

**8th Annual North American
*Housing and Special Needs Populations Conference***

“Housing is Health Care”

November 19-20, 2015

Featured Speaker



***Deborah De Santis
CSH- The Source for Housing Solutions***

**The Conference Center Niagara
101 Old Falls Street
Niagara Falls, NY 14303 (USA)**

Sponsored by:

Positive Steps Consulting
Catholic Charities Community Services-
Training Opportunities for Professionals (TOP)

In Partnership With:

Taylor/Jones Enterprise
Mind Evolution Training Institute



More than 300 conference attendees from New York, Pennsylvania, New Jersey, Ohio and Canada are expected to attend this two-day conference in **Niagara Falls, NY (USA) on November 19-20, 2015.**

We are witnessing one of the largest paradigm shifts in the human services world as **“Housing is Health Care”** has been introduced and used as the framework for new funding available for supportive housing. The focus of this year's conference is **“Housing is Health Care”**, and will offer speakers, plenary panel discussion and breakout sessions

with tracks dedicated to demonstrating some of the latest innovative models of integrating housing and health care.

Lead Sponsors: Positive Steps Consulting and Catholic Charities Community Services, Training for Professionals (TOP) are the lead partners for this conference. Both organizations have more than ten years of experience hosting innovative conferences and trainings throughout North America. Mind Evolution Training Institute and HOJ Outreach Ministries will serve as supporting partners. Taylor/Jones Enterprises will serve as the event management coordinator for this conference.

Target audience: Housing Providers, Developmental Disabilities service agencies, Case Managers, Service Coordinators, Health Educators, Care Coordinators, Outreach Workers, Behavioral Health Professionals, Program Counselors, Residential Staff, Teen/Youth Advocates, Corrections/Criminal Justice Professionals, Housing Developers, Funders and Government Partners. Unless otherwise specified, workshops should be relevant for both direct service staff and middle to upper management. There will also be a Policy, Advocacy, and Systems Change session specifically designed for executive level leadership.

Conference Goals and Objectives:

- To stay informed about the delivery system changes
- To present innovative models and feature “Evidence Based Programs and Best Practices”
- Health promotion, prevention and education
- Address the challenges of integrating housing and health care
- To promote networking and establish/improve relationships across systems
- To present strategies for emerging models of supportive housing that improve health outcomes
- To help participants improve skills and performance
- To promote diversity and inclusion
- To promote excellence in service delivery
- To present emerging strategies for the Development of Supportive Housing for Special Populations
- To provide a forum to build collaborative partnerships

Continuing Education and Training Hours: A certificate of attendance with the number of training hours will be provided to conference participants for documentation of continuing education for professional credentialing. All documentation and certificates of attendance will be distributed after the roundtable discussions on Friday November 20th.

Location and Accommodations:

The conference will be held at **The Conference Center Niagara** located at 101 Old Falls Street, Niagara Falls, NY. The Conference Center is within walking distance of the American Falls and directly across from Seneca Niagara Casino. **The Sheraton at The Falls (USA)** is the designated conference hotel. The Sheraton at the Falls is adjacent to The Conference Center and is located at **300 Third Street, Niagara Falls, NY 14303**. The discounted room rate for the **“North American Housing Conference”** is \$99 per night. In addition to the room rate, the Sheraton will assess a resort fee each night which includes complimentary parking and other amenities. The discounted rate will only apply for reservations made by October 28th, 2015. Conference attendees are responsible for making their own reservations by calling the hotel at [1-866-961-3780](tel:1-866-961-3780) or <https://www.starwoodmeeting.com/Book/NAMERICAN15>.

Transportation and General Conference Information:

The Buffalo-Niagara International Airport (BUF) is approximately 25 minutes from the conference site and hotel. The NFTA bus, shuttle and taxi service is available for a fee from the Airport and Amtrak Train Station to the hotel and conference site. The NFTA Bus at \$2.50 is the most inexpensive method of transportation from the Airport. Please contact Sara Taylor at (585) 654-9083; sarataylor@aol.com or Tracy Boff at (585)339-9800 ext. 238; tboff@dor.org for conference and travel questions and information.

Conference Day 1

Thursday November 19th, 2015 8:00am-4:30pm

8:00am-8:45am	Registration and continental breakfast
8:45am-9:00am	Welcome and remarks from the event sponsors and partners
9:00am-10:00am	Morning Speaker - "Housing is Health Care" Deborah DeSantis, CSH – The Source for Housing Solutions <p>As President and Chief Executive Officer, Ms. De Santis is responsible for the overall leadership of CSH, including oversight of fund development, public policy and advocacy work, financial and administrative systems, program planning and implementation, and strategic planning. Under her leadership, CSH advances solutions that use housing as a platform for services to improve the lives of the most vulnerable people, maximize public resources and build healthy communities. Since Ms. De Santis was appointed to this position in 2007, she has led CSH in realizing a 10-year goal of creating 150,000 supportive housing units nationally. She also has led the re-organization of CSH to deepen its focus on innovation and expansion into new high-need communities nationally in line with CSH's strategic priorities. Prior to this position, Ms. De Santis served CSH for nearly four years as the director of the New Jersey program, where she tripled CSH's lending portfolio and successfully advocated for the creation of New Jersey's \$200 million Special Needs Housing Trust Fund. Previously, Ms. De Santis was the executive director and COO of the New Jersey Housing and Mortgage Finance Agency, where she oversaw the execution of its first strategic plan, which included developing new special needs housing programs, increasing investments in NJ's urban areas, streamlining loan servicing, and growing the agency's multi-family portfolio. Ms. De Santis was also the Deputy Chief of Staff for the Governor of New Jersey, where she oversaw the day-to-day operations of the Governor's office, and served as liaison to the Cabinet. Deb earned a Bachelor's Degree from Babson College where she is on the Board of Trustees.</p>

