Join your colleagues at the New York State Care Management Coalition Training Conference, May 19th – 20th at the Desmond Hotel and Conference Center, Albany, NY. This conference will offer timely presentations and information for care managers, care coordinators, CEOs and senior/middle managers to keep abreast of the many changes and opportunities facing behavioral health and substance use providers as we transform toward an integrated model of care. Join over 650 colleagues from across New York’s behavioral health and addiction treatment system to share your ideas, learn best practices and hear from leading experts and State officials on the future role of care coordination. And, take time to relax and network with your colleagues in Albany, with great shopping, restaurants and area attractions all within minutes away!

Register Today!

Conference Early Bird Registration by April 29th, 2016
PROGRAM AGENDA

Thursday, May 19, 2016

7:30am – 9:00am
Registration with Vendors & Continental Breakfast

8:50am – 9:00am
Opening Remarks
Jackie Negri, Director, New York State Care Management Coalition
Andrew O’Grady, President, Board of Directors and Executive Director, Mental Health America in Dutchess County

9:00am – 10:00am
Keynote Address: Trauma and Recovery

Tonier Cain

Tonier Cain is a nationally renowned consumer advocate, and former team leader for the National Center for Trauma-Informed Care, with the National Association of State Mental Health Program Directors. Currently, she is the CEO and founder of Healing Neen, Inc., and co-producer of “Healing Neen”, a documentary distributed on five continents based on her life story. Ms. Cain is the founder and vice president of Trauma Informed Care Centers of American and the founder and president of Neen Care, Inc.

Join us for the transcendent story of Tonier “Neen” Cain’s emergence from drug addiction, multiple incarcerations and two decades of homelessness to become a tireless advocate and educator on the devastating impact of childhood abuse . . . and the need to rethink how we treat the shattered adults severely traumatized children become. This session will assist participants to understand trauma-informed approaches to care and its relationship to the individuals served.
PROGRAM AGENDA

Thursday, May 19, 2016

10:00am – 11:30am

Positioning the Integration and Coordination of Care in New York State

**Gregory S. Allen**, MSW, Director, Program Development and Management, Office of Health Insurance Programs, NYS Department of Health

**Robert A. Kent**, Counsel, NYS Office of Alcoholism and Substance Abuse Services

**Robert Myers**, Ph.D., Senior Deputy Commissioner & Division Director, Adult Services, State Hospitals and Managed Care, NYS Office of Mental Health, Albany NY

Join our state leaders as they discuss timely pertinent issues related to care management, Health Homes, HARPS, HCBS Services and more. Time for questions and answers will be allotted.

11:30am – 11:45am

Coffee Break with Vendors

11:45am – 1:00pm

Concurrent Sessions

1. Transition Age Youth: Care Coordination, Service and Intervention Options

**Katy Boots**, Program Manager II, Health Home Care Management, Hillside Children’s Center, Central Region

**Tia Dole**, Ph.D., Licensed Clinical Psychologist, MHA of Westchester

**Nicole Siriano**, Director, Central NY Services

**Stephen Smith**, Ph.D., Licensed Clinical Psychologist, MHA of Westchester

This session will offer creative models and programs to effectively work with Transition Age Youth. Strategies for effective care coordination, options and specific interventions, including how to engage clients, how to talk to them, and what to do on an urgent and ongoing basis for critical situations or chronically suicidal youth will be shared.

2. Evolution of Care Coordination

**Tara Costello**, MSW, CASAC, Vice President of Behavioral Health Services, Community Health and Behavioral Services

**Jillian Gross**, MSW, CNY Operations Manager, CNYHHN, Inc.

**Debra Juidiciani**, RN, CCM, RN Supervisor, Community Health and Behavioral Services

Community Health and Behavioral Services and the CNY Health Home participated in a recent learning collaborative through the Primary Care Development Institute (PCDC). The project allowed primary care, behavioral health and care management implement systems that supported collaboration and integrated care planning. The presentation will address ways we improved collaboration between care management, primary care, and behavioral health for high-risk/complex patients in order to improve health outcomes and reduce costs.

