The New York Public Welfare Association 142<sup>nd</sup> Annual Winter Conference

Igniting Higher Performance & Productivity

> February 1-4, 2011 The Albany Marriott Hotel Albany, New York

# NYPWA's 142<sup>nd</sup> Annual Winter Conference

February 1-4, 2011 • The Albany Marriott Hotel • Albany, New York

# Keynote Address Wednesday, February 2



# *Turning Up the Flame: Enhancing Motivation and Performance* Bob Blenn

Improving productivity in an intensely demanding environment is no easy task. Local departments of social services

struggle to manage the ever-increasing applications for assistance, and the workload is growing across all social services programs. At the same time, there are big changes on the horizon, such as the State's plan for administering Federal Health Care Reform. Competing priorities can pull people in many directions, thereby draining the level of energy that is required to excel. Sustaining a high level of motivation is vital to the performance of an organization. Bob Blenn will share effective techniques for fueling higher performance and productivity and influencing motivation in others.

# Attorneys' CLE Information

Attorneys may earn up to 9.0 CLEs by attending six workshops offering 1.5 CLEs each.

OTDA will be providing CLEs for *UIFSA 2008* (Child Support Recovery) and *Utilization of Fair Hearing Outcome Data* on Wednesday.

The following sessions on Thursday have been submitted to Albany Law School for CLE approval through an arrangement with the OCFS training bureau:

- A Baker's Dozen of Ethical Dilemmas
- Court Improvement Project
- Child Welfare Case Law I & II

For financial aid information, please contact the NYPWA at 518-465-9305.

This winter, districts will receive <u>one</u> *FREE* conference registration with every five <u>paid</u> registrations!

# Tuesday ■ February 1

3:00 PM - 6:00 PM Exhibit Setup and Registration

4:30 PM - 6:00 PM Conference Registration

# Wednesday February 2

8:00 AM - 5:00 PM Conference Registration

9:00 AM - 5:00 PM **Exhibit Area Open** 

9:00 AM - 10:30 AM NYPWA Board of Directors' Meeting

9:00 AM - 10:30 AM Attorneys' Meeting with State Agency Counsel

9:00 AM - 10:30 AM Staff Development Association Business Meeting

10:15 AM **Coffee Break** 

10:45 AM - 11:15 PM Welcome by Government Officials

11:15 AM - 12:15 PM **Keynote Address** 

12:15 PM - 1:15 PM Luncheon

### 1:30 PM - 3:00 PM

#### State and Local Commissioners' Dialogue

Commissioners of OTDA, OCFS, and DOH, and their executive deputies, are invited to discuss current issues facing social services with local DSS commissioners.

Chaired by Jay LePage, NYPWA President

3:00 PM - 3:15 PM Commissioners' Business Meeting

#### 1:30 PM - 3:00 PM Concurrent Sessions

# Child Care Time and Attendance (CCTA) System

Presenters will provide an update on the experiences from the two CCTA pilot counties (Albany and Onondaga) and resulting outcomes and successful strategies. Additionally, the CCTA team will address key action activities for local districts to prepare and address as CCTA moves into the deployment phase with full implementation by July 2011.

#### Presenters:

**Renee Rider**, Assistant Commissioner, OCFS DCCS

George Ciezkowski, Director, Child Care Subsidy Program, OCFS DCCS

**George Warner**, Manager, IT Applications, OCFS **Robert Hops**, Senior Project Manager, Controltec Inc.

**Kevin Smith**, Deployment Manager, Controltec Inc.

## The Hague Convention on International Recovery of Child Support and UIFSA 2008

With the U.S. Senate ratification of the Hague Convention on International Recovery of Child Support, the Support Collection Units will be able to take advantage of the new process for establishing and enforcing child support orders among the ratifying nations. SCUs will also be receiving requests for assistance from member nations. In order to implement the Convention, Congress will soon require all states to adopt UIFSA 2008. The 2008 version includes all the changes made in UIFSA 2001. This session will discuss the pending changes in UIFSA and the procedures under the new Convention. CLE will be offered to attorneys.

#### Presenter:

**Brian S Wootan**, Associate Counsel, Office of Legal Affairs, OTDA

# Automation and Streamlining of Business Processes

The automation and streamlining of business processes can be an effective means to achieve cost savings during fiscally tight times. The HRA Finance Office will share the benefits and its experiences implementing several projects that refined its fiscal operations through the use of systems. The presenter will share how the electronic distribution of data using web applications and secure FTP cut the amount of labor and simplified the distribution of regular reports to Agency vendors. Also, the presenter will show how former manual paper laden work flows can be automated to achieve greater efficiency.

