

# *Empowering Connections*



*Friend Request  
Confirmed*

**NYSACRA  
34<sup>TH</sup> ANNUAL CONFERENCE  
April 12– 15, 2011 • Sagamore Hotel**



## Vision

NYSACRA is a catalyst and leading advocate for people who have developmental disabilities and organizations that support them.

## Mission

NYSACRA represents the collective voice of its members in promoting the full participation of persons with developmental disabilities in the communities of New York State. NYSACRA executes this mission by:

- influencing public policy, public understanding, and community action dedicated to quality services designed to realize inclusion and meet individual need;
- acting as a resource to provide services, advocacy, information, technical assistance, education, collaboration, and networking experiences to our members; and
- promoting choice, quality supports, and services in the community, in partnership with people with developmental disabilities, their families, those who provide their supports, and others involved in their lives.

## *Cover Art by Jacob Garcia*

Jacob has attended the Living Resources site-based day habilitation program for two and a half years and lives in an IRA in Averill Park NY sponsored by Vanderheyden Hall. This talented, energetic artist not only paints, but delivers meals to seniors through the Meals-On-Wheels program and also volunteers to do their grocery shopping. He loves basketball, music and movies. He is outgoing and animated and also loves to bowl, fish, work out and visit area parks. Jacob enjoys dressing fashionably and always wears jewelry such as earrings, necklaces and rings. We think he captured our theme perfectly!

# With Appreciation

*The NYSACRA Board of Directors extends its gratitude to the Conference Committee for their hard work in designing and coordinating our Thirty-fourth Annual Conference. Special thanks go to Conference Committee Chair, Mary Jane Tottey, and NYSACRA Board Liaison, Tom McAlvanah for their assistance in serving our members by offering a quality conference that meets their educational, economic, and networking needs.*

## 2011 Annual Conference Committee

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ARC, Oneida-Lewis

**Thomas McAlvanah**, *Board Liaison*  
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**Gary Holmquist**, *Capital Region*  
CWI, Inc.

**William Mulligan**, *Capital Region*  
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**Roger Gatke**, *Long Island Region*  
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**Rachel Kasen**, *New York City Region*  
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**Richard Prue**, *Northern Region*  
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**Earl Cohan**, *Western Region*  
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# Conference Agenda

## TUESDAY, APRIL 12

- 11:00 am Pre-Conference Session Registration Opens
- 11:00 am DSPANYS Annual Meeting
- 12:00 pm Pre-Conference Session Opens
- 2:00 pm Conference Registration Opens
- 3:00 pm Board of Directors Meeting
- 6:00 pm Board of Directors Dinner
- 6:00 pm Dinner (until 9:00 pm)
- 9:00 pm President's Reception

## WEDNESDAY, APRIL 13

- 8:00 am Registration & Trade Show Open
- 9:00 am Welcome  
Keynote – La-Verna Fountain
- 11:00 am Special Session at Club Grill
- 11:00 am Workshop Session 1
- 11:30 am Lunch Opens
- 1:15 pm Workshop Session 2
- 2:00 pm Elections-Registration Desk (*till 4:00 pm*)
- 2:45 pm Workshop Session 3 (*till 4:00 pm*)
- 4:00 pm NYSACRA Policy Forum

5:30 pm Pre-Banquet Reception

7:00 pm Banquet Dinner/Annual Excellence Award

9:00 pm DJ & Dancing

## THURSDAY, APRIL 14

7:00 am NYSACRA FUN RUN

8:15 am Registration & Trade Show Open

9:00 am In-Box Discussions

10:45 am Workshop Session 4

11:00 am Executive Session & Luncheon

11:30 am Lunch Opens

1:30 pm Workshop Session 5

3:15 pm Networking Neighborhood

3:30 pm Art Exhibit and Reception (*till 6:30 pm*)

6:00 pm Dinner (*till 9:00 pm*)

9:00 pm Theme Party "The Chat Room"  
*Flame* Performs

## FRIDAY, APRIL 15

9:15 am Closing Remarks

Fun Run Awards

Keynote by Dave Hingsburger

11:30 am Raffle Drawing

Conference Adjourns



## NYSACRA FUN RUN

Thursday, April 14

5 K Run, Walk, Roll

*Honoring the direct support professional.*

Join us at 7:00 am sharp for our 5K event. We encourage teams of three to six individuals. However, individual participants will be accepted. There will be prizes for individual winners. The fee is \$10 per runner. SEFCU Insurance Agency and Tulip Travel are co-sponsoring the event and proceeds will support Direct Support Professionals around the state.

## GENERAL INFORMATION

**Accommodations:** All Sagamore overnight room accommodations are being made online. To register at the Sagamore please put <http://tinyurl.com/nysacra> into your browser. To register for the conference itself, please go to NYSACRA's website, [www.nysacra.org](http://www.nysacra.org) to download a registration form.

**Meals:** Three meals per day, starting with lunch on the day of arrival through breakfast on day of departure, are included with your Sagamore reservation. Tuesday arrivals will be offered lunch on Friday in lieu of lunch on Tuesday. For those not staying at the Sagamore, meal plans are available for purchase on site at the conference registration desk. **Note:** For those of you who are not attending the Banquet Dinner, please know that your meal credit cannot be applied to any restaurant dining and your credit card will be charged. Reservations are required for dinner on Thursday night. You are encouraged to make reservations prior to arriving at (518) 743-6211.

**Directions:** The Sagamore is on Lake George at Bolton Landing. From Albany, take the Northway (I-87) North to Exit 24, Bolton Landing. Turn right off the exit, continue for six miles and turn right again at the stop sign when you are facing the Lake. Proceed approximately two miles and turn left at the light at the Sagamore sign.

**Cancellation Policy:** A refund will be issued if you notify the NYSACRA office in writing prior to March 21, 2011. A \$25 service charge will be deducted. Substitutions are permitted if you notify NYSACRA prior to the conference.

# About the Conference

**N**YSACRA's Thirty-fourth Annual Conference is dedicated to ensuring that we develop connections and make use of them to assist people with developmental disabilities to have the very best network of supports and services they can. We have had challenging and unusual times in the past, but perhaps none as crucial as now. A change in State leadership and an unstable economy have forced all of us to re-think the way we offer supports and services. It's somewhat like the beginning. We needed to think long and hard. We needed to strategize, to enterprise and to bring our thinking and our actions to a more current mode. And it's like that again. While we are all more introspective as we seek solutions to these challenges, it has become abundantly clear that connections are vital to our success and to individuals with developmental disabilities. We need to connect to people with developmental disabilities so we can hear first-hand what it is they would like and what they need to live independent lives. We need to connect to our colleagues so that we can share ideas and innovations and, yes, even commiserate a bit. We must ensure that the community members learn how valuable individuals with developmental disabilities are to their neighborhoods and we must re-think how we can assist people with developmental disabilities to connect to their communities in meaningful and mutually beneficial ways. It's up to us to encourage all techniques and strategies available, including the use of technology and social networking, to make these connections all the more possible. We need to make sure that ALL "Friend Requests" are Confirmed. Perhaps Bill Gates said it best when he said *"Our success has really been based on partnerships from the very beginning."*

NYSACRA's Thirty-fourth Annual Conference will bring you what you need to know in these challenging times—answers to federal changes, workforce demands, the NY State economy and how to do it all efficiently. Our keynote speakers and workshop presenters will share sound strategies for keeping your organization on strong footing and innovative solutions to the problems you are facing. NYSACRA recognizes the difficulties our member agencies face and our 2011 Annual Conference reflects our efforts to bring you the very best and most cost-effective conference we can.

