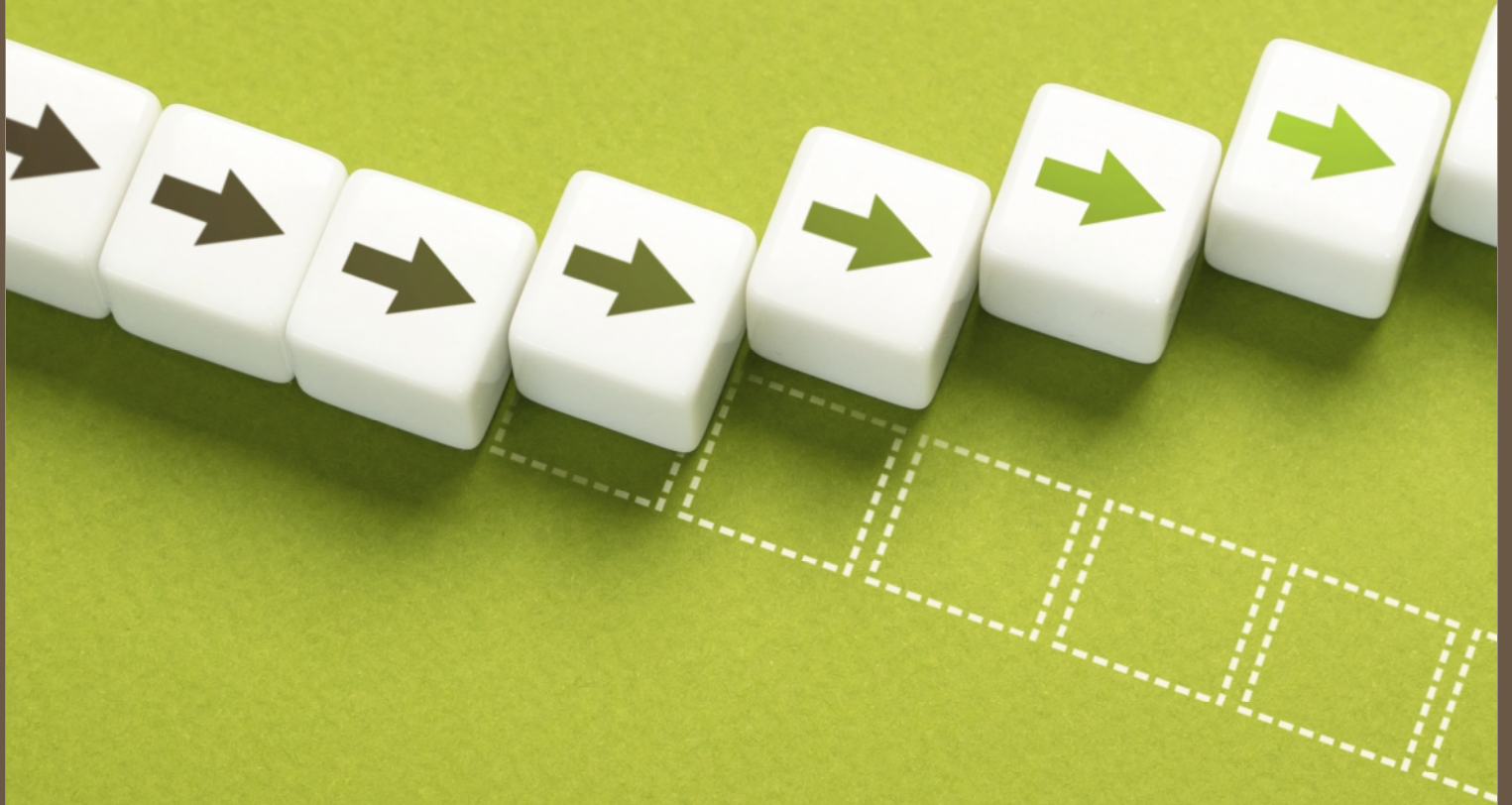


**New York Public Welfare Association  
156<sup>th</sup> Annual Winter Conference**

**Moving & Seeing  
Beyond the Tradition**



**Program Brochure  
January 28-31, 2025  
The Albany Marriott Hotel**

# Compassionate Technology FOR HUMAN SERVICES

## Revolutionize your agency **one conversation at a time**

AI-powered EVA helps health and human services agencies ensure individuals and families receive prompt and accurate access to vital support.



### **EVA Phone**

Automates responses to phone inquiries and real-time translation to improve customer experience.



### **EVA R&R**

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### **EVA for Energy Assistance**

Handling inquiries and providing essential information to individuals seeking energy assistance.



### **EVA Companion**

Provides instantaneous answers to caseworkers' queries right from their desktops.



**Contents**

**Agenda at a Glance**

**Event Map**

**Condensed Agenda**

**Attorneys' CLE Information**.....29

**Exhibit Area Map**.....31

**Exhibitor & Sponsor Information**.....32-37

**Local District Commissioners**.....43

**NYPWA Board & Staff**.....44



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- ▶ Convenient secure disbursement cards
- ▶ Digital solutions: Zelle®, request for payment, account validation
- ▶ Proactive customer support
- ▶ Identity and address validation
- ▶ Child support forms processing (NMSN, new hire, paternity acknowledgement)
- ▶ Business intelligence

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## Tuesday, January 28:

|                   |                      |                |
|-------------------|----------------------|----------------|
| 3:00 pm - 6:00 pm | Exhibitor Setup..... | Ballroom Foyer |
| 4:30 pm - 6:00 pm | Registration.....    | Empire Foyer   |

## Wednesday, January 29

|                           |   |  |
|---------------------------|---|--|
| 7:30 am - 8:45 am         | Breakfast Buffet.....   | Albany/Colonie, Empire, State Room, Restaurant, & Hotel Lounge |
| 8:00 am - 5:00 pm         | Registration.....   | Empire Foyer   |
| 9:00 am - 5:00 pm         | Exhibit Area Open.....  | Ballroom Foyer   |
| 9:00 am - 5:00 pm         | All Day Refresher Break • Sponsored by <b>Equifax</b> .....   | Ballroom Foyer   |
| <b>9:00 am - 10:30 am</b> | <b>Concurrent Sessions</b>  |  |
|                           | <i>NYPWA Board of Directors' Meeting</i> .....  | Board Room   |
|                           | <i>Confidentiality and Where to Find It</i> .....   | Empire   |
|                           | <i>Linking Children, Youth and Families to Needed Resources</i> .....   | Schenectady/Troy   |
|                           | <i>Assessing Quality in Child Welfare</i> .....   | Salons A/B   |
|                           | <i>Housing Partnerships to Increase Capacity</i> .....  | Salon C  |
|                           | <i>1115 Waiver NYHER: Context, Updates, and Next Steps</i> .....  | Salon D  |
|                           | <i>Heartfelt Protectiong: The Impact of a Child Welfare Career</i> .....  | Salon E  |
|                           | <i>FFPSA Overview &amp; Updaes to Case Documentation and Federal Reimbursement Requirements</i> .....   | Salon F  |
|                           | <i>Staff Development Association Meeting (Restricted to LDSS)</i> .....   | Salons G/H   |
| 10:30 am                  | Coffee Break • Sponsored by <b>Conduent</b> .....   | Ballroom Foyer   |
| 11:00 am - 12:15 pm       | Opening Address & Keynote • Sponsored by <b>Cúram by Merative</b> .....   | Salons D/E   |
| 11:30 pm - 1:15 pm        | Opening Luncheon .....<br>• Sponsored by <b>NYSTEC • SALESFORCE &amp; CARAHSOFT</b>   | Albany/Colonie, Empire, State Room, Restaurant, & Hotel Lounge |
| <b>1:30 pm - 3:00 pm</b>  | <b>Concurrent Sessions</b>  |  |
|                           | <i>State &amp; Local Commissioners' Dialogue — Coffee Break • Sponsored by Equifax (Restricted to Commissioners)</i> .....  | Salons A/B   |
|                           | <i>Legal Risks v. Rewards in the Use of AI in Social Services Operations</i> .....  | Empire   |
|                           | <i>Understanding and Building Intercultural Competence</i> .....  | Schenectady/Troy   |
|                           | <i>Applying Positive Youth Development (PYD) to Youth Justice</i> .....   | Salon C  |
|                           | <i>"Let's Get Together!" - A Medicaid Roundtable Discussion (Restricted to LDSS)</i> .....  | Salon D  |
|                           | <i>AI Budgeting, Forecasting, &amp; Claiming</i> .....  | Salon E  |
|                           | <i>Empowering Communities: The Impact of Integrating DSS with HUD Continuum of Care... Effective Child Support Administration (Restricted to LDSS &amp; Vendors Are Prohibited)</i> ..... | Salon F  |
| 3:00 pm                   | Coffee Break • Sponsored by <b>Binti</b> .....  | Ballroom Foyer   |
| <b>3:30 pm - 5:00 pm</b>  | <b>Concurrent Sessions</b>  |  |
|                           | <i>Child Support Caselaw Update</i> .....   | Empire   |
|                           | <i>Increasing Productivity; Achieving Compliance with Regulatory CPS Timelines</i> .....  | Schenectady/Troy   |
|                           | <i>Deputy Commissioners' Leadership Networking Meeting (Restricted to LDSS)</i> .....   | Salons A/B   |
|                           | <i>Child Care Services Updates</i> .....  | Salon C  |
|                           | <i>Delivering Humanity to the Workforce: A Transformative Approach</i> .....  | Salon D  |
|                           | <i>Long Term Care Update</i> .....  | Salon E  |
|                           | <i>Human Trafficking Liaison: Responsibilities and Resources</i> .....  | Salon F  |
|                           | <i>Collaborative Approaches to Serving Cross Systems Youth</i> .....  | Salons G/H   |
| 5:00 pm - 6:00pm          | Commissioners' Reception • Sponsored by <b>Accenture</b> .....  | Private  |
| 6:00 pm - 7:00pm          | Networking Reception.....   | Salons A/B/C   |
| 7:00 pm                   | Dinner on Your Own  |  |

## Thursday, January 30

|                           |  |  |
|---------------------------|--|--|
| 7:30 am - 8:45 am         | Breakfast Buffet.....  | Albany/Colonie, Empire, State Room, Restaurant, & Hotel Lounge |
| 8:00 am - 5:00 pm         | Registration.....  | Empire Foyer   |
| 9:00 am - 5:00 pm         | Exhibit Area Open.....   | Ballroom Foyer   |
| 9:00 am - 5:00 pm         | All Day Refresher Break • Sponsored by <b>Northwoods</b> .....                         | Ballroom Foyer   |
| <b>9:00 am - 10:30 am</b> | <b>Concurrent Sessions</b>   |  |
|                           | <i>Child Welfare Caselaw Review, Part I</i> .....                                      | Empire   |
|                           | <i>Integrating Individuals with Lived Experience in the Child Welfare System</i> ..... | Salon A  |
|                           | <i>Personality Dimensions</i> .....  | Salon C  |

