



Session Schedule and Descriptions

PRE-CONFERENCE INSTITUTES

Tuesday, November 5, 2019 ♦ 1:00 pm – 5:00 pm

P1. The Magic of Group Dynamics: Using the Group Format to Unite Staff, Residents and Families [s m c]

One of the best ways to promote therapeutic relationships, friendships, connections, and recovery is through the group format. Groups are fun, stimulating, educational, and efficient. This session will provide simple, hands-on approaches to starting, leading and monitoring the group process. These skills can be used for recreational, vocational, therapeutic, and clinical group sessions for residents and/or families – as well as staff meetings! Participants will review aspects of Motivational Interviewing, CBT for groups, and Yalom’s group concepts. This session welcomes everyone.

Learning Objectives

- Understand how group formats can be used in a variety of settings
- Learn skills to help develop and implement group formats in residential facilities
- Apply pragmatic motivational interviewing and CBT skills in group formats

Presenter: Luis Lopez, MS, NSBCP, Coordinator of Fidelity and Best Practices, Center for Practice Innovations at Columbia Psychiatry

P2. New Partnerships & Pathways in Addressing Tobacco Use in NYS’ Behavioral Health Systems [s m c]

Tobacco use is the chief preventable killer in the United States with an increasingly disproportionate burden on people with behavioral health conditions. OMH housing providers have long struggled with risk and property damage associated with heavy tobacco use. In this workshop, participants will learn about how experts in both behavioral health and tobacco control—including New York state and local agencies, providers and academic partners—are coming together to address this health crisis. The workshop will provide an overview of both the 2010 Wellness and Smoking Cessation Summit, which resulted in critical changes to addressing tobacco use in the behavioral health system, and the May 2019 NYS Behavioral Health Tobacco Summit which had a significant focus on housing. This will be followed by a facilitated panel discussion with housing providers from across NYS who will describe both the challenges and successful strategies for addressing tobacco use. Finally, the presenters will give an update on the OMH Crushing Cravings toolkit which was first presented at the 2018 ACLAIMH conference. For people who are new to the topic of addressing tobacco use it may make sense to attend the sister workshop OMH's Crushing Cravings.

Learning Objectives

- Learn about the 2010 & 2019 Behavioral Health Tobacco Summits including outcomes and recommendations
- Discover challenges and successful strategies for addressing tobacco use
- Receive an update on OMH’s Crushing Cravings toolkit

Presenter(s): Kim Ben-Atar, Deputy Director of Housing, NYC Field Office, Suzanne Cook, MA, Mental Health Program Specialist 3, and Susan Friedlander, LCSW, Director of Community Integration and Wellness - NYS Office of Mental Health (OMH)

WORKSHOP SESSION I

Wednesday, November 6, 2019 ♦ 2:00 pm – 3:30 pm

01. Families Working With Providers for the Most Positive Recovery [s m c]

This workshop illustrates the positive impact of family involvement on recovery for people living with mental health conditions. It gives a detailed breakdown of the services NAMI (National Alliance on Mental Illness) can provide to family members, individuals living with a mental health conditions, and providers. The presentation includes the perspective of NAMI family members who have lived experience collaborating with mental health housing providers for positive outcomes.

Learning Objectives

- Understand the resources and services that NAMI can provide to families and the Behavioral Health community
- Understand the impact families play in their loved ones’ recovery and how to facilitate more productive collaboration with families
- Understand the opportunities for providers to partner with NAMI for resources and support when working with families

Presenter(s): Wendy Burch, Executive Director, NAMI-NYS; Ariel Coffman, LMSW, CHC, Compliance Officer, Central Nassau Guidance & Counseling Services, Inc.; Lynda Regan, Board Member, NAMI Buffalo & Erie County and NAMI-New York State

02. Exercising Choice for Better Health: Implementing a Peer-Led Healthy Lifestyle Program [s m c]

Supportive housing and mental health providers are increasingly tasked with serving persons with serious mental illness (SMI) who have multiple health conditions, are aging in place, and for whom recent trends indicate that health disparities are widening over time. This presentation describes a community-academic partnership that sought to reduce risk of cardiovascular disease and diabetes among people with SMI by delivering a peer-led healthy lifestyle program to people’s doorsteps. Findings and recommendations are informed by the experiences of The Bridge, Inc. and two other supportive housing agencies in delivering the intervention, as well as through research conducted with clients, peer and non-peer providers, and agency leadership. We will provide an overview of implementing the Peer-Led Group Lifestyle Balance program, which focuses on improving healthy eating and physical activity. Presenters will report study results, including program participation and program effectiveness data, which identify the groups that benefited most from the program and its impact on clients’ health service use. We will discuss the contributions of peer specialists as healthy lifestyle intervention facilitators, as well as how clients applied these concepts to engage in behavior change. Participants will discuss challenges and strategies related to implementing healthy lifestyle programs, including securing funding, leveraging partnerships, and integrating the program throughout the agency.

Learning Objectives

- Identify factors shaping implementation and sustainability of health interventions
 - Describe how persons with SMI engage in health behavior change and how peer providers support them
 - Build an outline for involving funders and policymakers to promote the adoption of urgently needed health interventions
- Presenter(s): Michael Blady, LCSW-R, Chief Operating Officer, The Bridge, Inc.; Ana Stefancic, PhD, Associate Research Scientist, Columbia University

03. "Mirror Mirror on the Wall" The Importance of Self-reflection in Successful Relationships

Successful relationships, with all who one interacts with, are vital in the human service field. One valuable tool for successful and healthy relationships is the art of self-reflection. This workshop will focus on the definition, importance and practice of self-reflection from a variety of perspectives. Participants will learn about self-reflection by examining their own image through different lenses (i.e. full-length mirror, rear-view mirror, selfie). This presentation is geared to both supervisors and direct care staff and includes exercises and personal engagement that will help you become more self-aware as well as learn how to change your "image." Come join us for some fun as we "look in the mirror".

Presenter(s): Lisa A. Malinowski, Director of Mental Health Housing Services, Community Missions of Niagara Frontier, Inc.; Bonnie Malakie, Director of Children & Youth Services, Community Action of Orleans & Genesee, Inc.

