session, participants will have an increased understanding of how to structure decision environments and choice processes to reduce bias and increase accuracy. Lectures and interactive exercises will be supplemented by in-session discussions with other participants to ensure that all insights are immediately actionable for your day-to-day life.

*(Executive) Bellevue*

## 28. An update on the Statewide NYSTART program

- **Sharon Cyrus-Savary,**  
*SCyrus-Savary@sus.org,*  
*Services for the UnderServed*
- **Stefon Smith,**  
*The NYSTART Triboro Director*

NY Systemic, Therapeutic, Assessment, Resources and Treatment (NYSTART) has experienced significant change and growth during the 2018-2019 reporting period. The past year has been marked with positive progress, success, training, and a greater community outreach. The START teams around the state will continue to work together with OPWDD Regional

and Central Offices, community partners, and the Center for START Services to make progress towards effectively supporting individuals and strengthening their systems of support. *(Leadership) Nirvana*

## 29. Navigating Ethical Dilemmas • Case #3

- **Amy Scott,** *ascott@ascendeducation.org,*  
**K. Lisa Yang and Hock E. Tan,**  
*Institute on Employment and Disability,*  
*ILR School, Cornell University*

Ethical dilemmas are sometimes unavoidable. What is important for staff providing services is understanding how to recognize a potential compromise and to have strategies for addressing different situations. This session will explore common ethical dilemmas, the threat of the slippery slope and strategies for the front-line employee. This course will continue through the next set of sessions #37. 10:45 – noon. Sign-in required for credit. *(NYS CASE Course) Wapanak*

## 30. Care Coordination Organizations Discussion

- **Cathy Varano,**  
*cvarano@nyalliance.org, NY Alliance*
- **Ryan Cox,** *rcox@nyalliance.org, NY Alliance*
- **Michael Seereiter,**  
*mseereiter@nyalliance.org, NY Alliance*
- **Ann Hardiman,**  
*ahardiman@nyalliance.org, NY Alliance*

This session will be similar to the regional meetings that are currently being facilitated by the NY Alliance all around the State between Care Coordination Organizations, providers, and families. The discussion will center around best practices, challenges, and solutions in an effort to provide the most comprehensive level of care for those with I/DD. The presenters will share some of the feedback and progress that has been made at the regional meetings and open up for a general discussion of issues.

*(Leadership) Triuna*

...continues on page 30



# Thursday, April 2<sup>nd</sup>

9:00 a.m. – 10:30 a.m. • SESSION IV

...continued from page 29

### 31. Modeling for Staff and Peers – Expression of Grief and Mourning

- Lori Lerner,  
*LLerner@sus.org*,  
*Services for the UnderServed*

As the people who your agency supports age with dignity, they are living longer. However, they are also dying at the same time when it is their time to go. In some ways, this manifests “chronic sorrow” and stress for both peers and staff, especially when they do not have outlets to give expression to their grief and mourning. Join this session to learn tools and techniques that will both address your own capacity to express grief and mourning while also learning how to model these important skills and techniques for the residents and/or participants in your day programs and for your staff. Tools like an experiential grief exercise, mindfulness, and suggestions for art therapy will be explored along with sharing recommended resources. (*Aging Evely*)

### 32. Reclaiming your Power

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

Unfortunately, in today's work climate people on all levels are feeling powerless and disheartened. It's time to retrain and refocus ourselves on empowerment. Join me and learn some great techniques to once again feel the POWER. (*Health & Wellness*) *Dollar East-Hotel*

### 33. Promoting Sexual Health: A Statewide Approach

- Katherine McLaughlin,  
*kath@elevatustraining.com*,  
*Elevatus Training*
- Kimberly Berg,  
*kimberly.berg@ddpc.ny.gov*,  
*NYS Developmental Disabilities  
Planning Council*

Elevatus Training and the New York State Developmental Disabilities Planning Council will be collaborating on a two-year project to provide training throughout the State of New York. Trainings are for teams of self-advocates and professionals to lead sexuality education classes, parents of kids with I/DD to become parent workshop leaders for other parents of kids with I/DD, and lastly, I/DD agency staff and school personnel to learn how to train other staff in their organizations and communities. Join us for a rich discussion on how we got to this point and how to get involved. (*Student, Youth and Young Adult Transition*) *Dollar West-Hotel*

### 34. Creating Safe & Inclusive Spaces

- Brian Potvin (he/him/his),  
*bpotvin@arcmonroe.org*,  
*The Arc of Monroe*

How can I support someone who is figuring out their sexuality or gender identity? Why are pronouns so important? Why do they keep adding letters to the LGBT acronym, and what do they all mean? This workshop will cover all of these bases and provide you with an understanding of how to create safe and inclusive spaces to support people with disabilities in the LGBTQ+ community. (*Health & Wellness*) *Diamond Island-Hotel*

10:30 a.m. • BREAK

♦ Break sponsored by *Precision Care*



10:45 a.m. – 12:00 p.m. • Session V

### 35. What's in A Name? Self-Determination, Self-Direction, Self-Advocacy

- **Mollie Murphy,** *Mollie.grotPeter@annkissam.com, Annkissam*
- **Erica Ostwald,** *Self-Advocate*
- **Michelle Wolfe,** *Self-Advocate*
- **Phil Dashnau,** *Self-Advocate*
- **Robin Collins,** *Advisor*
- **Ralph Collins,** *Advisor*

As programs increasingly include individuals in service delivery, the lexicon expands. At first glance, the names may sound similar and share common themes, but there are distinct variations, and each has nuances and a specific purpose. This session will consist of a panel of individuals representing Self-Direction, Self-Determination, and Self-Advocacy. Learn the difference from the front lines and why it matters for your work as individuals share their personal stories and experiences while addressing the differences. (*Leadership Bellevue*)

### 36. I Want to Empower People with Tech! Okay great, so now what?

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

Technology Innovations for People uses off the shelf technology to support people they serve from Engagement to Independence and Smart Living. This presentation will provide hands on demonstrations with cost efficient technologies. They will also discuss tips and lessons learned in getting and keeping the technology into the hands of the people we serve. (*Technology Nirvana*)

### 37. Navigating Ethical Dilemmas • Case #4

- **Amy Scott,** *ascott@ascenteducation.org, K. Lisa Yang and Hock E. Tan, Institute on Employment and Disability, ILR School, Cornell University*