|                            |   |  |
|----------------------------|---|--|
|                            | <i>Diving into the Executive Budget</i> .....   | Salon D/E  |
|                            | <i>Safe Harbour Program: A Rural Viewpoint</i> .....  | Salon F  |
|                            | <i>Innovations in Accessing Transportation Benefits for Temporary Assistance Clients</i> .....  | Salons G/H   |
| 10:30 am                   | Coffee Break • Sponsored by <b>Deloitte</b> .....   | Ballroom Foyer   |
| 10:45 am - 12:15 pm        | <i>Child Welfare Caselaw Review, Part II</i> .....  | Empire   |
| <b>11:00 am - 12:15 pm</b> | <b>Concurrent Sessions</b>  |  |
|                            | <i>Raise the Age Voluntary Agency Programs for JDs - What Have We Learned?</i> .....  | Salon A  |
|                            | <i>AI-Powered Assistance for Local Districts</i> .....  | Salon B  |
|                            | <i>Keeping The Faith! Onboarding For Retention</i> .....  | Salon C  |
|                            | <i>Medicaid Eligibility Updates</i> .....   | Salon D  |
|                            | <i>Hot Topics for State &amp; Local Fiscal Administrators</i> .....   | Salon E  |
|                            | <i>Adoption Lean Data Project</i> .....   | Salon F  |
|                            | <i>Child Support Program Updates</i> .....  | Salons G/H   |
| 11:30 am - 1:15 pm         | Lunch.....  | Albany/Colonie, Empire, State Room, Restaurant, & Hotel Lounge |
| 12:30 pm - 1:30 pm         | <i>Integrated Eligibility System Meeting (Members-Only)</i> .....   | Board Room   |
| <b>1:30 pm - 3:00 pm</b>   | <b>Concurrent Sessions</b>  |  |
|                            | <i>Evidentiary Issues in Article 10 Cases</i> .....   | Empire   |
|                            | <i>Supporting Children &amp; Youth with Cross-Systems and Complex Care Needs</i> .....  | Schenectady/Troy   |
|                            | <i>Design Thinking - A Human Centered Approach to Innovative Solutions</i> .....  | Salon A  |
|                            | <i>Temporary Assistance &amp; Employment Roundtable (Restricted to State &amp; LDSS)</i> .....  | Salon B  |
|                            | <i>Further Developing the Strategic Leader in You in 2025: A Continued Discussion on the Importance of Strategic Successions Planning!!</i> .....                   | Salon C  |
|                            | <i>Media Engagement &amp; Crisis Communications: Medicaid Modernization Update</i> .....  | Salon D  |
|                            | <i>DSS Fiscal Administrators Roundtable Discussion (Restricted to LDSS)</i> .....   | Salon E  |
|                            | <i>Blind Removal Process &amp; KinFirst Firewall Practice: Understanding Substance Use and Implementing Harm Reduction and Overdose Prevention Practices</i> .....  | Salon F  |
|                            | <i>Child Support Turns 50! Engaging for the Future and Supporting Families</i> .....  | Salons G/H   |
| 3:00 pm                    | Coffee Break • Sponsored by <b>TipCo Automated Systems</b> .....  | Ballroom Foyer   |
| <b>3:30 pm - 5:00 pm</b>   | <b>Concurrent Sessions</b>  |  |
|                            | <i>Bridging the Gap: Reconciling the Need for Strong Legal Positions with the Client &amp; Family-Centered Focus Required for Child Welfare Professionals</i> ..... | Empire   |
|                            | <i>Making Social Care Networks Work for You — How to Make the Most of the Medicaid 1115 Waiver for Your Clients (Vendors Are Prohibited)</i> .....                  | Salon A  |
|                            | <i>NYS OWIG: Working Together to Combat Welfare Fraud</i> .....   | Salon B  |
|                            | <i>Collaborative Strategies for Successful Practice Implementation</i> .....  | Salon C  |
|                            | <i>IES Program Update (Vendors Are Prohibited)</i> .....  | Salon D  |
|                            | <i>Using AI Tools to Work Smarter Not Harder</i> .....  | Salon F  |
|                            | <i>Creating Transformational Change for Families Involved in the Child Welfare System</i> .....   | Salons G/H   |
| 6:00 pm - 7:00 pm          | Cocktail Reception • Sponsored by the <b>Albany Marriott</b> .....  | Salons A/B/C   |
| 7:00 pm - 9:00 pm          | Annual Banquet with Live Music by <b>Made in the Shade</b> .....  | Salons D/E   |

## Friday, January 31

|                            |  |  |
|----------------------------|--|--|
| 7:30 am - 8:30 am          | Commissioners' Breakfast — Coffee Break • Sponsored by <b>Northwoods (Restricted to Commissioners)</b> ..... | Empire   |
| 8:30 am - 11:30 am         | Commissioners' Meeting & Policy Discussion <b>(Restricted to Commissioners)</b> .....                        | Empire   |
| 7:30 am - 8:45 am          | Breakfast Buffet.....  | Albany/Colonie, Empire, State Room, Restaurant, & Hotel Lounge |
| 8:30 am - 9:45 am          | <i>State &amp; Local Child Support Dialogue (Restricted to OTDA &amp; LDSS)</i> .....                        | Salons A/B   |
|                            | <i>Local DSS Fiscal Conversations (Restricted to LDSS)</i> .....   | Salon C  |
|                            | <i>Director of Services &amp; TA Directors Meeting (Restricted to LDSS)</i> .....                            | Salon D  |
| 9:00 am - 11:00 am         | <i>Meeting with State Agency Counsel</i> .....   | Salon E  |
| <b>10:00 am - 11:30 am</b> | <b>Special Feature Presentation (Open to All)</b>  |  |
|                            | <i>The Emotionally Intelligent Leader- Deborah J. Cabral</i> .....   | Salons G/H   |



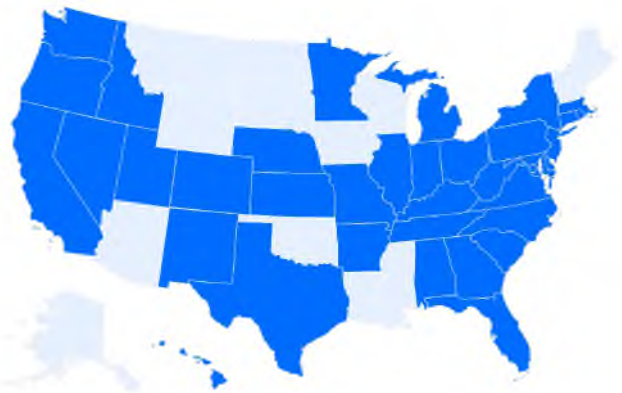
# Software Built for Child Welfare

Since 2017, Binti has been on a mission to make child welfare more effective, efficient, and equitable.

Developed through thousands of hours of research with social workers, families, and youth, Binti is the gold standard for Software-as-a-Service (SaaS) in child welfare.

Binti's partner agencies support more than 160,000 youth in child welfare, while saving 20-40% of time spent on administrative work, enabling more focus on serving youth and families.

## Widespread, Proven Results



Our tools are used by more than 12,000 social workers across 36 states plus DC, including 11 statewide implementations. Binti's partner agencies serve 42% of children experiencing foster care nationwide.

Modern, user-friendly modules that can function independently, integrate seamlessly with other systems, or operate together as a full CCWIS solution.



### Licensing

Empower families and social workers to complete initial applications and renewal online.



### Family Finding & Engagement

Improve child outcomes by locating their kin and keeping them connected to their support system.



### Recruiting

Actively engage and inform prospective families & volunteers, expanding your community safety net



### Intake

Record, screen, track, and assign reports to child welfare programs.



### Caregiver Management

Maintain detailed caregiver and child placement data and track ongoing case requirements.



### Investigations

Build a case, assess safety and risk, and refer for services.



### Eligibility

Streamline Title IV-E eligibility and accurately calculate foster care maintenance payments.



### Prevention

Refer families to service providers and track service delivery to maximize federal IV-E FFPSA funding.

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[www.binti.com](http://www.binti.com)







# Put your benefit eligibility processes on the fast track

The Work Number assists social service agencies perform more efficient income and employment verifications, helping:

- ▶ Look for seasonal income changes
- ▶ Expedite benefit applications and renewals
- ▶ Reduce unnecessary procedural terminations
- ▶ Increase ex parte renewals

***For more information contact:***

***Michael Hartman***

*VP, Key Client Leader,*

*State of New York*

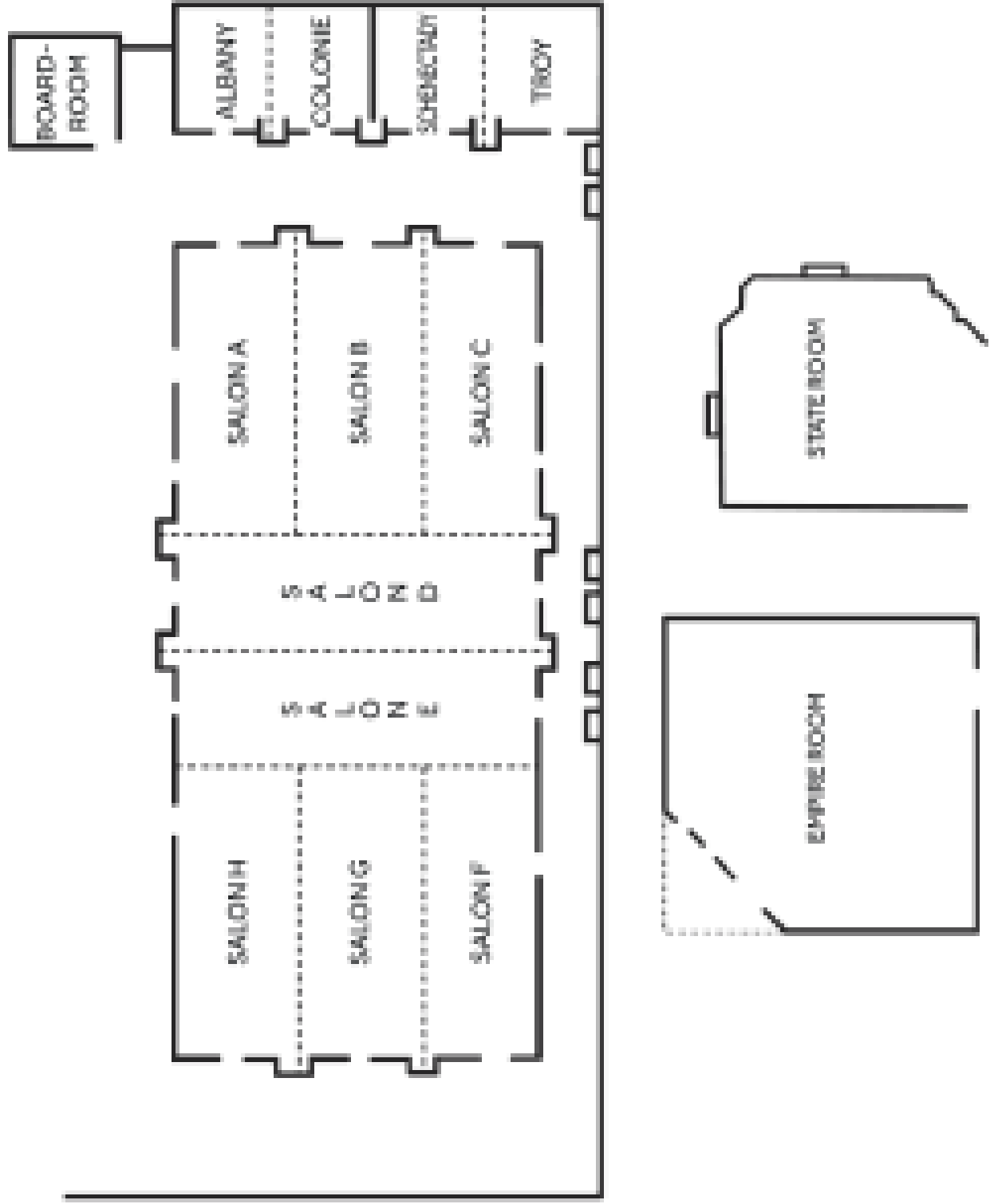
*michael.hartman@equifax.com*

**[theworknumber.com/government](http://theworknumber.com/government)**

**The Work Number®**



Albany Marriott Map



**Welcome & Keynote Address**  
**Wednesday, January 29**  
**11:00 AM - 12:15 PM**  
**Salons D/E**

**Presiding:**

**Michael McMahon**, NYPWA President and  
Commissioner of Rensselaer County DSS

**Honorable Daniel P. McCoy**  
Albany County Executive

**Dr. DaMia Harris-Madden**, Commissioner,  
Office of Children & Family Services

**Barbara Guinn**, Commissioner,  
Office of Temporary & Disability Assistance

**Keynote Speaker**

• *Sponsored by* • **Cúram by Merative**



**Dr. Lisa Patierne**

**"Delivering Humanity: Empowering Social  
Services for a Resilient Future"**

Today's social service professionals work tirelessly in demanding environments, facing the realities of burnout, vicarious trauma, and high turnover. To continue serving effectively, we must also address the internal needs of our workforce: strong leadership, a positive culture, resilience, and support. This keynote, delivered by Dr. Lisa Patierne, introduces Delivering Humanity a transformative approach that brings empathy, compassion, and connection to the forefront of social services.

Aligned with the conference theme, Moving and Seeing Beyond the Tradition, Dr. Lisa Patierne will share strategies that uplift social service teams, helping them build an inclusive, compassionate culture that supports both individual and organizational well-being. Drawing from her ongoing collaboration with visionary leader,

Commissioner Brandy Hillard Bouldin, and their work with the Schenectady County Department of Social Services, Dr. Patierne illustrates how Delivering Humanity can create a workplace where everyone feels valued and empowered to make a meaningful impact.

Key Takeaways:

- **Real Solutions to Workforce Challenges:** Learn practical ways to address retention, burnout, and a positive workplace culture through a compassion-centered approach.
- **A Shift from Judgment to Curiosity:** Explore how leading with curiosity over judgment opens new possibilities for connection, collaboration, and problem-solving across teams.
- **Building Resilience Through Humanity:** Gain insights into creating a supportive environment where team members feel valued, resilient, and inspired to contribute their best.

Whether you're in management, finance, legal, or front-line service, this keynote provides tools and inspiration to empower a more compassionate and resilient workforce. Join us to explore how Delivering Humanity can shape a stronger, more connected future for social services.

**Tuesday ■ January 28**

3:00 PM - 6:00 PM

**Exhibit Setup and Registration**

4:30 PM - 6:00 PM

**Conference Registration**

6:00 PM

**Dinner on Your Own**

**Wednesday ■ January 29**

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**

- **All Day Refresher** • *Sponsored by*  
**Equifax**

**9:00 AM - 10:30 AM**

**Concurrent Sessions**

**Board Room**

***NYPWA Board of Directors' Meeting***

**Empire**

***Confidentiality and Where to Find It  
(1.5 CLEs, 90 minutes)***

Confidentiality Update- a review of the 2025 Confidentiality Handbook, particularly the updated sections. Where to Find It – this session will focus on various sources for information concerning social services programs, particularly those which contain legal and other policy statements of the agencies that regulate the social services programs administered by the local social services districts.