04. Dare to Care: Calling Each Other In to Improve Client Care [s m c]

Come learn how BRC developed and implemented their Dare to Care training program to create an agency culture of consistent professionalism and enhanced client care. BRC constructively engaged staff to shift from uncertainty to a proactive environment where problematic staff behaviors are addressed early on by combining the “see something/say something” approach and by “calling in” staff/peers. The Dare to Care program was developed by staff across the agency who explored why their peers hesitate to report potentially problematic behavior, and how these reasons could be reframed through a lens of professionalism and group accountability. The training, which is coupled with the annual Justice Center Code of Conduct training, not only reviews staff roles as mandated reporters with whistleblower protections, but also provides staff an interactive opportunity to address concerns about professional behaviors and resolve ambivalence around their role as reporters. The program has resulted in an increase in staff confidence in responding to potentially problematic behaviors and incidents, as well as more favorable attitudes about intervening in these types of situations, strengthening our team and improving client care. This presentation will provide a general overview of the content of the training and will review the implementation process, learning and outcomes to date, including how providers can create a similar training program at their agency.

Learning Objectives

- Understand and learn from BRC’s development and implementation of the Dare to Care training
- Develop new methods of internally addressing problematic behaviors and incidents
- Apply lessons learned from the Dare to Care training to own agency

Presenter(s): Kelly Quirk, LCSW, Vice President Treatment Service, and Christopher Rumble, Training Coordinator - BRC

05. From Hospital to Home: A Medical Respite Pilot Project [s m c]

Far too many individuals languish in hospital settings due to homelessness. This workshop will describe a partnership between Mount Sinai Hospital and ICL that has led to a successful alternative to hospitalization for individuals ready for discharge while still needing comprehensive medical oversight. Individuals transition to a beautiful apartment where they may stay for up to 28 days with an array of wrap around services. The project has had great success in helping move individuals to permanent housing, including to family.

Learning Objectives

- Enhancing staff’s knowledge of whole health
- Skills in navigating between a community-based organization and a hospital setting
- To set up realistic deliverables for individuals who ae homeless and challenged with complex medical issues

Presenter(s): David Kamnitzer, LCSW-R, Chief Clinical Officer/Senior Vice President Residential, Rehabilitation and Recovery Services, and Ingra Dabreo, Vice President of Residential Services - Institute for Community Living, Inc. (ICL)

06. Adult Community Services and Managed Care: Updates and Initiatives

This workshop will look across the adult behavioral health system including Medicaid Managed Care/HARP related initiatives and key treatment, rehab and care management program updates that will allow housing providers to better understand current resources and policies supporting the mental health population. Topics will include: An Update on BHCCs and VBP, Adult BH HCBS uptake across the State, Expansion of intensive care management for high needs SMI (HH+), Employment Supports for the MH population, OMH Clinic initiatives, Updates on ACT and PROS programs with a focus on ways housing providers can better align with these supports.

Presenter(s): Gary Weiskopf, Associate Commissioner and Nicole Haggerty, LMHC, Director, Bureau of Rehabilitation Services and Care Coordination - NYS Office of Mental Health (OMH)

07. Consolidated Fiscal Report: What is Needed to Accurately Report

ACL and OMH have been meeting over the past year in a joint workgroup to explore many of the fiscal issues facing mental health housing programs. One of the lessons learned is that housing agencies report differently on the consolidated fiscal report (CFR). This presentation will cover how the CFR is being used to do more than reconcile contracts and report expenditures, along with the importance of accurate reporting. Depending on how a provider reports on the CFR can impact the ability to keep exempt Medicaid income going forward. We encourage every housing provider to send fiscal staff to this session as it could impact your agency's bottom line.

Presenter: April Wojtkiewicz, Director Community Budget & Financial Management, NYS Office of Mental Health (OMH)

08. Aging in Place: The Intersection of Supportive Housing, Mental Health, and Older Adults [s m]

Older adults routinely state a preference to age in the community. But what about stigmatized, marginalized older adults, who have the same desire to age in place yet are at a higher risk for institutionalization? Many older adults with SMI are transferred to an unnecessary higher level of care or receive siloed services that focus on only one aspect of their experience.

The Bridge's Aging Services program assists older adults living in mental health housing with a range of complex needs to support the individual to age in place with an improved quality of life. Our interdisciplinary approach ensures clients are viewed and supported as a whole person. Aging Services staff outreach clients in their homes and after an assessment, intervene using a comprehensive, integrative approach that facilitates communication with all providers and fosters connections to the community.

This presentation will explore the nuanced intricacies of working with older adults with complex issues and the ways The Bridge has integrated comprehensive aging in place services within mental health housing. Our grant funded program continues to adapt, grow and change and we relish the opportunity to discuss and explore the challenges ahead and progress made in continuing to serve this vulnerable population.

Learning Objectives

- Understand the definition of aging in place as well as the common barriers facing older adults
- Explore the nuanced intricacies of working with older adults with complex issues
- Learn how one agency uses an interdisciplinary approach to ensure older adults are supported as a whole person and encouraged to live in the community with dignity and independence

Presenter: Rebecca Heller, LCSW, Director of Aging Services, The Bridge, Inc.

09. "Crushing Cravings" 2019 Update: Responding to Tobacco Users Who Aren't Ready to Quit [s m c]

Tobacco use is the chief preventable killer in the United States and there is an increasingly disproportionate burden on people with behavioral health conditions. OMH housing providers have long struggled with risk and property damage associated with heavy tobacco use. More recently, regulatory changes have put extra focus on enforcing smoke-free standards in publicly funded residential settings. The challenge is how to effectively address tobacco use with people who may not be ready to stop smoking. In this workshop, we will present "Crushing Cravings", a new approach to responding to tobacco users in OMH housing. We will describe stage-wise interventions, educational approaches and other strategies for successfully responding to tobacco users in your residence. We will also provide an update on the "Crushing Cravings" toolkit and share materials that are available at the time of the conference---including the new NRT Education Video produced by NYC DOHMH!

PLEASE NOTE: This session was part of the Pre-Conference Institute, New Partnerships & Pathways in Addressing Tobacco Use in NYS' Behavioral Health Systems. If you participated in that session, you cannot earn continuing education credits for this workshop.