Ethical dilemmas are sometimes unavoidable, what it is important for staff providing services is to understand how to recognize a potential compromise and to have strategies for addressing different situations. This session will explore common ethical dilemmas, the threat of the slippery slope and strategies for the front-line employee. This course is continued from the previous session #29. Sing-in Required for credit. (*NYS CASE Course Wapanak*)

### 38. The Language of our Work

- **Melody Johnson,** *mejohnson@arcmonroe.org, Regional Centers for Workforce Transformation Region 1 Co-Lead*
- **Theresa Buick,** *tbuick@HeritageChristianServices.org, Regional Centers for Workforce Transformation Region 1 Co-Lead*

WHAT we say and HOW we say it matters. And over time, the meanings of words and phrases can evolve. As our field advances, our words must advance, too. This session will educate attendees on the evolving language of our work. We need to be sure our words best represent the people we support. Historically, the language of our work has served to categorize others, and in the process has often represented people we support in an undignified way. As you lead DSPs to transform the culture of their work from caregiving to supporting people, what can you do to ensure that our words and actions are in sync? Join us for a thought-provoking and positive look at the language of our work. (*Workforce Triuna*)

...continues on page 32



# Thursday, April 2<sup>nd</sup>

10:45 a.m. – 12:00 p.m. • SESSION V

...continued from page 31

## 39. NY Alliance Innovation Hour

- **NY Alliance Staff**

New York Alliance, as noted in our name, is dedicated to the promotion of inclusion and mechanism for innovation and best practices. NY Alliance aligns projects and grant work with our mission to serve as a catalyst for positive change and leading resource for individuals with disabilities, their families, and the organizations supporting them.

This session will provide an overview of several on the NY Alliance projects from Housing Initiative, Regional Workforce Transformation, Managed Care Community of Practice / Data Initiative and much more. (*All*) *Evelyn*

## 40. A Telehealth Solution: Increasing access to quality healthcare in an efficient and effective treatment model

- **Maulik Trivedi, MD,**  
*maulik.trivedi@stationmd.com, StationMD*

Telehealth allows the delivery of medical care to people with intellectual and developmental disabilities (I/DD) in their home setting. With a telehealth solution, people with I/DD have access to specially trained doctors resulting in a decrease in unnecessary ER transfers and hospital stays. Participants will learn how agencies have utilized telehealth to evaluate patient needs and how they have met the needs and expectations of both the individuals receiving treatment and the agency by using a telehealth solution. Participants will also learn how treatment plans are developed and implemented via telehealth. and, any other relevant objectives of the training session. (*Telehealth*) *Dollar East-Hotel*

## 41. “BLENDING: Working with Staff to Reframe their Vision and Services for Individual Employment Success”

- **Erin Dashnaw, *dashnaw@cwinc.org, Community, Work and Independence Inc.***
- **Michelle Treffi, *mtreffi@cwinc.org, Community, Work and Independence Inc.***

Raising the number of people who are working in competitive employment is possible at Community Work and Independence (CWI). Why? because staff positions that once were only assigned to a single waiver service (Community Prevoc, Pathways to Employment, Supported Employment & Day Hab) have now been “blended.” Blending allows CWI staff to reframe their thoughts on assisting people to achieve their employment goals and then work together with individuals seeking employment to plan, answer their own individualized questions and move forward towards competitive jobs. Come learn how and why this staffing process was done and hear about the successes and pitfalls to avoid as well. You’ll also hear about this coming year’s new services and how the individual job seekers are redefining their career paths. (*Employment*) *Dollar West-Hotel*

## 42. Quality Improvement and the Agile Mindset: How to provide high-quality, value-based services in a managed care world

- **Jeffery Fox, Ph.D.,**  
*jefferyfox@abilitiesfirstny.org, Abilities First, Inc.*
- **Dina Menzie,**  
*dinamenzie@abilitiesfirstny.org, Abilities First, Inc.*
- **Mark Nace,**  
*marknace@abilitiesfirstny.org, Abilities First, Inc.*
- **Julie A. Planke,**  
*julieplanke@abilitiesfirstny.org, Abilities First, Inc.*

In the world of managed care, the idea of quality expands beyond compliance to full customer value. How do we determine and measure the value participants extract from the services we provide? Corporations have long known that in this face-paced environment we do not have the time to pull together countless committees and stakeholder meetings to answer these questions. Now, healthcare has embraced Agile. This case study will enable participants to return to their agencies and begin to apply Agile principles to efficiently manage the shift towards high-quality, value-based programming. (*Quality, above Compliance, Managed Care, Care Coordination*) *Diamond Island-Hotel*



## 11:00 a.m. – 12:45 p.m. • Executive Session & Lunch Club Grill

By Invitation Only. Buses depart from the Main Entrance of the Hotel at 10:45 a.m. to take individuals to the Club Grill. Lunch will be served at this site.

### LOOKING AT STRATEGIES FOR SUCCESSFULLY IMPLEMENTING DATA-DRIVEN DECISION PROCESSES TO OPTIMIZE ORGANIZATIONAL PERFORMANCE.

**Presenter: Charlie Dorison, PhD**

*Candidate in Public Policy at the Harvard Kennedy School.*

Charlie will be speaking on two other occasions during the conference.

**April 1, 2020 from 1:15 p.m. – 2:30 p.m. & April 2, 2020 from 9:00 a.m. – 10:30 a.m.**  
Please see brochure for information. If you are attending the club grill session, you are encouraged to attend both of these sessions as well.



**Charlie Dorison**

♦ *Executive Session and Lunch sponsored by Millin Associate*

## 11:30 a.m. – 1:00 p.m. • LUNCH

## 1:15 p.m. – 2:30 p.m. • Session VI

### 43. Demystifying Trauma Informed Care for People with Intellectual and Developmental Disabilities

- **Sharon Cyrus-Savary,**  
*scyrus-savary@sus.org,*  
*Services for the UnderServed*
- **Corey Fisk,**  
*Cfisk@sus.org,*  
*Services for the UnderServed*
- **Chantel Diamond,**  
*Cdiamond@sus.org,*  
*Services for the UnderServed*

In the field of intellectual/developmental disabilities (I/DD), trauma is omnipresent, both in the individuals and in those that care for them. Trauma is often underdiagnosed and undertreated. Service providers are vested in understanding how trauma impacts the people we support. Together we can improve trauma informed approaches to increase Post Traumatic growth. Understanding Post-Traumatic Growth and how strength-based practices can be used to increase resilience will prepare us to support caregivers and individuals. (*Trauma Informed Care*) Bellevue