**NYSACRA President, Steve Klein, Executive Director, Ann Hardiman, the Board of Directors, Conference Committee and Staff, welcome you to *Empowering Connections: Friend Request Confirmed.***



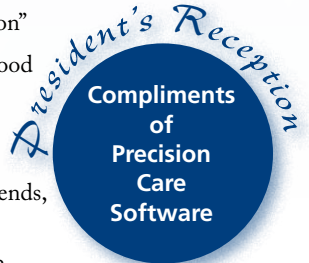
## PRESIDENT'S RECEPTION

*Caldwell's*

NYSACRA President, Steve Klein, invites you to join him, the Board of Directors, Ann Hardiman, Executive Director, and the NYSACRA Staff on Tuesday, April 12 at 9:00 pm. Complimentary refreshments will be served.

## Highlights of our 2011 Annual Conference include:

- Exciting and inspiring keynote speakers
- Special "In-Box" presentations
- Workshops that cover topics our members are addressing such as parent perspective and concerns, workforce, quality, autism and aging and issues that address all "layers" of staff in an agency
- Wednesday Luncheon Session on "Branding" with surprises galore
- NYSACRA's Policy Forum where your input will shape NYSACRA's Strategic Plan
- Banquet Dinner and NYSACRA's Annual Excellence Award
- Annual Exhibit of Art by Individuals with Developmental Disabilities and Reception
- By-invitation Executive Session and Luncheon on "Executive Compensation"
- Networking Neighborhood
- 5K Fun Run
- Performance by Flame
- Connecting with old friends, making new ones, and sharing experiences with colleagues from throughout the State
- Renewing our purpose, passion and possibilities



# Conference Theme

**N**YSACRA's 2011 Conference Committee developed this year's theme—*Empowering Connections: Friend Request Confirmed*—to ensure that we develop connections and make use of them to assure that people with developmental disabilities have the very best network of supports and services they can. To do so, we must connect with them, colleagues and communities and neighborhoods. We need to encourage all techniques and strategies possible, including the use of technology and social networking—making these connections all the more possible.

NYSACRA would like to share a poem written by Heather Purtell who receives services from Liberty ARC. Heather grew up and attended local schools in the Capital district. Since joining the Liberty Day Support program, Heather has focused on continuing her education and developing her artistic skills. She is passionate about painting, poetry and music and takes great pride in her accomplishments. In addition, Heather is a member of Liberty's self-advocacy group and has become involved in several presentations at employee meetings and other forums. She will be reciting this poem at a talent show. She looks forward to attending college and having a book of her personal poems published.



## *Empowering Connections*

*A friendship starts like a seed  
Floating on the breeze the tiny seed drops  
The future continues wherever it stops  
A new beginning  
Slowly roots form in the fertile ground  
And anchor where there is no sound  
A foundation starts  
A seedling, a sapling, an infant, a child  
no one will stop us, we grow free and wild  
No boundaries  
The young tree grows, it branches and bends  
It will not break, there is no end  
Endless determination  
The leaves overlap, we walk hand in hand  
Alone or together we will make a stand  
Empowerment*

## *Friend Request Confirmed*



# Wednesday, April 13

**Keynote Address** Bellvue

**"Connecting With  
Our Greatest Strength"**

**LA-VERNA FOUNTAIN**



**L**ife offers us expected moments when our decisions make huge differences. Sometimes the smallest of events make the largest impact. The smallest, single lit candle will outshine all of the largest unlit candles in a dark room. The lit candle represents an individual that wants to make a difference—against the odds, when it's hard, when others claim defeat. It also represents the moment when all things align to cause a shift in our understanding and our commitment. People who decide to ignore societal rules and embrace their own strengths are the ones that often make the greatest differences in our lives. They may not realize where the strength comes from. They may not even call it strength. They just embrace their own existence. Together, we will explore what it means to deal with the sucker punches of life and still take a deep breath to keep going. We will learn that what we often turn away from, we might need to turn towards to gain our greatest momentum. We might laugh a little. We could cry a little. But when we are done, we will be ready to face the challenges of the day one more time. Together, we will recognize that WE are our greatest strength.

**8:00 am** *Conference Center*  
**Registration**

**9:00 am** *Bellvue*

**NYSACRA Welcome**  
**Steve Klein, President**  
**Ann Hardiman, Executive Director**

**Keynote Address**  
**La-Verna Fountain**  
*Connecting With  
Our Greatest Strength*

**10:45 am – Break**

**11:00 am – 12:00 pm**  
**Workshop Session 1**  
**Branding Special Session**

**1:15 pm – 2:30 pm**  
**Workshop Session 2**

**2:00 pm – 4:00 pm**  
**NYSACRA Elections**

**2:45 pm – 4:00 pm**  
**Workshop Session 3**

**4:00 pm – 5:00 pm**  
*Dollar East & West (Hotel)*  
**NYSACRA Policy Forum**

**5:30 pm** *Caldwell's*  
**Pre-Banquet Reception**

**7:00 pm** *Ballroom*  
**Banquet Dinner & Annual  
Excellence Award Presentation**

**9:00 pm**  
**Music** *Mr. Brown's*  
**Relaxation** *Caldwell's*

*Keynote Address*

**Compliments  
of  
Therap**

La-Verna J. Fountain currently serves as an Associate Vice President at Columbia University and is the President and Founder of Defiant Hope Consulting and Training Company. For more than 25 years, La-Verna has worked with people of all ages in her quest to enhance communications and bring understanding among diverse groups of people.

She is an author, a speaker, a trainer and a believer in encouraging others to bring their best selves to life's challenges. La-Verna served in the U.S. Army as a military police specialist. A wife, mother, sister, daughter, niece, and friend, La-Verna believes in the power of people to positively impact a world, one person at a time.

# Session 1

Wednesday, April 13 | 11:00 am – 12:00 pm

## 1. 2011-2012 OPWDD Budget Update

- Jay Kiyonaga, *Deputy Commissioner*, Division of Administration and Revenue Support, NYS OPWDD

Significant elements of OPWDD's 2011-2012 budget, including updates on current NYS State consolidations and negotiations, will be discussed. There will be a question and answer period.

(All) Bellvue

## 2. Wait a minute! THAT's Day Hab?

- Jen Cole, *Assistant Executive Director*, Schenectady ARC, *Vice President*, New York State Association of Day Service Providers

The presenter will facilitate a panel discussion with day hab providers to reveal the depth and breadth of activities that are happening under the auspices of day hab. Come be surprised and inspired by what you will hear. There's much more going on than you might think, including some very innovative ways that providers are building rich, productive lives for people with developmental disabilities.

(All) Nirvana

## 3. The Devil is in the Details

- Michael Schultz, *Information Technology Director*, Herkimer ARC

With Medicaid dollars continuing to shrink, organizations are striving to come up with new and better ways to conduct business and provide services. There are many different vendors and sales people promising to deliver on everything and anything you want or need for your organization. This session will show you how to weed through the forest and find the correct solutions for your organization. Learn how to gain efficiencies through effective reviewing of processes, gain back valuable time and reduce your overhead. Hear how to get a true "Return on Investment" for your organization. (*Administrative, Management*)

Dollar East (Hotel)

## 4. Ready, Set, Go!

- Michele Albaugh, *Assistant Director, Staff Training & Development*, Tyler Case, *Residential Workforce Coordinator*, Kathrine Benedetto, *Employment Specialist/Staff Assistance*, The Resource Center

Learn how several departments in one agency have come together to design a system to recruit, train, retain and evaluate competency for new employees that has had a significant impact on retention rates. The presenters will share the strategies used to get employees ready to do their jobs, set them up with support to start their careers and get them going to build a level of commitment to their job-based competencies. (*Administrative, Middle Management*) Dollar West (Hotel)

## 5. From Acorns to Oaks! An ABA Model Group Home

- Heather Creese, *Residential Manager*, and Tashara Worthington, *Co-Residential Manager*, Greystone Programs, Inc.