*Presenter:*

**Mark E. Maves, Esq.**, Counsel to NYPWA

*Moderator:*

**John Gavenda, Esq.**, Assistant County Attorney, Orleans County DSS

**Schenectady/Troy**

***Linking Children, Youth and Families to Needed Resources***

Part 1 – CarePortal - This workshop will provide information on an innovative strategy to strengthen families. The New York State Office of Children and Family Services (OCFS) recently partnered with CarePortal, a technology platform that connects children and families to resources in their local communities. This partnership allows caseworkers access to a network of community providers that are willing to donate requested tangible items such as household items, furniture, and other necessities to meet the needs of vulnerable children and families. This pilot is being implemented in a number of local districts with hopes to provide these services statewide.

Part 2 – HEARS line - As we continue our endeavors to de-link poverty from neglect, come hear how the HEARS family line assists families by identifying local resources and providing

information on a variety of services in their community. Caring representatives guide families to resources that provide, food, clothing, housing, childcare, parenting education, and more. Representatives are available to help Monday – Friday, 8:30 a.m. - 4:30 p.m.

Mandated reporters who work with families that need help can call the OCFS HEARS line to obtain information for families and/or provide the OCFS HEARS phone number 1-888-554-3277 to families. We also welcome your ideas on how we can expand and improve.

Part 3 – Bravehearts Heartline – This presentation will focus on the development of the Heartline, a warmline for youth and young adults in foster care. Information will be shared on the need that the Heartline is attempting to meet, logistics of the Heartline, and early data on calls and resources shared.

*Presenters:*

Part 1 – CarePortal:

**Tenisha Hope**, Program Manager, NYS OCFS  
**Steve Poissant**, CarePortal, New York's Area Director

**Tonisha Fields**, Case Supervisor, Albany County  
Part 2 – HEARS Line:

**Kristin Gleeson**, Associate Commissioner, NYS OCFS

**Jeri Guidry**, HEARS Manager, NYS OCFS  
**Tina Calacone**, HEARS Manager, NYS OCFS

**Randall Williams**, Community Relations Manager at HSCC, NYS OCFS

**Carolyn May**, Family Policy Advisor, CWCS, NYS OCFS

Part 3 – Bravehearts

**Jessica Grimm**, Director of Bravehearts Services, Bravehearts Move New York

**Kevin Young**, Bravehearts

**Molly McHale**, Youth Local Assistance Program Specialist, NYS OCFS

*Moderator:*

**Ben Dennis**, Director of Social Services, Genesee County DSS

## Salons A/B

### ***Assessing Quality in Child Welfare***

Chemung County has developed a quality assurance protocol for assessing casework practice. Quality tools which encompass federal, state and county regulations and procedures are completed at certain intervals on cases and entered into a database. This data is generated at an individual, unit, and division-wide level and is used to identify training and drive practice change.

*Presenters:*

**Mindy Banfield**, Commissioner,  
Chemung County DSS

**Karen Fitzpatrick**, Director of Services,  
Chemung County DSS

**Jennifer Yannette**, Grade A Supervisor,  
Chemung County DSS

*Moderator:*

**Tammy Breen**, Director of Services,  
Warren County DSS

## Salon C

### ***Housing Partnerships to Increase Capacity***

Increasing emergency, transitional, and permanent housing capacity through partnerships involves collaboration between various stakeholders, including government agencies, non-profits, private sector entities, and community organizations. Partnerships like these are crucial for addressing not just the immediate needs for emergency shelter, but also for creating pathways to more stable housing solutions across the continuum of housing programs. Dutchess County will share strategies for maximizing community resource to help meet the needs of our most vulnerable clients.

*Presenters:*

**Christie Bonomo-Gose**, Director of Adult Services, Dutchess County DCFS;

**Anelie Etienne**, Grants Program Coordinator,  
Dutchess County DCFS

*Moderator:*

**Monica Brown**, Deputy Commissioner,  
Onondaga County DSS/ES

## Salon D

### ***1115 Waiver NYHER: Context, Updates, and Next Steps***

As the designated social care network lead entity for the Capital, Central, and North Country regions (24 counties) within the 1115 Waiver NYHER program, we will provide the overarching context, newest developments, and next steps for participants. This Medicaid redesign effort will bring together a robust ecosystem comprised of organizations in housing, food, transportation, clinical care, and social care - among many others - and this presentation will provide details related to implementation for all in attendance.

*Presenters:*

**Scott Emery**, Chief Strategy Officer,  
Healthy Alliance

**Terri Morse**, Director of Community Services,  
Essex County

*Moderator:*

**Kira Pospesel**, Commissioner,  
Greene County DSS

## Salon E

### ***Heartfelt Protection: The Impact of a Child Welfare Career***

Child Protective Services (CPS) is a stressful and demanding profession. Caseworkers, front line supervisors, and administrators are at increased risk for a myriad of physical, emotional, and relational challenges. This workshop provides a compassionate and courageous examination of Child Welfare Culture and the reality of this impact on staff of all levels. Heartfelt Protection is designed to bring awareness to the cost of caring associated with a career in Child Welfare. CPS staff of all levels will learn about primary trauma, secondary traumatic stress, compassion fatigue, vicarious trauma, and moral injury. In this workshop we bravely asks participants to shift from a client-focused perspective to a trauma-informed self-reflection. To model the importance of talking about the challenges in this profession, presenters share personal stories intertwined with evidenced-based research. This allows staff to hear and see presenters

being vulnerable, giving a name and a story to their experiences; it's real talk about the pressures of the job. Child Welfare administrators will learn language to have these conversations at their agencies.

Just as important as understanding the risk factors, participants will be provided with resiliency resources to achieve optimal work-life balance. An overview of the Substance Abuse and Mental Health Services Administration's (SAMHSAs) 8 Dimensions of Wellness will be highlighted to help staff formulate a self-care plan.

The Heartfelt Protection workshop includes presenters from multiple disciplines including mental health, child welfare, and law enforcement. The program utilizes PowerPoint presentations and self-assessments.

*Presenters:*

**Belinda Schlafer, LMHC, CCTP, EMDR-C**, Compelled to B Well, LLC

**Angela Tinder, MSW**, Grade B Supervisor, Allegany County DSS

**Brent Schlafer**, Wellness Coordinator, Allegany County Sheriff's Department

*Moderator:*

**Mariah Ernhout-Fegley**, Staff Development Coordinator, Ontario County DSS

**Salon F**

***FFPSA Overview & Updates to Case Documentation and Federal Reimbursement Requirements***

This will be a panel discussion with an opportunity for attendees to ask questions and receive feedback regarding Family First Updates. We will talk about the three pathways to achieve federal reimbursement and discuss any updates to the cost allocation plan and CONNECTIONS implementation.

*Presenters:*

**Patricia Mantey**, Associate Commissioner - CWCS, NYS OCFS

**Rebecca Colman**, Director – OREPA, NYS OCFS

**Matthew Dilmore**, Principal Accountant – BFO, NYS OCFS

**Jessica Brown**, Research Scientist – OREPA, NYS OCFS

*Moderator:*

**Tracy Hudson**, Director of Administrative Services, Washington County DSS

**Salons G/H**

***Staff Development Association Meeting***

***(Attendance Limited to LDSS Only)***

*Chairperson:*

**Kelly Eagan**, President, SDANYS & Cortland County SDC

10:30 AM

• **Coffee Break** • *Sponsored by*  
**Conduent**

**11:00 AM - 12:15 PM**

**Salons D/E**

***Opening Address & Keynote***

• *Sponsored by* •

**Cúram by Merative**

**11:30 AM - 1:15 PM**

**Opening Luncheon**

• *Sponsored by* •

**NYSTEC**

**SALESFORCE/CARAHSOFT**

**1:30 PM - 3:00 PM**

**Concurrent Sessions**

**Salons A/B**

***State & Local Commissioners' Dialogue***

***(Attendance Limited to State & Local Commissioners)***

Commissioners of OTDA, OCFS, and their executive deputies, are invited to discuss current issues facing social services with local DSS commissioners. The session will begin with topics from local commissioners, followed by time for state commissioners to raise additional issues. ***At 3:00 p.m. the meeting will end and local commissioners will remain***

**to vote on the slate of officers for the 2025  
NYPWA Board of Directors.**

*Facilitator:*

**Michael McMahon**, NYPWA President

• **Coffee Break** • **Sponsored by  
Equifax**

**Empire**

***Legal Risks v. Rewards in the Use of  
AI in Social Services Operations***

**(1.5 CLEs, 90 minutes)**

A CLE that is also designed for management and fiscal that provides an overview of how AI might be used in staff operations, the growing legal oversight, the potential risks and rewards, and the possibility of creating “safety rails” for onboarding an AI application.

*Presenter:*

**Paula Mallory Engel, Esq.**, Chief Welfare Attorney, Onondaga County Department of Law Division of Legal Affairs, OTDA

*Moderator:*

**Raghuvijai Guntur, Esq.**, Counsel to the Commissioner, Greene County DSS

**Schenectady/Troy**

***Understanding and Building  
Intercultural Competence***

Session participants will learn what it means to be culturally competent. Participants will learn skills to effectively and appropriately communicate with, manage and lead individuals from a variety of different backgrounds and cultures (ie. ethnicity, nationality, race, gender, LGBTQ+). Common pitfalls to avoid when interacting across cultures and identities will also be discussed. The benefits and satisfaction gained from developing and having intercultural competence will also be explored.

*Presenter:*

**Vanessa R. Exhem**, Founder, The Makings of You Consulting

*Moderator:*

**Tammy Breen**, Director of Services, Warren County DSS

**Salon C**

***Applying Positive Youth Development  
(PYD) to Youth Justice***

Our presentation will highlight the importance and benefits of cross-sector collaborations, focusing on the powerful partnership between the Boys & Girls Club of Newburgh and Dutchess County. By working together, we’ve created a safe and supportive environment where youth can build lasting relationships with caring adults and engage in life enhancing programs. These collaborations foster hope and opportunity, positively shaping the future of our youth.

*Presenters:*

**Karmen Smallwood**, Assistant Commissioner for Youth Services, Dutchess County DCFS

**Dareshanie D'Arpino**, Vice President, Club Operations, Boys & Girls Club of Newburgh and Poughkeepsie

*Moderator:*

**Denise Petersen**, Director of Temporary Assistance, Schenectady County DSS

**Salon D**

***"Let's Get Together!" - A Medicaid Round-  
table Discussion for the LDSS***

**(Attendance Limited to LDSS Only)**

Recent and upcoming changes to the Medicaid program present new challenges for local districts. This facilitated discussion will allow districts to share their successes and seek out best-practices from others.

*Presenter:*

**Jim Sluder**, Medicaid Director, Suffolk County DSS

*Moderator:*

**Erin Hume-Cocks**, Staff Development Coordinator, Delaware County DSS

**Salon E**

***AI Budgeting, Forecasting, & Claiming***

From EAA, EAF to Child Welfare, all require a distinct budgeting and forecasting approach, specific to each department or county's needs. We will discuss the process and explore how

artificial intelligence may support social services' fiscal budgeting and forecast.

*Presenters:*

**Joseph Dalli**, Coordinator of Fiscal Operations, Westchester County DSS

**Biji Kuruvila**, Reimbursement Specialist, Westchester County DSS

*Moderator:*

**Kenneth Knappe**, Executive Assistant for Finance & Administration, Suffolk County DSS

**Salon F**

***Empowering Communities:***

***The Impact of Integrating DSS with HUD Continuum of Care***

Discover how the Westchester County Department of Social Services plays a pivotal role in driving the success of our HUD Continuum of Care Partnership Program. In this session, we'll explore how this seamless integration has revolutionized access to housing and support services, creating a powerful alliance between federal housing resources and local DSS benefits and case management to better serve our community.

*Presenters:*

**Allison McSpedon**, Program Administrator, Westchester County DSS

**Jenny Badree**, Program Specialist, Westchester County DSS

*Moderator:*

**Dave Bradley**, Assistant Director of Temporary Assistance, Albany County DSS

**Salons G/H**

***Effective Child Support Administration***

***(Attendance Limited to LDSS Only AND Vendors Are Prohibited From Participating in This Workshop)***

This session is designed specifically for Child Support Coordinators and is restricted to LDSS staff who oversee the Child Support program. Please join your colleagues in addressing what is happening in your district and in other regions. This session is an opportunity for meaningful dialogue on the issues that matter the most to

you concerning the local administration of Child Support.

*Facilitators:*

**Maria Restivo**, Child Support Enforcement, Coordinator, Ulster County DSS

**Laura McKay**, Child Support Enforcement, Coordinator, Sullivan County DHHS

3:00 PM

• **Coffee Break** • **Sponsored by Binti**

**3:30 PM - 5:00 PM**

**Concurrent Sessions**

**Empire**

***Child Support Case Law Update***

***(1.5 CLEs, 90 minutes)***

Discussion of significant court decisions in 2024 relating to parentage, child support establishment, modification, and enforcement.