*...continues on page 34*



# Thursday, April 2<sup>nd</sup>

1:15 p.m. – 2:30 p.m. • SESSION VI

...continued from page 33

## 44. Lessons from Four Years of Promoting the Human Right to Legal Capacity

- **Joan Cornachio,**  
*New York City Site Coordinator, SDMNY*
- **Oscar Segal,** *Decision-Maker, SDMNY*
- **Professor Gina Riley,**  
*Facilitator & Mentor, SDMNY*
- **Maureen Phillips,**  
*Rochester/Western NY Site Coordinator, SDMNY*
- **Robert Terry,** *Decision-Maker, SDMNY*

In March 2020, SDMNY will have concluded the fourth year of its five-year project. SDMNY has assisted at least 10 decision-makers (persons with intellectual and/or developmental disabilities) to complete supported decision-making agreements with their supporters, and over 80 more decision-makers across the project's 5 sites are working with SDMNY's facilitators towards completing agreements of their own. At this panel, two decision-makers will share their experiences creating their agreements, alongside the SDMNY facilitators and mentors who helped them through the three-phase process. You can read the full report at [www.sdmny.org/news](http://www.sdmny.org/news).

*(Supported Decision Making) Nirvana*

## 45. Strategies for Success • Case #5

- **Amy Scott,** [ascott@ascenteducation.org](mailto:ascott@ascenteducation.org),  
**K. Lisa Yang and Hock E. Tan,**  
*Institute on Employment and Disability, ILR School, Cornell University*

Putting Ethics into practice: While many ethical dilemmas seem to crop up unexpectedly, program managers and organizations can greatly reduce compromises by proactively scanning for potential threats such as the use of technology, social media, and the increase of services to students and youth. This session will identify the opportunities for potential conflict and strategies for best practices. This course will continue with the next session #52. 2:45 p.m.-4:00 p.m. Sign-in is required for credit.

*(NYS CASE Course) Wapanak*

## 46. Stop giving money away: Using value streams to gain financial ground

- **Angela Woods,**  
[awoods@asfl.org](mailto:awoods@asfl.org), *Access Supports for Living*
- **Darnel Guerrier,**  
[dguerrier@asfl.org](mailto:dguerrier@asfl.org), *Access Supports for Living*

Discover the hidden costs that plague your agency and learn about the lean tool that can help you stop giving money away. Access: Supports for Living discovered \$235,000 in hidden costs at our Individualized Residential Alternative (IRA) sites by using the lean A3 thinking tool. We shared our lessons learned from this project across the agency using yoketen, our Transformation Framework and Value Streams. The expanded use of the contracting tool initially developed for a small service, now has agency-wide implications with a potential to save over \$1M.

*(Leadership) Triuna*

## 47. Superheroes – How to get and keep them!

- **Fredrick W. Erlich,**  
[ferlich@livingresources.org](mailto:ferlich@livingresources.org), *Living Resources*
- **Joseph LaMalfa,**  
[jlamalfa@livingresources.org](mailto:jlamalfa@livingresources.org), *Living Resources*

In this era of very low unemployment, it is vital for employers to recruit, reengage, and retain quality employees. Getting back to the basic of the three R's, the presenters will review and break down how positive communication, practicing a shared vision, and assessing needs will move your teams forward while at the same time having fun.

Presenters will focus on creative methods for recruiting; how utilizing active listening and smart questions reengage our employees through an evidence-based methodology; and our model for staff retention based upon strong relationship building, organizational culture, advancement opportunities and individual job satisfaction.

*(Workforce, Recruitment & Retention) Evely*



## 48. Being the Hero of Your Life Through Informed Self-Advocacy

- **Pepi Diaz-Salazar,**  
*pepi.diaz-salazar@arcmh.org*  
*Arc Mid-Hudson*

Provider agencies support people to create the lives they want to live – lives that we ourselves would wish to live. To have any chance at success we first must help people hear their own heart's desire and to know their own minds, rather than mistaking other supporter's wishes or their staff's opinions for their own. It is only when people with disabilities have routine support to think and experience for themselves that creating a quality life becomes possible. A starting place for the support is with building skills and confidence in speaking up – in advocating for oneself and one's ideas. Providing a group forum for people to advocate for themselves and their future can provide a safe practice ground for future solo successes. This presentation will discuss the steps The Arc Mid-Hudson took to provide education and opportunities for advocacy experiences so people supported could better advocate for themselves, individually and with the strength of a group behind them. This process also helped our Self-Advocates group to become stronger and more effective.

*(Workforce, Innovation) Dollar East-Hotel*

## 49. Creating Spaces Where Everyone Belongs: Community Inclusion in Recreation

- **Jennifer Ward,**  
*Jennifer\_Ward@URMC.Rochester.edu,*  
*Strong Center for Developmental Disabilities*

Recreation and leisure are an important aspect of well-being that is often overlooked for people with disabilities and their family members. This presentation will review the importance of creating inclusive spaces for all individuals to experience belonging in the community through recreation & leisure activities. The presentation will have a specific

focus on the importance of recreation and leisure for the overall well-being of individuals with disabilities as well as specific supports and resources for success.  
*(Community Opportunities, Health & Wellness) Dollar West-Hotel*

## 50. Using Your Passion and Power to Rise Above Workplace Conflict

- **Lori LaRocco,**  
*llarocco@suffharc.org, AHRC Suffolk*
- **Colleen Eble,**  
*ceble@suffahrc.org, AHRC Suffolk*
- **Doriann Adams,**  
*dadams@suffahrc.org, AHRC Suffolk*

In this presentation you will learn how to develop/ enhance your interpersonal skills and discover:

- How to create an environment of mutual respect strategies that work.
- Proven tactics to keep your cool during heated discussions.
- Communication skills that help you deal with difficult people positively.
- Best known approaches to help solve problems promptly and accurately.
- Tips for forging effective teamwork.

*(Behavioral Supports, Leadership) Diamond Island-Hotel*



# Thursday, April 2<sup>nd</sup>

2:45 p.m. – 4:00 p.m. • Session VII

## 51. OPWDD CAS Update

- **Al Pruett,**  
*Director of our Bureau of Assessment  
Oversight and Coordination, OPWDD*

This presentation will provide participants a comprehensive update on the Coordinated Assessment System (CAS). The presenter will provide information on implementation, CAS administration process, involvement of the family, roles and responsibilities of the Care Manager and use in Comprehensive Care Planning, quality assurance, and future use of the CAS to inform service authorization. (*Leadership*) *Bellevue*

## 52. Moving from Crisis to Stabilization: The Case for Professionalizing the Direct Support Workforce Through Credentialing

- **Dan Hermreck,**  
*Director of Certification and Accreditation,  
NADSP*
- **Joe Macbeth,**  
*President and CEO, NADSP*

While low wages and high turnover rates are often the focus of workforce issues, they are ultimately just a symptom of a larger issue: The direct support role has not been viewed as a professionalized career, but instead as a low-skilled entry-level job. The impact of this devaluation of the direct support role has been consistently demonstrated in the lack of investment in this workforce, which can be seen in reimbursement rates paid by state governments, plateaued spending in long-term care, and in the lack of professionalization of the Direct Support Professional (DSP) role and title. This presentation will explore how the development and implementation of a national credentialing system for DSPs can have a direct impact on these systemic problems.