#### Presenter:

**Lowell Reiter**, Executive Director, Finance Office, NYC HRA

# **CONNECTIONS Transformation 2011**

Attendees will get updated information concerning the transformed CONNECTIONS application. The presentation will also provide a sneak preview for coming attractions including the redesigned Permanency Hearing Report (PHR) and other transformation plans on the horizon.

#### Presenters:

William E. Travis, Jr., Deputy Commissioner, Information Technology, OCFS Sheila Poole, Associate Commissioner, Division of Child Welfare & Community Services, OCFS

# Charting the Journey for WMS Modernization

The Functional Roadmap Project (FRM) is a collaborative effort among state agencies and local social services agencies to establish the business strategy and plan for modernizing the current Welfare Management System. The new paradigm is intended to be a single statewide operating environment that supports human services programs. This new operating environment will be supported by a variety of information technology systems that inter-operate among themselves with standard interfaces and data exchange schema to assist workers in performing their daily duties associated with first client contact to case closure, inclusive of benefits issuance. This workshop will provide an opportunity for State and Local managers to share their insights about the proposed new service delivery operating environment that incorporates an innovative strategy for people, process, and technology.

### Presenters:

**Dana Rosenstreich**, Functional Roadmap Project Director, OTDA **Carolyn Karins**, Functional Roadmap Business Project Manager, OTDA

### Critical Thinking Skills & Problem Solving

Fascinating as it may seem, the more we learn – the less we may know. As we gain experience, we form patterns of thinking that serve the efficient use of our brain and its reasoning powers. This is positive and enables us to respond swiftly to the challenges that we face. Unfortunately, the downside of this cognitive development is that we can prematurely make decisions based on incomplete data. This workshop focuses on strategies to enhance the manner in which we think, and to provide ourselves with a broader range of viable choices, which lead to higher quality decisions.

#### Presenter: Bob Blenn

3:00 PM Coffee Break • *Sponsored by* Deloitte

#### 3:30 PM - 5:00 PM Concurrent Sessions

### Commissioners' Session on Medicaid Administration Transfer

State law was enacted in 2010 to transfer administrative responsibilities from local districts to state government. This workshop will be presented by the State Health Department with a focus on issues and questions specific to local DSS commissioners. A second session is being offered on Thursday at 11:00 a.m. for a broader audience.

# Automating the Representative Payee Process

The workshop will demonstrate the modules of Financial Focus, the web-based accounting system developed by HRA to manage all transactions associated with the 2,200 Adult Protective Services (APS) clients for whom it serves as Representative Payee. It includes the tracking of requests for financial management services, generation of Social Security application requests to become representative payee, bank communications, funds management for client and financial transactions, bill payment, accounting entries and funds encumbrance processes, and monthly statements to clients of funds received and disbursed.

#### Presenters:

**Michel Mossad**, Director, Financial Management Unit, NYC HRA Adult Protective Services **Deborah Ramos**, Division Director, Health and Mental Health Systems, NYC HRA MIS Suresh Chinnakotla, Deputy Division Director, Health and Mental Health Systems, NYC HRA MIS

## Confidentiality: Access to Databases

Many districts are increasingly facing issues regarding staff accessing, and/or releasing, information from confidential databases. As the use of technology and paperless case records increases, staff have access to data and case-related information. Misuse or unauthorized access of confidential information is a violation of Social Services law and can be a criminal offense. Panelists will share their experiences in ensuring that staff do not inappropriately access or release confidential information and in disciplining staff if a violation does occur.

#### Presenters:

Dennis Packard, Commissioner, Schenectady County DSS Susan Iona, Staff Development Coordinator, Schenectady County DSS Robin Chaisson, Staff Development Coordinator, Rensselaer County DSS John Redden, Deputy Commissioner, Clinton County DSS Stephanie Clarke, Director of Staff & Organizational Development, Clinton County DSS Deborah Snyder, Chief Information Security Officer, OTDA Pamela Knowles, CONNECTIONS Security Manager, OCFS

# Raising the Bar: Enhancing Employee Performance

Sustaining a high level of motivation in challenging times, while difficult, is vital to the performance of an organization and its employees. When competing priorities and changing demands pull people in many directions, the level of energy that is required to excel is drained. Motivation is both an art and a science; it is achieved through external and internal factors, and all of these are examined in this workshop. Participants will learn effective techniques to increase their own self-motivation and to influence motivation in others.