The presenters will share successful programming techniques for addressing challenging behaviors for children and adults on the autism spectrum. You will learn how to implement effective, low-cost token economies and reinforcement strategies using behavior shaping approaches to increase independence in communication, recreation and daily living skills. You will have a hands-on opportunity to experience the materials from the program model and will receive samples of the materials used. Strategies for motivating group home and school staff to engage in ABA techniques will be provided. (*Direct Support, Middle Management*) Diamond Island (Hotel)

**VISIT NYSACRA'S  
TRADE SHOW**

Learn about new products  
and services, say hello  
to old friends and  
meet new vendors.

## 6. The Sibling Connection: How Brothers and Sisters Can Play an Important Role in the Lives of Individuals with Disabilities

- Emily Holl, *Sibling*, Young Adult Institute
- Mark Goldberg, Connie Murray and Clara Ferramosca, *Siblings*

Siblings often share the longest relationships and bonds. In helping to ensure the well-being of individuals with developmental disabilities, siblings can play a vital role. They must, however, be provided with the appropriate information support. During this session, siblings of people with developmental disabilities will share their unique perspectives and ideas for helping to create a bright future for their brothers and sisters. *(All)* Wapanak

## 7. I Finally Have a Date, Now What?

- Maryann Greco, LMSW, *Senior Director of Clinical Operations*, Life's WORC

Join the presenter on a journey that encompasses an agency's desire to assist others in making their lives more worthwhile through the establishment of meaningful relationships. As relationships form the basic architecture of an enviable life, you will learn action steps that foster personal bonds, making and maintaining friendships, dating, being intimate with another person and maintaining romance. This trip will take the audience from speed dating to marriage proposals. *(All)* Evelley



## SPECIAL SESSION *Club Grill*

### *Rubber Branding: The Importance of Being Branded*

*Registration is required. Buses will depart from in front of the main hotel at 10:45 am and luncheon will be served at the site.*

- Christopher Quereau, *Creative Director*, Vibrant Creative

Have some fun while learning about the often oversimplified and under-utilized marketing tool: your Brand. Organizations struggle to be noticed, get donations and foster advocacy. Christopher Quereau, owner of Vibrant Creative, will dive into the importance of your Brand and how it can be utilized to make transformative changes to your organization. Walk away with five simple steps to a more effective branded marketing program. Featuring prizes throughout the session and one lucky participant will walk away with an iPad. *(Administrative)* Club Grill

## 8. Proven Fire Procedures and Effective Staff Training Programs for Group Home Settings

- Rebecca Tompkins, *Coordinator of Staff Development*, Sheryl Watts, *Senior Manager*, Lifetime Assistance, Inc.
- David Hood, *President*, Russell Phillips & Associates, LLP

The fatal fire of March 2009 cast a spotlight on the fire protection practices in group home settings. This session will review best practice fire and evacuation procedures for these types of facilities and outline effective staff education techniques. Lifetime Assistance will share how they partnered with Russell Phillips & Associates to address fire protection and staff training within their organization. *(All)* Triuna

# Session 2

Wednesday, April 13 | 1:15 pm – 2:30 pm

## 9. Becoming a Person-Centered Organization

- Steve Vernikoff, *Executive Director*, Eileen Berg, *Director of Quality Assurance, Training and PCT Initiatives*, Linda Schellenberg, *Director of Community Services* and Nadine Daley, *Quality Assurance/Essential Lifestyle Planning Specialist*, The Center for Family Support, Inc.

The Center for Family Support began the process of transforming itself into an organization that provides person-centered services to everyone over seven years ago. The presenters will discuss their journey in becoming a truly person-centered organization and the celebration of their meaningful successes. The techniques, tools and activities that assist agencies to examine their current practices, guide constructive change and integrate person-centered philosophy into the fiber of everyday activities will be discussed. In addition, how changing an organization that emphasizes individual services benefits the individuals we support, their families and the staff that support them will be demonstrated. (*Consumer/Parent, Direct Support, Service Coordination, Middle Management*) Wapanak

## 10. Supporting People Through End of Life and Beyond

- Heather Mendez, MA, *Staff Clinician*, New Hope Community
- David Strock, MA, LMHC, *Psychologist*, Taconic DDSO

This presentation is designed to assist teams to cope with and support people in the final stages of life. Coping strategies for staff, peers, families and the dying individual will be provided. The goal is to ease the pain of death for all concerned.

(All) Triuna

## 11. Thriving in All Situations

- Neil Pollack, *Chief Executive Officer*, Anderson Center for Autism

Facing amazing and continuous forces against change, the CEO of this agency will speak about the transformational leadership that was essential to the restructuring and advancement of Anderson School. As the third president of NYSACRA and having held a number of entrepreneurial roles, he is able to discuss activities essential to spearheading the continued prosperity and success of an agency serving individuals with autism spectrum disorders. (*Administrative, Direct Support, Middle Management*) Dollar West (Hotel)



**WIN A TWO-NIGHT STAY AT THE SAGAMORE**  
Raffle tickets can be purchased at the Conference Registration Desk or ask any NYSACRA staff person. Drawing will be held on Friday morning following the keynote presentation.

## 12. Adventures in Life Sharing

- Richard Prue, *Director of Residential Services*, Ingrid Stone, *Residential Coordinator*, Michael Chartier, Donald Babcock, Vince Vercillo, Kristen Webb, and Mary Adams, *Home Sharers*, Onondaga Community Living

Come and hear stories from people who have chosen to share their lives with a person with a developmental disability. This fascinating discussion will describe everyday situations and the highs and lows of sharing a home. You will hear from both sides and gain perspective both from the individual with disabilities and those who share their home. (All) [Nirvana](#)

## 13. Take Charge! Finding Your Balance Between Personal and Professional

- June Solomon, *Deputy Director* and Syndie Leonard-Hamm, *MSC Supervisor*, PSCH

In this highly interactive session, the presenter will discuss the cohesive way teams evolve and how skill sets are passed along through different teams members as “each one, teaches one.” She will discuss the differences between authoritative power and the development of personal power and how that commences a journey into management. Any skill set that can be learned can be taught to others. The group will define soft and hard skills and learn how to develop and pass on these skills sets. There will be an “ice breaker” where participants will find humor and learn how outward appearance can lead to snap judgments. (All) [Dollar East \(Hotel\)](#)

## 14. 100 Circles: Commitment to the Future

- Carole Gothelf, EdD (Moderator), *Director of Individualized Supports*, John Flaherty, *Director of Residential Services* and Curtis Flaherty, *Director of Adult Day Services*, AHRC-NYC
- Rosemarie Crisafi, *Assistant Executive Director for Residential Services* and Tibi Guzman *Assistant Executive Director for Day Services*, Arc of Westchester
- Bhakar Singh, *Chief Operating Officer* and Elizabeth Rowntree, *Regional Director for Northern Region*, Ulster-Greene ARC

In 2010, AHRC-NYC, Ulster-Greene ARC and The Arc of Westchester joined together in a collaborative learning opportunity to share their common vision for creating capacity and sustainability in individualized supports. The purpose of the 100 Circles Initiative is to extend existing provider commitment to individualized supports to a larger number (100) of people with disabilities and families, who are supported by a growing number of effective champions (100). Together, they planned and created a combination of learning experiences to “grow” the investment in individualized supports to 100 circles over two years, knowing that doing the work with 100 people would also shift their organizational cultures, assumptions, and outcomes for all. In this panel discussion, the agencies will share their experiences of the learning journey and how they are creating the future as it emerges. (All) [Bellvue](#)



2:30 pm  
Break

# Session 2

*continued*

Wednesday, April 13 | 1:15 pm – 2:30 pm

## 15. All in the Family

- Terence Duncan, LMSW, *Assistant Executive Director of Residential Services, Sullivan ARC*