At the conclusion of this session, participants will be able to...

- Describe how the implementation of competency-based credentialing can ensure that DSPs understand and are implementing competency-based training and using their professional skills to enhance the quality of support.
- Explain how the coordination of competency-based credentialing with state reimbursement rate structures can use incentive payments based on credentialing to raise DSP wages.
- Recognize how the introduction of a career ladder to the direct support workforce can promote employee tenure. (*Workforce, Leadership*) *Nirvana*

## 53. Strategies for Success • Case #6

- **Amy Scott,** [ascott@ascendeducation.org](mailto:ascott@ascendeducation.org),  
*K. Lisa Yang and Hock E. Tan,  
Institute on Employment and Disability,  
ILR School, Cornell University*

Putting Ethics into practice: While many ethical dilemmas seem to crop up unexpectedly, program managers and organizations can greatly reduce compromises by proactively scanning for potential threats such as the use of technology, social media, and the increase of services to students and youth. This session will identify the opportunities for potential conflict and strategies for best practices. This course is a continuation from session #44. Sign-in required for credit. (*NYS CASE Course*) *Wapanak*.



## 54. Citizen-Centered Leadership – Putting the Person Back in Person-Centered Planning

- **Carol Blessing, [cjb39@cornelle.edu](mailto:cjb39@cornelle.edu),  
K. Lisa Yang and Hock E. Tan,  
Institute on Employment and Disability,  
ILR School, Cornell University**

Person-centered planning has taken on a new flavor since HCBS emerged within disability service delivery structures. Although well intended, the focus of mandated person-centered planning is on managing care and services. It is fair to say that this is more system-oriented than true person-centered planning.

This session will inspire participants to re-frame (or reclaim) authentic person-centered practice within the context of citizen-centered leadership. Citizens are people who are part of and contribute to the fabric of community life. Through a series of linked discussions and exercises. (*Employment, Volunteering, Owning Your Own Business*) Triuna

## 55. Integrated solutions for individuals with I/DD: Empowerment. Inclusion. Self-determination.

- **Michael Hammond,  
[michael.hammond@optum.com](mailto:michael.hammond@optum.com),  
Optum Behavioral Health**

During this presentation, Michael will explore the lessons learned in implementing managed care for Medicaid complex populations. He will discuss the advantages and challenges regarding service delivery changes under a managed care approach. Michael will also outline key considerations on how program managers and providers can better work together to best coordinate medical care with home- and community-based services for persons with disabilities. In addition, this session will

explore Optum's experiences and lessons learned from establishing Medicaid managed care disability programs. This presentation will wrap up focusing on how Optum has developed the first service coordination platform specifically designed for Medicaid members with complex care needs that is informed by Charting the LifeCourse (CTL). This new technology bridges gaps across an array of service systems and providers. It's a seamless system between medical, BH, HCBS waivers and pharmacy that improves quality, reduces costs, and offers payers a paradigm shift in how health care and HCBS waiver services are coordinated. (*Managed Care, Care Coordination, Innovation*) Evely

## 56. Working is always a better option! Intro to SSI, SSDI and work incentives

- **Erin Abele,  
[erina@libertyarc.org](mailto:erina@libertyarc.org),  
Montgomery County Chapter, NYSARC Inc**
- **Julie Trombly,  
[juliet@libertyarc.org](mailto:juliet@libertyarc.org),  
Montgomery County Chapter, NYSARC Inc**

This session will provide a basic overview of the impact of income on Supplemental Security Income (SSI) and Social Security Disability Income (SSDI) for working age beneficiaries. An overview of common work incentives and protections will be highlighted, and resources shared. Our goal is for you to develop a basic understanding of benefits which will equip you to have positive discussions and expel myths in an effort to promote work as a first option for people with disabilities. (*Student, Youth and Young Adult Transition*) Dollar East-Hotel

...continues on page 38



# Thursday, April 2<sup>nd</sup>

2:45 p.m. – 4:00 p.m. • SESSION VII

...continued from page 37

## 57. Potential Revealed – our continued challenges and triumphs with a DSP apprenticeship program

- **Michele Montroy,**  
*mmontrony@unitedhelpers.org, United Helpers*

Our DSP apprentices return from last year's conference to once again present their experiences and challenges in our New York State approved Apprenticeship program. This presentation includes insight from the apprentices, instructor, and administration regarding the value and impact of the program professionally and personally.  
*(Administrative/Executives) Dollar West-Hotel*

## 58. The Group of Many Hats

- **John M. McPhee,**  
*jmcphree@nhrny.org, New Horizons Resources*
- **Julie Lopez,**  
*jlopez@nhrny.org, New Horizons Resources*
- **Brianna Malvai,**  
*bmalvai@nhrny.org, New Horizons Resources*

The Mid-Hudson Collaborative has very dedicated Front-Line Supervisors. Many of them have gone through Front Line Supervisor Training from the NADSP. This presentation will highlight the successes and the challenges that we have experienced as a result of this process. The FLS program in the Mid-Hudson Region has successfully graduated 4 full cohorts as a result of a coalition of 6 agencies which has brought together supervisors to collaborate on best practices for front line supervisors. In early 2020 we will see a 5th cohort begin the process of becoming quality Front-Line Supervisors.

This workshop will also highlight incredible projects that were developed as a result of Front-Line Supervisor Training. One of them was initiated at New Horizons Resources in January of 2020, "The Group of Many Hats" brings together residence managers and their assistants to collaborate on the challenges and the blessings of their job. Another project was to "morph" the FLS program into a DSP training program similar in format to the FLS program. Since our VISION should always be CLEARLY focused on the people we serve, this workshop presentation will help to show that our PASSION is in what we do and how we enable staff and people we support to live fulfilling lives.  
*(Workforce) Diamond Island-Hotel*

Put your heart, mind, and soul into even your smallest acts. This is the secret of success.