Day 1 90 Minute Workshops

Workshops	A. Special Needs Populations	B. Innovative Models/ Emerging Practices	C. Housing and Residential	D. Clinical Education and Interventions	E. Executive Leadership	F. Organizational Capacity and Development
Session I 10:15am- 11:45am	Street Outreach to the Chronically Homeless	Obtaining Self- Sufficiency After Disability & Homelessness	What is Peer- Run Respite?	Creating an Environment of Trauma Informed Care	Supportive Housing: A National Perspective	What every Organization Needs to Know: The Middle Management Challenge
Lunch 12:00 Noon- 1:00 pm	Networking Lunch Cascade Ballroom					
Session II 1:15pm- 2:45pm	Addressing Homelessness in Special Needs Populations	Health Homes Outreach, Engagement and Retention	The Dynamics of Operating of Residential Housing Programs	Integrating Housing and Health Care	Engaging your Board: Ensuring Success of your Agency	Balancing Property Management with Supportive Services
Session III 3:00pm – 4:30pm	Enhancing Programs with Peer Providers	The power of Choice: Person Center Planning and Self Directing Services	Developing A Safe Haven	Substance Abuse Screening and Best Practice Assessment Skills	Supportive Housing 101: Right Sizing for Your Neighborhood	Managed Care: Are You Ready?

Conference Day 1 Workshop Descriptions

Day 1: 90-Minute Workshops

Workshop Session I – 10:15am -11:45am

A. Street Outreach to the Chronically Homeless Populations: Joy Tedeschi – Matt Urban Hope Center; Buffalo NY

Have you wondered how a successful street outreach program works? What are successful engagement practices? How do you know where and when to look for people? This presentation will describe how an organized, collaborative street outreach team can locate and successfully engage the unsheltered homeless and the chronically homeless populations. We will discuss how street outreach programs can prioritize and then link the unsheltered and chronic homeless population to permanent supportive housing programs that are utilizing a Housing First model.

B. Obtaining Self-Sufficiency After Disability and Homelessness: Brenda M. Espinosa – Divine Inspiration; Ontario, NY

This workshop is designed to bring those in the field of case management, and homelessness prevention face to face with a disabled individual who has through many challenges recovered self-sufficiency, through programs sponsored, and utilized by the Social Security Administration. The disabled population can often times be underserved by being over-looked as a viable working class demographic. Often times if an individual is disabled and not deemed mentally handicapped or mentally challenged, they are not really advocated for. Instead many have to consistently provide physiological or psychological disability to stay in a system that is increasingly making it difficult to survive on what is provided as a monthly benefit; when in-fact many disabled individuals would prefer to work and raise their standard of living from below poverty levels. Through this workshop Case Managers, and social workers, and VR counselors will gain valuable insight on what is a key component in encouraging and maintaining disabled individuals motivated to continue on their individual work plans to gain and maintain employment.

C. What is Peer Run Respite?: Cheri Reed-Watt, M.S., Sabrina May – East House Corporation; Rochester NY

Affinity Place, located in Rochester, NY, is an East House program administered in collaboration with the Mental Health Association of Rochester (MHA). Affinity Place is a peer-run hospital diversion service that provides a peer-based, recovery-oriented alternative to existing intensive and costly acute crisis services. Affinity Place is a no fee service. The average length of stay is three to five days and the guest will have follow up services to assist with their progress from MHA Peers for 30 - 60 days. Anyone interested in starting a peer-run respite house should attend this presentation.

D. Creating an Environment of Trauma Informed Care: Luis Lopez - Center for Practice Innovations (CPI) at Columbia Psychiatry, Division of Mental Health Services and Policy Research, New York State Psychiatric Institute; NYC, NY

We know that programs should provide services that are person centered and trauma informed. However, we forget that trauma informed (TIC) services are only part of the picture. TIC requires a complete cultural shift. This workshop will provide direction in how to transform your program/agency, from policy, values, to clinical and administrative supervision. Participants will learn how to assess if their programs are trauma informed and ways to introduce and sustain a TIC culture.

E. Supportive Housing: A National Perspective: CHS-The Source for Housing Solutions; New York, NY

As systems change at the federal level, each State has had to respond to these changes meeting federal regulations while addressing the state level and local needs. The high cost of medical care and homelessness are national issues that all States have had to respond to. This workshop will provide a forum of panel experts that can offer an overview the national landscape and movement of Supportive Housing. Learn about innovative Social Innovation Financing/ Pay-for-Success initiatives designed to support cities, states, and nonprofit organizations working to create and evaluate ways to finance high-quality, effective supportive housing interventions producing measurable outcomes for individuals and communities. Hear lessons learned and examples of proven models that may be replicated in other communities. Learn where New York and surrounding states stand in addressing the most vulnerable populations found in the homelessness cycle.

F. What Every Organization Needs to Know: The Middle Management Challenge: Todd Stewart –The Institute for Leadership Development; NYC NY

The middle manager plays a vital role in ensuring that an organization can successfully implement strategic objectives while simultaneously managing the day to day aspects that are essential to the organizations survival. The purpose of this workshop is to provide middle managers with the skill set and knowledge base needed to manage these competing priorities. Often, with ever increasing demands that middle managers face, they become overwhelmed by tactical or day to day challenges and are unable to dedicate time towards implementing strategic objectives. This workshop will provide participants with a framework that will enable them to better manage these competing priorities.