Learning Objectives

- Become familiar with federal, state and local policies impacting tobacco use in residential settings
- Learn about the health consequences of tobacco use as well as gain an understanding of tobacco addiction and stage-wise interventions
- Leave with practical interventions and resources for creating a tobacco approach in their housing program

Presenter(s): Kim Ben-Atar, Deputy Director of Housing, NYC Field Office, Susan Friedlander, LCSW, Director of Community Integration and Wellness, and Julie Vogel, LCSW-R, Director of Residential Service – NYS Office of Mental Health (OMH)

10. Trauma Informed Practices and Tools Use in Adolescent Community Residences [s m c]

Staff from two RSS residential programs will discuss how they have implemented trauma-informed care, strength-based and Dialectical Behavioral Therapy (DBT) strategies to foster emotional safety, hope, and recovery. Presenters will share tools they have adapted such as safety plans and behavioral chain analysis (BCA) to assist clients to cope and manage vulnerability, triggers, and environmental stimuli. These tools and strategies are reinforced in any interactions between clients, families, and staff by using supportive language, building on strengths, skills, and resiliency and improving the potential to achieve goals and healing. Participants will receive samples of the tools and handouts about trauma-informed care, strength-based approach, and post-traumatic growth. Participants will discuss challenges to implement trauma-informed care in a variety of residential programs.

Presenters will also review lessons learned regarding experiences that retraumatize clients, reduce crisis, incidents, injuries, psychiatric hospitalization and decrease the length of stay at the residences. Presenters will also discuss how key partnerships and collaboration that include clinical providers, programs, and schools have played a significant role in the progress the residential programs have made.

Learning Objectives

- Discuss strategies to create a safe environment, promote recovery and reduce psychiatric hospitalizations
- Utilize training and supervision to address challenges with implementation and as supporting tools
- Utilize a collaborative approach to develop strong partnerships with key stakeholders

Presenter(s): Nolly Climes, LMHC, Program Director and Marcella Gallucci, Senior Program Coordinator - Rehabilitation Support Services, Inc. (RSS)

11. An Integrated Approach to Co-Occurring Disorders: Challenges and Opportunities [s m c]

Behavioral health systems of care have long been siloed and fragmented resulting in a lack of integrated care. Individuals with co-occurring mental health (MH) and substance use disorders (SUD) are especially vulnerable to these deficiencies and the prevalence of poor outcomes among these individuals necessitates significant reform. The behavioral healthcare field has acknowledged the complexities inherent in this population, and various attempts to address the issues have had limited success. This workshop will explore an initiative in the Lower Hudson Valley Region through which counties have formed Co-occurring System of Care Committees (COSOCCs) comprised of key stakeholders in the governmental, nonprofit, and private realms that aim to overcome longstanding obstacles to comprehensive behavioral health services integration. This initiative employs a model based on eight clinical, consensus best-practice principles (Minkoff and Cline, 2004, 2005) applicable to MH and SUD treatment settings. Participants will learn that genuine, lasting change “begins at the top” but must be embraced by everyone within each organization. Presenters will offer insights into longstanding “cultural” barriers to change and how they might be addressed. This session will explore experiences and lessons learned in applying self-assessments and other activities designed to enhance their capacity to deliver integrated care services. It will also address both short- and long-term benefits of service integration, including the advancement of the “Triple Aim” of healthcare reform and preparing for Alternative Payment Models (APMs).

Learning Objectives

- Become equipped with the tools to begin a COSOCC in their community
- Understand how to create buy-in among stakeholders
- Learn about potential deliverables and outcome measures of integrated co-occurring treatment

Presenter(s): Ashley Brody, MPA, CPRP, Chief Operating Officer, Search for Change, Inc.; Alison Carroll, Senior Vice President of Business Development, Mental Health Association of Westchester County, Inc.; Marcie Colon, LCSW, RPC Corrdinator for Mid-Hudson, NYS Conference of Local Mental Hygiene Directors; and Stephanie Marquesano, Founder & President, The Harris Project

12. Beyond Health Care: Using Social Determinants to Help Reduce Psychiatric Rehospitalization [s m]

A diagnosis of serious mental illness ranks among the most frequent causes for the re-hospitalization of Medicaid clients, however, we’ve learned that addressing their social needs is critical to improving their health outcomes. A successful transition from inpatient care toward community living often demands navigating a complex health system, a daunting task for any individual but especially challenging for those experiencing symptoms of a serious mental illness. Add a lack of integration and collaboration between mental health and social care services, and between inpatient and community practitioners and transitions between inpatient mental health settings and the community are negatively affected. The result is inadequate and fragmented support for people using mental health services, just when they are most vulnerable.

The “Transition Support Team” aims to reduce long-term psychiatric hospitalizations by providing strategic, individualized, and time-limited outreach services to link individuals to a community-based system of care. Discussion topics will include effective engagement strategies, identification of barriers to community re-integration, and other lessons learned from the field. The session will also present a successful model for addressing and evaluating two main social health determinants, ‘Social and Community Context’ & ‘Health and Healthcare’. This session is ideal for any organization that works with the psychiatric inpatient population.

Learning Objectives

- Identify effective, innovative methods of addressing social determinants of health and responding to the complex healthcare needs of high-risk populations
- Discover key actions for developing and maintaining successful, mutually beneficial partnerships
- Understand key barriers to community integration and methods to assist in skill development to address these barriers

Presenter(s): Laura Isabelle, LMSW, Rehabilitation Support Services; Senior Program Coordinator; Transition Support Team and Lena Johnson, Director, Service Development - Rehabilitation Support Services, Inc. (RSS)

13. Strategic Alliance: Using Health Information Exchanges in Community-Based Organizations [s m c]

Healthcare delivery systems and social services networks are complex. Poor cross-system communication can hinder positive outcomes by introducing obstacles such as lack of primary care, duplication of care, delays in care delivery, and omission of information necessary for care planning. Workshop participants will be introduced to Health Information Exchanges (HIEs) and how partnerships between HIEs and Community-Based Organizations (CBOs) can be mutually beneficial in improving both client wellness and service delivery in complicated healthcare systems. Representatives from BronxRHIO, an HIE striving to build a secure, interoperable system that makes it possible for patients’ medical records to follow them wherever they go for health services in the Bronx, and BronxWorks, a CBO that helps individuals and families by feeding, sheltering, teaching, and supporting them to build a stronger community, will outline the building blocks of their continued work together as a use case for the benefits of these types of collaborations. This interactive workshop will include examples of how the collaboration has been built into workflows and processes at both the HIE and CBO and how the it is being integrated into front-line treatment planning and delivery. Considerations such as security, consent, data sharing and management, and creation of organizational buy-in will be explored. Throughout the session, participants will discuss, and help develop, a common vision for an integrated, coordinated, and client-centered healthcare and social services delivery system.