• Swami Sivananda

What people want is simple: someone to love, somewhere to live, somewhere to work, and something to hope for.

• Norman Kirk



## 4:15 p.m. – 6:00 p.m. • Art Exhibit & Reception

NY Alliance proudly presents its annual art exhibit by individuals with intellectual and developmental disabilities. The exhibit showcases the talent and creativity of people supported and served by our member agencies.

★ *Art Exhibit sponsored by Chem Rx*

*Located in the Event Center*

Eugene Talbot first came to DDI in March of 1985 after the closing of Willowbrook in Staten Island. He currently lives in DDI's Larkfield IRA with 7 other gentleman. He enjoys keeping in touch with his parents and sister who live out of state. He visits with them every few months when they come to see him at his home. In his free time Eugene likes to dine at local restaurants, go to see movies and spend time outdoors. He has a bond with his housemates and likes to spend time with them. Eugene is a neat and tidy guy who enjoys looking sharp. His Larkfield family is very excited that he is receiving the honor of being on the cover of the art show brochure.



## 5:30 p.m. • Regional Gathering

• **Mid-Hudson Region** (*See Sam Laganaro for details*)



## 6:00 p.m. • Dinner

★ *Dinner Music sponsored by SimplyHome*

★ *Pianist sponsored by Nationwide*



## 9:00 p.m. • DJ / Karaoke Dance Party

**Featuring DJ Darik Habel of Encore Productions.**

American Express Gift Cards (\$100) will be awarded to the top two singers.

★ *Conference Party sponsored by Vibrant Brands*



# Friday, April 3<sup>rd</sup>

8:30 a.m. (Breakfast served in the conference center)

- ◆ CLOSING REMARKS
- ◆ CLOSING PRESENTATION • *By William Duggan*
- ◆ FUN RUN AWARDS
- ◆ RAFFLE DRAWING



## WIN A TWO-NIGHT STAY AT THE SAGAMORE!

Raffle tickets can be purchased

\$3.00 each or four for \$10.00 at the conference registration desk.

*Drawing will be held on Friday morning following the closing presentation.*

## WIN AN APPLE iPAD!

Be eligible to win an Apple iPAD by visiting each Trade Show Vendor and having them sign the raffle card. Complete the card with your name and agency and drop off at the registration desk. Drawing will be held on Friday morning prior to the closing presentation.



- ◆ *iPad Raffle sponsored by Therap Services, LLC*



## Closing Presentation

### Strategic Intuition: The Key to Innovation

**WILLIAM DUGGAN**

*Senior Lecturer, Columbia Business School*



*William Duggan*

Modern science now understands how creative ideas happen in the human mind, and by understanding how it works, you can learn to do it better.

Our closing speaker, William Duggan is the author of three recent books on innovation: Strategic Intuition: The Creative Spark in Human Achievement (2007); Creative Strategy: A Guide for Innovation (2012); and The Seventh Sense: How Flashes of Insight Change Your Life (2015). In 2007 the journal Strategy+Business named Strategic Intuition “Best Strategy Book of the Year.” He has BA, MA and PhD degrees from Columbia University, and twenty years of experience as a strategy advisor and consultant. Professor Duggan teaches innovation in three venues at Columbia Business School: MBA and Executive MBA courses, and Executive Education sessions. In 2014 he won the Dean’s Award for Teaching Excellence. He has given talks and workshops on innovation to thousands of executives from companies in countries around the world. *(All) Bellevue*





## ANNUAL CONFERENCE SPONSORS

The NY Alliance Board of Directors and staff would like to express their gratitude to the following organizations for their conference sponsorship:

## CATALYST

**Abou, Dewan & Hanna • Friday Closing Speaker**  
*Judith Hanna, aboudewanhanna@aol.com*

**Butler Human Services • President's Reception**  
*John Shannon, jshannon@butlerhumanservices.com*

**Chem Rx • Art Exhibit**  
*Christina Rios, christina.rios@phamerica.com*

**Direct Care Innovations (DCI) • Excellence Awards**  
*Marisa Balbo, marisab@dcisoftware.com*

**eVero • Keynote Speaker**  
*Christos Morris, christos@evero.com*

**Millin Associate • Executive Session**  
*Nicholas Jerolimov, njerolimov@millinmedical.com*

**Game-U • Pre-Banquet Reception**  
*Brad Cohen, bcohen@game-u.com*

**Irwin Siegel Agency • Program Book Sponsor**  
*Dawn Martin, dawn.martin@siegelagency.com*

**Precision Care • Thursday Break**  
*Jacquie Mastropietro, jmastropietro@precisioncare.com*

**Rose and Kiernan • Fun Run**  
*Michael Hutcherson, mhutcherson@rkinsurance.com*



## STAKEHOLDER

### **Annkissam • Pre-Conference Session I**

*Greg Murphy, greg.murphy@annkissam.com*

### **Bentson & Company • Pre-Conference Session II**

*Robert Bentson, bob@bentson.net*

### **Benetech, Inc. • Policy Forum**

*Matthew Ingold, matti@benetechadvantage.com*

### **Core Solutions • Cheese & Wine**

*Brenda Berry, bberry@coresolutionsinc.com*

### **SimplyHome • Banquet Music**

*kristen@simply-home.com*

### **Therap Services, LLC • IPAD Raffle Sponsor**

*Karen.niedermeier@therapservices.net*

### **Vibrant Brands • Conference DJ Party**

*Rick Langdon, rick@vibrantbrands.com*

## ADVOCATE

### **CaraSolva, Inc. • Equipment**

*Kevin Luff, kevin.luff@carasolva.com*

### **Enterprise Fleet Management • Equipment**

*Pietro Setaro, Pietro.setaro@efleets.com*

### **Majestic Food, Inc. • Equipment**

*Phil Maguire, majesticflip@aol.com*

### **MITC • Music Caldwells**

*Kristen Redwine, kristenr@mitcsoftware.com*

### **Nationwide • Pianist**

*Ross Setlow, rsetlow@Nationwide.com*

### **NYSID • Music Mr. Browns**

*Jennifer Lawrence, jlawrence@nysid.org*

### **Partners Health Plan • Wednesday Break**

*Nicholas LaBruna, nlabruna@phpcares.org*

### **Precision LTC Pharmacy • Pre-Conference break**

*Daniel Longo, dlongo@precisionltc.com*

### **Tulip Travel • Fun Run T-Shirts**

*Leo de Ruijter, leo@tulip-travel.com*



# *AbouDewan & Hanna Co. Inc.*

*Certified Woman Owned Business - Certified WBE/DBE*



**Committed Supplier To State, Private,  
Community Residences, Supportive Housing, Group  
Homes, IRA's, ICF's and Federal Agencies**

**WE SHIP ANYWHERE IN THE USA!**

**We Do Business The Old Fashion Way...  
Quality Products & Excellent Personal Service**

**PROUDLY SERVICING AGENCIES FOR OVER 32 YEARS**

901 Erie Avenue, North Tonawanda, NY 14120

Phone: 716-743-0388 • Fax: 716-743-0393

aboudewanhanna@aol.com • www.aboudewanhanna.com

# Butler Human Services.

Understanding your furniture needs and working to exceed them.