This interactive workshop will focus on people's experiences with families of the individuals they support. Specifically it is designed to increase empathy and professionalism while decreasing judgment and personalization. Participants will be able to discuss their most challenging situations and develop concrete tools to use moving forward. It will highlight parental as well as sibling relationships and look at the family as a support. (*Administrative, Clinical, Direct Support, Service Coordination, Middle Management*) **Diamond Island (Hotel)**

## 16. Help Me Stop Hurting Myself

- Lauren Donat, MA and Deirdre O'Connor, MA, *Applied Behavioral Science Specialists, YAI-NIPD*

Self-injurious behaviors are one of the most devastating behaviors exhibited by people with developmental disabilities. This session will introduce a self-injury assessment tool developed by the presenters to facilitate the provision of an accurate diagnosis and to guide service providers towards exploring various treatment options based on a four-category classification. (*Clinical, Direct Support*) **Evelley**

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*“When we seek for connection  
we restore the world to wholeness.  
Our seemingly separate lives  
become meaningful as we discover  
how truly necessary we are to each other.”*

Margaret  
Wheatley

# Session 3

Wednesday, April 13 | 2:45 pm – 4:00 pm

## 17. Factors Shaping Developmental Disability Services, Historically and Currently

- Tom Harmon, *Consultant*, NYSACRA

As a former senior staff member at the Commission on Quality of Care, the presenter has many years experience in the field. He will provide birds-eye view of the factors, attitudinally, politically and economically, that have shaped the delivery of services and supports to individuals with disabilities. *(All) Dollar West (Hotel)*

## 18. Alzheimer's: It IS Personal

- Amanda Crowley, *Coordinator of Training and Safety*, Abilities First NY
- Janet Dykman, *Training Coordinator/QA Assistant*, Cardinal Hayes Home

This interactive workshop will enlighten you, both at work and at home. Learn a simple assessment, the three stages, what to expect, how to prepare and to work with people experiencing memory changes. The presenters will explore ways to maintain dignity, respect, safety and bring joy to a life being re-lived. *(All) Bellvue*

## 19. Balancing a Stressful Life

- Tom McAlvanah, *Executive Vice President*, Lifespire, Inc.
- Fred Feibusch, *Director of Residential Services*, YAI NIPD

Residential managers, as well as other highly stressed human services professionals, can be more effective in their jobs if they learn how to find the balance between the serious and the ridiculous aspects. This interactive session will handle difficult situations while maintaining composure, and of course, seeing the humorous side. *(All) Nirvana*

## 20. Help Me Help You

- Johanna Cegin, *Coordinator of Psychological Services* and Jeffery Sealy, *ABSS*, Services for the UnderServed

This session will explore how to implement a variety of support groups that address the needs of individuals with disabilities such as maintaining relationships, sexual orientation, developing social skills and anger management techniques. The presenters will share positive approaches and family education and will offer a question/answer/discussion period at the conclusion. The highlight of the session will be “In Their Own Words”—a testimonial by two individuals with developmental disabilities who attend the support groups. *(Clinicians, Senior and Middle Management, Direct Support) Evelley*

## 21. I Would Never Have Gotten Through my First Week of Work Without the Help of . . .

- Cindy Mowris, *Coordinator of Staff Development*, Anderson Center for Autism
- William Mulligan, *Staff Training Coordinator*, Schenectady ARC
- Claude Porter and Jennifer Parsons, *Staff Development Specialists*, Anderson Center for Autism
- Dr. Richard Timo, *Divisional Director*, Family Residences & Essential Enterprises

Mentoring programs can be extremely beneficial to new employees, current employees & the people they serve. Learn how these agencies are utilizing mentoring to decrease turnover, increase morale, develop skills and improve the services they provide. A panel of representatives from agencies that have mentoring programs will share how they put them together, how they work, how they keep them going and what not to do. *(Administrative, Middle Management, Direct Support) Wapanak*

# Session 3

*continued*

Wednesday, April 13 | 2:45 pm – 4:00 pm

## 22. Melding Corporate Compliance into the Ethical Culture of an Organization

- Al Pfadt, Ph.D., *Chief Corporate Compliance and Ethics Officer*, Douglas Triebel, *Director of Quality Improvement and Staff Development*, Ravi Dahiya, *Associate Executive Director*, Paul Challita, *Chief Financial Officer* and Raymond DeNatale, *Executive Director*, Moderator, Independence Residences

Traditionally the focus of corporate compliance has been on the detection of billing irregularities and violations of documentation requirements promulgated by regulatory agencies. While not minimizing the need for a corporate compliance program to achieve these objectives, this presentation will describe one agency's attempts to create a program that melds these concerns into the ethical culture of their organization. Each panelist will describe the relationship that was created to link that department to the newly-formed Corporate Compliance and Ethics Committee. Illustrative examples of how this working relationship improved the quality of services will be shared. (All) Diamond Island (Hotel)

## 23. Engaging Your Audience Using Social Media

- Christopher Quereau, *Creative Director*, Vibrant Creative

Everyone says you need to be on Facebook, Twitter or YouTube. But how do you do it in a strategic way that connects to your target audiences and actually delivers meaningful results? The presenter will show you how Social Media and the web can be used by your organization to better connect to the individuals you support, families, donors, volunteers and staff. (All) Dollar East (Hotel)

## 24. Overview of the Important Place Fathers Have in the Lives of their Child with a Disability

- James Swart, Parent to Parent of NYS
- Steve Oill, Parsons Center
- Bill Richmond, Behan Communications
- Douglas Fitzgerald

Research has shown that there is an increasing interest in the involvement of fathers' roles within a family. The benefits are substantial to children as well as mothers. Fathers who are committed and supportive of their families become great role models for other men and make for a healthier family. This panel will share their perspectives as fathers of a child with a disability. (All) Triuna

4:00 pm *Dollar East & West (Hotel)*  
Special Member Opportunity  
NYSACRA POLICY FORUM



Steve Klein, President, Ann Hardiman, Executive Director and the NYSACRA Board of Directors invite you to hear NYSACRA initiatives that will benefit and assist our members during these challenging economic times. NYSACRA will be seeking your input to shape its Strategic Plan. Our plans for the future rely—and absolutely depend—upon what our members are thinking, wanting and hoping. Come make your voice heard and help us to continue to support our members in the very best way we can. Wine and cheese will be served. (All) Dollar East & West (Hotel)

# Banquet & Annual Excellence Award Dinner

Wednesday, April 13 | 7:00 pm

**5:30 pm** *La Bella Vista*  
**Pre-Banquet Reception**



**7:00 pm** *Ballroom*  
**BANQUET &  
ANNUAL EXCELLENCE  
AWARD DINNER**  
*Pioneers of the Field*

Please join us as we recognize the *Pioneers of the Field*. NYSACRA will be honoring three executive directors who have recently retired, or are about to make that giant leap. These individuals represent the dedication and perseverance that has brought the field to where it is today. They had the foresight, innovation, spirit and skill to recognize what needed to be done and were undaunted in their efforts to enhance the lives of individuals with disabilities. At the same time, we will be honoring three front-line supervisors who share those same characteristics and who symbolize the hope and optimism for the future. Frontline supervisors work long hours, find the creative and innovative solutions to complex problems, and give unselfishly of themselves every day. We'd like to thank all of you and to celebrate your past and future accomplishments.