Learning Objectives

- Describe the purpose and components of a Health Information Exchange
- Identify at least 3 mutually beneficial outcomes of information sharing between HIEs and CBOs
- Outline the steps necessary to begin a collaboration between a HIE and CBO

Presenter(s): Shauna Barry, Program Director and John Betts, Residence Director - BronxWorks; Keela Shatzkin, Director of Technical Services, Bronx RHIO

14. Building Support for Supportive Housing

Building community and political support for a new supportive housing development comes with its own set of unique and complex challenges. After a brief introduction outlining 'do's and don'ts' in the siting process, presenters will work with participants to create their own plans for successfully winning community and political support for their projects.

Presenter(s): Cynthia Stuart, Chief Operating Officer, Supportive Housing Network of New York (SHNNY); Ralph Fasano, MA, MED, CRC, Executive Director, Concern for Independent Living, Inc.

15. Technical Assistance with April Wojtkiewicz & Brett Hebner

Every year at the ACLAIMH conference, OMH provides an opportunity for providers to learn about issues such as contracts, development, building renovation, payments, and many other topics. This session is a must for all contract and fiscal staff because it provides an opportunity to hear what is new in contracts and financial management from OMH’s point of view, but it also affords a place for providers to get all their questions answered. Most of this session is Q & A. For example, do you have any questions on how to do property worksheets for licensed programs or how to collect enhanced reimbursements for eligible clients coming from Nursing Homes and State PCs? You could be leaving money on the table if you don’t understand how these work. Are you interested in finding out what can be reimbursed when your programs are dealing with bed bugs? Have your contracts been amended when there are retroactive state rate increases? Has your agency been thinking about a redesign of residential programs? Bring any and all contract and fiscal questions to this session.

Presenter(s): April Wojtkiewicz, Director Community Budget & Financial Management and Brett Hebner, Director of Housing - NYS Office of Mental Health (OMH)

16. Cookie Cutter: Do You Fit? [s m c]

A Trauma Informed Care approach to recovery changes the paradigm from "what is wrong with you?" to "what happened to you?", which provides an atmosphere that is not critical of the person being served. Unique People Services participated in a yearlong learning Collaborate with the National Council for Community Behavioral Health Agencies that provides tools to both address resilience and empower the persons served in our agency. Resilience is the individual's positive response to trauma or a past traumatic event. Resilience must be built on, but first it must be identified. Identifying and building resilience cuts through the cookie-cutter, one size fits all approach facilitating genuine transformation.

Learning Objectives

- Identify opportunities to support individual resilience to improve circumstances and engagement for positive outcomes
- Balance fiscal responsibility, policy/procedure, regulatory compliance, and clinical needs of persons served
- Challenge preconceived notions and practices to help identify individual strengths to build resiliency

Presenter(s): Andrea Porter, Program Director, Constance Brown-Bellamy, MPA, Corporate Relations Manager, Michael Ealy, LCSW, Director of Mental Health Services, and Shawana McIntyre – Unique People Services, Inc.

17. The Power of Personal Medicine to Support Recovery [s m c]

Personal Medicine is what we DO to get well and stay well. It can be the big things in life that puts smiles on our faces and that gives our lives meaning and purpose. Personal Medicine can also be the smaller things we do to practice self-care. In this interactive workshop, participants will learn how to harness the power of Personal Medicine to support their own wellbeing as well as the recovery of the people they serve.

Learning Objectives

- Learn about Personal Medicine and how it can help support recovery
- Discover your own Personal Medicine
- Learn how to support others in developing and using Personal Medicine to support their recovery

Presenter: Missy Rufo, MS, CPRP, Director of Coaching and E-Learning, Pat Deegan, PhD and Associates

18. Performance Improvement Through Utilization Management and Quality Improvement [s m c]

To survive in the ever-changing landscape of Healthcare Reform, providers have been adopting Electronic Health Records (EHRs) in order to meet state and federal requirements and ease their burden of documentation. Many organizations that adopted an EHR solely for those reasons are now also realizing profound side effects: better outcomes and performance improvement through utilization management and quality improvement efforts. Hear how one provider, Catholic Charities, Diocese of Paterson, is using its EHR to develop an agency-wide, unified, outcomes measurement protocol, and how that work is already yielding results in the agency's overall development. Learn tips for how you can use the power of your EHR to thrive using the data at your fingertips.

Learning Objectives

- Hear how a peer provider has yielded transforming results through better data management
- Learn how data can help position you for success in today's ever-changing healthcare landscape
- Learn how you can use your existing EHR data and tools to ensure your staff stays focused on the ultimate goal of performance and quality

Presenter(s): David Bucciferro, Senior Advisor, Foothold Technology; Kris Bulas, Director of Support Coordination, and Michele Meyer, Compliance and Quality Officer - Catholic Charities, Department for Persons with Disabilities (DPD)

19. Health Home Collaboration Within Your Communities [s m c]

This presentation will provide a journey to better understand the NYS Health Home program and how your program can create open communication and collaboration within communities while ensuring quality is not lost. This session will break down the role of a Health Home Care Manager and how part of that role can play into supporting community-based organizations' missions. Presenters will discuss the different types of collaborative projects that can be implemented such as, but not limited to, working with the Managed Care Organizations and community hospitals, as well as embedding care managers in primary care clinics and other community-based organizations. Lastly, we will have a dialogue about how Health Homes can oversee quality throughout their networks.