Butler Human Services Supporting NY Alliance for Over 19 Years



## Butler Human Services Offers:

- **NYS Contract Pricing**
- Locally Based Customer Service
- Full Service Delivery and Installation
- Fast Ship & Quickship Programs
- Replacement Parts
- Project Management
- Design and Space Planning Services
- Increased Inventory for Faster Delivery



877-852-0784 for toll-free sales support • [butlerhumanservices.com](http://butlerhumanservices.com)

Download Catalogs • Request Literature • Review Fabric Cards



## Proud to be the Preferred Pharmacy Vendor of the NY Alliance.

We are focused on servicing individuals with disabilities and the organizations supporting them.



750-790 Park PI | Long Beach, NY 11561 | 516-889-8770

16 Walker Way | Albany, NY 12205 | 518-452-7795

2355 Union Road | Cheektowaga, NY 14227 | 716-631-2433

[chemrx.net](http://chemrx.net) | [pharmerica.com](http://pharmerica.com)

# **DIRECT CARE INNOVATIONS**

Run Your Entire Business  
with One Product

DCI is a healthcare technology company that creates business management platforms for providers and government agencies in the Medicaid, Medicare, Private Insurance and Managed Care Markets.



#### **OUR MISSION**

Reinventing Direct Care Administration to Create a Sustainable Future



#### **OUR VISION**

Design state-of-the-art systems that streamline administration and direct more resources to caregiving



#### **OUR GOAL**

To become your trusted technology partner



**DCI**  
DIRECT CARE INNOVATIONS  
[www.directcareinnovations.com](http://www.directcareinnovations.com)



## MULTIPLE VIEWS

A complete ecosystem for FIs, Staff, Brokers, and Individuals that helps you **grow and scale** your Self-Direction program.

## 100% PAPERLESS

Eliminate paper-based processes so that you can take on up to **three times** as many Budgets.

## HIPAA COMPLIANT

HIPAA and Hitech Act compliant, fully secure and accessible, and **takes all ADMS & regulations** into account.

## PERSON-CENTERED

Our platform is completely **person-centered** so that all of the data follows the Individual.



**EMPOWER™ YOUR AGENCY  
AND THE PEOPLE YOU SERVE**



Millin Associates  
Presents

## **OPWDD MANAGED CARE BILLING**

**IT'S REAL  
IT'S HERE  
IT'S SCARY**

**ARE YOU READY?**

# **WE ARE!**

**MILLINPRO BILLING SERVICES AND SOFTWARE  
AVAILABLE TO YOU NOW**

Millin Associates has been at the forefront of NY State Managed Care transitions for  
Health & Human Services since its inception.

Take advantage of Millin Associates' billing experience, expertise, and MillinPro technology  
to ensure a stable consistent revenue and cashflow.

Contact us for a free consultation at [solutions@millinmedical.com](mailto:solutions@millinmedical.com) or (516) 374-4530



# ACCELERATE

TEACHING ACROSS THE SPECTRUM

**Game-U Accelerate is a unique program developed by game industry professionals. We teach students of all abilities, including those with special needs, how to design and build their own video games and robots.**



Game Design



Coding



Robotics



3d Modeling



Animation



Illustration

## Locations in

Bohemia (Suffolk)  
Brooklyn  
Forest Hills (Queens)  
Hicksville (Nassau)  
Lynbrook (Nassau)  
Manhattan  
Scotia (Schenectady)  
Suffern (Rockland)  
Staten Island  
White Plains (Westchester)

**Explore  
Learn  
Practice  
Challenge**



### Critical Thinking

Students are introduced to basic computer programming helping them improve their problem solving skills. They learn to identify and implement their program's key features, test and evaluate performance, then fix any issues. These same skills can be applied to a wide range of areas helping them make decisions in every day life.



### Teach STEAM concepts

Introduce Science, Technology, Engineering, Art & Math concepts to help students learn how to solve challenges and make their own projects become reality.



### Improve Motor Skills

Robotics and computer use can increase dexterity and fine motor skills which boost student safety in and out of the home.



**Community Inclusion** Promote community inclusion by educating all populations and promoting peer-based learning.

**WE ACCEPT NY SELF-DIRECTION**  
**For more information or to enroll**  
contact us at [accelerateny@game-u.com](mailto:accelerateny@game-u.com) or call 516.265.7555

# irwin siegel agency

INSURANCE PROGRAMS & RISK MANAGEMENT

Supporting  
Others<sup>®</sup>  
those who support



## EXCEPTIONAL HUMAN AND SOCIAL SERVICE INSURANCE SOLUTIONS

Irwin Siegel Agency's Intellectual & Developmental Disability insurance program allows you to focus on what's most important—enhancing the quality of life, inclusion and independence of individuals with disabilities. From personalized risk management services and resources to expert claims handling, our insurance program provides you with the coverage needed to successfully carry out your mission.

*We work exclusively with independent agents and brokers.*

call 800.622.8272 | click [www.siegelagency.com](http://www.siegelagency.com) | e-mail [siegel@siegelagency.com](mailto:siegel@siegelagency.com)





## ***Your passion is our purpose***

### Property & Casualty Program for NY ALLIANCE Members

When your life's work is supporting others, thoughts of insurance are often the last thing on your mind. That is why we have partnered with an AM Best A+ rated insurance company to create a unique property and casualty insurance program tailored to meet many of the specific needs of human service organizations.