*Presenters:*

**Edward W. Stano, Esq.**, Deputy Counsel, NYS OTDA

**Nikita Valcik, Esq.**, Associate Attorney, NYS OTDA

**Aimee Furdyna, Esq.**, Associate Attorney, NYS OTDA

*Moderator:*

Taryn M. Perrone, Esq., Supervising Social Services Attorney, Oswego County DSS

**Schenectady/Troy**

***Increasing Productivity; Achieving Compliance with Regulatory CPS Timelines***

Per regulation, safety assessments and investigation conclusions have clear deadlines. This presentation will review the strategies behind Chemung County's journey from being ranked one of the last in the state for timely safety assessments and investigations to the top of list! Learn strategies and tips for success!

*Presenters:*

**Mindy Banfield**, Commissioner, Chemung County DSS



**Karen Fitzpatrick**, Director of Services,  
Chemung County DSS

**Jennifer Yannette**, Grade A Supervisor,  
Chemung County DSS

*Moderator:*

**Robert Horan**, Staff Development Coordinator,  
Otsego County DSS

### Salons A/B

#### **Deputy Commissioners' Leadership Network Meeting**

**(Attendance is Limited to LDSS Administrators)**

Deputy Commissioners and other upper-level administrators will address issues that could arise during the conference, local experiences, new challenges, and other topics of interest.

*Facilitated by Steering Committee:*

**Theresa Giovannello**, Deputy Commissioner,  
Dutchess County DCFS

**Monica Brown**, Deputy Commissioner,  
Onondaga County DSS/ES

**Irene Kurlander**, Deputy Commissioner,  
Orange County DSS

**Randy Scott**, Deputy Commissioner,  
Westchester County DSS

**Cynthia Stumer, DBH**, Deputy Commissioner,  
Orleans County DSS

**Denise Read**, Deputy Commissioner,  
Monroe County DHS

### Salon C

#### **Child Care Services Updates**

This interactive presentation will provide an overview of the initiatives rolled out in 2024 and those planned for 2025, updates on New York States work to move toward compliance with the requirements for paying based on enrollment and paying prospectively. We will also provide information on the OCFS-IT modernization initiative, the status of the Child Care Development Fund Plan and related waivers New York State has requested.

*Presenters:*

**Nora Yates**, Deputy Commissioner, NYS OCFS

**Emily Meyer**, Associate Commissioner,  
NYS OCFS

**Joy Connolly**, Associate Commissioner,  
NYS OCFS

**Merideth Infantino**, Director of Child Care  
Assistance & Enrollment Services, NYS OCFS

*Moderator:*

**Kenneth Knappe**, Executive Assistant for  
Finance & Administration, Suffolk County DSS

### Salon D

#### **Delivering Humanity to the Workforce: A Transformative Approach**

Experience *Delivering Humanity* firsthand in this 90-minute interactive session with Dr. Lisa Patierne and Commissioner Brandy Hillard Bouldin. Through immersive exercises rooted in compassion and empathy, you'll explore practical ways to foster resilience, inclusivity, and genuine connection within your team. Whether you're in management, finance, legal, or direct service, this session provides actionable tools to create a supportive, human-centered workplace where every role feels valued. Join us to discover how delivering humanity can transform daily interactions and build a stronger, more engaged workforce.

*Presenters:*

**Dr. Lisa Patierne**; Consultant

**Brandy Hillard Bouldin**, Commissioner,  
Schenectady County DSS

*Moderator:*

**Shelly Snyder**, Staff Development Coordinator,  
Steuben County DSS

### Salon E

#### **Long Term Care Update**

DOH will present updates on activities in the long-term care arena, focusing on the Statewide Fiscal Intermediary for CDPAP and other issues related to long term care.

*Presenter:*

**Trisha Schell-Guy, J.D.**, Director, Division of  
Program Development & Management,  
OHIP, NYS DOH

*Moderator:*

**Kira Pospesal**, Commissioner,  
Greene County DSS

**Salon F**

**Human Trafficking Liaison: Responsibilities and Resources**

The 09-ADM-01 created the Human Trafficking Liaisons (HTL) at DSS offices. This discussion will be about the responsibilities of the current role, resources for HTL's, and potential updates to the administrative directive.

*Presenter:*

**Estelle Davis**, Assistant Director, NYS OTDA

*Moderator:*

**JoAnn Fratarcangelo**, Commissioner, Schuyler County DSS

**Salon G/H**

**Collaborative Approaches to Serving Cross Systems Youth**

The panelists will discuss the process of working in partnership between the County and school district to identify community need, gaps in services, and barriers for youth and families to obtain necessary mental health services. The county engaged with LaSalle and together with Ulster County we were able to rapidly build and implement a community School Based Mental Health program that best meets those needs.

*Presenters:*

**Dave Wallace**, Executive Director, LaSalle School

**Tara McDonald, LMSW, MPA**, Commissioner, Ulster County Department of Mental Health

**Katrina Huller Williams, LCSW-R, CASAC**, Deputy Commissioner, Ulster County Department of Mental Health

*Moderator:*

**Tracy McCaughey**, Commissioner, Livingston County DSS

5:00 PM - 6:00 PM

**LDSS Commissioners' Private Reception**

• *Sponsored by* •

**Accenture**

6:00 PM - 7:00 PM

**Networking Reception**

7:00 PM

**Dinner on Your Own**

**Thursday ■ January 30**

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**

• **All Day Refresher** • *Sponsored by*  
**Northwoods**

**9:00 AM- 10:30 AM**

**Concurrent Sessions**

**Empire**

***Child Welfare Caselaw Review, Part I***

***(1.5 CLEs, 90 minutes)***

A review of the reported child welfare cases from July 1, 2024 to December 31, 2024. Part 1 will primarily focus on abuse and neglect cases.

*Presenters:*

**Mark E. Maves, Esq.**, Counsel to NYPWA

**Vineet Chawla, Esq.**, Family Court Legal

Services, Legal Training & Support, NYC ACS

**Jennifer Sadaka, Esq.**, Senior Team Leader &

Legal Trainer, NYC ACS

*Moderator:*

**Jessica M. Peaslee, Esq.**, Commissioners

Counsel, Steuben County DSS

**Salon A**

***Integrating Individuals with Lived Experience in the Child Welfare System***

This workshop delves into the integration of individuals with lived experience into the Office of Children and Family Services (OCFS) at various levels. The panelists, who have been impacted

by the child welfare system either as youth or parents, will share their diverse experiences. This intersectionality, combined with their professional roles, will help the audience understand how it serves as a strength and asset to the overall organizational outcomes. Participants will gain a new perspective on the value of partnering with individuals with lived experience, their contributions to the child welfare workforce, and their influence on policies affecting families.

*Presenters:*

**Aqueelah Sumpter**, Family Peer Advocate & Policy Advisor FTNYS, NYS OCFS

**Ginger Molloy**, Family Policy Advisor FTNYS, NYS OCFS

**Cheyenne Gallagher**, Children & Family Specialist, NYS OCFS

**Carrie Relf**, Regional Office Project Associate, NYS OCFS

**Katie Rushlo**, Senior Education Specialist-Youth Engagement Specialist, NYS OCFS

*Moderator:*

**Joseph Seeber**, Commissioner, St. Lawrence County DSS

### Salon C

#### ***Personality Dimensions***

Personality Dimensions is an assessment tool that bridges the gap with employees by helping them understand how we differ from other people. The differences can be seen in a number of different ways through what we value, the way we prefer to communicate and the way we behave. Learning to understand others and ourselves is paramount to effective communication, relationships and productivity. It's a valuable tool professionally and personally and it's fun to learn about together.

*Presenter:*

**Stephanie Hoxie**, Staff Development Coordinator, Oswego County DSS

*Moderator:*

**Marlene Reynolds**, Training & Development Coordinator, Schuylar County DSS

### Salon D/E

#### ***Diving into the Executive Budget***

Budget experts from OCFS, OTDA, and DOH will discuss the Governor's budget proposal for social services in SFY 2025-26. There will be an opportunity to dig deeper into the Governor's budget as our panel of local district fiscal experts seek to clarify the new budget proposals.

*Presenters:*

**Laura Fiske**, Director, Bureau of Budget Management, NYS OCFS

**Michael Kendall**, Director, Bureau of Budget Management, NYS OTDA

**Jeremy Russell**, Medicaid Unit Manager, Bureau of Budget Management, NYS DOH

*Moderator:*

**John Befus**, First Deputy Commissioner, Westchester County DSS

### Salon F

#### ***Safe Harbour Program: A Rural Viewpoint***

Unlike the larger counties, Orleans County has had to be creative to raise awareness of human trafficking and sexual exploitation. Through trial and error their Safe Harbour program continues to grow.

*Presenter:*

**Cynthia Stumer, DBH**, Deputy Commissioner, Orleans County DSS

*Moderator:*

**Donna Becker**, Commissioner, Schoharie County DSS

### Salons G/H

#### ***Innovations in Accessing Transportation***

#### ***Benefits for Temporary Assistance Clients***

Monroe County worked for years, with OTDA and our local transit authority, to create a pathway for clients to access transportation without needing a paper bus pass. This year, we launched a program that allows Temporary Assistance clients, who are eligible for a transportation benefit, to swipe their EBT/CBIC

card to access public transportation throughout the Metro-Rochester Region.

*Presenters:*

**Denise Read**, Deputy Commissioner, Monroe County DHS

**Jon Casper**, Computer Project Coordinator, Monroe County DHS

*Moderator:*

**Kim Roe**, Grade B Supervisor, Ulster County DSS

10:30 AM

• **Coffee Break** • *Sponsored by*

**Deloitte**

**10:45 AM - 12:15 PM**

**Empire**

***Child Welfare Caselaw Review, Part II***  
***(1.5 CLEs, 90 minutes)***

A review of the reported child welfare cases from July 1, 2024 to December 31, 2024. Part 2 will focus on termination of parental rights and miscellaneous other cases in the child welfare area.

*Presenter:*

**Mark E. Maves, Esq.**, Counsel to NYPWA

**Vineet Chawla, Esq.**, Family Court Legal Services, Legal Training & Support, NYC ACS

**Jennifer Sadaka, Esq.**, Senior Team Leader & Legal Trainer, NYC ACS

*Moderator:*

**Jessica M. Peaslee, Esq.**, Commissioners Counsel, Steuben County DSS

**11:00 AM - 12:15 PM**

**Concurrent Sessions**

**Salon A**

***Raise the Age Voluntary Agency Programs for JDs – What Have We Learned?***

This session will provide a refresher on the LDSS placement options for JD-RtA youth and will include updates from RtA programs on the successes, challenges and status of the programs 5 years later. This provides an

opportunity for open dialogue and problem solving for family-court adjudicated JD youth.

*Presenters:*

**Rachel Bryant-Hillside**, RtA Program

**George Dermody**, President & CEO – Children’s Home of Wyoming RtA Program

**Dr. Nina Aledort**, Deputy Commissioner, Division of Youth Development & Partnerships for Success, NYS OCFS

**Gail Geohagen-Pratt**, Deputy Commissioner, Division of Child Welfare & Community Services, NYC OCFS

*Moderator:*

**Amy Cunningham**, Commissioner, Onondaga County DCFS

**Salon B**

***AI-Powered Assistance for Local Districts***

Join us for a discussion on how AI is transforming the way agencies manage time-consuming administrative tasks. From answering incoming calls to providing clients with rights and responsibilities information, AI solutions are automating repetitive processes, allowing staff to focus on more complex and personalized client interactions. We'll explore real-world examples of AI implementation, the impact on service delivery, and how these innovations are improving both efficiency and client satisfaction in health and human services.

*Presenters:*

**Karen Marcum**, Commissioner, Jefferson County DSS

**Christine Peters**, Commissioner, Clinton County DSS

**Kira Pospesel**, Commissioner, Greene County DSS

**Daniel Auwarter**, Commissioner, Chenango County DSS

**Gidget Stevens**, Director of Integrative Services, Oswego County DSS

**Sarah Merrick**, Commissioner, Onondaga County DSS/ES

**Greg Tipping**, Chief Strategy Officer and Co-Founder, TipCo Automated Systems

*Moderator:*

**Denise Petersen**, Director of Temporary Assistance, Schenectady County DSS

## Salon C

### ***Keeping The Faith! Onboarding For Retention***

Staff Development Coordinators do so much more than training! This panel presentation will detail three different initiatives that strengthen our teams from day one in the role through advanced leadership titles. From extensive onboarding of new staff to team spirit week and a Better Together program, learn about three examples of how staff developers are critical components in employee morale and retention.