Workshop Session II – 1:15pm-2:45pm

A. Addressing Homelessness in Special Needs Populations: Jeffrey Pryor, MSW and Andrea Berthelette - Southern Tier AIDS Program, Inc.; Binghamton NY

This workshop will provide participants an overview of best practices when it comes to integrating housing services into current care management models. Agency and staff challenges as well as real-life scenarios will be presented to demonstrate ways to overcome or work through these situations. The discussion continues addressing individuals (special populations) identified with such factors as HIV/AIDS; Mental Health; Formerly Incarcerated; and Substance Abuse Histories. We will close by taking a look at housing first models and discussing why and how these approaches work. This seminar will be interactive and include a break-out session.

B. Health Homes Outreach, Engagement and Retention “What Can I Do for You?”: Christine Mangione, RN, BS, CCM, Health Homes of Upstate NY; Rochester, NY

The role of the Health Home Care Manager will be discussed and how it aligns with State and Federal Health Care reform goals and the differences and similarities between the Health Home Care Manager and other Case Manager roles. Participants will gain an understanding of why *outreach* is essential to the Health Home Care Manager role and will be provided an overview of effective active and progressive outreach, engagement and retention strategies utilized with populations with complex mental and physical health needs.

C. The Dynamics of Operating of Residential Housing Programs:- Craig Johnson- Mind Evolution Training Institute; Rochester NY and OMH and OPWDD funded provider TBA

Residential services are a critical component for care and treatment for a variety of individuals. Whether it is a homeless shelter, congregate living for individuals with mental illness, in recovery from substance abuse, ongoing residential placement for individuals with disabilities, residential placement and care is the foundation for success. Although rewarding, operating and working in residential programs presents a unique set of challenges with staffing, team dynamics, professional boundaries, facility maintenance and pest control, documentation and reporting. This workshop will provide a platform for facilitated discussion and activities to identify strategies and best practices to address the unique complexities of working and operating residential programs.

D. Integrating Housing with Health Care: Luis Lopez - Center for Practice Innovations (CPI) at Columbia Psychiatry, Division of Mental Health Services and Policy Research, New York State Psychiatric Institute; NYC, NY

At this stage in human services, it is known that safe and stable housing is the foundation for success for all individuals and families. In recent years funding has shifted to align with strategies that focus on population health while reducing systematic financial burden of emergency care. With this shift, housing providers are expected to connect housing with health care yet many housing programs lack the resources and training to bring that to an operational level. This workshop will assist community providers, with a focus on housing programs, to connect the dots between their programs, current barriers and trends and the impact on overall health outcomes. The workshop will also provide techniques to integrate health strategies and goals into the work even with the most challenging populations.

E. Engaging You Board: Ensuring the Success of Your Agency: Lori VanAuken – Catholic Charities Community Services; Rochester NY

Are your board members engaged in the work of your organization? If your organization is like most, the answer is "yes" and "no." Yet one of the most important factors to a non-profit's success is the strength of its volunteer board of directors. Strong boards are engaged boards and go beyond simply attending meetings. This interactive session will explore how to measure and build board engagement and equip you with practical suggestions that will truly engage your board member volunteers. Participants will learn how to define board engagement, understand the importance of clarifying roles of executive staff and board, and hear about effective engagement and retention strategies that keep board members and executive staff motivated, connected and determined to move the mission of your organization.

F. Balancing Property Management with Supportive Housing: Cheryl Stevens-Neighbors of Watertown Inc.; Watertown, NY

This workshop will focus on the distinct roles of property management and supportive services play in providing safe and affordable housing for eligible individuals and families. When these services successfully work in tandem the results improve a property's overall performance, improves occupancy rate, decreases evictions, lowers maintenance costs, decreasing turnover costs and most importantly, provides one-on-one education, information and support to the residents towards housing and financial stability. The workshop will also present and facilitate discussion around the challenges these distinct roles create either through collaboration, partnership or when a single organization operates in both roles.

Workshop Session III – 3:00pm-4:30pm

A. Enhancing Our Programs With Peer Providers: Luis Lopez - Center for Practice Innovations (CPI) at Columbia Psychiatry, Division of Mental Health Services and Policy Research, New York State Psychiatric Institute; NYC, NY

As we continue to integrate managed care in behavioral health, programs continue to look for ways to be more effective and more relevant, one of the most important decisions programs are making is including peers in all aspects of service delivery. This workshop will review the importance of peers being involved in all levels of programming. It will also review NYS' commitment to peer involvement in the system as it establishes the NYS OMH Peer Academy. Participants will discuss the importance of introducing peers in their agencies and will learn ways to enhance their services by creatively including peers in all levels of their program.

B. The Power of Choice: Person Centered Planning and Self-Directing Services: Stephanie Clinton and Cathy Feely - Catholic Charities Community Services; Rochester, NY

Self-Direction encompasses the individual's ability to choose the mix of supports and services that work best, how and when they are provided, and the staff and/or organizations that provide them. This workshop will allow participants to develop a deeper understanding of Self-Direction, fully engage in person-centered planning (PCP), learn the 8 hallmarks of PCP and understand the PCP model vs clinical model of service planning. Participants will also walk away with tools and resources to create person-centered plans with their clients, ways to empower self-advocacy, provide assistance with those who chose to Self-Direct their services as well as success stories of those who are the living the life they chose due to the ability to Self-Direct.

C. Developing a Safe Haven: Janine Robitaille and Kristen Giroux – Interfaith Partnership for the Homeless; Albany NY

This presentation will provide participants with an overview of the presenters' experience with developing an alternative, low demand emergency shelter for the most vulnerable individuals in the community, namely individuals who are chronically homeless and unsheltered. For the past two winters, Interfaith Partnership for the Homeless has operated a shelter that it calls "Safe Haven", serving individuals and couples who have active addictions, have untreated mental illness, have been banned from other shelters, and/or who are staying outdoors, or in other places not meant for human habitation, for a variety of reasons. Presenters will describe how the need for "Safe Haven" arose, along with how the shelter was developed, quite literally overnight, to meet an immediate need in the community. Topics will include the program's unique design, funding barriers, day to day operations, challenges, success stories, and lessons learned.