#### Benefits That Matter

##### ***We work with your broker to place your policy***

- Comparative risk and quote analysis
- Superior risk management solutions
- Vehicle safety programs and seminars
- Field focused training for boards, supervisors, DSPs, and leaders
- Consultants for Mission Support (C.M.S.)
- MISSIONOMICS – a tool for organizational effectiveness



***Contact us today to get started!***  
**Rose & Kiernan, Inc.**  
1-800-242-4433  
[mhutcherson@rkinsurance.com](mailto:mhutcherson@rkinsurance.com)  
[www.rkinsurance.com](http://www.rkinsurance.com)



# PrecisionCare

SOFT W A R E

*Solutions for the Human Services Community*

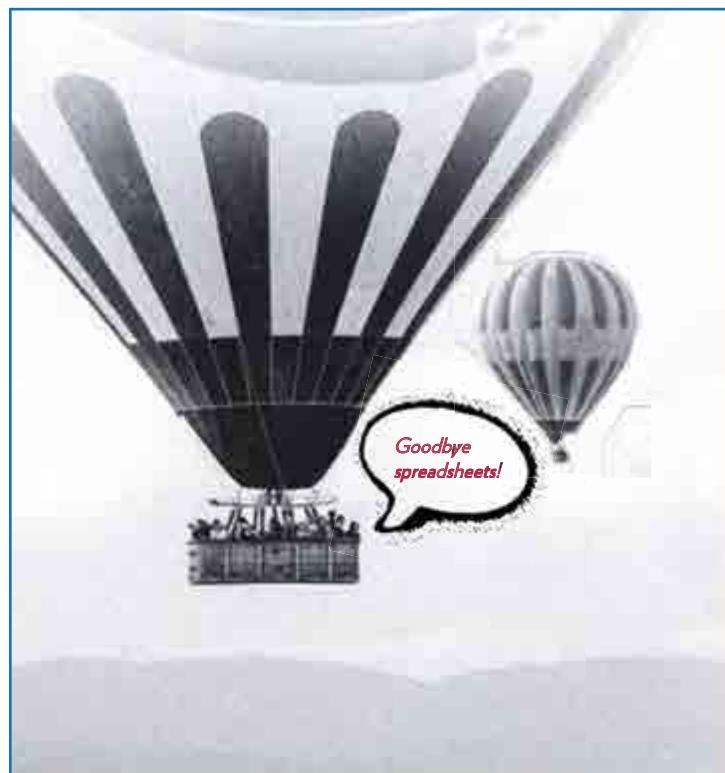
**The data you want and the compliance you need.**

**We've got you covered with our complete solution.**

PrecisionCare provides streamlined documentation and compliance protection exclusively to the Human Services Community. Our electronic case records software meets the changing needs of this dynamic industry.

**Let us show you what PrecisionCare can do for you! Please contact us for a complimentary product demonstration.**

**877-429-5511 • PrecisionCare.com** • 



**Dignyfi lifts you up.**

**Specialized for New York self-direction.**

**Built by the industry leader.**

Simplify your operations. Make payments within budgets. Get reimbursed fast. Sail through audits.

**Grow your FI services with confidence.**

**Stop by our booth  
to see how you can  
calculate your savings!**

 **ANNKISSAM**

**ANNKISSAM IS THE NATIONAL LEADER** in Fiscal Intermediary software with over a decade of experience focused on self-direction. Put us to the test.

**TO LEARN MORE** contact [greg.murphy@annkissam.com](mailto:greg.murphy@annkissam.com) or call 888-434-6931.

# BENTSON & COMPANY

INSURANCE

## INSURANCE & EMPLOYEE BENEFITS

653 Forest Avenue, Staten Island, New York 10310  
Tel: (718) 442.6000 Fax: (718) 273.7695  
Visit us at [www.bentsoninsurance.net](http://www.bentsoninsurance.net)



99 Hudson Street, Suite 501, New York, NY 10013  
Tel: (718) 442.6000 Fax: (718) 273.7695  
Visit us at [www.bentsoninsurance.net](http://www.bentsoninsurance.net)



Independence  
Empowered by  
Technology



Explore the possibilities at  
[www.simply-home.com](http://www.simply-home.com)



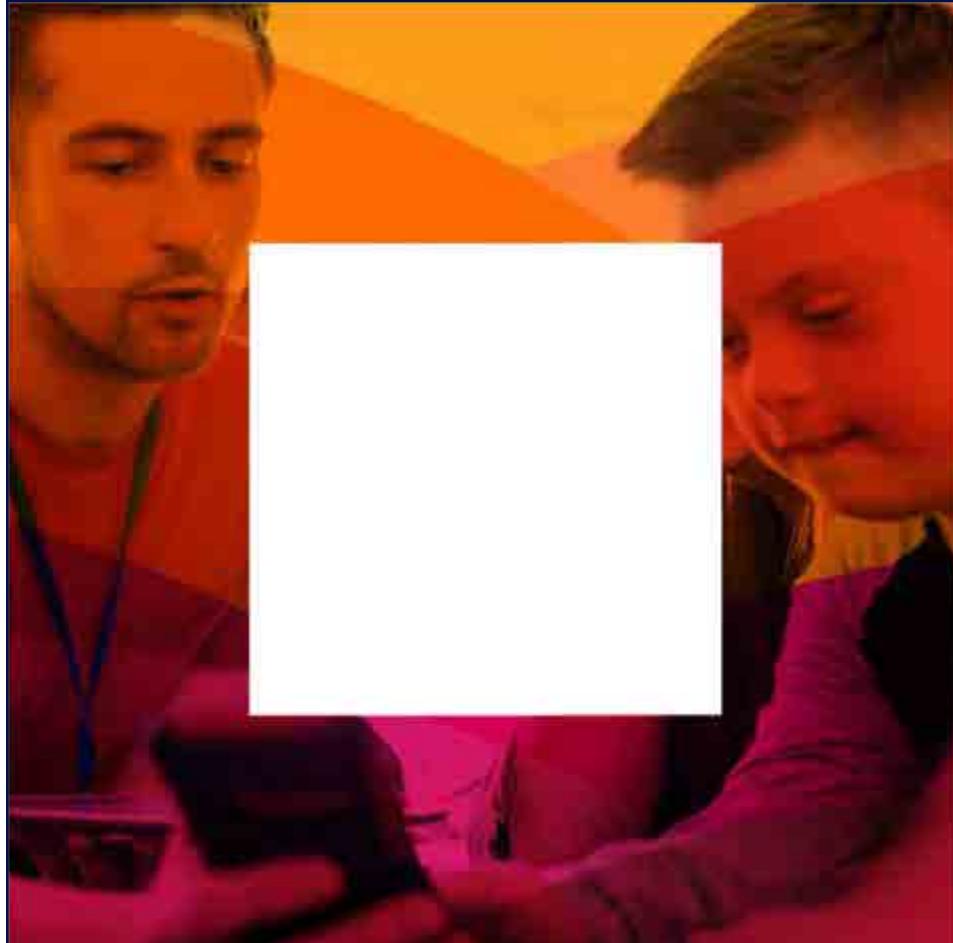
(877) 684-8441

# Improve Your HCBS Waiver Compliance While Simplifying Employee Time-Tracking

*Contact Us Today to Learn How*



**Jason Barnes,**  
**Sales Consultant**  
[jasonb@benetechadvantage.com](mailto:jasonb@benetechadvantage.com)  
(518) 283-8500 Ext. 355