*Presenters:*

**Kate Cook**, Staff Development Coordinator, Ulster County DSS

**Simone McGuane**, Staff Development Coordinator, Rockland County DSS

**Edwin Rosado**, Staff Development Assistant, Rockland County DSS

**Stephanie Macauley**, Staff Development Coordinator, Suffolk County DSS

**Sal Patella**, Staff Development Coordinator, Orange County DSS

*Moderator:*

**Shelly Snyder**, Staff Development Coordinator, Steuben County DSS

## Salon D

### ***Medicaid Eligibility Updates***

In this session, members of the New York State Department of Health's Division of Eligibility and Marketplace Integration (DEMI) will provide updates in the following areas: Continuation of certain policy easements and other processes after expiration of the public health emergency unwind period; PERM and MEQC; and other eligibility updates.

*Presenters:*

**Gabrielle Armenia**, Director, Division of Eligibility and Marketplace Integration (DEMI), NYS DOH

**Anne Marie Massaro**, Deputy Director, DEMI, NYS DOH

**Mary Frances Carr**, Bureau Director, Long Term Care/SSI-Related Populations, DEMI, NYS DOH

*Moderator:*

**JoAnn Fratarcangelo**, Commissioner, Schuyler County DSS

## Salon E

### ***Hot Topics for State & Local Fiscal Administrators***

Join local fiscal administrators and state staff from OCFS, OTDA and DOH in a discussion of fiscal issues directly affecting social services districts.

*Presenters:*

**Justin Gross**, Principal Accountant, NYS OTDA  
**Shonna Clinton**, Chief Budgeting Analyst, NYS OCFS

**Laura Fiske**, Director, Bureau of Budget Management, NYS OCFS

**Anil Thomas**, Principal Accountant, NYS DOH

*Moderator:*

**Brian M. Napoleon**, Director of Fiscal Services, Dutchess County DCFS

## Salon F

### ***Adoption Lean Data Project***

Overview of Dutchess County's Adoption Lean Data Project. Using a systemic approach to analyze progress, monitor, and identify barriers in achieving timely permanency for children who are freed for adoption. Strategies for anticipating placement disruptions and supporting foster parents.

*Presenters:*

**Felice Sarmiento**, Foster Care/Adoption Supervisor, Dutchess County DCFS

**Jenna Stroly**, Children Services – Project Manager, Dutchess County DCFS

**Gillian Hill**, Foster Care/Adoption, Dutchess County DCFS

*Moderator:*

**Rita Wood**, Deputy Commissioner, Ulster County DSS

## Salons G/H

### ***Child Support Program Updates***

Hear key developments and operational updates for the child support program including federal and State updates; payment processing and banking operations; mechanisms to enhance annual performance and collections; policy guidance impacting districts; training opportunities; system enhancements and releases; and measuring our progress through

data and metrics.

*Presenters:*

**Eileen Stack**, Deputy Commissioner and Director  
NYS OTDA/CSS

**Susanne Dolin**, Assistant Director  
NYS OTDA/CSS

**Monique Rabideau**, Assistant Director  
NYS OTDA/CSS

**Elizabeth McGeough Gamache**, Bureau Chief -  
Program Operations NYS OTDA/CSS

**Karen Sicurelli**, Bureau Chief - Data  
Management NYS OTDA/CSS

**Jennifer Sherry**, Bureau Chief - State  
Disbursement Unit NYS OTDA/CSS

**Evelyn Addams**, Bureau Chief, Policy and  
Training, NYS OTDA/CSS

*Moderator:*

**Brandi Wahl**, Child Support Enforcement  
Coordinator, Steuben County DSS

**12:30 PM - 1:30 PM**

**Board Room**

***Integrated Eligibility System Meeting***  
***(LDSS Workgroup Only)***

**11:30 AM - 1:15 PM**

**Lunch**

**1:30 PM - 3:00 PM**

**Concurrent Sessions**

**Empire**

***Evidentiary Issues in Article 10 Cases***  
***(1.5 CLEs, 90 minutes)***

This presentation is to include updates in  
evidentiary issues in Article 10 cases, including  
hearsay exceptions, Confrontation Clause and  
challenges in domestic violence matters.

*Presenters:*

**Vineet Chawla, Esq.**, Family Court Legal  
Services, Legal Training & Support, NYC ACS

**Jennifer Sadaka, Esq.**, Senior Team Leader &  
Legal Trainer, NYC ACS

*Moderator:*

**Mark E. Maves, Esq.**, Counsel to NYPWA

**Schenectady/Troy**

***Supporting Children & Youth with***  
***Cross-Systems and Complex Care Needs***

This workshop will cover the multiple ways in  
which the Council on Children and Families (CCF)  
helps support children and youth with  
cross-system and complex needs. Learn about  
the support available from CCF's Interagency  
Resolution Unit to assist individual children and  
youth experiencing challenges in accessing  
needed services and supports. Find out about  
CCF's new user-friendly online resources, Help  
Hub for Families, providing trusted resources  
and service information to assist family  
members and frontline staff navigating human  
service, health, and education systems. Other  
CCF systems-building efforts to strengthen and  
align New York's child-serving systems will be  
covered, too.

*Presenters:*

**Elana Marton**, Deputy Director & Counsel,  
Council on Children and Families

**Chris Tosado**, Director, Interagency Resolution  
Unit, Council on Children and Families

**Meghan Glass**, System of Care Policy Director,  
Council on Children and Families

*Moderator:*

**Jeannine Bickford**, Director of Children Services,  
Washington County DSS

**Salon A**

***Design Thinking - A Human Centered***  
***Approach to Innovative Solutions***

Design thinking is a non-linear, iterative process  
that teams use to understand users, challenge  
assumptions, redefine problems and create  
innovative solutions to prototype and test. This  
approach, used by IBM to meet modern  
enterprise demands, has proven its usefulness in  
the human services world. In this hands-on, get  
out of your chair, workshop, you will learn how  
to use the principles of Design Thinking to bring  
system partners together. You will learn the  
phases of design thinking and participate in an  
exercise to demonstrate how cross functional  
teams can work together to tackle any

challenges and create innovative solutions.

*Presenters:*

**Louise McLoughlin**, Executive Director,  
Dutchess County Workforce Investment Board  
**Theresa Giovanniello**, Deputy Commissioner,  
Dutchess County DCFS

*Presenter & Moderator:*

**Sabrina Jaar Marzouka**, Commissioner,  
Dutchess County DCFS

### Salon B

#### **Temporary Assistance & Employment Roundtable**

**(Attendance is Limited to State & Local DSS)**

OTDA will participate in a roundtable discussion exclusively for Temporary Assistance and Employment Directors and their staff to discuss items identified by OTDA as agency priorities as well as topics for discussion identified by districts.

*Presenters:*

**Stacey Nodelman**, Director, Temporary Assistance Bureau, NYS OTDA

**Stephanie Boshart**, Director, Employment & Advancement Services, NYS OTDA

**Bill Koncelik**, Bureau Chief, Employment & Advancement Services, NYS OTDA

**Tara Wood**, Bureau Chief, Employment & Advancement Services, NYS OTDA

**Melissa Alexander**, Bureau Chief, Temporary Assistance Bureau, NYS OTDA

**Tammy Thackrah**, Bureau Chief, Temporary Assistance Bureau, NYS OTDA

*Moderator:*

**Jennifer A. Robinson**, Executive Deputy Commissioner, Onondaga County DSS/ES

### Salon C

#### **Further Developing the Strategic Leader in You in 2025: A Continued Discussion on the Importance of Strategic Succession Planning!!**

The purpose of this interactive and strategic workshop is to continue the discussion on the importance of designing and customizing agency-specific and unique succession planning frameworks that harness and safeguard institutional knowledge with the goal of promot-

ing and advancing untapped talent in the human and social services fields. This workshop will also highlight the progress and successes of NYS County Departments of Social Services that have implemented effective succession planning frameworks and systems.

*Presenters:*

**Marvela L. Guice**, Founder & President- DBA Marvela L. Guice Organizational & Staff Development Training Services,  
NYS M/WBE Certified

*Moderator:*

**Cynthia Gallicchio**, Coordinator of Staff & Organizational Development,  
Clinton County DSS

### Salon D

#### **Medicaid Modernization Update**

An update on the development of the State's new Medicaid Eligibility and Client Management (MECM) system including a demo of the new system. Information will also be provided on change management activities the State is embarking on to support its Medicaid Modernization effort.

*Presenters:*

**Sara Oberst**, Deputy Director, Division of Eligibility & Marketplace Integration, NYS DOH

**Jace Perkins**, Eligibility Program Manager, Division of Eligibility & Marketplace Integration, NYS DOH

*Moderator:*

**Kira Pospesel**, Commissioner,  
Greene County DSS

### Salon E

#### **DSS Fiscal Administrators Roundtable Discussion**

**(Attendance Limited to LDSS Only)**

Come meet with your district colleagues from around the state to informally discuss policies and best practices regarding Housing & Homeless Services, Child Welfare, Child Care, Temporary Assistance, Medicaid and other important topics.

*Facilitator:*

**John Befus**, First Deputy Commissioner,  
Westchester County DSS

**Salon F**

***Understanding Substance Use and Implementing Harm Reduction and Overdose Prevention Practices***

As rates of overdose continue to rise, with annual overdose deaths surpassing 100,000 in 2021. Project COPE is a SAMHSA-funded grant initiative that seeks to reduce rates of overdose death in New York by connecting to vulnerable, underserved populations such as pregnant and parenting persons. Join members of the Project COPE team in exploring the science of substance use and substance use disorders, the basics of overdose prevention and naloxone use, and concrete ways professionals outside of the substance use disorder treatment system can help prevent overdoses among the individuals and families they serve.

*Presenter:*

**Jessica Sorbello, LCSW**, Project Director for Community Overdose Prevention Education, NYS OASAS/Project COPE

*Moderator:*

**Michael McMahon**, Commissioner, Rensselaer County DSS

**Salons G/H**

***Child Support Turns 50! Engaging for the Future and Supporting Families***

In 2025 the Child Support Program turns 50! The program has undergone changes over the years but is it time for a bigger transformation? Systems modernization provides an opportunity to re-envision the service model for the next generation of customers and workers. This session will be an open, interactive discussion regarding what the Program can do to modernize services for our customers and workers.

*Presenters:*

**Eileen Stack**, Deputy Commissioner and Director NYS OTDA/CSS

**Susanne Dolin**, Assistant Director NYS OTDA/CSS

**Monique Rabideau**, Assistant Director NYS OTDA/CSS;

**Shannon Smith**, Bureau Chief - Integrated Eligibility System NYS OTDA/CSS

**Jennifer Pekins**, Bureau Chief - Systems Operations NYS OTDA/CSS

*Moderator:*

**John Ferry**, Child Support Coordinator, Oswego County DSS

3:00 PM

• **Coffee Break** • *Sponsored by*  
**TipCo Automated Systems**

**3:30 PM- 5:00 PM**

**Concurrent Sessions**

**Empire**

***Bridging the Gap: Reconciling the Need for Strong Legal Positions with the Client & Family-Centered Focus Required for Child Welfare Professionals***

*(1.5 CLEs, 90 minutes)*

This CLE will help attorneys understand how to prepare department caseworkers and staff members to testify in child welfare and child protective proceedings. It will focus on how child welfare staff are trained and how attorneys can best teach these staff members to ensure that case notes and testimony are legally sound. The presenter also comes from a background where she was trained as a therapist and practiced for a number of years before attending law school. While in law school the presenter also helped create a mediation program at the school. The presenter has experience working on both sides of these important issues and does testimony preparation and training for Warren County DSS staff.

*Presenter:*

**Sommer-Lynn Cross, Esq.**, Social Services Attorney, Warren County DSS

*Moderator:*

**Margot Cullen, Esq.**, Assistant Counsel to the Commissioner, Greene County DSS



## Salon A

### ***Making Social Care Networks Work for You -- How to Make the Most of the Medicaid 1115 Waiver for Your Clients (Vendors Are Prohibited From Participating in This Workshop)***

NYSDOH has obtained approval to deliver Health-Related Social Needs (HRSN) services under a Medicaid Section 1115 demonstration from 2025-2027. Under the waiver, HRSN will include Medicaid-funded housing, transportation, nutrition and case management services. Taking advantage of this fast-moving, complicated change in Medicaid policy will be difficult but will also potentially be a tremendous benefit for many LDSS clients. This session will help LDSS leaders jump into this rapidly developing opportunity.

*Presenter:*

**John Liddle**, Commissioner, Sullivan County DHHS

*Moderator:*

**Kira Pospesel**, Commissioner,  
Greene County DSS

## Salon B

### ***NYS OWIG: Working Together to Combat Welfare Fraud***

This presentation will highlight NYS Office of the Welfare Inspector General's (NYS OWIG) investigative resources, and the benefits of creating partnerships with local district fraud units. The presentation will also discuss how a robust fraud unit working collaboratively with program staff to deter, identify, and investigate fraud can pay dividends for a county, thereby allowing more resources to help those most vulnerable. Come learn best practices for identifying fraud based on real case examples.