Learning Objectives

- Understand the difference between a Health Home vs. a Care Management Agency
- Learn how to engage high risk members
- Discover how to keep a Quality Focus in healthcare

Presenter: Danielle O'Brien, Downstream Coordinator, St. Joseph's Care Coordination Network

20. Everything OMH

This session with Associate Commissioner, Moira Tashjian, will provide an update and a Q&A on all things OMH. Do you have questions about the Empire State Supportive Housing Initiative Inter-Agency Service and Operating Funding Opportunity (ESSHI), enhanced reimbursement for eligible clients coming from Nursing Homes and State PCs, retroactive Supported Housing enhancements, possibilities for reforming or transforming your properties? Do you want to hear about the types of reform projects that are happening around the state? This is the session for you to learn all about it!

Presenter: Moira Tashjian, Associate Commissioner, Adult Community Care Group, Division of Adult Services, NYS Office of Mental Health (OMH)

21. From the Couch to the Community [s m c]

There has been a lot of advertising, discussion and effort on the part of many to make Home and Community Based Services (HCBS) a robust part of the service system, yet these services continue to be underutilized. This workshop will demonstrate how these services can help individuals become more connected and valued members of their communities. For individuals who are homeless, are returning from incarceration, or struggling with behavioral health concerns stigma and isolation are real obstacles. Daily interactions with people in the community can bring feelings of judgement and scrutiny that make staying alone seem like a better option. This workshop will identify how the outside-the-box thinking of HCBS can support individuals through some of these uncomfortable situations. Specifically designed for direct care staff and supervisors, Options will provide real-life examples and strategies on how to move individuals from isolation to full community inclusion.

Learning Objectives

- Learn how to push beyond conventional ideas and explore HCBS as an enhancement to traditional services
- Understand how HCBS translates in to reduced stigma, increased inclusion and an overall improved quality of life for participants
- Gain a greater understanding as to the value of these services and how to describe them to the individuals they serve

Presenter(s): Liz Perry, CASAC-T, HCBS Supervisor and Jennifer Scioscia, Case Manager - Options for Community Living, Inc.

22. Is There Life After Work? Planning Successful Leadership Transitions

Many individuals and organizations are facing personal and organizational decisions regarding leadership change. Many executives and senior staff are reaching the point in their lives where they want to step back from full time work and move on to the next stage of life. Some have been in their positions for decades, making it a difficult decision-making process. The organization too, must manage this significant change in replacing the President and, possibly, senior staff who have profoundly influenced their agencies for decades. This puts tremendous pressure on the board and the remaining staff. The presenter will reflect on his own experience is deciding to leave his position after leading East House for ten years and stepping away from leadership positions after 45 years in the field. He will share others experiences as well, offering strategies to make a successful personal transition. In addition, he will reflect on the work of the board in negotiating the change in leadership. Other organizations' experiences will also be shared, along with recommendations on how to make this a successful transition for the organization.

Presenter: Greg Soehner, President, Odin Associate

23. Landlord – Tenant Laws: How are Supportive Housing Providers Impacted?

Supportive Housing providers have always faced the challenge of managing dual roles with their clients. On the one hand, we are providing social services to vulnerable individuals who have been deemed to need support in order to live in the community. On the other hand, we are landlords who must follow multiple laws, collect rent in order to operate the housing programs, and may find ourselves as legal adversaries to our own clients.

In 2015, The Bridge created a subdivision to oversee the property management function of our supportive housing portfolio. We hired staff with experience in this field, implemented property management software, and developed a close relationship with a law firm specializing in landlord/tenant law. Since then, we have learned many lessons which have impacted our supportive housing practices. We have created policies and procedures that ensure we are following the law while also safeguarding the best interest of our clients.

In addition to being landlords, providers who operate scattered site housing also find themselves in the role of tenant. Until June of 2019, supportive housing providers were exempt from the New York Rent Stabilization laws, which provide protections to tenants such as limiting the amount rent can be increased and requiring landlords to offer renewal leases. As a result, providers have found themselves at the mercy of landlords who have charged rents far beyond the legal rates and have refused to renew leases, which force us to constantly try to find new apartments. However, the Housing Stability and Tenant Protection Act of 2019 amended the law to include non-profit organizations who provide permanent housing to vulnerable individuals who are currently, were previously, or are at risk of becoming homeless.

Presenter(s): Lisa Green, JD, MS, Senior Vice President, Sara Forst, MA, Vice President of Residential Services, and Nicole Garcia, LMHC, Vice President for Residential Services - The Bridge, Inc.; Charles Wasserman, Esq., Partner, Novick, Edelstein, Lubell, Wasserman & Leventhal

24. Holistic Approach to Adults Aging with Complex Trauma [s m c]

Behavioral healthcare providers play a pivotal role in understanding how complex trauma is manifested in different ways with older adults. Research has shown deleterious effects of trauma on emotional and physical health. Workshop participants will learn about a trauma-informed holistic approach to engage individuals in their treatment leading to a more active role in decision-making centered on their own care.

This workshop will explore one organization’s practice in providing a holistic approach using a trauma-informed lens as a way to engage adults aging with complex trauma to improve health outcomes and quality of life.

Learning Objectives

- Gain an overview of aging throughout the lifespan and relationship between emotional and physical health
- Understand ways trauma are manifested in behavior
- Learn approaches to engage aging adults with complex trauma to be active members of their treatment

Presenter(s): Elisa Chow, PhD, ACSW, LMSW, Vice President, Outcomes Evaluation, Eleanor Lalor, ACSW, LMSW, Vice President, Residential, Rehabilitation and Support Services, and Camille Lowe-Davis, LMSW, Vice President, Rehabilitation, Recovery and Supported Services - Institute for Community Living, Inc. (ICL)

25. The Benefits of a Financial Specialist

What could your program and clients do with a larger budget? Money is often not the first priority of a non-profit organization, but too often it is viewed as a competing focus in our mission to improve the lives of our clients. An organizations financial health and the health of its clients are interrelated, so we need to place more importance on the integration of these two areas. Our clients and organizations benefit from stable, trained and supported staff, which requires substantial resources to maintain. This presentation will discuss the ways a financial specialist can help integrate these areas by providing the methods we have utilized at CN Guidance to improve our client’s financial position, develop greater efficiencies in addressing entitlement and benefit issues, as well as to increase rental collections and the recovery of past debts.