3. Coordinating with Primary Care/Medical Care

**Tanya Wyant**, PhD, Mental Health Association of Columbia-Greene Counties

**Karlo Francis**, LMSW, Deputy Director of Care Coordination for Community Healthcare Network’s (CHN) Health Homes Program

The presentation will consist of information that will provide care coordinators on how to network with a multitude of providers including primary care. The session will focus on developing relationships in primary care associated with hospitals and networking with group practices not associated with hospitals. The presentation will also address care coordination in rural areas and the networking processes. The presentation will include information on patient centered practices to assist clients/patients with reducing ER visits and high health care cost.
4. Care Coordination and Technology to Support Physical and Behavioral Health

Larry Seltzer, General Manager/Senior Director, Care Manager Solution, Netsmart

Pooja Shaw, Chief Operating Officer, Sense Health Representative, The Institute for Family Health

Learn about technologies that enhance current treatment practices for behavioral and primary care treatment. Hear about the benefits of embedding technology-based applications and devices to monitor diagnoses in integrated treatment programs. Participants will be able to take practices back to their agency to help shape their organizations’ future technological strategies for the integrations of behavioral health and primary care.

1:00pm – 1:45pm
Lunch & Learn!
Share your best practices with your table – Topics will be offered at lunch tables with speakers, vendors and colleagues. Join in the conversation!

1:45pm – 2:15pm
Dessert with Vendors

5. Managing & Mentoring Interprofessional Teams from a Strength Perspective: Lessons Learned from Assertive Community Treatment (ACT)

Nadjete Natchaba, MPA, LMSW, Vice President of Behavioral Health, Services for the UnderServed

Pascale Jean-Noel, LMSW, Director of Training/New York State ACT Institute Center for Practice and Innovations

Interprofessional collaboration is a critical component of care integration and coordination and provides unique challenges and opportunities for team leaders. ACT teams are now transitioning into a managed care environment which presents team leaders with new challenges to enhance the scope of supervision. This session will address supervision skills needed to enhance team functioning within a new health care environment.

2:15pm – 3:45pm
Concurrent Sessions

1. Successful Care Coordination Models in Primary and Behavioral Health Integration

James Butcher, RN, BSN, Program Director
PBHCI Program, Lake Shore Behavioral Health

Molly Stuttler-James, CASAC, Coordinator of Adult Care Management Services, Health Home Care Management, Onondaga Case Management Services, Inc.

Amanda Semidey, Director of Clinical Operations and Network Management, Coordinated Behavioral Care, Inc.

More than ever, primary care providers are understanding the importance of addressing the behavioral health needs of their patients for positive outcomes. Yet, bridging primary care and behavioral health services is just beginning in New York State. Join these presenters who will share practices their agencies have put in place to support multi-disciplinary teams and outcomes for successful integrated care coordination. Specific models will include embedding primary care at co-
located behavioral health sites and integrating behavioral health services with primary care organizations within the community.

### 2. Care Management for the Ex-Offender

**Rev. Alyssa M. Gross, Esq., Executive Director, Saving Grace Ministries, Inc.**

**Kristen L. Grimaldi, LMSW, Director of Care Management, Living Opportunities of DePaul**

With as many as 1 in 4 adults in the United States under some kind of correctional control or supervision, criminal histories among the clientele of human services organizations are at an all-time high. This workshop will discuss how agencies providing care management can best to meet the needs of the ex-offender population while assuring client, staff, and community safety.

### 3. The 8 Dimensions of Wellness: A Wellness Inventory

**Deborah Faust**, Director of Family Wellness & Suicide Prevention and Co-Director of Building Connections, MHANYS

**Natalie Smarro**, Entrepreneur & Mother of a Special Needs Child

**Isabella Smarro**, 13 Year Old Girl Managing Serious Challenges

Our wellness is never in isolation of others so this workshop will address whole person and whole family wellness within the context of the 8 dimensions of wellness that represents whole person health and well-being. This workshop will discuss what is involved when we become intentional about achieving and maintaining our well-being while examining cultural influences that may or may not interfere with our success.