*Presenter:*

**Andrew Weiss**, Attorney-in-Charge for Welfare Fraud, NYS OWIG

*Moderator:*

**Michael McMahon**, Commissioner,  
Rensselaer County DSS

## Salon C

### ***Collaborative Strategies for Successful Practice Implementation***

In this workshop, we explore the pivotal role of building partnerships for successful child welfare practice implementation in Orange County.

Focusing on OCFS' implementation of the Safe & Together Model to improve our system's response to families experiencing domestic violence, we will explore the principles of building effective partnerships, including identifying shared goals, establishing trust, and fostering open communication. The session will also highlight ongoing support and coaching strategies designed to enhance supervisor and worker skills, fostering a culture of continuous support and practice improvement. Participants will learn how to build and strengthen existing partnerships, creating a collaborative environment that drives sustainable change in child welfare practices.

*Presenters:*

**Candace Calabrese**, OCFS Safe & Together Practice Implementation Manager, NYS OCFS

**Salvatore Patella**, Staff Development Coordinator Orange County DSS

**Leah Horrevoets**, Case Supervisor CAC, Orange County DSS,

**Sarita Green**, Associate Director, Fearless!Hudson Valley

*Moderator:*

**Sonoma Pelton**, Director of Children's Services, Albany County CYF

## Salon D

### ***Integrated Eligibility System Program Update***

***(Vendors Are Prohibited From Participating in This Workshop)***

During this session attendees will learn about IES Program updates, including accomplishments to date and plans going forward.

*Presenters:*

**Caroline Thompson**, IES Program Director, NYS ITS

**Luis Gomez**, IES Technical Director, NYS ITS;  
**Lisette Bernal-Cruz**, IES Operations Director,  
 NYS ITS  
**Dennis Packard**, Business Change Lead, NYS ITS  
**Tim Milos**, IES Senior PMO Lead, NYS ITS  
**Bill Capozzi**, Application Development Manager,  
 NYS ITS

*Moderator:*

**Ed Biittig**, Director of SNAP/HEAP/MA  
 /Fair Hearings/TA, Schenectady County DSS

**Salon F**

***Using AI Tools to Work Smarter  
 Not Harder***

Join us for a friendly and approachable seminar that demystifies the role of AI in your daily work. Discover how available AI tools like ChatGPT, Copilot, and Gemini can streamline your routine tasks, giving you more time to focus on what truly matters—adding the human touch. Robin will share real-world examples and practical takeaways, empowering you to integrate AI into both your professional and personal lives. Whether you've never used AI before or you're looking for ideas to freshen your approach, this session can help transform the way you work.

*Presenter:*

**Robin Thompson**, Sr Talent Development  
 Manager, Advance Local

*Moderator:*

**Marlene Reynolds**, Training & Development  
 Coordinator, Schuylar County DSS

**Salons G/H**

***Creating Transformational Change for  
 Families Involved in the Child Welfare  
 System***

In recent years Suffolk County Family & Children Services (CPS) has been challenged to examine its internal practices, processes as well as relationships and interactions with service providers/ mandated reporters. The Suffolk County Advisory Board on Child Protection, under the leadership of the County Executive's office, began to explore ways to build and improve relationships and educate about the child welfare system.

The outcome of these discussions was presented in a November 2024 regional conference entitled "Creating Transformational Change for Families Involved in the Child Welfare System," which brought together professionals working with children and families to explore ways to mitigate systemic, negative impacts of the child welfare system and create transformational changes'

This conference also brought together the Suffolk County Multidisciplinary Team members to educate attendees on the investigatory process as well as a panel of service providers to discuss service needs and building service capacity. Several local elected officials also participated in speaking on their commitment to improvements, highlighted by an inspirational keynote from Katie Beers who was a child involved with both the child protective and foster care systems in Suffolk County in the early 90s.

*Presenters:*

**John E. Imhof, PhD, LCSW**, Commissioner,  
 Suffolk County DSS

**Annette Mahoney - Cross, LCSW**, Assistant  
 Division Administrator – Family & Children's  
 Services, Suffolk County DSS

**Anne E. Oh, Esq.**, Chief Counsel,  
 Suffolk County DSS

*Moderator:*

**Rochelle Gray**, Senior Fiscal Manager  
 Ontario County DSS  
 Department of Social Services

**6:00 PM - 7:00 PM** Salons A/B/C

• **Cocktail Reception • Sponsored by  
 The Albany Marriott Hotel**

**7:00 PM - 9:00 PM** Salons D/E

**Annual Banquet with Live Music by  
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**LDSS Commissioners' Meeting**

*(Restricted to LDSS Commissioners Only)*

7:30 AM - 8:30 AM

**Commissioners Only Networking Breakfast**

8:30 AM - 10:45 AM

**Commissioners' Meeting & Policy Discussion**

NYPWA President will facilitate a discussion on issues that arose during the conference and other compelling topics of interest to local commissioners.

10:45 AM - 11:30 AM

**Wrap-up and Next Steps**

• **Sponsored by** • **Northwoods**

7:30 AM - 8:45 AM

**Breakfast Buffet**

8:00 AM - 11:00 AM

**Conference Registration**

**8:30 AM - 9:45 AM**

Salons A/B

**State & Local Child Support Dialogue**

*(Attendance is limited to OTDA & LDSS Child Support Coordinator Staff)*

This "wrap-up" session is an opportunity to discuss new policy and procedures that were presented at the conference and to strategize how local districts will be able to implement them, leaving time for Q & A.

*Facilitators:*

**Maria Restivo**, Child Support Enforcement, Coordinator, Ulster County DSS

**Laura McKay**, Child Support Enforcement, Coordinator, Sullivan County DSS

Salon C

**Local DSS Fiscal Policy Dialogue**

*(Attendance is Limited to LDSS Staff)*

Fiscal administrators will recap their conference experience and share any useful strategies they learned about or that they have already implemented locally.

*Facilitator:*

**John Befus**, First Deputy Commissioner, Westchester County DSS

Salon D

**Director of Services & TA Directors Meeting**

*(Attendance is Limited to LDSS Staff)*

Directors will recap their conference experience and share any useful strategies they learned about or that they have already implemented locally.

*Facilitator:*

**Jennifer A. Robinson**, Executive Deputy Commissioner, Onondaga County DSS-ES

**9:00 AM - 11:00 AM**

Salon E

**Meeting with State Agency Counsel**

LDSS attorneys are invited to meet with OCFS (9:00-10:15) and OTDA (10:00-11:00) counsel to discuss questions related to their respective areas of practice as well as those where clarification from the State agencies are needed.

*Facilitator:*

**Mark E. Maves, Esq.**, Counsel to the NYPWA

# Special Feature

**10:00 AM - 11:30 AM**

**Salon G/H**

## ***The Emotionally Intelligent Leader***

In this presentation, we'll explore the pillars of emotional intelligence and the role it plays in effective leadership. Participants will complete an emotional intelligence self-assessment to create greater self-awareness and determine growth areas.

*Presenter:*

**Deborah J Cabral**, PCC, Founder/President & CEO,  
Cabral Enterprises, LLC DBA DC Efficiency Consulting

*Moderator:*

**Theresa Giovannello**, Deputy Commissioner,  
Dutchess County DCFS

### **Paperless Conference:**

Our intention is that conference information including the program brochure, meeting agendas, and materials will be in electronic format. Please plan to use your own laptop, tablet, or phone to access documents. You may wish to download or print them in advance. Exception: We will have printed name badges and copies of the schedule at-a-glance which lists topics, times, and meeting rooms.

# ***NYPWA Legal Topic Series***

## ***for Attorneys and Non-Attorneys***

All legal sessions are in-person only and will not be recorded. Local DSS attorneys are eligible for up to 10.5 hours of CLE credits with their paid registration and confirmed attendance.

**Sign-in for CLEs opens 15 minutes prior to start of each session.**

NYPWA will be providing CLEs for:

- ***Confidentiality and Where to Find It (1.5 CLEs, 90 mins.)***
- ***Legal Risks v. Rewards in the Use of AI in Social Services Operations (1.5 CLEs, 90 mins.)***
- ***Child Support Case Law Update (1.5 CLEs, 90 mins.)***
- ***Child Welfare Caselaw Review, Part I (1.5 CLEs, 90 mins.)***
- ***Child Welfare Caselaw Review, Part II (1.5 CLEs, 90 mins.)***
- ***Evidentiary Issues in Article 10 Cases (1.5 CLEs, 90 mins.)***
- ***Bridging the Gap: Reconciling the Need for Strong Legal positions with the Client & Family-Centered focus Required for Child Welfare Professionals (1.5 CLEs, 90 mins.)***

**Materials** will be posted at [www.NYPWA.org](http://www.NYPWA.org) for you to review and choose which documents to download to your device or print and bring to the conference. Copies are not provided on-site.

Attorneys must attend in person to participate and to qualify for CLEs.

Documents will be posted approximately one week prior to the conference

To access documents, click the "Education & Events" button on our website.

### ***The NYPWA Financial Assistance Policy for Continuing Legal Education:***

To apply, attorneys must submit a letter authorized by the local social services commissioner, explaining why this training is essential and include the unique circumstances as to why the agency and the attorney do not have the resources to cover the entire fee, and forward the request for a specific discount based on need to [info@nypwa.org](mailto:info@nypwa.org)

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Director of Children & Family Services  
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Deana Michaels, VP of Operations  
430 Franklin St., 2nd Floor  
Schenectady NY 12305  
(518) 701-2200

[Deana.Michaels@healthyalliance.org](mailto:Deana.Michaels@healthyalliance.org)  
[www.healthyalliance.org](http://www.healthyalliance.org)

Healthy Alliance connects the underserved to a growing social care network (SCN) of organizations — big and small — that provide services that are essential for a healthy life. Recognizing that health begins in our communities, Healthy Alliance convenes and collaborates with all parts of the health care ecosystem — from regional health systems and federally qualified health centers to grassroots clothing and household goods providers and everyone in between — to address health-related social needs like food insecurity, housing assistance, transportation needs, benefits navigation, and much more before they evolve into serious and costly medical problems. As the official SCN lead entity in the Capital Region, Central New York, and North Country under New York's 1115 Waiver Demonstration Amendment, New York Health Equity Reform (NYHER), Healthy Alliance has 1,300 partner locations spanning 24 counties across their three regions — working to provide all communities with consistent access to the resources they need to ensure every New Yorker has the same opportunity to be healthy.

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[Aunkita.ghosh@speridian.com](mailto:Aunkita.ghosh@speridian.com)  
<https://www.speridian.com/>

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Michael Hartman  
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(585) 943-1843

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New York State Government Account Advisor | Salesforce  
[abernstein@salesforce.com](mailto:abernstein@salesforce.com)  
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Deirdre Brodie, Enterprise Account Executive  
111 Broadway, Suite 300  
Oakland, CA 94607  
(518) 796-0149

[deirdre@binti.com](mailto:deirdre@binti.com)

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[Greg.Tipping@thetipcogroup.com](mailto:Greg.Tipping@thetipcogroup.com)  
[www.tipcoautomatedsystems.ai](http://www.tipcoautomatedsystems.ai)

At TipCo, we're on a mission to tackle the critical staffing shortages facing health and human services (HHS) agencies nationwide. Focused on rapidly growing Supplemental Nutrition Assistance Program (SNAP) and Medicaid programs, our commitment is grounded in the belief that innovation and automation are catalysts for positive social change. By addressing the root causes and empowering agencies to handle increasing workloads, we will ensure timely and comprehensive support to improve outcomes for vulnerable populations.

We brought our AI-powered flagship products, EVA Phone, EVA Companion, and EVA R&R, to market as an innovative solution to address the critical challenges facing HHS agencies. With a deep understanding of the complex demands and evolving protocols within HHS, EVA seamlessly augments existing workforce capabilities and ensures adherence to SNAP and Medicaid program regulations.

## KidsPeace

Chris Sylvester, National Customer Relations Liaison  
4085 Independence Drive  
Schnecksville, PA 18078  
Phone: (610) 597-5130

[chris.sylvester@kidspeace.org](mailto:chris.sylvester@kidspeace.org)  
[www.kidspeace.org](http://www.kidspeace.org)

KidsPeace is a private non-profit organization dedicated to serving the behavioral and mental health needs of children, pre adolescents and teens. Founded in 1882, KidsPeace provides a unique psychiatric hospital; a comprehensive range of residential treatment programs; accredited educational services; and a variety of foster care and community-based treatment programs to help people in

need overcome challenges and transform their lives. KidsPeace provides emotional and physical health care and educational services in an atmosphere of teamwork, compassion and creativity.

## Next Chapter Technology, Inc. (NCT Inc.)

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Northern Rivers is a family of human services agencies that work together and are committed to helping children, adults, and families. Formed in 2012, Northern Rivers is the parent organization to Northeast Parent & Child Society (founded in 1888 in Schenectady), Parsons Child & Family Center (founded in 1829 in Albany), and Unlimited Potential (founded in Saratoga Springs in 1979). Together we serve more than 18,000 children, adults, and families in more than 40 counties in New York state who struggle with abuse, neglect, trauma, mental health challenges, educational difficulties, career training and employment, and service navigation through an innovative continuum of home, clinic, school, and community-based services, vocational rehabilitation, supported employment, and senior-supporting programs that provide person-centered, trauma-informed innovative solutions to ensure clients live their best lives. With a 1,400-strong workforce and informed by our nearly 200-year heritage, our quality of care, depth of programs, combined size, and passion for the mission make us a leading human services provider.