Presenter: Bob Blenn

# The Effects of Power and Control in Clients on a Path to Economic Independence

Clients who receive social services benefits are expected to participate in certain program requirements. When domestic violence is prevalent in a

person's life, the reality of the effects of this issue can be quite complex. This workshop is designed to identify the impact of domestic violence on an individual who is on a path to economic independence. During this large group discussion, participants will review case scenarios and process the "Power and Control Wheel" to pinpoint barriers to economic independence. Through this interaction, workshop participants will discover strategies that may be beneficial in the client's quest for long-term independence.

#### Presenters:

Trudy Lawson, Project Director, NYS OPDV Vanessa Owens, Program Specialist, NYS OPDV

#### Homevisiting in NYS

Federal health care reform will provide \$1.5 billion over the next five years to invest in home visiting services for high risk families. How much money comes to New York will depend in part on the development of an effective state/local strategy to reach high risk families with program designs that demonstrate measurable outcomes on indicators like child safety, health, and healthy development. The workshop is intended as a user's guide to local capacity development. The Health Department will share their responsibilities as lead agency and will discuss the development of statewide strategies for home visiting. OCFS will provide ideas on the strengths and weaknesses of evidence-based programs and other promising models. We will also hear about local experiences with a variety of home visiting programs.

#### Presenters:

Rachel DeLong, Director, Bureau of Maternal and Child Health, NYS DOH Kim DuMont, OCFS Research Kelly Reed, Commissioner, Monroe County DHS

#### Utilization of Fair Hearing Outcome Data

This workshop will review statistical data available to local districts. One tool that can be accessed by the Local Districts to review performance and improve service is the Decision Outcome Data generated by the Office of Administrative Hearings. This workshop will introduce the data, explore its applicability, and identify areas that may be problematic in the delivery of service. The data can also enhance Local Districts' performance within the hearing process.

*Presenters:* **Maria T. Vidal**, General Counsel, OTDA

**Philip Nostramo**, Principal Administrative Law Judge **Mark Lahey**, Supervising Administrative Law

Judge

5:00 PM - 5:55 PM Local Commissioners' Private Reception

6:00 PM - 7:00 PM Networking Reception

7:00 PM Dinner on Your Own

# Thursday February 3

7:30 AM - 8:45 AM Reserved for Breakfast Meeting

7:30 AM - 8:45 AM Breakfast Buffet

8:00 AM - 5:00 PM Conference Registration

9:00 AM - 5:00 PM **Exhibit Area Open** 

9:00 AM - 10:30 AM Concurrent Sessions

#### Child Care Quality Initiatives

Important updates about OCFS' comprehensive efforts to improve the quality of child care will be discussed. The field test of New York's quality rating and improvement system, QUALITYstarsNY: The Early Learning Trainer Credential, the registry for the state's early care and learning workforce, and standards for childen and programs are current initiatives that impact child care programs of all types.

#### Presenter:

Janice Molnar, Deputy Commissioner, Division of Child Care Services, OCFS

# Family Engagement Survey of Local District Child Welfare Caseworkers

This workshop will provide an opportunity to see the findings of the survey administered to LDSS caseworkers during July 2010 regarding their values, beliefs, and skills related to family engagement strategies. The data shared will offer a statewide view of the responses, followed by a discussion of how OCFS plans on using this information to influence practice and training.

#### Presenters:

**Renee Hallock**, Director, CFSR, OCFS **Joanne Ruppel**, FAR Progam Evaluator, OCFS

### *New Beginnings: Help for Eligibility Workers and Supervisors*

Come learn how TA and FS eligibility workers can get help at the front end with correct application and case processing using the data that is available through WMS and other computer systems. Supervisors, come learn what reports can be requested on an as needed basis to improve monitoring and application/case processing efficiency.

#### Presenters:

Larry Pittz, Director of Program Integrity, OTDA Jeanmarie Zalinka, Project Manager, WMS/RFI Resource File Integration Subsystem, OTDA Maria Schollenberger, Project Manager, FEDS Front End Detection System, OTDA

## A Baker's Dozen of Ethical Dilemmas

Local DSS attorneys will discuss litigation (discovery issues, negotiation, trial practice), self definition (for county attorneys with many hats or who represent different county agencies with different confidentiality issues, e.g., adult protective vs. CPS), representing your client, who is the client? conflicts, and other issues.