### 4. Performance Measures and Treatment Outcomes in Care Coordination

**Matthew O. Hurford, M.D., Vice President, Medical Affairs, Community Care Behavioral Health Organization**

Care coordination is the cornerstone of many healthcare redesign efforts, including primary and behavioral healthcare integration. It involves bringing together various providers, payers and information systems to coordinate health services, patient needs, and information to help better achieve the goals of treatment and care. This session will identify strategies to enhance the development and use of quality measures by behavioral health providers, payers, and other stakeholders in the service of improving outcomes for individuals with behavioral health and substance use issues. Participants will learn how care coordination increases efficiency and improves clinical outcomes and patient satisfaction.

### 5. Integrating Care Management and Supportive Housing

**Facilitator: Andrea Kocsis, LCSW, Executive Director, Human Development Services of Westchester**

**Moira Tashjian, MPA, Associate Commissioner, Adult Community Care Group, NYS Office of Mental Health**

**Antonia (Toni) M. Lasicki, J.D., Executive Director, Association for Community Living (ACL)**

**Additional Speakers TBA**

Learn about care coordination efforts where behavioral health, health care and housing providers have partnered together to achieve dramatic improvements in health, costs, and patient experience, including increased engagement in preventive care.

### 6. Challenges & Solutions with Revenue Cycle Management in the Health Homes

**Adele Gorges, Executive Director, Health Homes of Upstate New York**

**Annette Parisi, Department Manager, Health Home, Adirondack Health Institute**
Join this session to gain a deeper understanding of the workflows and best practices for revenue cycle management in the Health Home setting. Participants will hear firsthand experiences of Health Homes including how the MAPP has factored into the revenue cycle management and how timely payment processing for care management agencies can be achieved. Panelists will share both the challenges and efficiencies for effective revenue cycle management.

3:45pm – 4:00pm
Refreshment Break with Vendors

4:00pm – 5:15pm
Concurrent Sessions

1. Structured Telephone Follow Up and Monitoring: A Key Component in Care Management
Jackie Powers, Director of Health Home Care Management Services, Association for Mental Health and Wellness

The Association for Mental Health and Wellness and Response of Suffolk County, Inc (Suffolk’s 24/7 suicide prevention and crisis intervention hotline) have embarked on an innovative partnership to meet the complex needs of care management clients with multiple behavioral and medical diagnoses. Utilizing the strengths of both organizations, the expertise of AMHW’s care manager’s and Response’s telephone crisis counselors, this program realizes a number of important care management goals.

2. Reports Don’t Improve Outcomes: How Behavioral Health Agencies Can Make Meaningful Improvements

Using the Data to Wisdom Continuum
Alex P. Alexander, CEO, TenEleven Group

The current landscape for behavioral health organizations includes an emphasis on provider agencies to be able to report on client outcomes. The next piece of this ongoing conversation is what to do after you run your reports? If you are waiting until the reports are in your hand to ask this question, then you are missing opportunities to improve the business and patient outcomes using all the data you have worked so hard to capture. Alex Alexander’s presentation will break down the 4 components that make up the Data to Wisdom Continuum; Data, Information, Knowledge, and Wisdom. He will also discuss practical strategies for making data-informed changes enterprise-wide to ensure your agency is constantly evaluating and improving the services you provide.

3. Navigating Systems for Effective Communication and Care Coordination
Speakers TBA

This session will share with participants models of successfully navigating health care and behavioral health systems through the use of technology, communication and effective care coordination.

4. Success Learned through Community Collaboration
Margaret Fontenot, Health Home Network Coordinator, Onondaga Case Management Services
Eric Stone, Regional Manager of Operations, St. Joseph’s Care Coordination Network and Subject Matter Expert for the Behavioral Health Community Crisis Stabilization Services Project through DSRIP

An essential role of a Health Home is to create and foster relationships, not only with the Health Home Members, but with providers and community resources alike. St. Joseph’s Care Coordination Network (SJCCN) and Onondaga Case Management Services (OCMS) collaborate to engage providers and offer education specific to the goals associated with state individuals, such as decreased avoidable visits and hospitalizations, as
well as the personal growth and independence of the Health Home Members served. Together SJCCN and OCMS facilitate quarterly provider meetings in Onondaga and Oswego Counties where Care Management Agencies, Community Resources, and Primary Care/Behavioral Health providers have the opportunity to meet and develop meaningful partnerships in addressing the needs of community members.