D. Substance Abuse Screening and Best Practice Assessment Skills: - Craig Johnson - Mind Evolution Training Institute; Rochester NY

The majority of programs are required to implement a variety of assessment tools that provide critical information in creating a treatment or goal plan that will offer the most opportunity for success. When working with individuals with behavioral health issues, getting down to the "real deal" may be difficult. For a variety of reasons including stigma, fear and guilt, many individuals will not report the substance use they engage in. Creating rapport and learning good assessment skills can make a huge difference in the quality of your assessments and ultimately the success of your clients. Although good assessment skills are crucial, many human service staff are not fully trained or spend time enhancing these skills. This workshop will offer tools and techniques to improve your skills in screening for substance abuse, ultimately leading to better understanding of client needs.

E. Supportive Housing 101: Right Sizing for Your Neighborhood: Steve Piasecki – Supportive Housing Network of New York (SHNNY); Albany NY

This workshop will be facilitated in facilitated discussion format with selected panelist with experience with housing development projects. One critical aspect in development is the consideration of location and the surrounding community. Hear from development, funding and housing providers who have experienced the stages of housing development and a primary consideration for “right sizing” your neighborhood. Facilitated by Supportive Housing of Upstate NY, the workshop will offer a status update of The Campaign 4 NY Supportive Housing and the drive to create 35,000 new homes for homeless individuals. The Network will provide you with all the tools and materials to be active in the campaign and help us end homelessness. Insights into the best advocacy strategies for your own agency will also be presented.

F. Managed Care: Are You Ready?: - John Lee, MBA - Center for Collaboration in Community Health, Coordinated Care Services Inc.(CCSI); Rochester, NY

The rollout of Medicaid Managed Care is quickly approaching. Is your organization ready? Do you know and understand what this will mean for services? This workshop will provide an overview and facilitated discussion of Medicaid Managed Care goals and timelines and how this is going to impact service delivery. Not a Medicaid provider? This change in system and service delivery will still impact your program and most importantly the services available to the individuals you serve. Have little or no prior information on Managed Care? Are you trying to understand how your organization and services fit in? Are you confused or overwhelmed by the information that you have heard? This workshop is for you.

Conference Day 2

Friday November 20, 2015 8:00am-2:30pm

8:00am-8:45am	Registration and Continental Breakfast
8:45am-9:00am	Welcome and remarks from the event sponsors and partners
9:00am-10:30am	<p>Plenary Session “Housing is Healthcare: How Housing and Community Based Providers Can Impact Better Health Outcomes in Our Communities” <i>Kristin Miller, Director at CSH will facilitate discussion; commentary and audience Q&A. Invited panelists include representatives from NYS Department of Health, Performing Provider System, Center for Medicare and Medicaid, expert on integration of housing and healthcare, and a Community Provider with demonstrated success of housing first model.</i> As federal mandates and expected system changes to address high cost of medical care for the most vulnerable populations in our communities filter to State level, the actions and approach varies from State to State. This plenary session will focus on New York State as an example as it continues to lead the nation in efforts to develop and implement transformative projects through the Delivery System Reform Incentive Payment (DSRIP) Program. Expert panelists will provide an update on the implementation activities and lessons learned to date. Panelists will discuss the critical role housing and other community-based providers will play in achieving the triple aim goals of Medicaid Redesign and desired system changes of DSRIP. Discussion will include strategies and effective approaches in targeting frequent utilizers of emergency medical care and the connection of supportive housing initiatives to reduce costs and improve health outcomes. Hear from one Performing Provider System (PPS) and their efforts to provide recuperative supports to individuals through the transitional supportive housing DSRIP project.</p>

DAY 2: 90 Minute Workshop and Round Tables

Workshops	A. Special Needs Populations	B. Innovative Models/ Emerging Practices	C. Housing and Residential	D. Clinical Education and Intervention	E. Executive Leadership	F. Organizational Capacity and Development
Session I 10:45am- 12:15pm	High Utilizers of Emergency Care: The ABC's of Medicaid's Triple AIM	Balancing Benefits with Employment: Addressing the SSI/SSD Myths	How HEARTH Has Changed Continuums of Care: Opportunities for Change	Understanding the Heroin Epidemic	Creating an Organizational Culture That Values Diversity and Inclusion	Effective Contract & Data Management
Lunch 12:15 Noon- 1:15 pm	<p style="text-align: center;">Networking Lunch Cascades Ballroom</p>					
Roundtable Discussion 1:30-2:30	System Changes: Understanding How Housing Providers Fit In?	2015 HUD CoC NOFA	Leadership: Creating the Next Generation of Leaders	Caring for the Caregiver: Challenges of the Work/Life Balance		

Conference Day 2 Workshop Descriptions

Day 2: 90-Minute Workshops and 60 Minute Round Table

Workshop Session IV 10:45am – 12:15pm:

A. High Utilizers of Emergency Care: The ABC's of Medicaid's Triple AIM: - TBA

Following the plenary session and panel discussion, this workshop will allow for more in depth presentation and facilitated discussion regarding Medicaid's triple aim for reducing cost, improving quality of care and health outcomes. Workshop will include presentation of NY State's model including a progress report to date. Outreach and intervention for high utilizers of emergency care is critical for all efforts to be successful. Understanding that housing is also a critical factor in determining health outcomes, Supportive Housing initiatives are integrated within Medicaid Redesign initiatives. Delivery System Reform Incentive Payment Program (DSRIP), Health Homes, (HARP) Health and Recovery Plan, Home and Community Based Waiver (HCBS) are found in the array of new initiatives and our language in the human service field. Facilitated discussion, presentation and time for Q&A will allow participants a deeper understanding and glimpse of NY State Medicaid's target and bullseye.