**9:00 pm**  
**Music** *Mr. Brown's*  
**Relaxation** *Caldwell's*

# Thursday, April 14

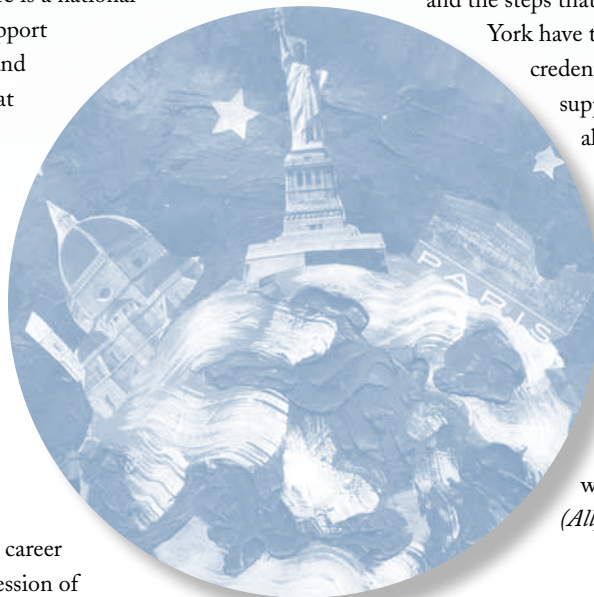
## In-Box Discussions

9:00 am – 10:30 am

### I. A Credentialed Workforce = A Credible Workforce: The National Shift Toward Competency-Based Direct Support Development

- Joseph M. Macbeth, *Executive Director*, National Alliance for Direct Support Professionals & *Assistant Executive Director*, NYSACRA
- Don Traynor, *Staff Development Specialist*, The Resource Center
- Regis Obijiski, *Executive Director* and Tom McCluskey, *Staff Development Coordinator*, New Horizons Resources
- John Raffaele, *Director of Staff Training and Development*, New Hope Community
- Credentialed Direct Support Professionals

Given the complexity of direct support work, and the increasing responsibilities that are being asked of those who do it, there is a national trend to offer direct support professionals training and education programs that are competency-based and wedded to the principles of self-determination and person-directed services, which are then tied to career advancement opportunities. All across the country, progressive provider organizations are beginning to recognize career paths to build the profession of direct support and to retain quality



7:00 am  
NYSACRA Fun Run

9:00 am  
In-Box Discussions

10:30 am – Break

11:00 am  
Executive Session Luncheon

10:45 am – 12:00 pm  
Workshop Session 4

11:30 am – Lunch Open

1:30 pm – 3:00 pm  
Workshop Session 5

3:15 pm – 4:30 pm *Event Center*  
Networking Neighborhood

3:30 pm – 6:30 pm *Event Center*  
Art Exhibit

6:00 pm – Dinner

9:00 pm  
"The Chat Room"  
NYSACRA Theme Party

professionals so they will not be forced to seek other jobs. This session will provide the fundamentals of the NADSP's national credentialing program, the five criteria that every profession must possess and the steps that two organizations in New York have taken to undertake the credentialing process for their direct support professionals. We will also hear from the CEO from one of these organizations and how this paradigm shift has benefitted his agency and the people it serves. Lastly, we will hear from three of New York's Credentialed Direct Support Professionals on how it has transformed the way they do their work.

(All) Nirvana

*Executive Session*

Compliments  
of Jack Kiley  
& Kelley,  
Drye &  
Warren LLP

## II. Preparing for and Responding to OMIG Audits

- June Crawford, *Manager*, Health Care Solutions, The Bonadio Group

This session will summarize the OMIG audit activity to date and the relevance to OPWDD voluntary agencies. Topics to be addressed include incorporating risk areas into your Compliance Work Plan, agency actions when notified of audit, agency actions during the audit fieldwork, actions to take with preliminary findings, responding to the draft letter of findings, self disclosures- Who, What, When and How? All your OMIG questions will be answered. (*Administrative*) Diamond Island (Hotel)

## III. Save Lives: New Fire Safety Video from FDNY and YAI

- Perry Samowitz and Bridget Waldron, *Senior Directors*, and Connie Calabro, *Senior Coordinator*, YAI-NIPD
- Laura Squasonni, *Chief Inspector*, FDNY

FDNY and YAI have made a new fire safety video appropriate for staff as well as for individuals with developmental disabilities. Scenes for the video were filmed at the FNDY Academy and feature individuals with disabilities and staff from YAI. Come hear the latest and most important information regarding fire safety from the people who know. (*All*) Bellvue

10:30 pm  
Break

11:00 am *Club Grill*

*By Invitation Only*

## EXECUTIVE SESSION LUNCHEON

### "Fair Pay for Good Deed Doers...Compensating the Non-Profit Executive"

*Buses will depart from the main entrance to the hotel at 10:45 am to take individuals to the club Grill. Lunch will be served at the site.*

Jack Kiley of Kelley Drye & Warren will lead a one hour discussion on compensation issues and strategies for executive directors and their boards. Setting an appropriate compensation level can be difficult in good times. Given today's economic realities, that task has never been more challenging. What should an executive director expect? What factors should a board consider? What forms of compensation are appropriate? What will the regulators and the IRS say? Join us for lunch to discuss these and other questions relating to executive director compensation in our field.  
Club Grill

## IV. FREE Your Mind Speaker's Advocacy Bureau... Changing the World One Person at a Time

- Richard Timo, Ph.D., *Divisional Director*, Lisa Caffrey, *Volunteer and Advocacy Coordinator*, Anthony Urbano, Jr., *Accountant*, Monique Medina, Megan Oberting, Matthew Wiggins, Lena Domiano, and Richard Simmons, *Speakers*, Family Residences and Essential Enterprises

The FREE Your Mind Speaker's Bureau is comprised of a vivacious group of men and women that FREE supports and/or employs. The group came together in early 2010 because of their interests in self advocacy and community education. Once you have seen the video and heard these powerful speakers, you will be left with a greater understanding of what it is like to live with a disability and, more importantly, you will more clearly see the ability first. It makes one realize that we are all a lot more alike than we are different.  
(*All*) Wapanak

# Session 4

Thursday, April 14 | 10:45 am – 12:00 pm

## 25. Feel Free to Fuel Up

- Margaret Trollo, RN, DON, *Director of Training*, Community Resources

Come just before lunch and learn how much fun fueling the body with food can be! NO diets. The presenter will discuss the body, times to eat, food choices in stores and restaurants and will also share recipes. Learn how easy it is to eat well, feel full and do it all healthfully without gimmicks, strict diets, and food deprivation. *(All) Triuna*

## 26. Some of my Best Friends are Brain Injured: The Use of Art Therapy to Enhance Social Connections

- Susan Paradise Goodman, MA, ATR-BC, LCA T, *Creative Arts Therapist*, Head Injury Association

Art Therapy is a treatment modality that enables individuals to express their emotions creatively while helping them gain awareness of themselves and others. It helps to improve self-esteem, psychological well-being and to stimulate intellectual and cognitive abilities. Creating art becomes a language for many when there are not words and helps to assist in the release of emotions. It attempts to foster the ability to adapt and cope and provides a non-threatening, fun and creative method for self discovery. Using a combination of guided imagery, relaxation and art therapy techniques, participants will express themselves creatively and socialize and explore our connections to and with others. Artwork will be displayed. *(All) Empire (Hotel)*

## 27. Cost Effectiveness of Using OnLine Training vs. Classroom Training

- Jim Hicks and Bill Waibel, The College of Direct Support
- Donna Kosak, *Workforce Development Program Manager*, Elsevier/MC Strategies

The presenters introduce you to The College of Direct Support Curriculum along with other

curricula in development, as well as enhancements to the current Learning Management System and some new tools. Our curricula are delivered through the MCS Learning Management System as an online product with a commitment to train and celebrate a workforce of Direct Support Professionals nationwide. We invite you to spend time with us at NYSACRA's Annual Conference and learn what tools we offer to help determine the cost effectiveness of OnLine Training Costs versus Classroom training. The collective vision for the people we serve is improving the lives of those with disabilities, thus improving the lives of their families by "Building Careers and Supporting Lives." *(All) Wapanak*

## 28. How to Go Far with Your L.F.R.

- Louis Ziegler, *Residential Operations Manager* and Bonnie Zimmerman, *Consumer Planning Coordinator*, Lifespire, Inc.