5. Effective Time Management in Care Coordination
Andrew O’Grady, Executive Director, Mental Health America in Dutchess County
In the last few years, the jobs of care managers have changed drastically. The reporting requirements, the number of clients you must manage and the new community partners you are expected to report have increased. Going home at the end of the day, with your work completed can certainly improve your personal life. Having good time management skills can improve not only your work life but can bring you inner peace. This session will explore some of your struggles and give concrete strategies to improve your time management skills.

6. Walking on the Road to Recovery…Together!!
Emily Grossman, MA, CPRP, Recovery Specialist and Trainer, ACT & OnTrackNY, ACT Institute, Center for Practice
Luis O. Lopez, MS, Implementation Specialist, Trainer, ACT Institute, FIT, The Center for Practice Innovations
Peer Specialists are increasingly recognized as integral to the success of behavioral health programs that embrace a recovery oriented practice. This session will discuss opportunities and challenges to develop the peer specialist role and to hire, supervise and integrate peer specialists with the behavioral health team.

Dinner is On Your Own
Morning Keynote Address & Excellence in Advocacy Award

Rebecca Farley, Director, Policy & Advocacy, National Council for Behavioral Health

Hear how the latest trends from Capitol Hill affect care coordination, behavioral health and substance use treatment services – and how your agency can prepare. Hear about the latest initiatives from CMS, proposed legislation, emerging services and the national move to a value-based payment initiative. You won’t want to miss hearing from national experts on how to best position your agency, partnerships and care coordination efforts for the future.

Excellence in Advocacy Award Winner

Linda Rosenberg, MSW, President & CEO
National Council for Behavioral Health

Linda Rosenberg is a national expert in the financing and delivery of mental health and substance services. Under her leadership, the National Council for Behavioral Health has become our nation’s most effective advocate for behavioral health prevention, early intervention, science-based treatment, and recovery. Harnessing the voices of the 10 million adults, children, and families served by the National Council’s 2,500 member organizations, Rosenberg helped secure passage of the federal parity law, expanded integrated behavioral and primary care services, introduced Mental Health First Aid in the U.S., and built an array of organizational, clinical and workforce improvement initiatives. The National Council’s strong support of the Mental Health Excellence Act will result in the first comprehensive effort to establish community accountability for the health of people with serious mental illnesses and addictions, the consistent utilization of evidence-based practices, and the standardized measurement of outcomes. Rosenberg was Senior Deputy Commissioner of the New York State Office of Mental Health prior to joining the National Council. She has over 30 years experience in designing and operating hospitals, community and housing programs, and implemented New York’s first Mental Health Court. Rosenberg serves on an array of boards of directors and is a member of the Executive Committee of the National Action Alliance for Suicide Prevention.
PROGRAM AGENDA

Friday, May 20, 2016

10:00am – 10:15am
Coffee Break

10:15am – 11:30am
Concurrent Sessions

1. Mergers, IPAs, and MSOs for Care Coordination Services
   Gerald Archibald, CPA, CMCP, Partner, The Bonadio Group
   This presentation will provide participants with two separate Top 10 lists, one being the primary challenges and hurdles to achieving success with an IPA, and the other the Top 10 reasons why MSOs fail to be successful. The presenter will also provide his 10 point continuum from autonomy to acquisition, which will include strategies for moving organizations from “Us and Them” to “We”.

2. Sometimes Recovery is a Two Way Street: A Brief Review of Co-Occurring Diagnoses and Dual Recovery Practice Strategies
   Luis O. Lopez, MS, Implementation Specialist, Trainer, ACT Institute, FIT, The Center for Practice Innovations
   One of the most challenging situations clinicians identify is working with individuals who experience recovery issues in the areas of mental health and substance use. The ACT Team model implements a number of evidence-based and informed practice strategies that support men and women struggling with dual recovery. This session will review ways in which the ACT teams engage, motivate, support, and provide treatment in this complex clinical area.

3. Quo Vadis: Transforming a System to Manage System Transformation
   Dawn Daum, Adult Care Manager, Transitional Services Association, Inc.
   Brendan Myers, Record Specialist, Transitional Services Association, Inc.
   Michael S. Prezioso, Ph.D., Director of Community Services, Saratoga County Department of Mental Health
   Megan Welch, AOT Care Manager, Transitional Services Association, Inc.
   This roundtable discussion will address the evolution of Care Management architecture required to accommodate recent changes in the healthcare landscape, including DSRIP, the transition from fee-for-service to Managed Medicaid and Value-based payment.