B. Balancing Benefits with Employment: Addressing the SSI/SSD Myths: - *Amanda Espinosa, Kim Martin Catholic Charities Community Services; Rochester NY*

As the not-for-profit world evolves, employment services and the need to support self-sufficiency among our clients are greater than ever. Many individuals living with disabilities, chronic health conditions, and other significant barriers to employment need encouragement and support to consider work and effective strategies to address barriers to employment. To address one of the biggest barriers to employment, this workshop will offer participants and information of the differences between SSI and SSD and how to tackle the myths that many providers and clients have about working with Social Security benefits. Participate in presentation and discussion of key existing resources supporting transitions to work and effective strategies to develop partnerships that can positively impact employment outcomes for those engaged in human service programs.

C. Continuums of Care (CoC): Opportunities for Change: *Michelle Dennis - CARES, Inc.; Albany NY*

This workshop will review how HEARTH regulations have impacted Continuum of Care governance and operation – focusing on the role of the Collaborative Applicant in supporting the community to implement system changes that will work toward the goal of ending homelessness. The 2015 CoC NOFA is further evidence that HUD Policy Priorities are re-shaping homeless systems of care. CARES, Inc. the Collaborative Applicant in five CoCs, will discuss the impact HEARTH has had on its community in its role as the Collaborative Applicant and discuss the challenges faced with this year's Collaborative Application process. There will also be discussion on the planning and implementation of a Coordinated Assessment system and how the model differs in each CoC.

D. Understanding the Heroin Epidemic: *Craig Johnson - Mind Evolution Training Institute; Rochester NY*

This workshop will explore the history and changing patterns of heroin and opiate narcotic use and abuse both locally and nationally over a generation culminating in the current increased use and addiction. General understandings about the addictive process and the special dynamics of heroin addiction will be discussed along with political, societal and clinical implications for working with this population. As a group we will assess proposed solutions and trouble shoot current policies and practices toward improved outcomes for this population. Specific case examples with help to clarify both the needs and solutions for this challenged group of people, and their families.

E. Creating an Organizational Culture That Values Diversity and Inclusion: Ain't Nobody Got Time for That! - *Dr. Leslie Meyers and Dr. Andrea Cain; Rochester NY*

The culture is the everyday reality of organizational life. Culture is not the mission statement, the vision, a bank balance or the staff handbook, though all those contribute to creating it, but is what we do and say, the way we behave, the way we treat each other, our products, our customers, our community and ourselves. In essence, it's the "personality of the company. There are only two main ways to build an organizational culture: either with consideration and conscious intent; or, by contrast, to let the culture come together as it does, giving it little thought in the process. The focus of this workshop is to guide executive leaders on a recipe for consciously creating an organizational culture. Like all recipes, it's not perfect. But, if you use it, you will radically increase the odds of creating the culture you want. The discussion will entail accepting, celebrating and valuing all people regardless of race, abilities, gender, sexual orientation, religion and age. Diversity in the workplace should start with supervisors, who, in turn, should foster an appreciation for diversity among employees. Building an organizational team that values diversity requires several steps - leading a new generation of leaders, ethics, technology, and social media.

F. Effective Contract and Data Management: Rev. Alyssa M. Gross, Esq. – Saving Grace Ministries, Inc.; Buffalo NY

This workshop will provide participants with an overview of effective grant and contract management, including how to identify appropriate funding streams for a program or agency, how to coordinate multiple revenue sources to assure that funds are used appropriately and effectively, and how to track, organize, and manage data for performance-based contract reporting. Objectives for the workshop include understanding how to develop a contract and data management process; how to identify grants or contracts that serve the long-term purposes of the agency or program; and identify barriers to effective contract management as well as solutions to those barriers.

Roundtable Discussions: 1:30pm –2:30pm

A. System Changes: Understanding How Housing Providers Fit In? - Tracy Boff

The system changes faced by human service providers are happening faster than ever. Multiple system changes with lasting impacts are occurring and it is difficult to keep up. Once you feel like you have a grasp on one thing there is another to learn quickly. There are plenty of changes occurring with HUD and other direct housing funding yet there is also significant focus on Medicaid. Feel like you are talking or hearing a different language with all the new acronyms? This roundtable will focus on identifying areas where housing providers stand in the information chain. Hear and share with colleague's ideas and best practices to face these challenges and leave with new strategies to tackle information overload.

B. 2015 HUD CoC NOFA: A Chance to Debrief – Michelle Dennis and Connie Sanderson

The 2015 HUD CoC NOFA presented many challenges to CoCs. How did your CoC respond to issues such as reallocation, tiering of projects, system wide performance, etc.? What were the major concerns of existing projects, CoC members? Were you able to submit bonus project applications? How is the implementation of a coordinated assessment system going in your community? Has your community fully embraced the rapid re-housing model?

C. Leadership: Creating the Next Generation of Leaders- Dr. Andrea Cain and Dr. Leslie Myers

A new generation of leaders are emerging and taking the reins at a time when complexity is the daily norm. Will this new generation of innovators or complacent followers? Will they be strong resilient problem solvers or servants of the *status quo*? What are seasoned leaders doing to share lessons learned and wisdom without dismissing the innovation of new leaders? Please join us for this engaging facilitated discussion. Share ideas and best practices of what you or your organizations are doing to foster a generation of leaders ready to lead our future.