This session will take the fear out of the process. The presenters will share step-by-step approaches that ensure that IRA management and staff are ready for an L.F.R. All aspects of IRA Res Hab will be covered including documentation, ISPs, Residential Habilitation Plans, data collection and monthly summary notes to ensure that LFR standards are met and maintained. *(Middle Management) Dollar East (Hotel)*

## 29. Empowering Every Piece of the Puzzle

- Colleen Aldridge, *Assistant Administrator* and Kim George, *Program Manager*, United Helpers Care, Inc.

Sit down with the presenters as they put together all pieces of the puzzle to achieve a Culture of Exceptional Service. Hear how this agency completely re-developed the recruitment and retention process for new hires. Resources used to standardize interviewing, training, mentoring, motivating/team building and evaluating processes will be explained and provided. *(Administrative, Consumer/Parent, Clinical, Direct Support, Middle Management) Dollar West (Hotel)*

11:30 am  
Lunch Opens

### 30. We Have Choices: A Pathway to Reinvestment

- Shameka Andrews and Clint Perrin, *Self Advocates* and Steve Holmes, *Administrative Coordinator*, Self Advocacy Association of NYS

“We Have Choices” is a documentary exploring the full lives people with developmental disabilities experience when they are supported to live in a place they have chosen to call home, in the community of their choice, with supports they, their family, and their friends have helped create. This is a film about history, self-advocacy, family, community, relationships, love, respect, challenges and opportunities. The video is also an excellent tool to promote reinvestment of resources as it teaches people who are living in residences now, and who could live in more individualized and less costly arrangements, about their options for community living. With the scant resources for new development of services at this time, it is critical that we create opportunities in existing services for people who need 24 hour support. This video is a good tool for people and their families to explore non-traditional supports. (All) [Evelley](#)

### 31. Brain Injury Support Website

- Virginia Kearns, *Community Support Coordinator*, Kristine Alleva, *Assistant Community Support Coordinator* and *Direct Support Professional*, Terrence Conklin and Serrin Jackson, *Life Skills Instructors*, Mary Breslin, Carrie Freund, John Gilbert, George Groot, Scott Hollandar and Dawn LoPresti, *Attendees of the Day Habilitation Program*, Ability Beyond Disability

Individuals in this agency’s day program identified a need to find support and friendships with other individuals who have sustained a similar injury and decided to do so using the internet. They developed a plan to create and manage a website for individuals with TBI and/or Spinal Cord injuries. This presentation will take participants through the process of obtaining supports from the agency to make this a reality. The website is designed to not only support survivors, but family, friends,

advocates and direct support staff as well. These individuals are regaining control of their lives and learning to better connect with others. (All) [Bellvue](#)

### 32. Smoke Free Grounds Policy at OPWDD Certified Sites

- Rebecca Guarino, *Director*, Project ACTION Tobacco Free Coalition
- Sue Casanova, *Project Coordinator*, Bridges to Prevent Tobacco
- Mary Grudge, *MS Coalition Director*, Smoking & Health Action Coalition of Monroe County

One proactive way to create a supportive atmosphere is to modify the environment so that people can reach their goals, and wellness is a key ingredient. A smoke-free grounds policy is a great way to reduce fire hazard, reduce exposure to second-hand smoke, model health choices and promote wellness. Let’s talk about the benefits and challenges of this kind of systematic change. (All) [Diamond Island \(Hotel\)](#)

### 33. Co-Creating Individualized Supports with Families and Individuals

- Hanns Meissner, Ph.D., *Chief Executive Officer*, The Arc of Rensselaer County
- Beth Mount, *President*, Graphic Futures

Shifting from program offerings to individualized supports requires a realignment of the relationships between government, providers, families, individuals with disabilities and various community entities. This session explores the contextual and practical aspects that encourage co-created supports as opposed to a delegated service arrangement. Personal and organizational examples from people and agencies involved in seeking to change the pattern from program offerings to co-created individualized supports will be shared.

(All) [Nirvana](#)

# Session 5

Thursday, April 14 | 1:30 pm – 3:00 pm

## 34. Managing on Venus and Mars

- Christine Reinhard, *Regional Vice President, NY, Community Options, Inc.*

Every manager has a “natural” communication and leadership style. Men and women often have different styles, with neither style being better or worse – simply different. We all supervise both male and female staff and must adapt our style to be the most effective with each of them. This workshop will identify typical “male” and “female” styles of leadership and communication and discuss how to adapt your personal style to meet the needs of and be most effective with the staff you supervise, even when their communication style might be different from your own.

*(Administrative) Nirvana*

## 35. Promoting Creativity Through an Artist in Residence Program

- Joyce Levin, *Vice President, HeartShare Human Services of New York*

This workshop will provide a framework for developing a volunteer “Artist in Residence” Program as a mechanism for nurturing the creative abilities of individuals with developmental disabilities. Participants will learn how practicing artists volunteered their time at various agency programs to demonstrate artistic techniques, introduce individuals to various art mediums, and guide their artistic exploration through direct support and encouragement. While working with the volunteer artists, the individuals were able to create paintings, drawings, collages, masks, photographs and other art forms that gave expression to their feelings and interests, as well as present their unique view of the world in which we live. *(All) Wapanak*

## 36. Work, Life and Community for People on the Autism Spectrum

- Fredda Rosen, *Executive Director, Katrina Reese, Director of Adaptations Program, Alexandra Hasselbeck, Director of Life Coaching, Job Path, Inc.*
- Emanuel Frowner, *Research Assistant, Seaver Center, Mt. Sinai School of Medicine and Special Projects Assistant, New York Center for Autism Charter School*
- Alex Aerni, *Student, Adelphi University*

Job Path’s Life Coaching project supports 60 people on the autism spectrum who are attending college, working and participating in community life. They are partnering with the JCC of Manhattan’s Adaptations Program to use a mix of employment, day and social supports for these individuals who have significant intellectual abilities, but experience considerable social and communication challenges. Two individuals supported by the project will tell their stories. The other presenters will describe the project’s design and results, including information on how to structure individualized supports and customize employment, obtain OPWDD eligibility and use Medicaid and VESID dollars to support services. *(All) Dollar West (Hotel)*

## 37. The Good, the Bad, the Ugly and the Wonderful of Running a Respite House

- Eileen Hopkins, *Deputy Executive Director, John Patala, Director of Residential Services, Kevin Peters, Respite House Manager and Juanita Bodden, Intake Coordinator, Eden II Programs*

From negotiating a budget to serving dinner, this presentation will provide a comprehensive description of one agency’s combination planned respite and crisis respite home for individuals with autism. The presenters will share their experiences over a two-year period as well as the lessons learned. *(Administrative, Clinical, Service Coordination, Consumer/Parent, Middle Management) Diamond Island (Hotel)*

### 38. A New Model for Staff Training: Moving from Recertification to Continuing Education

- Sherry McKeown, *Director of Adult Services*, and Kimberly Mullen James, *Supervising Psychologist, Adult Services*, Developmental Disabilities Institute

The development of a highly skilled and professional workforce presents a significant challenge to service provider agencies. Direct Support Professionals, in particular, have extensive job responsibilities and a relatively low rate of pay. Staff turnover rates are high and it becomes important to identify ways to promote a qualified and motivated complement of service providers. The presenters will describe an innovative approach to staff training through a transition from an annual “recertification” driven training to a new approach that is needs and interest-based. It is customized, flexible and much like a continuing education model. The discussion will include the varied educational formats and content areas; the implications for staff flexibility; the process for ensuring sufficient quantity of continuing education and the process for planning and tracking staff’s education. Participants will receive anecdotal information about staff’s perceptions of the challenges and benefits to this new model. *(Administrative, Clinical, Direct Support, Service Coordination, Middle Management)* Triuna

### 39. Person Centered Valued Outcomes: The Role of Applied Behavior Analysts in the Goal Development Process

- Al Pfadt, Ph.D., *Director of Clinical Services*, Ronesse Ramharakh, CBA, *Coordinator of Psychological Services*, and Lara Tepper, *Applied Behavior Specialist*, Independence Residences, Inc.