This presentation will utilize audience polling, providing instant feedback that will shape our conversation, enlighten us to the perspective of fellow attendees and allow us to go beyond the numbers that have a habit of putting people to sleep.

Presenter: Michael Reisert, Financial Specialist, Central Nassau Guidance and Counseling Services, Inc.

26. What the Heck is Going On with Our Insurance and Can I Do Anything About It?

2019 has been a disruptive year for Non-profit insurance because insurers are making major changes in coverage. Presenters will address the societal and legal changes that are forcing insurance carriers to re-assess their exposures to catastrophic losses in the human service space. Topics to be discussed include the Sexual Abuse Crisis (carriers lowering limits, raising pricing, inserting further restrictions, etc.), problems with automobile insurance, problems with D&O and Umbrella. Lessons learned from allegations reported to the Justice Center and abuse prevention tools will also be covered. We will explain what is happening, what it means to agencies, and what they should do to prepare for their 2019-20 and 2020-2021 insurance renewals.

Presenter(s): Chuck Gohn, President, Associates of Glens Falls, Inc.; Elizabeth Giblin, ARM, Client Risk Services, Associates of Glens Falls, Inc.; Davin Robinson, Deputy Director of Outreach, Prevention and Support, NYS Justice Center for the Protection of People with Special Needs

27. “Whatever It Takes” – Effective Services Supporting Community Tenure [s m c]

This workshop focuses on using clinical best practices to support community tenure and tenancy in housing, including permanent supportive housing, housing first, rapid rehousing and other supportive housing programs. Using case studies, participants will be guided to see how the clinical best practices of motivational interviewing, harm reduction, Illness Management and Recovery, and Wellness Recovery Action Plans (WRAP) can support and extend the community tenure of people with serious mental illness. Topics include an overview of each of the practices, discussion of clinical supervision and team skill building, as well as how to create and maintain a partnership relationship with the person being served. Highly interactive, small group work will be grounded in challenging case studies.

Learning Objectives

- Define clinical best practices of motivational interviewing, harm reduction, IMR and WRAP
- List the benefits of clinical supervision and staff skills development
- Identify three differences between a partnership approach to service delivery vs. the more traditional expert helper/service recipient relationship

Presenter(s): Ann Denton, M.Ed., Principle, Ann Denton and Associates; Sherri Downing, Senior Program Manager, Advocates for Human Potential, Inc.

28. The Americans with Disabilities Act-Implications for Community Living Agencies [s m c]

The obligations of community living programs and facilities under the Americans with Disabilities Act have been expanded by virtue of Section 1557 of the Affordable Care Act. Notably, Section 1557 has established the parameters for effective communication with persons having disabilities and/or limited English language proficiency. This session will focus on questions relating to blind, low vision, deaf, and hard-of-hearing participants in community living programs in the context of the doctrine of reasonable accommodation.

Learning Objectives

- Create awareness of the doctrine of reasonable accommodation and its applicability to mandated services and/or assistive aids for the blind, deaf and physically handicapped, both in pragmatic and financial terms
- Provide participants with the tools with which to conduct the mandatory accommodative dialogue and to document the same as well as to provide guidance as to required postings under the law
- Prepare member agencies for state and federal audits, litigation and other adverse actions based on the purported failure to provide accommodations as required by law

Presenter: Ruth Kraft, Esq., Partner, Vigorito, Barker, Patterson, Nichols & Porter, LLP

29. Involving "Peer Voice" at Every Level

Peer voice is a driver of innovation and quality improvement throughout the behavioral health system, and this training will provide tools to help providers and administrators effectively engage peers in transforming their own services. This training will explore the importance of meaningful peer and family involvement, from policy development to program implementation, and provide a road map for how providers and administrators can foster this type of involvement at their own agency. Participants will learn how to utilize outreach strategies to effectively integrate the peer voice at all levels of the system, from individual programs to state policymaking. We will explore specific tools that agencies and systems can use to increase collaborative efforts with peers and families, including how to implement an effective consumer advisory board, how to create space at the table for peer leadership, and other effective strategies.

Presenter(s): Kirsten Muckstadt, CPS, Regional Advocacy Specialist, and Garrett Smith, Regional Advocacy Specialist - NYS Office of Mental Health (OMH)

30. How to Survive a NYS Justice Center Investigation: Protecting & Defending Yourself & Your Agency

Linda Clark and Bob Hussar return for another interactive and candid dialogue about recent developments and ongoing challenges in handling NYS Justice Center investigations. Topics will include an update on significant case law impacting Justice Center authority; agency and employee rights and obligations during Justice Center Investigations, including the Justice Center’s stance on right to counsel and requiring employees to be interviewed; how to convince your insurance company to cover the defense of Justice Center investigations; and, recent winning strategies in appealing Justice Center findings.

Presenter(s): Robert Hussar, Esq., Partner, and Linda Clark, Esq., Partner - Barclay Damon LLP

31. Playing Our Part: Shared Decision Making in Employment Services [s m c]

With the advent of recovery-based services, there is a paradigm shift so that participants of services are now actively involved in the decision-making process regarding their care. We recognize that participants are experts in themselves and, as such, should have a significant role in making decisions about their care as well as being offered adequate choices in order to make informed decisions. Join us for an engaging talk on the shared-decision making process, the concept of “learned helplessness” and the “dignity of choice” in the world of employment-based services.

Learning Objectives

- Gain an understanding of the changes in service structure regarding the shared decision-making process
- Deepen their understanding of the concepts of learned helplessness and dignity of risk
- Evaluate the language we use and the role it plays in a person’s ownership of the change process

Presenter(s): Robert Statham, CESP, Training & Technical Assistance Facilitator, and Perryn Dutiger, MSW, Training and Technical Assistance Facilitator, Hudson River Region - New York Association of Psychiatric Rehabilitation Services, Inc. (NYAPRS)

32. Myths and Reality of NYCRR Part 595

Housing providers encounter numerous challenges as well opportunities in licensed housing. This workshop will be an interactive discussion focusing on a practical approach to NYCRR Part 595. We will discuss nuances of 595, debunk myths about regulatory requirements, identify avenues to building stronger partnerships, and explore opportunities to assist in the ongoing provision of recovery related services to better serve individuals with increasingly complex mental health needs.