D. Caring for the Caregiver: Challenges of the Work/Life Balance- Craig Johnson

When flying on an airplane, the instructions given in the event of an emergency is to always place the oxygen mask on yourself before assisting others. We all understand the biological reason for such instruction and understand how this applies in our lives yet at times it seems impossible to accomplish. Changes happening at warp speed, increased deadlines, webinars, higher caseloads, on call schedules and other demands make it extremely difficult to create and maintain a work/life balance. If you feel like you are on the merry-go-round of work and feel like you can't jump off, this discussion is for you. Share ideas and best practices of what other human service providers are doing to maintain a work/life balance. Walk away with at least one new strategy or goal for you to get to a healthy work/life balance.

North American Housing Conference 2015 Registration Form

State and County vouchers must be sent for processing by October 23rd, 2015. Please note that registration confirmation will only be sent via email.

Please print clearly and answer all questions (copy this form for each attendee).

Name: _____ *Email: _____
Agency: _____ Title: _____
Address: _____
City: _____ State: _____ Zip: _____ Phone: () _____

Days you will be attending (Please check one): Both Days _____ November 19th _____ November 20th _____

Vegetarian meal required? Yes: _____ No: _____

Thursday November 19th Workshop Sessions

My choice for Session I 10:15am-11:45am _____

My choice for Session II 1:15pm-2:45pm _____

My choice for Session III 3:00pm-4:30pm _____

Friday November 20th Workshop Sessions

My choice for Session IV 10:45am-12:15am _____

My choice for Roundtable 1:30pm-2:30 _____

Registration Fees and Deadline:

The conference registration includes: All workshops and materials, continental breakfast, buffet lunch and afternoon break snack.

Early Bird Rate – Registration and payment received by **Friday October 23rd, 2015 (Firm)**

_____ Full Two Day registration \$270 US/\$290 Can. per person
_____ Full Two Day registration with 3 or more from one agency \$250 US/\$270 Can. per person
_____ Full Two Day registration for **Supportive Housing Network of New York (SHNNY) Member Agencies** \$230 per person
_____ One day registration \$140 US/\$160 Can. per person

Regular Rate – Registration and payment received by **Friday November 13th, 2015**

_____ Full Two Day registration \$295 US/\$315 Can. per person
_____ Full Two Day registration with 3 or more from one agency \$275 US/\$305 Can. per person
_____ Full Two Day registration for **Supportive Housing Network of New York (SHNNY) Member Agencies** \$255 per person
_____ One day registration \$165 US/\$185 Can. per person

Registration deadlines are firm and registrations will not be processed without full payment. The registration deadline is Friday November 13th, 2015. No refunds will be granted after that date and all refund requests prior to November 13th will be subject to a 25% service fee. All registrations and payments received after this date should add a \$30.00 late charge. In the event of inclement weather or an “act of God” the conference will either be re-scheduled or credit will be given for a future event.

Credit card payments only: Credit Card payments are processed through PayPal email invoicing and assessed an additional 3% processing fee. Please email Sara Taylor at sarataylorr@aol.com with a completed registration form and you will be sent a secure link via PayPal within 24hours. Receipts are automatically generated at the time of payment.

Total Amount Enclosed: _____

Make checks payable to: Taylor/Jones Enterprise
Send completed form with payment to: North American Conference 2015
248 Willmont Street Rochester, NY 14609

Featured Workshop Facilitators and Speakers:

(Bios sent and confirmed by publication date)

Michelle Dennis: Michelle is the Director of the Continuum of Care Unit at CARES, Inc. Ms. Dennis is an expert in HUD HEARTH policy and programs and provides technical assistance and leadership to five Continuums of Care in NYS in the agency's role as Collaborative Applicant.

Craig Johnson, MS, LMHC, CASAC: Craig is currently the Director of Drug/Alcohol and Re-Entry Programs at the Monroe Correctional Facility in Rochester N.Y. and the Director of Professional Development at Mind Evolution Training Institute. He is a nationally known expert in the field of Chemical Dependency and Co-Occurring Mental Health Disorders. Additionally, Craig provides professional trainings on Working with Persons involved in the Criminal Justice System. His unique, energetic approach is sure to enlighten and empower session participants.

Stephen Piasecki: Steve is Upstate Coordinator, Supportive Housing Network of New York. Mr. Piasecki brings over thirty years of experience in the area of supportive housing development and operations, including mental health, substance abuse, domestic violence and other special needs populations. He also has a broad range of experience in working with the HUD Continuum of Care process in both urban and rural settings throughout New York State. Since 2004, Mr. Piasecki provides direct training and technical assistance to the Network's upstate members and leads the Network's federal policy and advocacy efforts.

Lori VanAuken: Lori has over 25 years of leadership, policy advocacy and fundraising experience in the non-profit sector. She is the Executive Director of Catholic Charities Community Services, a non-profit organization affiliated with the Catholic Dioceses of Rochester. Before joining Catholic Charities Community, she served as the Deputy Executive Director of Children's Institute, affiliated with University of Rochester. Previous to that, Lori spent nearly a decade with the Rochester Area Community Foundation where she oversaw grantmaking in the areas of early childhood and building neighborhoods, advocated for child care subsidies and influenced policy decisions in the field of early care and education. She was instrumental in leveraging funding for the highly successful University of Rochester's Telemedicine services which are delivered through child care centers in the community. A recipient of the RBJ's *Forty Under 40 Award*, Lori received her bachelor's degree from SUNY Geneseo and her master's in public administration from SUNY Brockport.