The traditional focus of applied behavior analysis has been on assessing the functional significance of challenging behaviors and developing interventions to address any motivational conditions which are identified as contributing factors. However, sometimes treatment plans are less than optimal because they fail to take into consideration the person’s ability to make meaningful choices that truly reflect their own unique interests and preferences. This interactive panel discussion will describe an expanded role for ABS psychologist in the process of developing person-centered valued outcomes in residential habilitation plans. Data which illustrate the challenges and beneficial outcomes, particularly as it involves utilization of an electronic information storage and management system, will be shared. *(All)* Evelley

*“A friend is someone  
who understands your past,  
believes in your future,  
and accepts you just the way you are.”*

Unknown

# Session 5

continued

Thursday, April 14 | 1:30 pm – 3:00 pm

## 40. Changes in the Division of Quality Management

- Sheila McBain, Ph. D., *Deputy Commissioner*, Deborah Burkhardt, *Regional Director* and Barbara VanVechten, *Area Director*, Division of Quality Management, NYS OPWDD

Doesn't it always seem like once you get used to something it changes? Do you feel like there are so many changes going on in OPWDD right now that it is hard to keep them straight? This session will be an open discussion with the Division of Quality Management about new processes and upcoming changes. It will start with a brief presentation, entitled: "Why is DQM changing? What's the master plan?" This will be followed by a discussion about what changes providers of services should be seeing now and what they should expect to see in the future, the process for revising protocols, where to find current review protocols, and the role of advisory panels in the development of protocols. There will be lots of opportunities for questions, answers, comments and suggestions. *(Administrative, Middle Management)* Bellvue

**"It is inclusivity  
that brings security—  
belonging, not belongings."**

Jeremy  
Rifkin

## 41. Comprehensive CRISIS Intervention Family Support Model with a USER-friendly Person Centered Approach with Flexible Ideas for Today and Tomorrow

- Janey Simonetti, *Crisis Manager*, East End Disability Associates
- Kimberly Jaynes, *MSC Manager*, Carol Morgenster, *FSS Consultant* and Astrido St. Surin, *FSS Director*, FREE
- Lauren Giordano, *Applied Behavioral Science Specialist*, Independence Residences
- Theresa Finnegan, *Director of Family Support Services*, Long Island DDSO

This is a panel discussion on the development, implementation, and functional results of a CRISIS Coalition from the Long Island Region. The Coalition was initiated by the Family Support Department of the Long Island Developmental Disabilities Services Office and Family Support Office to effectively and efficiently utilize limited Crisis and Respite beds, mobile team supports and other at-home resources. The Coalition has maintained weekly coordination meetings using simple technology which has enabled them to maintain the crucible of "What Ever It Takes." Specific outcomes will be presented by the panel with recommendations for replication and road blocks encountered along its continuing journey. *(Administrative, Middle Management)* Dollar West (Hotel)

# Networking Neighborhood

## POSTER AND ROUNDTABLE SESSION

Thursday, April 14 | 3:15 pm – 4:30 pm | Event Center

### A. Opening Doors Through Giving Back

- Mary Van Hanegan & Judy Miller, *Program Administrators*, People, Inc.

### B. SOAR—Building a Strengths-Based Strategy for Your Organization

- Stan Capela, MA, *Vice President of Quality Improvement & Corporate Compliance Officer*, HeartShare Human Services of NY

### C. Choice Activities for Geriatric Individuals

- Marie Nester, Karen Whittle, and Juan Knox, Greystone Programs

### D. Disability and Post-Secondary Education

- Bud Buckout, *Director of Inclusive Education*, Onondaga Community Living

### E. How'd You Do That?

- Jessica Ophardt, *Visual Arts Coordinator*, The Arc of Monroe

### F. The Potential to Change Lives Through Pet Adoption

- Laura Ollett, *Residential Director*, Chris Spikoski, *Assistant Director*, Erin Andres, *Applied Behavior Analyst*, Developmental Disabilities Institute

### G. Looking at Quality from All Sides: The Importance of Being Creative, Assertive and Positive

- Lisa Lovelock & Christine Perez, *QA Specialists*, UCP of Nassau

### H. Recreation Beyond Recreation Opportunities

- Andrew Davis, *Residence Manager*, Herkimer Area Resource Center

### I. Life Enrichment Through Recreation

- Dylan Johanson, *Recreation Counselor*, New Hope Community Inc.

### J. Is that Park Accessible? Ask the NYS Inclusive Recreation Resource Center at SUNY Cortland

- Laurie Penney McGee, *Project Coordinator* and Vicki Wilkins, *Faculty Staff*, New York State Inclusive Recreation Resource Center at SUNY Cortland

### K. How to Create a Diverse Workforce

- Keith Scherberger, *Residence Manager*, Lifetime Assistance, Inc.

### L. Promoting Communication, Social Interaction and Social Engagement in Individuals with Autism

- Heather Mendez, MA and Erin Stenglein, MA, *Staff Clinicians*, New Hope Community

### M. We Have Choices: SANYS at 25

- Shameka Andrews and Clint Perrin, *Self Advocates* and Steve Holmes, *Administrative Coordinator*, Self Advocacy Association of NYS

### N. NYSACRA Connections

- Katie Mayo, *Director of Legislative Services* and Tamelia Fritz, *Office Assistant*, NYSACRA

### O. Voices from the Frontlines III: Advancing the Profession of Direct Support

- DSPANYS Board Members

Thursday, April 14  
3:30–6:30 pm

*Event Center*

**NYSACRA**  
Proudly Presents

**ART EXHIBIT & RECEPTION  
BY INDIVIDUALS WITH  
INTELLECTUAL AND OTHER  
DEVELOPMENTAL DISABILITIES**

*Showcasing the talent and  
creativity of people supported and  
served by our member agencies.*



**Entertainment  
Will Be Provided**



**6:00 pm Dinner**

**9:00 pm** *Conference Center*  
**NYSACRA Theme Party  
"The Chat Room"**

Enjoy an evening of relaxation and fun with musical entertainment by FLAME! NYSACRA's Theme Party, "The Chat Room," is the time to unwind and enjoy your last night at the Sagamore and connect with other conference-goers.

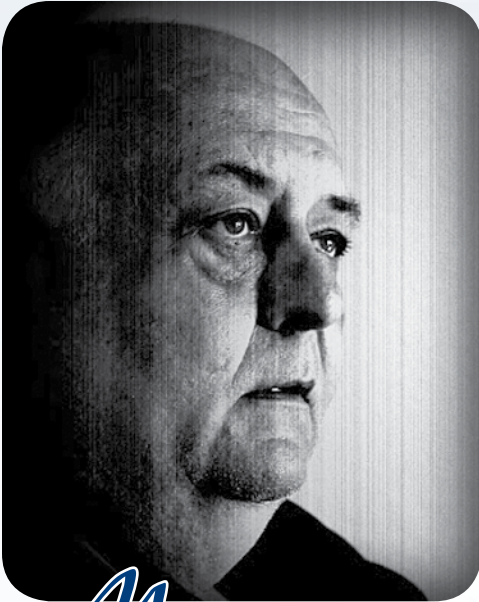


# Friday, April 15

## Keynote Presentation Bellvue

***“The First, The Best, The Most Important Relationship, The Relationship that Starts All Others”***

**DAVID HINGSBURGER**



**M**any of you attending our annual conference know of or have heard Dave Hingsburger. For those of you familiar with Dave, you already know how powerful and thought-provoking he is and that you don't want to miss a moment of what he has to say. For those of you who aren't familiar with Dave, you're about to hear the words of an individual who has dedicated his life to individuals with disabilities and who exemplifies our theme.