## Together For Youth

Stacy Williams, Chief Program Officer  
(518) 516-1904  
[swilliams@berkshirefarm.org](mailto:swilliams@berkshirefarm.org)  
Brian Parchesky, Chief Executive Officer & President  
(518) 781-1860  
[bparchesky@togetherforyouth.org](mailto:bparchesky@togetherforyouth.org)  
13640 State Route 22  
Canaan, NY 12029  
<https://www.togetherforyouth.org/>

Embracing a trauma-informed model of care, we collaborate with youth and families to help them overcome past traumas, enabling them to live safely and regain control of their lives. Across New York State, Together for Youth offer trauma-informed care exactly where it is needed most: in the homes and communities of these youth and families. When in-home support is not feasible, Together for Youth provide a safe haven through over 550 certified foster homes, community group homes, and both non-secure and secure detention centers.

## Youth Advocate Programs Inc.

Administrative Offices:  
3899 N Front Street  
Harrisburg PA 17110  
(717) 232-7580  
[info@yapinc.org](mailto:info@yapinc.org)  
[www.yapinc.org](http://www.yapinc.org)

Youth Advocate Programs (YAP®), Inc. is a nationally recognized nonprofit, accredited by the Council on Accreditation (COA), that provides outcomes-driven and cost-effective alternatives to the institutionalization of high risk, high needs young people. YAP offers enduring life changing interventions for vulnerable youth as well as taxpayer savings and local employment opportunities. Thus, our goal is to "Strengthen Communities One Biography at a Time."

Founded in 1975, YAP operates programs in 35 states and Washington, D.C., serving more than 19,500 individuals and their families annually across 150+ urban, suburban, and rural communities. Since then, YAP has worked in partnership with state and local governments to provide services targeting every level of the youth justice system including programs for detention alternatives, prevention, diversion, dispositional alternatives, reentry/aftercare, violence reduction, gang involved youth, and youth involved in human trafficking/Commercial Sexual Exploitation of Children (CSEC).

YAP's flagship service model, YAPWrap®, uses evidence-based practices and interventions to holistically meet the needs of and equip youth and young adults with the life skills, competencies and support systems needed to succeed safely at home and in the community. YAP has a rich history of serving the most "hard to serve" participants and their families who have failed in traditional programs. Though our programs have expanded greatly both in size and scope, YAP has remained true to its mission to **"deliver and advocate for safe and effective community-based alternatives to residential care and incarceration that empower individuals, families, and neighborhoods to thrive."**

## KinderSystems

Jorge Robledo, Senior Vice President, Operations  
101 State Place, Suite Q  
Escondido, CA 92029  
(800) 991-6120  
[jrobledo@kindersystems.com](mailto:jrobledo@kindersystems.com)  
[www.kindersystems.com](http://www.kindersystems.com)

KinderSystems ([www.KinderSystems.com](http://www.KinderSystems.com)) is the leading provider of subsidy management software-as-a-service (SaaS) solutions to state agencies, Head Start programs, and child care providers. Built and supported by industry experts, KinderSystems envisions a world where all families, no matter their income level, have access to high quality child care. Hundreds of agencies in the publicly funded child care sector use KinderSystems applications via the cloud or mobile devices to streamline their operations, ensure compliance with government regulations, and meet the needs of the families they serve.

## The Bonadio Group

Courtney Handy  
171 Sullys Trail  
Pittsford, NY 14534  
[chandy@bonadio.com](mailto:chandy@bonadio.com)  
[www.bonadio.com](http://www.bonadio.com)

The Bonadio Group has provided consulting services in the Social Services industry for over 15 years. We specialize in providing services and solutions including quality control auditing services to social service departments throughout New York and Ohio. Whether it is full agency operational, internal controls & efficiency reviews; Medicaid long term care assistance including eligibility assistance with benefit programs; quality and compliance evaluations in child welfare departments, maximizing federal reimbursement through our IV-E monitoring programs; forensic accounting including litigation support; financial exploitation investigation support including FraudFindr® financial analysis software, Bonadio has the experience to help your agency.

## Diona

Patricia Donaldson  
925 S. Capital of Texas Hwy, Suite B-110  
Austin, TX 78746  
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[patricia.donaldson@diona.com](mailto:patricia.donaldson@diona.com)  
[www.Diona.com](http://www.Diona.com)

Diona provides innovative systems of engagement solutions to government Health and Human Services, Social Care, and Social Security agencies and NGOs around the world. Diona's solutions turn mobile devices—such as smartphones and tablets—into tools to achieve better business and social outcomes by helping agencies serve people more effectively, while improving how their employees work and collaborate. Diona solutions extend organizational systems of record and deliver real-time data directly into the field for clients and workers. Diona's solutions are secure, robust, scalable, and reliable and feature flexible cloud-based or on-premise deployment options. With deep domain expertise and a user-centered design philosophy, Diona delivers digital solutions that help government agencies and NGOs solve real-world problems for their clients and employees.

## Amazon Web Services

Terry Ave. N., Seattle, WA 98109-5210  
Scott Elliott  
518-435-5832  
[sdeaws@amazon.com](mailto:sdeaws@amazon.com)  
<https://aws.amazon.com/>

Amazon Web Services (AWS) empowers local departments of social services with secure, scalable cloud solutions to modernize operations and enhance citizen services while reducing costs. With AWS-powered solutions, you can streamline case management, process documents faster, reduce handling times, and manage sensitive information—all while meeting strict compliance requirements. Advanced analytics and AI help identify trends, predict needs, and allocate resources effectively. From mobile apps connecting citizens to services, to chatbots providing 24/7 support, AWS and our partners help you innovate and adapt to evolving community needs. By leveraging AWS, your department can focus on improving outcomes for families and individuals. Stop by to learn how government agencies work with AWS to drive positive change in their communities.

## Augintel

Shannon Hoffman, Sr. Account Executive  
3100 Dundee Rd, Suite 116  
Northbrook, IL 60062  
(614) 795-8519  
[shannon.hoffman@augintel.us](mailto:shannon.hoffman@augintel.us)  
[www.augintel.us](http://www.augintel.us)

Augintel unlocks the insights in case notes and other narrative data by bringing the power of natural language processing (NLP) to health and human services. Augintel's specialized NLP platform reads, analyzes, and presents the data in case notes, reports, and other communications - surfacing risks, strengths, social determinants of health (SDOH), and social relationships buried in the narrative data. Information that has a direct impact on family well-being. And with Augintel, caseworkers and agency staff can search the narrative data within a case for specific information such as services, medications or other critical information that can be difficult to pinpoint in 100s of pages of case notes. Augintel facilitates new case ramp up, streamlines court prep and makes it easier to find more family members and fictive kin – all saving caseworkers time so caseworkers can spend more time with families.

## The Stetson School, An Affiliate of Seven Hills Foundation

Pete Gow, Senior Director of Marketing and Admissions  
455 South St/P.O. Box 309  
Barre, MA 01005-0309  
978 355 4541 Ext. 4128

[pgow@sevenhills.org](mailto:pgow@sevenhills.org)

<https://www.sevenhills.org/programs/stetson-school-at-seven-hills>

Company Description -Stetson School is a COA accredited, Residential and Education Treatment program, which is fully licensed by the Massachusetts Departments of Early Education and Care, and Elementary and Secondary Education. We serve young men and transgender individuals, ages 9-22, who have problematic behaviors, sexually reactive behaviors, complex developmental difficulties, chronic mental illness and other behavioral issues. Stetson supports young men who have suffered from severe trauma, have histories of physical, emotional and/or sexual abuse and who may have had disrupted living arrangements or placements

## LaSalle School

Jessica Repko, LCSW-R, Director of Admissions  
391 Western Ave.  
Albany, NY 12203  
(518) 242-4731

[Repko@lasalle-school.org](mailto:Repko@lasalle-school.org)

[www.LaSalle-School.org](http://www.LaSalle-School.org)

Qualified Residential Treatment Program (QRTP); Day Education Services; Outpatient behavioral health clinic: The Counselling Center at LaSalle

## Intrepid Resolutions

Kelly Passanisi  
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Miami, FL 33179  
(805) 540-4607

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Unisys is a multibillion-dollar, global IT services company built on 150 years of game-changing innovation. Along the way, we believe we've made the world a better place by bringing technological innovation to governments and businesses worldwide. Our company has evolved and adapted over time; our passion for innovation and helping our clients succeed has remained constant. This is especially evident in the public sector—where 200+ government entities worldwide are current Unisys clients. This includes New York State and Local government agencies who we have proudly partnered with for over 40 years.

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**Amazon Web Services (AWS)** empowers local departments of social services with secure, scalable cloud solutions to modernize operations and enhance citizen services while reducing costs.

Here are some examples of how AWS-powered solutions can help all while meeting strict compliance requirements:

- streamline case management
- process documents faster
- reduce handling times
- and manage sensitive information

Additionally, Advanced Analytics and AI can help identify trends, predict needs, and allocate resources effectively. You can also use mobile apps to connect citizens to services, like chatbots, providing 24/7 support. AWS and our partners are here to help you innovate and adapt to evolving community needs so your department can focus on improving outcomes for families and individuals.

Stop by BOOTH 11 to learn how government agencies work with AWS to drive positive change in their communities.

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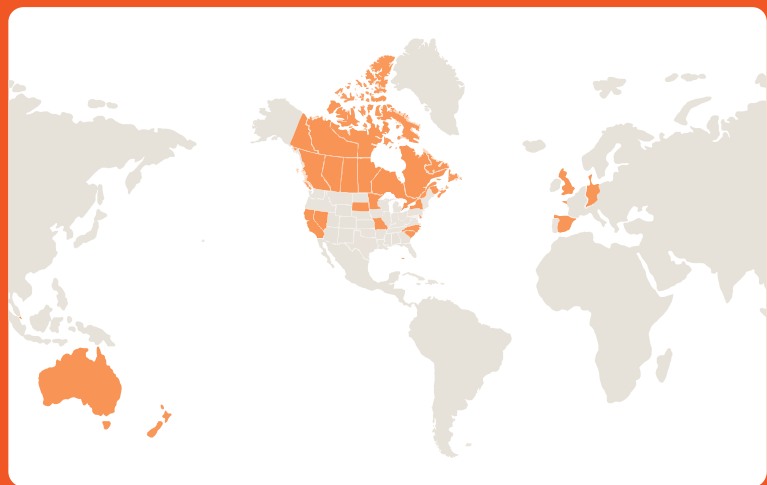
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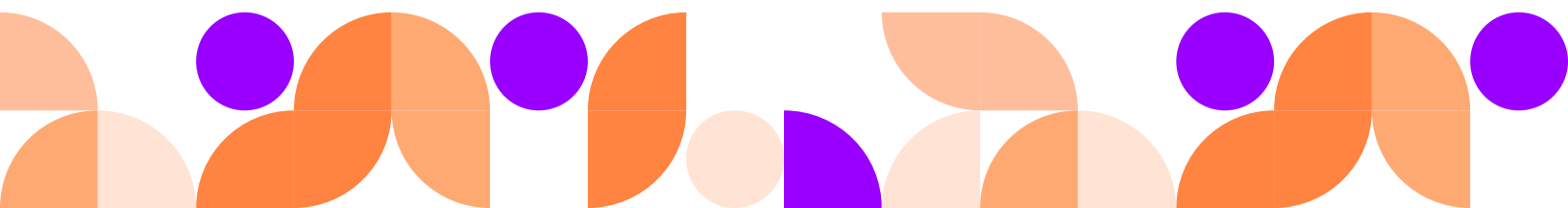
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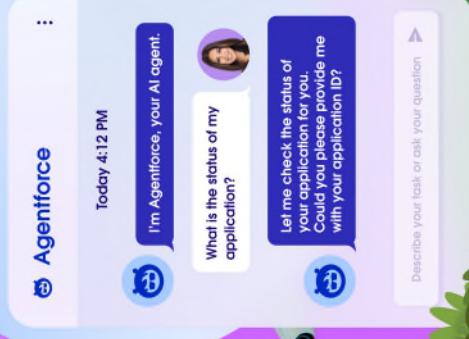