Kristin Miller: Kristin is the Director of CSH's New York office. Her work focuses on innovation and expanding access to supportive housing for the most vulnerable and high-need people facing homelessness. This includes focused engagement around health reform, families, re-entry, veterans, addiction and transition aged youth. All these issues require Ms. Miller's focus on ending homelessness and reforming public systems, working closely with government and other stakeholders to integrate Medicaid/health care and supportive housing, increasing access to supportive housing for those with special needs, and promoting the use of Social Impact Financing in supportive housing. Ms. Miller has over twenty years' experience in the areas of housing and homelessness, working both in government and non-profit organizations in New York. Most recently, Ms. Miller had been consulting with dozens of non-profits focusing on housing, reentry, mental health, children's and employment services. Ms. Miller received her Master's degree in Social Work from Hunter College and a Bachelor's degree in Social Work from Augsburg College in Minneapolis, MN.

Luis O. Lopez, MS, HSBGP: Luis is an Implementation Specialist with the Assertive Community Treatment (ACT) Institute and the Focus on Integrated Treatment (FIT) Initiative at the Center for Practice Innovations (CPI) at Columbia Psychiatry, Division of Mental Health Services and Policy Research, New York State Psychiatric Institute. Luis joined the CPI team in February of 2013. He has been involved in the implementation and application of Evidence Based Practices since 2003. He has facilitated educational sessions on Ethics, Trauma Informed Care, Motivational Interviewing, Integrated Treatment, Family Psycho-Education, Cultural Competency, Stages of Change, Harm Reduction, WRAP and Wellness Self-Management. Luis has presented at over 30 conferences throughout the US and Canada. Prior to joining CPI, Luis spent 7 years as Director of Training at Services for the Underserved (SUS). Prior to this position, he was the SUS ACT team leader - for 3 years.

Dr. Lesli C. Myers: Dr. Myers is the Superintendent of Schools in the Brockport Central School District. Previously, she has served in varied leadership capacities in the Ithaca City School District, Greece Central School District and the Rochester City School District. Further, Dr. Myers has worked as an adjunct professor at Roberts Wesleyan College, Saint John Fisher College and Syracuse University. She was the President of the New York State School Counselor Association and testified before the United States Congress. Dr. Myers participated in the Future Superintendents Academy, a comprehensive, rigorous and competitive program that prepares high-level administrators to become successful superintendents. She is a recipient of the following prestigious honors: Rochester Business Journal 40 Under 40, Saint John Fisher Distinguished Alumni Award, and the Urban League of Rochester Educator Award. Dr. Myers has conducted numerous local, regional and national workshops and presentations to a variety of audiences. Dr. Myers' presentational style is humorous, straightforward, sincere, and she encourages people of all ages and backgrounds to creatively use their abilities and talents.

Sara I. Taylor, BSW, MS: Sara is a well-known regional trainer who has a passion for organizing and planning special events. She is nationally known as an expert in the field of Faith-Based Initiatives and Case Management. Sara consults with various organizations and enjoys facilitating professional development workshops for Residential and Case Management staff. Sara is very active on various committees and boards related to Meeting Planning, Vocational Services, Workforce Development and Affordable Housing. She is currently the founding president of Positive Steps Consulting, Managing Partner at Taylor/Jones Enterprises and Vice President of Employment Services at a local non-profit in Rochester, NY.

Tracy Boff – Deputy Executive Director, Catholic Charities Community Services, Rochester NY

Tracy has over 20 years of experience working and leading human services programs including developmental disabilities, housing, and HIV/AIDS Services Programs. She has earned a Master's Degree in Organizational Leadership which has further enhanced her understanding of organizational development in the not for profit field. Tracy has designed and conducted several workshops locally and has presented at regional and national conferences.

Andrea Cain, Ed.D.: Dr. Cain has worked in not for profit organizations for 17 years. She currently works for the Community Place of Greater Rochester as their Interim CEO where she oversees all programmatic operations of the agency; ensuring that each department carries out agency policies and procedures, while also providing a leadership role in the community and with other agencies relating to developing collaborations and partnerships. She previously worked for the Epilepsy Foundation as their Chief Operating Officer and agency representative/board member for the Epilepsy Coalition of New York State. Dr. Cain is also an adjunct professor at Empire State College and St. John Fisher College where she teaches in the Center for Community Engagement. She sits on the Stepping Stones Learning Center board and is the chair of their Evaluation Committee and is also a board member for a new up and coming organization called Step Up 2 Your Future, a mentoring program, where she is a founding member. Dr. Cain was chosen as a 2015 finalist for the Young Professional Athena Award and has been recognized as one of Rochester's NY Emerging African American leaders (2009), received the Distinguished Leadership Award for her Master's Program and was featured in Who's Who among Executive Professionals for non-profits for consecutive years. Dr. Cain has participated in many personal leadership development programs targeted at ensuring diversity including, Mosaics Partnership Initiative, the African American Leadership Development Program (AALDP) and the National Coalition Building Institute (NCBI) where she is a certified cultural diversity trainer. She has conducted several workshops and trainings on workplace diversity, cultural awareness, and operationalizing diversity. Dr. Cain has also presented at several seminars and conferences on various other topics related to improving the health and well-being of those who are disadvantaged and living in poverty.

Janet Robitaille: Janet is a veteran and widely recognized trailblazer in the field of homelessness; she manages her team to aggressively seek out partnerships and growth opportunities that support her vision and mission for helping the homeless and low income population. She is called often upon by individuals and organizations to share knowledge and guidance for projects helping the homeless and low income populations. Robitaille has secured robust funding sources and built a continuum of programs that have served as successful models for others. Careful crafting of the agency's strategic plan reveals her vision for continued growth: challenging her team to deliver even higher quality outcomes for our clients through program expansion and diversification of the mission. In a non-profit environment where funds are limited and risk is high, Robitaille continues to overcome obstacles in pursuit of the betterment of the community. Her bold decision making and passion is contagious, pushing her staff to share her energy and contribute to the agency's expansion. Her fearless demeanor, determination and innovation are helping thousands of individuals each year. Robitaille reiterates that her strategic initiatives are not short-sighted; rather, they are long-term, sustainable and critical to building stronger communities.

