

# LEADING FROM THE FRONTLINE

## EMPOWERING SUPERVISORS

**May 1, 2019 Agenda**  
Baruch College, New York, NY

**Registration Now Available at [NYALLIANCE.ORG](http://NYALLIANCE.ORG)**

### 8:30AM Registration

### 9:00AM Keynote Presentation

- **John Raffaele, NADSP**

John Raffaele is the Director of Educational Services at the National Alliance for Direct Support Professionals. John is a Master Social Worker and a highly experienced professional adult educator and facilitator. John's graduate education is from Yeshiva University in New York City and State University of New York at New Paltz, NY.



His career spans three decades and those years have been spent teaching direct support professionals and the people they support. Most of the people with whom he has worked and supported over the last 30 years are people with intellectual/developmental disabilities and at-risk youth, and people with chronic and terminal illnesses in home-care settings. Between 2001 and 2012 John worked as a Director of Training and Education for a developmental disabilities service provider in New York and gained notoriety consulting and teaching throughout the United States.

John founded his own international direct support professional consulting company in 2012 and over the last several years, in contract with the National Alliance for Direct Support Professionals and in close partnership with NADSP Executive Director Joseph Macbeth, has developed many exciting and informative training programs and helped propel the NADSP into national prominence. John became NADSP's Director of Educational Services in December of 2016. John has educated tens of thousands of people in the NADSP Code of Ethics and Competencies and most recently, our Informed Decision Making curriculum and Frontline Supervisor Train the Trainer Curriculum.

### 10:30-10:45AM Break

The conference is presented by



**Regional Centers for  
Workforce Transformation**

In Partnership with  
**The Training Collaborative for  
Innovative Leadership**

### 10:45-11:45AM Concurrent Sessions

#### SESSION 1: Essential Skills for New Leaders

- **Dr. Michael Romas, DDI**
- **Christopher Brady, DDI**

This presentation is specifically tailored to new leaders in our field who are most often drawn from the clinical and direct support professional ranks. As leaders, supervisors and managers, our leaders are called upon to demonstrate a new and often nuanced set of skills.

Every leader is different. It is essential to learn how to use one's areas of strength to improve areas of need. In addition to fostering a culture of self-worth, value and engagement, research suggests that creating a connection is vital. New leaders must be able to both guide and inspire. In fact, Gallup research finds that leaders who promote transparency, clarity and safe communication positively influence the daily working lives of their staff. This is reflected in outcome studies of recruitment and retention rates.

This presentation recognizes the unique challenges faced by leaders in our field and offers sound strategy along with contemplative exercises and guidelines to ensure their success.

#### SESSION 2: Leading the Team that Leads to Employment

- **Aimee Althoff, Job Path**

We will discuss how Job Path's collaborative approach to employment fosters competency, capacity and professionalism for our employment team. We will explain what our team of Front Line Leaders looks like. Each member is crucial to our success which is finding good employment opportunities for the job seekers we support. One challenge unique to people who work in employment is to provide support both to the employee and the employer. Each member of the panel will share their experiences: they will discuss how we help people with autism and other developmental disabilities find jobs and excel in the workforce using a customized employment approach which entails getting to know each job seeker and then targeting employers based on the person's interests, needs and skills. Each panelist will describe their role in the employment team process and will share challenges and successes.

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### **SESSION 3: Shifting Your Perspective**

- *Monica Robinson, New Horizons Resources*

Many outstanding direct support professionals are promoted into leadership positions without the proper training or understanding of the shift in their role from direct support to frontline supervisor. A lot of times frontline supervisors continue doing the work of a direct support professional plus take on added responsibilities that come with the promotion. Their heart stays connect to the role of a DSP and struggles to find a balance between managerial work and direct support. Becoming an effective frontline supervisor is not about finding balance between roles, it's about shifting your perspective. As a direct support professional your role is to support the people receiving services. As a frontline supervisor it has to shift to supporting the direct support professional. Learn how a shift in your perspective can help you become a more effective leader.

**11:45AM-12:45PM Lunch**

**12:45-1:45PM Concurrent Sessions**

### **SESSION 1: Innovative Leadership Through Emotional Intelligence**

- *Pattiann LaVeglia, Greystone Programs, Inc.*

This workshop allows participants to explore their emotional intelligence. I will incorporate the Bonner profile for primary work styles, as a tool for self-reflection and leadership growth. It encourages participants to delve more deeply into their strengths and weaknesses in all four styles, in the context of leadership and a working team. The purpose of this exploration is to enable participants to articulate at a higher level why they work the way they do, as well as identify skills and strengths they would like to enhance. It also is a tool for bolstering team accountability, by pushing people to consider the way in which their style(s) plays out on a team and how each person might become better at changing work styles to balance a team or fit a given work situation.

### **SESSION 2: Who Wants to Have FUN?**

- *Jacqui Phillips, The Arc Rockland*
- *Jason Hopper, The Arc Rockland*

This program is designed to give Senior Lead Staff (in various settings) the practical steps needed to take charge within their program and ensure effective communication, task completion, satisfactory outcomes, supervising varying generations and strategies to handle problematic staff. Frontline Supervisor Competencies and Emotional Intelligence will be the core strategies discuss to facilitate effective leadership abilities.

### **SESSION 3: Managing in Changing Times**

- *Dr. Gilbert Louis, Innovative Resources for Independence*

The IDD field is quickly changing as we move from a fee for service system to Medicaid Managed Care. Payments will soon be tied to outcomes as opposed to process. Managed care seeks to secure better outcomes, achieve consumer satisfaction, and reduce costs. The need to collect the right data, at the right time and for the right reason will become very important. While data management falls squarely into the operation management space, getting the right people to deliver on this promise is a function of leadership. This workshop will provide a approach to leading that is practical and transformative.

**1:45-2:00PM Break**

**2:00-3:30PM Closing Presentation**

### **A Sense of Style Matters: Tailor Your Supervision**

- *Jeisson Cardona, ADAPT Community Network*
- *Kathleen Contreras, ADAPT Community Network*

During the discussion we will look at the different styles of leadership and help emerging leaders understand they can lead from any position within the organization. We will use the later half of the presentation to facilitate an authentic conversation on current struggles emerging leaders are facing, and how we can utilize the leadership styles to work through some of the challenges.