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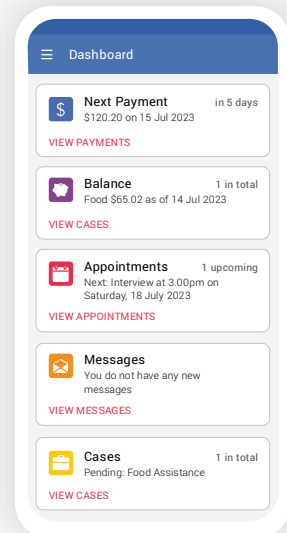
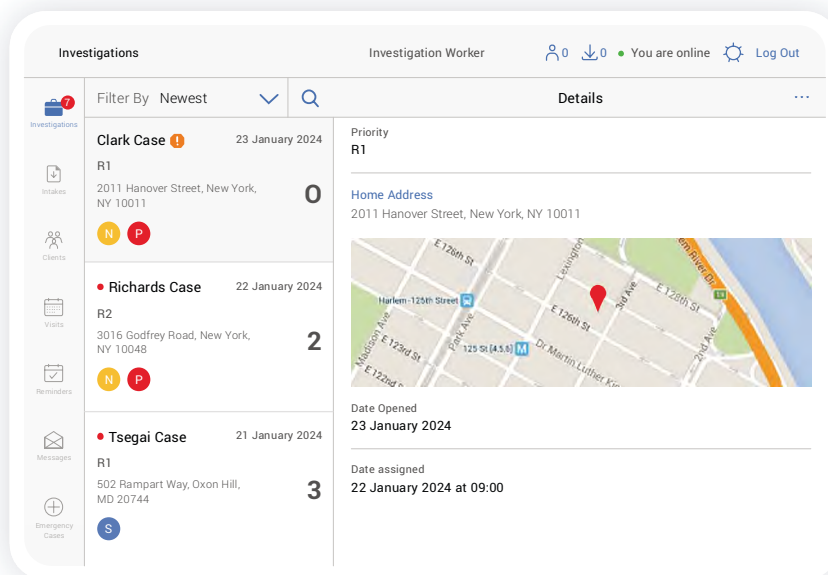
Leverage mobile capabilities like audio and video for improved data capture



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Reduce burdensome administrative tasks



## Enabling Client Self-Service.



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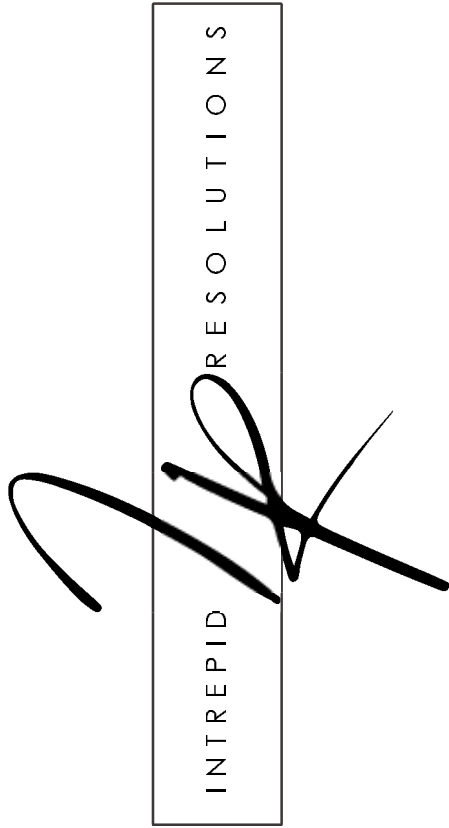
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La Salle School

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# RESIDENTIAL TREATMENT SERVICES

Jessica Repko, LCSW-R, Director of Admissions  
repko@lasalle-school.org  
admissions@lasalle-school.org  
518-242-4731 x219

## What We Do

LaSalle School's Residential Services provide a comprehensive therapeutic environment with clinical and educational interventions targeting the issues which disrupt a males ability to remain at home and in their home community.

- ✓ Serving males ages 12-21, Grades 6-12
- ✓ Mental Health and Psychiatric Services
- ✓ Substance Abuse Treatment
- ✓ Reunification and Permanency
- ✓ Transitional Independent Living Program
- ✓ Supervised Independent Living Program
- ✓ Recreational and Vocational Opportunities

LaSalle's specialized residential treatment program provides intensive treatment services to address the significant issues rooted in childhood trauma, mental illness, sexual abuse (victim and aggressor), chronic neglect, and deprivation.

## Recreational / Club Activities

At LaSalle, we promote healthy minds and bodies through our educational and recreational programming, which includes numerous on and off-campus activities throughout the year. These activities and clubs include: Flag Football, Painting, Basketball, Music, Softball, Swimming, Hiking, Cooking, Music, and more.

## Family Engagement Center (FEC)

LaSalle School's FEC is a private studio apartment located on campus designed to support family visitation in a comfortable and welcoming environment. Families of residential youth are welcome to utilize the space for day, overnight, or weekend visits to maintain those important family connections and relationships.

For more information on LaSalle's residential treatment services call our admissions office or visit our website by scanning the QR code.



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Programs

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  - Evaluation Strategy
  - Procurement Strategy
  - Procurement Development
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    - Implementation Planning
    - Business Process Redesign
  - Policy and Regulation Drafting
    - Research
- Innovation**
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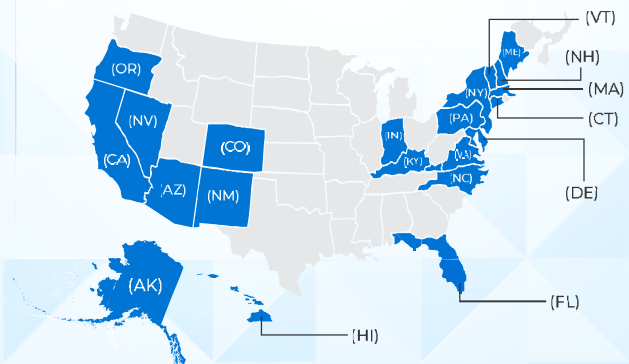
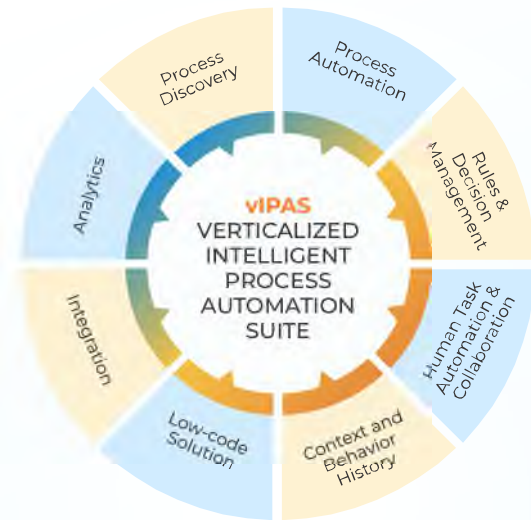
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## Frameworks for Success

### Residential & Education Program for Male Youth

Stetson School is a licensed, COA-accredited Residential and Education Treatment facility for male youth, aged 9-22, who show problem sexual behaviors, reactive attachment disorder, and behavioral disorders. Stetson offers a continuum of supports through its family focused, individualized “culture of recovery”:

- **Treatment Program:** Includes 40-week Core Foundation, 120-day Fast Track, Reactive Attachment Latency Age, Transitional-Age, and Alternative Learning for youth with below-average IQs and mild to moderate Autism Spectrum Disorder.
- **Clinical Groups:** Include Family, Group, Individual, Occupational, Recreational, and Animal-Assisted Therapies.
- **Education Program:** A Chapter-766 licensed special education school and teachers, IEP-centered teaching, a reading specialist, small class sizes, experiential learning, art, library, wood-shop, gym, and more.

Stetson's beautiful country setting promotes accountability and healing for young men needing a therapeutic, secure placement. The School believes that every youth deserves the opportunity to become a confident, capable adult, and a productive member of the community. **To learn more, contact Kathy O'Connor, admissions coordinator, at 978.355.4541 x4139 or [koconnor@stetsonschooll.org](mailto:koconnor@stetsonschooll.org).**



An Affiliate of Seven Hills Foundation

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Tech Valley Talent is an information technology professional services and solutions firm. We are a public sector vendor with an emphasis on the energy, criminal justice, health and human services, education, transportation, financial, and insurance verticals. Our services and consulting expertise extends across the IT enterprise.

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**Dave Jolly**  
Former Commissioner of Orange  
County Department of Social Services

“The strength of YAP is definitely in the strength of their staff. Our job is to keep kids safe and make sure that they have great life outcomes, and YAP helps us to achieve that.”

## — OUR APPROACH —

YAP’s model draws from the practice and research base of wraparound, family support, mentoring, positive youth development, and restorative justice fields. We have created a unique model of service delivery based on several central tenets:

- ▶▶ **NO REFUSE POLICY:** No youth or family will be refused or ejected from services.
  - ▶▶ **INDIVIDUALIZED PLAN:** Each plan is based on the family’s unique needs, strengths, culture and preferences.
  - ▶▶ **FAMILY FOCUSED:** Parents/Carers are engaged as partners in their services, and support is offered to help them meet their needs and goals, too.
  - ▶▶ **STRENGTH BASED:** We look at what strengths and assets kids and families have and seek to build upon them.
  - ▶▶ **NEIGHBORHOOD BASED RECRUITMENT:** We recruit staff who live in the same communities as the families we serve.
- YAP provides youth and their families with intensive wraparound services in their homes, school and community at times most needed by the family. Guided by their plan, support can include a number of activities, including case management, crisis intervention services available 24/7, skill development, educational and vocational work.

## — OUR SERVICES —

### YOUTH SERVICES

- Reunification/Aftercare (CW/JJ)
- Detention Alternatives
- Improving & Strengthening Families (CPS, family preservation, parenting, Finding Families (for youth lingering in care without a permanent discharge resource).
- Truancy
- Supported Work/Employment
- Violence Interruption

YAP also uses evidence-based interventions, such as: Peaceful Alternatives to Tough Situations (PATS); Aggression Replacement Therapy (ART); Teen Outreach Program (TOP); Girls Circle/Boys Council; and Motivational Interviewing.

## — OUR EFFECTIVENESS —

YAP tracks outcomes for our youth. The following is information about our youth nationally at the time services end:

### LIVING SAFELY IN THE COMMUNITY

- 🏠 84% of youth live in their community
- 👤 98% have no new felony convictions/adjudications while enrolled

### CONNECTION TO EDUCATION

- 🎓 76% of youth graduated or were attending school or a GED program

YAP is recognized as a **“Promising Practice”** by the Annie E. Casey Foundation, the Office of Juvenile Justice and Delinquency Prevention and The National Council on Crime and Delinquency.

YAP received the Annie E. Casey Foundation’s 2015 Gloria J. Jenkins award for its contributions as a community-based organization.

Ten external evaluations have shown YAP to have:

- ★ High program completion rates
- ★ Low rates of placement into residential foster care
- ★ Low numbers of young people who are AWOL
- ★ Residential stability

## WHO WE ARE

YAP is a nonprofit agency that has been committed to providing community-based alternatives to out of home care through direct service, advocacy and policy change **SINCE 1975**.

We serve **THOUSANDS OF FAMILIES A YEAR** in more than **100 PROGRAMS** in rural, urban and suburban communities across the country.

**100%** of our programming takes place in the **HOME COMMUNITIES** of the people we serve.

We believe that **EVERY INDIVIDUAL POSSESSES STRENGTHS**, potential, interests and talents that make them unique and can be built upon and shared.

We believe that everyone needs **ACCESS TO POSITIVE PEOPLE, PLACES AND ACTIVITIES** within their community to develop their natural potential and live full, productive lives.

We believe that **PARTNERING WITH FAMILIES** to identify their needs and preferences preserves dignity and improves outcomes.

# NEW YORK STATE



## Youth Advocate Program



Strengthening Communities One Biography at a Time

### NEW YORK STATE

#### YOUTH ADVOCATE PROGRAM

|   |   |
|---|---|
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| <b>Dana LaCoss</b><br>Regional Director<br>(315) 854-2562<br>dlacoss@yapinc.org |   |



HELPING YOUTH AND FAMILIES MOVE IN  
NEW AND POSITIVE DIRECTIONS SINCE 1975



yapinc.org

consulting services

# HEALTH & HUMAN SERVICES

## Reviews, Recommendations, and Strategic Vision for Infrastructure, Applications, and Service Management

States and the federal government have invested billions into Health and Human Services (HHS) systems, including Integrated Eligibility (IE) and Medicaid Enterprise Systems (MES). As states consider procuring new systems or enhancing existing systems, assessing where they are today and setting a roadmap for the future is necessary to delivering successful outcomes.

Third-party reviews of program infrastructure, applications, and system management yields decision-making data by which government can effectively and efficiently operationalize its findings. CMA has over 30 years of experience supporting HHS and is uniquely qualified to assist in these assessments:

- Minimize the risk of repeat security incidents,
- Confirm ITIL-based processes are in place for efficient operations,
- Identify issues with infrastructure, architecture, and functionality,
- Assist with federal funding and advanced planning documents, and
- Assess statutory and regulatory compliance.

CMA's collaborative culture blends easily into the client's mission, streamlining identification of critical areas of improvement. Techniques such as process shadowing, staff and management interviews, documentation reviews, tool reviews, and reporting reviews create value-add program enhancements.



People You Trust. Results That Matter.