***“We are on a journey with people who have a soul.”***

David  
Hingsburger

**9:15 am** *Bellvue*

### **Closing Remarks**

**Steve Klein, President**

**Ann Hardiman, Executive Director**

### **Fun Run Winners & Awards**

**9:30 am**

### **Keynote Presentation**

**David Hingsburger**

*The First, The Best, The Most Important Relationship, The Relationship that Starts All Others*

**11:30 am**

### **Raffle Drawing**



Dave says that *“we are on a journey with people who have a soul.”* And with those words, he urges us to understand the complex relationship between those words and the individuals we support. Share this journey and you will develop the relationship of your life!

Dave will suggest that often we put people with disabilities in situations where friendship is possible but then sit and wonder why it's not working. Well, maybe it's because we haven't put effort into developing the First, the Best, the Most Important Relationship. Perhaps we've missed a step....want to know what that is?... well that's the topic of this morning's keynote.

OK, are you curious? Then join us for insight, motivation, common sense approaches and a wonderful way to close NYSACRA's Thirty-fourth Annual Conference.

**NYSACRA 2011  
Annual Conference**  
Empowering Connections

# Conference Evaluation Form

CURRENT JOB TITLE:	EXCELLENT					POOR					
	5	4	3	2	1	5	4	3	2	1	
<b>A. General Content</b>	1. Speakers/presenters	5	4	3	2	1	5	4	3	2	1
	2. Content of presentations/workshops	5	4	3	2	1	5	4	3	2	1
	3. Length of presentations/workshops	5	4	3	2	1	5	4	3	2	1
	4. Relevance of job-related information	5	4	3	2	1	5	4	3	2	1
	5. Acquisition of new knowledge/skills	5	4	3	2	1	5	4	3	2	1
	6. Conference materials	5	4	3	2	1	5	4	3	2	1
	7. Trade show/vendor information	5	4	3	2	1	5	4	3	2	1
<b>B. Pre-Conference Session</b>	1. Speakers/presenters	5	4	3	2	1	5	4	3	2	1
	2. Content of presentations/workshops	5	4	3	2	1	5	4	3	2	1
	3. Scheduling and length of presentations/workshops	5	4	3	2	1	5	4	3	2	1
	4. Relevance of job-related information	5	4	3	2	1	5	4	3	2	1
	5. Acquisition of new knowledge/skills	5	4	3	2	1	5	4	3	2	1
	6. Pre-conference materials	5	4	3	2	1	5	4	3	2	1
<b>C. Keynote Presentations/Events</b>	1. Keynote: La-Verna Fountain	5	4	3	2	1	5	4	3	2	1
	2. Banquet & Awards Dinner	5	4	3	2	1	5	4	3	2	1
	3. Sessions & In-Box Discussions	5	4	3	2	1	5	4	3	2	1
	4. Fun Run	5	4	3	2	1	5	4	3	2	1
	5. Networking Neighborhood	5	4	3	2	1	5	4	3	2	1
	6. Art Exhibit & Reception	5	4	3	2	1	5	4	3	2	1
	7. Thursday Night Theme Party	5	4	3	2	1	5	4	3	2	1
	8. Keynote: David Hingsburger	5	4	3	2	1	5	4	3	2	1
<b>D. Organization</b>	1. Organization of the conference	5	4	3	2	1	5	4	3	2	1
	2. Conference registration process	5	4	3	2	1	5	4	3	2	1
	4. Courteousness/helpfulness of staff	5	4	3	2	1	5	4	3	2	1
	4. Conference registration process	5	4	3	2	1	5	4	3	2	1
<b>E. Facilities</b>	1. Room registration process	5	4	3	2	1	5	4	3	2	1
	1. Room registration process	5	4	3	2	1	5	4	3	2	1
	2. Hotel rooms	5	4	3	2	1	5	4	3	2	1
	3. Conference rooms	5	4	3	2	1	5	4	3	2	1
	4. Meals	5	4	3	2	1	5	4	3	2	1
5. Courteousness/helpfulness of staff	5	4	3	2	1	5	4	3	2	1	

**F. In Your Opinion...**

1. What did you like **most** about the conference?  
 \_\_\_\_\_  
 \_\_\_\_\_

2. What did you like **least** about the conference?  
 \_\_\_\_\_  
 \_\_\_\_\_

3. What kinds of presentations/workshops/special events would you like to see included at future conferences?  
 \_\_\_\_\_  
 \_\_\_\_\_

4. Would you recommend this conference to others? [ ] Yes [ ] No  
 Please use other side for additional comments

Please take a moment before you depart to fill out an evaluation form and leave it in the basket on the table as you exit the Conference Center.



As NYSACRA's 34<sup>th</sup> Annual Conference winds down, we hope you have a renewed spirit and sense of commitment.

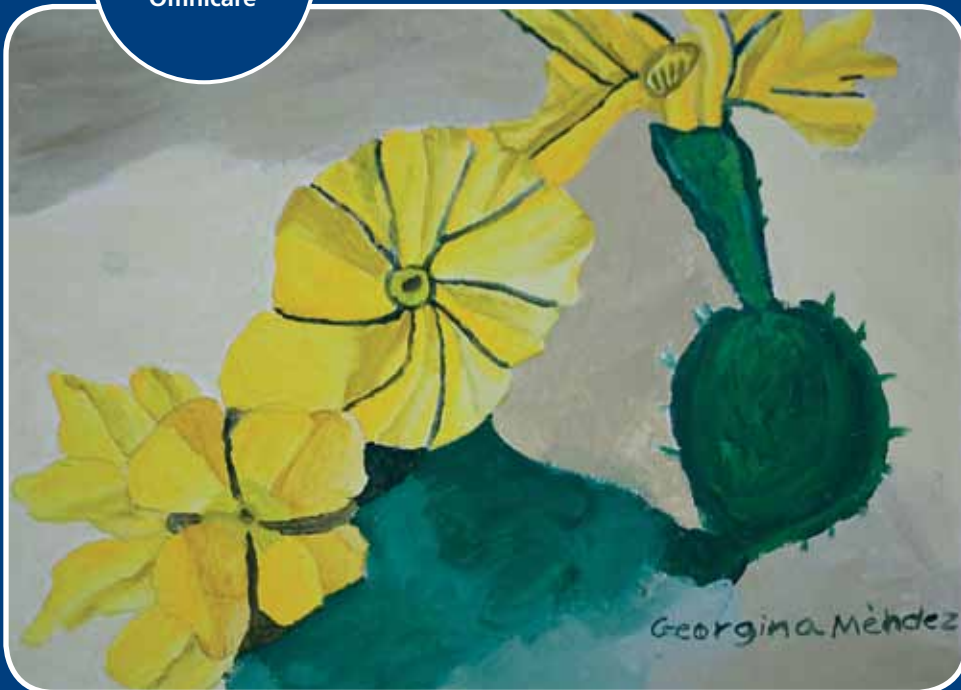
We trust that you have gained and shared a wealth of vital information and enjoyed meeting and greeting your colleagues from throughout the State.

*On behalf of  
Steve Klein, Ann Hardiman,  
the NYSACRA Board of Directors  
and staff...*

*thank you for joining us!*

*Conference Bags*

Compliments  
of  
Omnicare



*Art by Georgina Mëndez*

*Georgina is supported by The Resource Center.*

“Hello, my name is Georgina. I speak Spanish and I understand some English. I am learning to speak and write more English during weekdays at the Dunkirk day hab. I love to talk although I am soft spoken. I love hearing about other people and their lives. I also love to talk about my family. I live in Dunkirk with my Dad and Step Mom. I love working on crafts, I have been in art classes for two years now and have done lots of things. I loved the jewelry making class and am now in independent class, where I can pick what I want to do. I am painting flowers now. I also love gardening, computer work, and am hoping to go fishing this summer. I care about everyone at the day hab a lot. I love to meet new people.”



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Community and Residential Agencies**

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