4. Ready, Set, Go: Care Coordination for New York’s Children, Youth and Families
   Facilitator: Andrew F. Cleek, Psy.D., Executive Officer, McSilver Institute for Poverty Policy & Research, NYU Silver School of Social Work
   Lana I. Earle, Deputy Director, Office of Health Insurance Programs, NYS Department of Health
   Brian Lombrowski, Children’s Health Home Program Manager, Coordinated Behavioral Care, Inc.
   Meredith Ray-LaBatt, Deputy Director, Division of Integrated Community Services for Children and Families, NYS Office of Mental Health
   Jodi A. Saitowitz, LCSW-R, Executive Director, Collaborative for Children and Families, Inc.
   Ray Schimmer, Executive Director, CHHUNY
Tailoring New York’s health home model for children and families has been a careful and deliberate process by child and family stakeholders and state agency representatives. State officials will share the most recent information on children’s health homes and also hear how health homes are preparing to best serve children and families not only to access behavioral health and physical health, but also capable of accessing community and family supports.

5. Engagement Strategies for Culturally Diverse Populations

Oscar Jimenez-Solomon, MPH, Research Scientist/Research Coordinator, NYS Center of Excellence for Cultural Competence, New York State Psychiatric Institute, Columbia University Medical Center

Lenora Reid-Rose, Director, Cultural Competence & Diversity Initiatives, Coordinated Care Services, Inc.

This session will increase awareness of the impact of culture on the utilization of behavioral health services and will provide examples of strategies that can increase access for diverse adults, children and families. The presenter will share models and substance use treatment services and will discuss how developing trust and confidence in the services offered works best and is the preference of diverse individuals and families.

6. Lessons Learned from the NYC HCBS Rollout

Boris Vilgorin, MPA, Health Care Strategy Officer, McSilver Institute for Poverty Policy & Research, Silver School of Social Work, New York University

Naomi Weinstein, MPH, Vice President, Innovations, Institute for Community Living

Attendees will learn from MCTAC and the Institute for Community Living about the HCBS Health Home assessment and care planning process in NYC. They will leave with specific steps that they can take to improve the process going forward and prepare for the rest of state rollout.

11:30am – 11:45am
Coffee Break

11:45am – 1:00pm
Concurrent Sessions

1. Becoming a Millennial Nonprofit
Kristin Woodlock, RN, MPA, CEO, Woodlock & Associates, LLC

In the face of generational change, nonprofits are entering a new evolutionary stage. This session will look at the current status of nonprofits and participants will learn about a new model: the millennial nonprofit. Participants will gain insights into the risk and drivers of national nonprofit failures and hear about a tool to assess your organization’s readiness for success as we move to a managed care and value-based payment environment; transform your agency to a millennial nonprofit.

2. Assertive Community Treatment: Transitions & The Vulnerability of Exchange Points
Helle Thorning, Ph.D., LCSW, Director, ACT Institute, Center for Practice Innovations

ACT is no longer a service for life but a time-limited service and one step on the road to community integration and recovery. Transitioning from one service to another is one of the most vulnerable exchange points and often marked with a discontinuity of service engagement. This session will present critical clinical skills associated with transition practices and will present tools needed to help clinicians and their teams with care coordination, collaboration, linkage, tryouts and transfer of care.
The Rewards & Challenges of Working with the Aging Out Youth: Are They Adolescents or Are They Adults?

Kelly Darrow, LCSW, Director of Recovery Services, Human Development Services of Westchester

As we all know, the Aging Out Population has its own set of special needs. Are they using children’s services and will they need adult services? Children’s programs may not know how to help youth & their families’ access adult programs. And, adult programs are challenged to match the needs of the Aging Out population with their current population. How do you help smooth the transition from adolescence to adulthood in the mental health system? What we have learned in the last ten years is that WE may need to do things differently including the way we address the culture and language of youth; normal life transitions; the importance of peer support; continuing educational and vocational needs; employment needs and challenges; housing needs and challenges; and traditional vs. non-traditional treatment alternatives.