#### Presenters:

**Patricia L. Woehrlen, Esq.**, Deputy County Attorney, Monroe County Law Department **Jonathan Wool**, Social Services Attorney, Fulton County DSS

**Kevin Caraccioli, Esq.**, Attorney, Oswego/Jefferson County DSS, Caraccioli & Nelson, PLLC

### Child Support Coordinators Roundtable

This roundtable will be a dialogue between State DCSE and LDSS child support coordinators on current and upcoming programmatic issues.

#### Presenter:

**Kevin Boyle**, Acting Deputy Commissioner, OTDA Center for Child Well-Being

## Executive Budget Overview

Representatives from the budget offices of DOH, OCFS, and OTDA will present the Governor's budget proposal for 2011-12.

# Long Term Care Update

A representative from the State Department of Health will present the latest information on the regional assessment centers, the new assessment tool, federal reform as it affects LTC, and policy changes that New York State is pursuing.

10:30 AM Coffee Break • *Sponsored by* Controltec Inc.

11:00 AM - 12:15 PM Concurrent Sessions

## Transitional Jobs, Lessons Learned & Best Practices Developed

This presentation will cover the complete picture of the Transitional Jobs program in Monroe County, from its inception all the way to the best practices that were developed over the course of the grant period. We will illustrate how Monroe County successfully used Transitional Jobs to forge strong new relationships with employers who otherwise did not consider public assistance recipients with barriers viable candidates for employment. We will present the valuable lessons learned from both our successes and difficulties that helped to develop best practices that can be applied to job development, job placement, and retention services going forward.

#### Presenters:

Elaine Cohen, Employment Coordinator, Monroe County DHS Lindsay Taliento, President, Career Start Kimberly Groom, OTDA CEES Barbara Guinn, Director of Employment and Advancement Services, OTDA CEES

## Child Care Subsidy in New York State: Making Every Dollar Count

In October 2010, OCFS sponsored a roundtable discussion on child care subsidy program integrity and fraud. A representative group of social services district commissioners, caseworkers, fraud investigators, local prosecutors, and statewide professional organizations met to address ways to prevent and eliminate fraud in the program and to maximize limited child care funds. The findings and recommendations, which will guide policy and improve practice in New York State, will be discussed.

#### Presenters:

Janice Molnar, Deputy Commissioner, Division of Child Care Services, OCFS George Ciezkowski, Subsidy Unit Manager, Division of Child Care Services, OCFS Don Nicklas, Director of Upstate Audits, Office of Audit and Quality Control, OCFS

#### **Executive Budget In Depth**

Attendees will have an opportunity to participate in a Q&A segment with state agency budget experts regarding the proposed 2011-12 Executive Budget.

#### Update on State Administration of Medicaid

The session will review the Department of Health's November 30 report to the Governor and Legislature on Medicaid Administration. The report represents a first step in the planning process to transfer administrative responsibilities of New York Medicaid to State government. The report describes the current administration of New York Medicaid and makes short and long term recommendations for steps that must be taken over the next five years to develop and implement a final plan for State administration of Medicaid. The session will provide information on updated work that has been done since the report's release. Finally, it will discuss how State administration of Medicaid ties into the plan to implement the Affordable Care Act.

#### Presenters:

Judy Arnold, Director of Coverage and Enrollment, NYS DOH

Wendy Butz, Director, Bureau of Medicaid and Family Health Plus Operations, NYS DOH-OHIP Mark Kissinger, Deputy Commissioner, Office of Long Term Care, NYS DOH

#### **Court Improvement Project**

The Child Welfare Court Improvement Project (CWCIP) is a federally-funded initiative that supports the Family Court's mandate to promote the safety, permanence and well-being of abused and neglected children, as well as to ensure due process to parties. CWCIP staff work to enhance and promote innovation in court operations and practices through collaboration with multi-system stakeholders. Local DSS attorneys and others will be interested to learn about the various initiatives and opportunities available through CWCIP.

#### Presenters:

**Christine Sabino Kiesel, Esq.**, Office of Court Administration, NYS Unified Court System **Betsy Stevens**, Associate Counsel, OCFS Division of Legal Affairs

#### **Building Teams for Better Outcomes**

We initially embraced "Teaming in Child Welfare" as a model for workload management, but it has far exceeded the expectations we had when we started our first Teaming Unit in Schenectady County. Our Phase 1 Team will show how the process of becoming a Team has not only led to a more effective approach to caseload management, but has also resulted in better outcomes for the children and families served. It has significantly improved the on-thejob training experience of new unit members, and it has raised the bar of performance through the benefits of "The Five C's" derived from commitment.