Presenter(s): Isabel Bazaldua, LMSW, Mental Health Program Specialist I, Housing Development and Support, and Peter Berkery, Esq., Senior Attorney, Counsel's Office - NYS Office of Mental Health (OMH)

33. OMH Long-Term Care Demonstration Pilot Project: A Housing & Home Health Care Partnership [s m c]

In June 2019, OMH held a kick-off meeting for a demonstration pilot project (DPP) that depends on forging a strong partnership between an OMH supported housing provider and certified home health agency (CHHA) to successfully transition individuals from state operated residences and inpatient settings to community-level housing.

This workshop will focus on the progress of the OMH Long Term Care DPP, in terms of the partnerships between the agencies as well as participants making the transition. We will discuss the collaborative care model, participant criteria, and project goals. In addition, participants will hear how partner agencies addressed challenges related to coordinating intakes for both OMH supported housing and CHHA services that are inherently interdependent for individuals with SMI and co-occurring medical conditions, planning for LTC needs and continued Medicaid/Medicare reimbursement to enable aging in place, and care coordination between an OMH housing provider, CHHA, and ACT/Health Home Plus.

Learning Objectives

- Understand key considerations for individuals with SMI & chronic medical conditions to maintain tenure in the community
- Learn approaches to aligning intake processes and care coordination
- Increase knowledge of how partnerships between OMH housing and home health care are mutually beneficial

Presenter(s): Karen Choens, LMSW, Program Manager, Bureau of Program and Policy Development, and Rhoda Bylina, LMSW, Mental Health Program Specialist 2 - NYS Office of Mental Health (OMH)

34. ESSHI - NYC 15/15: Making Your Project Happen

Thinking of applying to do an Empire State Supportive Housing Initiative (ESSHI) capital project? Come to this presentation to gain an understanding of the capital project development process from the financing perspective. The discussion will begin with a summary of the steps necessary to get your affordable/supportive ESSHI-NYC 15/15 project through Planning Board and Local Government Approvals. The discussion will then focus on Development and Operational Proformas, Tax Credit Syndication, and post-construction compliance. Topics will also include choosing your development team members, types of capital funding sources, rent-up, and cost certification.

Presenter(s): Michael Dehmler, Managing Member, and Keri Curtis, Director of Finance and Project Development - CSD Housing, LLC; Kevin Hoffman, Executive Vice President, Richman Housing Resources, LLC; Caroline Gastaldo, Managing Partner, and Mary Ramos, Managing Partner - CGMR Compliance Partners, LLC

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35. Risk, Engagement & Integrated Health Management for People in Service-Enriched Housing [s m c]

Risk, Engagement & Integrated Health Management (REIHM) was developed as an integrated health intervention to address the diverse and often conflicting needs of residents in service-enriched housing for young adults and adults with mental health challenges. The demands on housing staff serving mixed populations with varying needs and preferences requires a novel approach to care; an approach that optimizes engagement, manages risk and addresses the diverse health needs of people living in a common housing community but who are at different stages in life & with very different health management needs.

Learning Objectives

- Understand the complex dynamics involved in serving populations with diverse expectations and needs
- Learn the step-by-step process for applying the REIHM model in housing programs
- Learn strategies for accessing on-site primary care resources that staffing budgets cannot accommodate

Presenter(s): Yves Ades, PhD, Principal, Ades Integrated Health Strategies, LLC; Elisa English, PhD, LCSW-R, Director of Behavioral Health Services, Volunteers of America - Greater New York

36. Serving the Forensic Population: Past, Present, and Future [s m c]

With 12,200 inmates, Rikers Island Jail in NYC is the largest de facto “mental institution” in New York State and one of the largest in the country. A 2011 estimate suggested that 1/3 of male prisoners and two-thirds of female prisoners had a mental illness. Federation of Organizations has been successfully serving the forensic community for several years through a Forensic ACT team and within their residential programs (specifically, supportive housing programs). Attendees will learn the history of forensic services in NYS and how de-institutionalization of psychiatric hospitals led to an increase of individuals with mental illness going to prison. We will review what is working for our agency in terms of service delivery and what challenges we continue to face as we seek to serve individuals who many times have been released from prison without receiving adequate mental health services, lack safe, adequate housing, or struggle with a substance use disorder. Participants will hear first-hand from a FACT Substance Abuse Specialist/Certified Peer Specialist. Finally, we will discuss future roadblocks to providing services for forensic clients and how to mitigate them, including finding safe, affordable housing that is in accordance with probation/parole/SIST guidelines; navigating the entitlements/benefits system and participating in treatment.

Learning Objectives

- Explore the history of serving individuals with a forensic background & why demands for these services increase annually
- Review the successes & challenges of providing services to individuals with mental illness and a forensic background
- Discuss the challenges ahead and where we can improve the delivery of services

Presenter(s): Jennifer Riley, LCSW, Program Manager, Mobile Support Teams, and Apena Oluwo Ifa Yemi Opatola (Craig Plummer), Peer Specialist - FACT Team, Federation of Organizations

37. The Mental Health Community Meets the Me Too Movement: Surviving the Tsunami of Stories [s m c]

Despite its incredible value, the polarizing #MeToo Movement shone a spotlight on sexual assault, abuse and harassment, which can easily re-traumatize victims and survivors. Individuals may even face increased mental health concerns and other challenges due to frequent exposure to traumatic content in broadcast and social media, as well as the conversations around them.

This interactive workshop will delve into the value of utilizing the #MeToo Movement platform to engage participants about their traumatic experiences, while also supporting them in ways that minimize their re-traumatization and validate their resilience. We will identify potential pitfalls and approaches to dialogue that may inadvertently activate individuals’ traumatic responses, as well as explore ways to convey empathy and express to survivors that we believe their story, they are not to blame, and this is not their fault.