Improving Care Coordination for Chronic Addictions, Medical and Mental Health

John Coppola, Executive Director, New York Association of Alcoholism and Substance Abuse Providers, Inc. (ASAP)

Steve Hanson, Associate Commissioner, NYS Office of Alcoholism and Substance Abuse Services (OASAS) (invited)

Molly Stuttler-James, CASAC, Coordinator of Adult Care Management Services, Health Home Care Management, Onondaga Case Management Services, Inc.

Judy Rosario, Visiting Nurse Service of New York

This session will share integrated care coordination models that ultimately improve treatment, care and outcomes for persons with chronic addictions, medical and mental health needs. Hear about services your agency may want to offer/partner, the need for new approaches and their relevance to an integrated delivery system.

Health Home Partnerships with Managed Care

Boris Vilgorin, MPA, Health Care Strategy Officer, McSilver Institute for Poverty Policy & Research, Silver School of Social Work, New York University

Representative TBA, United HealthCare

Representative TBA, Optum

Representative TBA, Health Homes

Join this dynamic session and learn about specific ways that a health home and behavioral health agencies can effectively and efficiently work with managed care organizations for a productive partnership. The session will offer an array of models, with a particular focus upon the use of key performance indicators.

Managing Incident Reviews: A Facilitated Discussion

Facilitator: Dyana Morrow, RN, CMC, Regional Manager for Quality and Compliance, St. Joseph’s Care Coordination Network

Lana I. Earle, Deputy Director, Office of Health Insurance Programs, NYS Department of Health

Additional Representatives, NYS DOH

Representative, NYS Justice Center for the Protection of People with Special Needs

This session will offer an interactive discussion on the challenges health homes face managing incident reviews. Join in this interactive discussion to share ideas on how to best implement practices to manage incident reviews and hear firsthand from NYS representatives on policies to date.

1:00pm
Adjournment
REGISTRATION AND ACCOMMODATIONS

ON-LINE REGISTRATION INFORMATION

TO REGISTER, GO TO: www.nyscaremanagementcoalition.org/registration

All registrations will be submitted online.

THE CONFERENCE REGISTRATION DOES NOT INCLUDE HOTEL COSTS OR MEALS

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MEAL INFORMATION

IF STAYING AT THE DESMOND, LUNCH ON MAY 19TH AND ALL BREAKS ARE INCLUDED

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<td>Commuter Meal Rate</td>
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Includes Breaks and Awards Luncheon (applies to anyone who is NOT staying at The Desmond Hotel)

HOTEL INFORMATION

For reservations at The Desmond Hotel and Conference Center, call: 518-869-8100. For a discounted rate please make reservations by May 4th, and ask for the Care Management Block.

To reserve accommodations online, visit desmondhotelsalbany.com and enter Promotional Code: 13448

GROUP PACKAGES: Published rates are tax exempt. Overnight accommodations are subject to prevailing taxes at the time the event is conducted as required by law.

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<td>Overnight accommodations Wednesday, May 18 and Thursday, May 19 includes lunch on Thursday, May 19 and service charge</td>
<td>Single: $278, Double: $156</td>
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<td>Package 2</td>
<td>Overnight accommodations Wednesday, May 18 OR Thursday, May 19 includes lunch on Thursday, May 19 and service charge</td>
<td>Single: $155, Double: $95</td>
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Individual attendees will be asked to present proof of government employment upon check in and as well they should be prepared to present a NYS ST-129 in order to receive exemption on their overnight room charges.

To mail checks or money orders (Purchase Orders are accepted) – Please make payable to:

New York State Care Management Coalition
New York State Care Management Coalition, c/o NMR, 194 Washington Avenue, Suite 415, Albany, NY 12210

QUESTIONS? Email: nyscaremanagement@nycap.rr.com

CANCELLATION AND LATE FEE POLICY: Conference registration cancellations received before May 13th entitle registrants to a full refund. NO REFUNDS will be issued for cancellations received after May 13th. Refunds will NOT be made for no-shows, however substitutions will be allowed. ANY NO-SHOW (WITHOUT PRIOR NOTICE OF CANCELLATION) WILL BE INVOICED FOR THE FULL REGISTRATION FEE TO COMPENSATE FOR COSTS INCURRED BY THE ASSOCIATION.