#### Presenters:

**Julie Copeland**, Case Supervisor-B, Schenectady County DSS

Eileen Bolognino, Case Supervisor-A,

Schenectady County DSS

**Tina Cheetham**, Caseworker, Schenectady County DSS

**Angela Febus**, Caseworker, Schenectady County DSS

**Amy Glindmyer**, Caseworker, Schenectady County DSS

Mary Gina Igoe, Caseworker, Schenectady County DSS

**Danielle Morris**, Caseworker, Schenectady County DSS

Marisa Vitale, Caseworker, Schenectady County DSS

#### **Child Support Policy 2011**

This interactive presentation on current and upcoming child support policy matters will address implementation of the Low Income Support Obligation Performance Improvement Act (Chapter 182 Laws of 2010), child support legislative proposals for 2011, and current policy issues.

#### Presenter:

**Lee Sapienza**, Bureau Chief, Child Support Policy and Data Analysis, OTDA CCWB

12:15 PM - 1:15 PM Lunch

### 1:30 PM - 3:00 PM Concurrent Sessions

## Award Winning Initiatives in Adult Protective Services

Last fall, eight districts from across the State received the 2010 Certificates of Recognition for Outstanding Programs and Practices Promoting Protection of Vulnerable Adults. Come hear this sampling of three of the creative initiatives that are leading to better outcomes in Adult Protective Services. Topics discussed will include "Collaboration Works!" a program for success with the hardto-serve population; the "Use of Case Manager Aides" to provide valuable services to PSA clients; and "Adult Services/Foster Care Teaming Initiative," to bridge the gap between adolescence and adulthood.

#### Presenters:

**Bonnie Fewtrell**, Case Supervisor-B, Protective Services for Adults, Schenectady County DSS **Monique Brennan**, Case Supervisor, Protective Services for Adults, Dutchess County DSS **Millie Sweatt**, Senior Caseworker, Protective Services for Adults, Columbia County DSS

# Building Staff and Organizational Capacity for Succession Planning

Many districts are facing large numbers of retirements over the next several years. Agencies will need to deal with the loss of experienced staff, many of whom are supervisors, as well as the loss of institutional knowledge and expertise. Clinton County DSS has implemented a variety of strategies to address these issues. Planning and preparation are key to minimizing losses and maximizing opportunities for change and building staff capacity. Presenters will share their multipronged approach to succession planning, identifying strategies, outcomes, and benefits to their organization.

#### Presenters:

John Redden, Deputy Commissioner, Clinton County DSS

**Stephanie Clarke**, Director of Staff & Organizational Development, Clinton County DSS **Ona Belser**, Instructor/Field Work Coordinator of the Human Development and Family Relations Program at SUNY Plattsburgh

# CSEU Staff Roundtable

Please join us for this roundtable to share innovations or changes that you are making or thinking of for getting things done with less staff. Take this opportunity to talk about any special projects that you are working on in your district. *Participation in this session is limited to LDSS staff.* 

## Conducting Contract Management with ContrackHQ Software

This workshop will provide an overview of the web-based system, ContrackHQ, used by Monroe County DHS. The presenters will demonstrate how this contracting software is used for contract management. The ContrackHQ software can track the entire contracting process – from requesting a contract, to drafting the scope of services, to obtaining a budget from the vendor, to obtaining electronic signatures for approval, to periodic performance reporting – all on-line via the web.

#### Presenters:

**Nancy Forgue**, Director of Financial Assistance, Monroe County DHS

**Kim DeLuca**, Contract Manager, Monroe County DHS

# Family Health Plus Employer Buy-In

The Family Health Plus (FHP) Employer Buy-In allows New York State employers to purchase the Family Health Plus benefit package for their employees through health plans as they would any other health insurance, following certain criteria. To date, there is one pilot program operating in the NYC area. In an effort to further expand this health care coverage for the uninsured, the Legislature enacted amendments to this law in 2010 that become effective January 1, 2011. With these changes, the State DOH is working with managed care plans to offer this product in additional areas of the state.

#### Presenters:

**Jennifer Dean**, Acting Director, Bureau of Program Planning and Implementation, NYS DOH Division of Managed Care

**Elizabeth Villamil**, Project Manager, Bureau of Program Planning and Implementation, NYS DOH Division of Managed Care

## Temporary Assistance and Employment Roundtable

OTDA will coordinate and facilitate a roundtable discussion among Temporary Assistance and Employment Directors to discuss items identified by OTDA as agency priorities as well as topics for discussion identified by districts. Discussion topics will include: Housing Supplements, Subsidized Employment, and TANF Reauthorization.