We will discuss how to help survivors decide whether it is safe, empowering or re-traumatizing to "come out" as a "me too" individual, and how to use coping tools to support survivors in processing their trauma and move from “surviving” to “thriving.” Peers, non-peers, survivors, non-survivors, and all genders will benefit from attending this workshop and learn how to provide advocacy, support and tools to aid recovery and foster empowerment in this exciting and potentially society-changing time of #MeToo, a public health issue and epidemic for decades.

Learning Objectives

- Understand the impact of the #MeToo Movement on survivors & gain skills to support those dealing with re-traumatization
- Explore how persons with mental health concerns are predisposed and vulnerable to all types of abuse
- Gain an enhanced awareness of how trauma exacerbates mental health concerns

Presenter: Shannon Landy, Advocate, Educator, Researcher, Community Access, Inc.

38. Excellence in Documentation: Tips, Strategies and Best Practices [s m c]

Let's raise the bar and ensure that staff are writing in a way that is always strengths based, person centered, and trauma informed. As we begin to see our participants from a whole health perspective, documentation must reflect an integrated care approach. This workshop will review proven techniques to help staff enhance their writing skills while satisfying multiple stakeholders including MCO's.

Learning Objectives

- Evaluate service utilization, treatment trends and staff productivity
- Synthesize documentation data to better understand formulas for success and predict positive outcomes
- Apply documentation skills during supervision and team meetings to better manage clinical risk

Presenter(s): David Kamnitzer, LCSW-R, Chief Clinical Officer/Senior Vice President Residential, Rehabilitation and Recovery Services and Jose Cotto, LCSW, Vice President Residential, Rehabilitation and Support Services - Institute for Community Living, Inc. (ICL)

39. De-Siloing Health and Housing for Vulnerable People

This workshop will showcase the Bronx FUSE Initiative where 5 MCO’s, 4 housing providers, and local government utilized data to identify their top service utilizers who needed housing. Working together, the group engages and places the individuals into housing with appropriate services. Overall, this initiative focusing on the value of housing when working with health systems. While NYC focused, the process and lessons learned are valuable to any community. Examples of other FUSE initiatives like this being implemented around the country will be shared. Representatives from the various partners will talk about their role and experience in the Bronx FUSE.

Presenter: Kristin Miller, Director, CSH

40. HIPAA Compliance and Cybersecurity: 5 Things You Can Do At Your Business Tomorrow

Our goal is to break down HIPAA compliance by walking you through the ins and outs of the regulation since the moment it was enacted in 1996. Through the years, HIPAA has undergone significant revisions and amendments. For that reason, it's essential to stay up-to-date with the latest regulatory changes. HIPAA has become a cultural issue for health care organizations of all kinds, affecting how to run a practice and the means of doing business. Find out what your organization can start doing tomorrow for their HIPAA compliance!

Presenter: Joseph Macedo, MSP Channel Manager, Compliancy Group

41. Introducing The Home Care Primer for OMH Housing Providers [s c]

The NYS Office of Mental Health in partnership with the Home Care Association of NYS (HCA-NYS) will introduce a primer they co-developed specifically for OMH housing providers on accessing home care services and other long-term care (LTC) supports in the community. The Home Care Primer was produced in response to audience feedback at the ACLAIMH May 2019 Management Symposium that crystallized the need for a user-friendly resource for OMH housing providers seeking to help residents age in place.

Al Cardillo, President and CEO of HCA-NYS, will provide an overview of the primer's contents, review differences between licensed versus certified home health agencies and discuss how provider type impacts the level of care that can be accessed. Karen Choens, OMH Program Manager focused on LTC for individuals living with SMI, will review process flows for accessing services that are included in the primer.

There will also be time for the audience to ask additional questions about the primer and share experiences in connecting residents with home care and LTC services.

Learning Objectives

- Gain knowledge of full range of LTC services accessible through licensed and certified home health care agencies
- Identify LTC service options based on intensity and duration of care needed
- Understand eligibility pathways to accessing LTC services and supports based on provider type, Medicaid/Medicare eligibility, and managed care enrollment status

Presenter(s): Karen Choens, LMSW, Program Manager, Bureau of Program and Policy Development, NYS Office of Mental Health (OMH); Al Cardillo, President and CEO, Home Care Association of New York State, Inc.

42. The Path to Recovery: How Employment Supports Make This Happen!

In this session we will dive into the world of employment resources for individuals with mental health diagnoses. Join us as we highlight the Ticket To Work program seen through the lens of the Individualized Placement and Support (IPS) paradigm. We believe that employment should be individualized and that important work incentives available from the SSA can help individuals on SSI and SSDI keep their Medicaid while they work!

Presenter: Christopher Coyle, Family Support Specialist, NYS Office of Mental Health (OMH)

43. The Inside Scoop on Medicaid Audits, Self Disclosures and Compliance Programs

This session will provide and attendees with a better understanding of OMIG's audit process and tips to prepare for an audit or defend against OMIG findings.

Learning Objectives

- Learn ways to prepare for an OMIG Audit
- Receive tips for challenging OMIG findings
- Master the art of self-disclosures

Presenter: Robert Hussar, Esq., Partner, Barclay Damon LLP

44. Uncommon Facts About Common Mental Health Issues [s m c]

This workshop is an opportunity for health care providers and caregivers to consider and learn about the various aspects of the most common mental health problems. Facts about psychiatric illnesses and symptoms can be easily misrepresented or distorted by media whose intention is to attract viewers and readers. For those of us who made it our life's work to contribute to caring for people with these issues we need the facts. We will explore those facts regarding the timing, presentation, symptoms, diagnosis, treatment, responsiveness, and outcomes for the most common mental health issues. Depression, Bipolar Illness, Dementia, Substance Abuse, and Schizophrenia are some of the topics to be reviewed.

Learning Objectives

- Differentiate between the facts and the hype about various types of mental health diagnoses
- Consider the impact of inaccurate information on people seeking treatment, adhering to treatment, and the risks of stigma
- Describe an awareness of how fact-based care can propel positive outcomes

Presenter: Eileen Trigoboff, RN, PMHCNS-BC, DNS, DABFN, Director of Program Evaluation, Buffalo Psychiatric Center