**REAL WORLD  
SOLUTIONS  
FOR REAL  
WORLD  
CHALLENGES.**



visit core at booth 13  
[www.coresolutionsinc.com](http://www.coresolutionsinc.com)

# Electronic Documentation for I/DD Service Providers

## Electronic Billing

- Track Service Delivery
- Submit Claims Electronically to eMedNY
- Provide up-to-date Utilization Results
- Calculate Billing Units automatically from Attendance Data & ISP Service Data
- Attendance for Day Hab, Res Hab and ICFs

## Electronic Health Records

- Comprehensive Health Care Reports
- Medication Administration Records
- Diagnoses, Appointments, Seizure Records and more
- Individual Care Plans

## Individual Support

- OPWDD Incident Reports
- Individual Service Plans
- Habilitation Plans & Reports
- IPOS & Safeguards
- MSC Notes
- Electronic Signatures

# Therap®

- ✓ Secure with Audit Trails
- ✓ Real-Time Access from Anywhere
- ✓ Detailed Reports for Measuring Outcomes
- ✓ Multilevel Access
- ✓ Person Centered Planning Tools
- ✓ Quality Assurance & Management Reports



**HIPAA  
Compliant**



 (845) 707-3205

[www.TherapServices.net](http://www.TherapServices.net) 

# caraSolva

Community Care<sup>SM</sup> | eHealth Records

## MedSupport® eMAR & Point-of-Care



### Improving Health Outcomes

BETTER WORK FLOW • SIMPLICITY • IMPROVING STAFF PERFORMANCE • REDUCTION IN MED ERRORS



Creating software solutions for caring people.

866-903-9163 | [www.CaraSolva.com](http://www.CaraSolva.com)

**enterprise**  
FLEET MANAGEMENT

## SIMPLE CONCEPT. BIG SAVINGS.



Replace your organization's vehicles while staying under budget. Join the hundreds of non profit organizations who have saved money and benefited from safer, more reliable vehicles by partnering with Enterprise Fleet Management.

- Receive a **FREE** customized fleet analysis with one-on-one consultation
- Savings of 5 – 7% on vehicle acquisition costs
- Up to 10 – 15% on maintenance savings
- Flexible financing options
- Access to 700 resale experts with net returns up to 10%

Call to get your **FREE** Fleet Analysis today!  
Peter Setaro | 917-335-9969 | [Pietro.Setaro@efleets.com](mailto:Pietro.Setaro@efleets.com)

Enterprise and the Enterprise logo are registered trademarks of Enterprise Fleet Management, Inc. All other names and/or marks are the property of their respective owners. © 2011 Enterprise Fleet Management, Inc. NYPLN-01

## **Navigate to Managed Care.**

Awareness and support are key. Learn how Vibrant can help build your brand, improve fundraising efforts, and attract more qualified employees.

- Brand & Marketing Strategy
- Website Design & Development
- Online Marketing
- Social Media Content
- Design & Writing Services
- Video & Photography

## **VibrantBrands.com**



### **AGENCY WORKFORCE MANAGEMENT**

BY MITC

Whether your agency manages Group Homes, HCBS, Day, Vocational or Supported Employment Programs, Agency Workforce Management has the solution for you! With our modular, scalable and HIPAA/EV compliant solutions, you're bound to find the right fit for your agency's needs.

- Staff & Client Scheduling
- Time & Attendance
- Billing Preparation & Documentation
- HR & Applicant Tracking
- Payroll & Integrations
- And much more!

Learn why hundreds of agencies across the US have chosen Agency Workforce Management!

[www.mitcgroup.com](http://www.mitcgroup.com)  
301-228-2105



## You help others. We help you.

Let's work **side by side** to protect human services organizations.

Products are underwritten by Nationwide Mutual Insurance Company and affiliated companies, Columbus, Ohio. Not all Nationwide-affiliated companies are mutual companies, and not all Nationwide members are insured by a mutual company. Nationwide, the Nationwide N and Eagle and Nationwide is on your side are service marks of Nationwide Mutual Insurance Company. © 2020 Nationwide CMO-1065M1 (02/20)

## A job can change everything



Designated Facilitator  
of New York's Preferred  
Source Program for  
Individuals with Disabilities.



Visit Us At  
Booth #19

New York State Industries for the Disabled, Inc.  
A Member Agency Organization

800.221.5994 | [www.nysid.org](http://www.nysid.org)



### THE PRECISION PROMISE

- Client Servicing
- Technology
- Education
- Pharmacist Consulting
- Savings
- Dedicated Prior Authorization team
- EMAR Capability

**Precision LTC Pharmacy**

(516) 946-4800 | [PrecisionLTC.com](http://PrecisionLTC.com)



**PARTNERS HEALTH PLAN IS PROUD  
TO BE A SPONSOR OF THE NY  
ALLIANCE FOR INCLUSION &  
INNOVATION.**

FOR MORE INFORMATION, VISIT  
[PHPCARES.ORG](http://PHPCARES.ORG) OR CALL  
(855) 747-5483/TTY 711, 7 DAYS A WEEK  
(8:00AM - 8:00PM)

**YOUR PLAN, YOUR WAY**





# Tulip Travel, Inc.

Providing chaperoned vacations for individuals with DD/ID since 1998

For more information visit our website at  
[tulip-travel.com](http://tulip-travel.com)

Liverpool, NY  
(315)461-4852



# Thank You for Joining Us...

**CRYSTAL CLEAR VISION**  
OUR PASSION • OUR POWER

# 2020

NEW YORK  
**ALLIANCE FOR  
INCLUSION & INNOVATION**



## ANNUAL CONFERENCE

As **NY Alliance's 2020 Annual Conference** winds down, we hope you have a renewed spirit and sense of commitment. We hope you have gained and shared a wealth of vital information and enjoyed meeting and greeting your colleagues from around New York State. On behalf of Mark Donahue, Michael Seereiter, the NY Alliance Board of Directors and staff, we thank you for joining us.