Presenters:

**Jeff Gaskell**, Director, Temporary Assistance, OTDA

**Barbara Guinn**, Director, Employment and Advancement Services, OTDA

## Child Welfare Case Law Review (Part 1 of 2)

Come hear the latest and hottest case law in the child welfare area. Do not miss these two sessions or you will be left out in the cold! Session I will cover abuse, neglect, dispositions, and permanency hearings. Session II will cover terminations of parental rights and adoptions.

#### Presenter:

Margaret Burt, Esq., Counsel to the NYPWA

3:00 PM Coffee Break

3:30 PM - 5:00 PM Concurrent Sessions

# *Juvenile Justice Trends: From Alternatives to Detention to Placement*

The session will focus on key trends and practices within juvenile justice and detention that impact local districts, county government, and children. Presenters will update the participants on current OCFS placement trends, including the reduction of residential beds, future plans to close facilities, detention services trends, and efforts by local districts to implement community based alternatives. Time will be provided to discuss new and emerging ideas and legislative initiatives

#### Presenters:

Joyce Burrell, Deputy Commissioner, Division of Juvenile Justice and Opportunities for Youth, OCFS Theresa Portelli, Director, Detention Service, OCFS Felipe Franco, Associate Commissioner, DJJOY, OCFS

# Disaster Preparedness and Emergency Planning

A written continuity of operations plan is integral to maintaining the essential functions of a local department of social services (DSS) in the event of an emergency, such as a flood, severe winter storm, or flu epidemic. This session will cover the role of the NYS Disaster Preparedness Commission's Human Services Committee and how it can assist and interact with the DSS and the county Emergency Management Office in a disaster response, as well as with planning development. Recommended critical components for emergency planning will be provided, and lessons learned from previous disasters in NYS will be shared.

#### Presenters:

John Paolucci, Deputy Commissioner, Division of Operations and Program Support, OTDA Stephanie Pagnotta, Disaster Preparedness Program Representative III, Bureau of Management Services, OTDA Tom Hedderman, Food Stamp Bureau Chief, OTDA/CEES David Staszak, WMS Installation Team Supervisor, OTDA/CEES

# *How the Child Support Program Relates to Other Program Areas*

This workshop will offer LDSS staff not working in child support an overview of the child support program. The purpose of this session is to broaden LDSS knowledge and understanding of child support, the program's role, and its contribution to the Social Services safety net.

#### Presenter:

Monique Rabideau, Bureau Chief, DCSE Outreach, Training, Special Projects, OTDA

### Fiscal Policy Roundtable

Local fiscal administrators and OCFS & OTDA staff will discuss an array of fiscal issues including RF17, future claim changes, child welfare financing, debit card adoption subsidies, and the Guardianship Assistance Program. There will also be an opportunity to address fiscal policy issues.

## Building Worker Resiliency...The Power of Influence

Managers who learn how to harness staff motivation and abilities will know how to address challenges and improve organizational outcomes. This session will concentrate on how to do more on less in these challenging economic times and how to identify those vital behaviors that have a cascading positive effect on workers.

Presenter: Denise Schaller

# Monroe County Fair Hearing Management Database Demonstration

Monroe County DHS restructured its management of Fair Hearings by moving from a centralized Fair Hearing Office to a decentralized process. A computer application, "The Fair Hearing Program," was designed and implemented to facilitate the management of Fair Hearings. This presentation will outline the process Monroe County undertook within its Fair Hearing Office to improve hearing outcomes.

#### Presenters:

**Vincent C. Ruggiero III**, Financial Assistance Services Coordinator, Monroe County DHS **Kimberly Kuyal**, Senior Examiner, Monroe County DHS **Ed Thomas** Senior Examiner Monroe County

**Ed Thomas**, Senior Examiner, Monroe County DHS

# Child Welfare Case Law Review (Part 2 of 2)

Come hear the latest and hottest case law in the child welfare area. Do not miss these two sessions or you will be left out in the cold! Session I will cover abuse, neglect, dispositions, and permanency hearings. Session II will cover terminations of parental rights and adoptions.

*Presenter:* Margaret Burt, Esq., Counsel to the NYPWA

5:00 PM - 5:55 PM State & Local Commissioners' Private Reception

6:00 PM - 7:00 PM Cocktail Reception

7:00 PM - 9:00 PM Annual Banquet

# Friday ■ February 4

7:30 AM - 8:45 AM Breakfast Buffet

7:30 AM - 8:30 AM **Commissioners-Only Networking Breakfast** (arrive by 8:15)

#### 8:30 AM - 10:00 AM

# Commissioners' Business Meeting & Top Policy Issues

This meeting will address emerging social services policy issues affecting temporary assistance, children & families services, Medicaid and related areas.

Chaired by Charles Schillaci, NYPWA President

8:00 - 9:15 AM Deputy Commissioners' Leadership Network

8:00 AM - 11:00 AM Conference Registration

9:00 AM **Coffee Break** 

9:30 AM - 11:00 AM Fiscal Administrators Association Meeting

9:30 AM - 11:00 AM Legal Committee Meeting

#### 9:30 AM - 11:00 AM *The Multigenerational Workplace*

This session illuminates a new way of looking at how to get work done and get along with the growing mix of generations in today's workforce. When a co-worker or manager becomes aware of what motivates a person, they can play to that...and make sure reward systems, recognition, and value propositions are "in sync." The focus of this workshop is to help different generations to better understand each other and to work together more productively.

Presenter: Denise Schaller

10:00 AM - 11:00 AM Ad Hoc Committee Meetings (as needed)

12:00 PM **Conference Adjourns** 

# NYPWA'S 142<sup>ND</sup> ANNUAL WINTER CONFERENCE

FEBRUARY 1-4, 2011

## **REGISTRATION INSTRUCTIONS**

1. Complete the Conference Registration form (upper portion of this page). Complete, detach and return the upper half of the form to the NYPWA office with your voucher, check, or credit card information.

2. Meals ARE included with overnight hotel packages. If you want to order meals only and do not need lodging, use the "Meals Order Form" below. Send it, with payment, directly to the Albany Marriott Hotel by Monday, January 17, 2011. Please note, meals are NOT included with the cost of conference registration; they must be purchased separately. Meal tickets purchased as part of a hotel package will be available at the Marriott front desk under the name listed on the form. Meal tickets purchased separately from a hotel package can be picked up at the ticket sales window near the NYPWA conference registration table.

3. Carefully read the Hotel Reservation Policy, noting the cut-off date for hotel registration is Monday, January 17, 2011.

4. Complete the Hotel Registration form with all applicable information - be sure to check the correct rooming package and a Thursday banquet entree. Then return the form to the Albany Marriott Hotel.

CANCELLATION POLICY: Refund of conference registration fee, less an administrative fee of \$15, will be made only when received in writing by January 28, 2011.

Name

Address

County/Agency \_\_\_\_

Phone

City, State, Zip

Fax Payment Type: Check Voucher Credit Card

Title

# NYPWA CONFERENCE REGISTRATION

	By	After	6 <sup>th</sup> LDSS
	January 19	January 19	Registrant
<ul><li>Full Conference</li><li>One-Day</li></ul>	\$139.00	\$154.00	FREE
	\$92.00	\$100.00	FREE

Please note that meals must be purchased separately.

PAYMENT OR VOUCHER MUST ACCOMPANY REGISTRATION FORM.

Card Type: (VISA or MasterCard) Exp.: Number: Please submit conference registration form with payment to: NYPWA • 130 WASHINGTON AVENUE • ALBANY, NEW YORK 12210 PHONE: (518) 465-9305 • FAX: (518) 465-5633

# MEAL ORDER FORM

If you are not ordering a hotel package, all meals must be purchased individually through the Albany Marriott Hotel by completing this MEAL ORDER FORM. Mail the completed form with payment directly to the hotel.

#### Cancellation Policy is by 8AM on January 28, 2011, to avoid a charge for all meals ordered.

Name:			Title:		
County/Agency:					
Phone:	Fax:				
Payment : 🗆 Check 🗖 Voucher 🗖 C	Credit Card	Card Type:	Exp:	Number:	
			PRICE	Selection	
WEDNESDAY, FEBRUARY 2					
Lunch			\$23.00		
Reception			\$34.00		
THURSDAY, FEBRUARY 3					
Breakfast			\$17.00		
Lunch			\$23.00		
Banquet			\$46.00		
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Friday, February 4					
Breakfast			\$17.00		
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Please state any special dieta	ry needs: _				
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# NYPWA'S 142<sup>ND</sup> ANNUAL WINTER CONFERENCE

February 1-4, 2011

# HOTEL REGISTRATION FORM

To reserve a hotel room, please fill out the form below and mail or fax it to the hotel **no later than Monday**, **January 17, 2011.** Please review the hotel reservation policy carefully before sending in your reservation.

**HOTEL RESERVATION POLICY** - This form must be used. The form must be faxed or mailed to the Marriott - phone reservations will not be accepted. All hotel forms must be received by the Albany Marriott no later than Monday, January 17, 2011, at which time the NYPWA room block will be released. Rooms in the conference block may sell out prior to January 17, 2011. Hotel reservations made after January 17, 2011, will be accepted subject to availability. **Please use one form per reservation.** 

**CONFIRMATIONS** - To receive a confirmation number please call the Marriott Reservations Line at 1-800-443-8952, seven business days after submitting your form. **Confirmations will NOT be faxed.** 

**TAX EXEMPT DOCUMENTATION** - Must be provided to the hotel with proper form accompanied with correct method of payment.

**LATE ARRIVALS** - For all reservations to be guaranteed for late arrival, a credit card number must be supplied, or full payment via a voucher or check must be received by Monday, January 17, 2011.

**MEAL TICKETS** - If you have selected a package that includes meal tickets, they will be available at the Marriott Front Desk upon arrival. The meal tickets will be addressed to the attendee's name listed on the reservation.

**HOTEL CANCELLATION/CHANGE POLICY** - Please note that the cancellation/change policy for a guest who has selected a package plan varies from our standard 6 pm day of arrival cancellation policy. A package plan reservation must be cancelled/changed by 8 am on January 28, 2011, to avoid a charge of one night's room rate as well as the full meal portion of the package. Also, if a guest fails to arrive on the night of arrival specified in the original reservation, the individual will be charged for one night's room rate as well as the full meal portion of the package.

<b>Reservation Information</b> (Please Type or Print)	D PACKAGE 1: TUESDAY ARRIVAL - FRIDAY DEPARTURE				
NAME:	Includes 3 nights' lodging: Wednesday - lunch, reception;				
County/Agency:	<ul> <li>Thursday - breakfast, lunch, banquet; Friday - breakfast</li> <li>Single Occupancy\$559.31 each/\$631.56 w/tax</li> <li>Double Occupancy\$367.31 each/\$412.68 w/tax</li> </ul>				
Address:					
Telephone: Fax:	Thursday Banquet selection: 🗖 Fish 🗖 Beef				
Email	<ul> <li>PACKAGE 2: WEDNESDAY ARRIVAL - FRIDAY DEPARTURE Includes 2 nights' lodging: Wednesday - lunch, reception; Thursday - breakfast, lunch, banquet; Friday - breakfast</li> <li>Single Occupancy\$429.00 each/\$489.06 w/tax</li> <li>Double Occupancy\$287.00 each/\$327.18 w/tax <i>Thursday Banquet selection:</i> Fish Beef</li> <li>PACKAGE 3: TUESDAY ARRIVAL - THURSDAY DEPARTURE Includes 2 nights' lodging: Wednesday - lunch, reception; Thursday - breakfast, lunch</li> <li>Single Occupancy\$371.34 each/\$419.54 w/tax</li> <li>Double Occupancy\$229.34 each/\$257.66 w/tax</li> <li>ROOM ONLY</li> <li>For those conferees who wish to stay one night only, the special conference room rate will be \$154.00 single/double oc- cupancy, \$175.56 w/tax. If a second night is needed you will be charged the hotel selling rate.</li> </ul>				
Arrival Date: Departure Date:					
Marriott Rewards #: IF Sharing Name:					
Telephone: Fax:					
Email					
Marriott Rewards #:					
Bedding Requests 🛛 King 🗖 2 Doubles					
PAYMENT TYPE					
Check (enclosed) Voucher (enclosed)					
CREDIT CARD: EXPIRES:					
NUMBER:					
IF Sharing					
Check (enclosed) 🗖 Voucher (enclosed) 🗖 Credit					
CREDIT CARD: EXPIRES:	MEALS ARE <b>NOT</b> INCLUDED.				
Number:	Tuesday, February 1Image: SingleImage: DoubleWednesday, February 2Image: SingleImage: Double				
Albany Marriott Hotel	Thursday, February 3 🛛 🗖 Single 🗖 Double				
189 Wolf Road • Albany, New York 12205	Special Needs & Requests (Dietary and/or Rooming):				

Phone: (518) 458-8444 • Fax: (518) 482-7809