Cheryl Stevens, AS, BS: Cheryl has provided direct support services for over 30 years to individuals and families who have mental health illnesses, substance abuse addictions, and are the highest risk for homelessness. Cheryl is an energetic and passionate workshop facilitator, who will provide process information, success stories and most importantly provide information on the applicant/residential process that is used for with applicants and residents for obtaining and maintaining housing/financial stability.

Rev. Alyssa M. Gross, Esq: Alyssa has a bachelor's degree in Criminal Justice from the University at Albany, and a law degree from the University at Buffalo. She is the Executive Director and Corporate General Counsel for Saving Grace Ministries, Inc. (SGM), a faith-based non-profit organization based in Buffalo, New York. Her primary responsibility as Executive Director is to oversee agency daily operations. As Compliance Officer, Alyssa oversees compliance with the various contracts and grants under which SGM operates. She has written several contract proposals, resulting in contracts with the New York State Office of Temporary and Disability Assistance, the NYS Division of Parole, the City of Buffalo, Erie County, and other state and federal agencies. She is also an adjunct professor at the University at Buffalo in the School of Social Work.

Jeffrey Pryor, MSW: Jeff has over 23 years in management beginning his career with General Motors Corporation. Furthering his career Jeff transferred to New York to obtain his Master's in Social Work from Binghamton University and with that the transition from corporate America Profit and Loss to the culture of non-profit organizations. Jeff is currently the Broome County Prison Re-entry Coordinator. Jeff oversees a multitude of services available for re-entry participants as the Re-entry Coordinator. The Division of Criminal Justice Services continues to recognize the Broome County Re-entry Task Force as having the most successful Business Model. This recognition led Jeff to Albany to train and mentor the other eighteen NYS DCJS Re-Entry Task Forces. Aside from helping men and women return home, he effortlessly works with the community at large to bring about change and has demonstrated these collaborative efforts with over 44 partnering community agencies. He has been instrumental in developing relationships with two private landlords who exclusively accept re-entering citizens. Jeff is also working with adjoining counties to develop an eight county-wide re-entry program.

Todd Seward: Todd began his career in the nonprofit sector in 1984. Since that time he has served in a variety of management positions. He has offered consulting services and training, nationally, to nonprofit organizations in the areas of Strategic Planning, Conflict Resolution, Cultural Diversity, Leadership Development, and Teambuilding. In addition to offering his services as an independent consultant, Mr. Seward previously served as the Chief of Programs for the Police Athletic League. In his capacity as Chief of Programs Mr. Seward was responsible for providing strategic leadership for all Police Athletic League youth and child development initiatives throughout New York City. Prior to his tenure at the Police Athletic League Mr. Seward was the Executive Director of Adult Education at Marymount Manhattan College. His responsibilities at Marymount include directing several scholarship programs. Mr. Seward was also the Program Director for the Foundation for Excellent Schools' Harlem Center of Excellence. Mr. Seward was formerly employed as a Senior Project Coordinator at the Clark Foundation. His responsibilities included directing the Clark Foundation Fellowship Program and providing management and board development services for non-profit organizations. Mr. Seward has earned a Master's Degree in Social Work Administration from the Hunter College School of Social Work. His research interests include executive leadership and organizational development. Mr. Seward's dedication to community service along with his outstanding academic achievement has resulted in the following awards: Kennedy Fellowship, Heyman Fund Scholarship, Clark Fellowships, NYC Department of Mental Health M.S.W. Scholarship, and a Coro Fellowship.

Cheri Reed-Watt, M.S.: Cheri is the Associate Director of Residential Services at East House Corporation. She currently oversees the Paul Wolk Commons Apartment Program and Affinity Place, a peer-run crisis respite house. Cheri has worked in the mental health field for over 14 years. She has had many opportunities to be a part of developing new and innovative programs like Affinity Place. Cheri received her Bachelor's Degree in Psychology from the University at Albany, and her Master's Degree in Strategic Leadership from Roberts Wesleyan College.

Amanda Espinosa: Amanda is a Certified Work Incentives Practitioner obtained through Cornell University and received her Employment Support Professional certification through the Association of People Supporting Employment First (APSE) in July 2015. She is currently an Employment Coordinator at Catholic Charities Community Services and has nine years of experience working with the developmental disabilities and mental health populations. Ms. Espinosa has coached hundreds of individuals in their careers and has conducted trainings for Training Opportunities for Professionals (TOP). Ms. Espinosa has extensive knowledge of New York State employment initiatives and has been active in her community as a member of the Job Developers' Network-a committee dedicated to strengthening Monroe County's workforce. Ms. Espinosa is a graduate of Ithaca College, having received her Bachelor of Arts degree in Psychology. Ms. Espinosa is currently completing her Master's Degree in Organizational Leadership through Medaille College.

Kim Martin: Kim is a Certified Work Incentive Practitioner obtained through Cornell University and Employment Coordinator at Catholic Charities Community Services. She is a senior staff member in Employment Services, currently providing direct services to clients including benefits counseling and employment services. Ms. Martin is a certified Work Incentives Practitioner and has over 12 years of human services experience working with individuals with disabilities or significant health challenges. Ms. Martin has extensive experience in housing-related programs and is well versed in housing law and tenant rights. She has presented at regional conferences and is an adjunct member of CCCS Training Opportunities for Professionals. She completed her Bachelor of Science in Psychology from State University of New York at Brockport in 2001.

Christine Mangione, RN, BS, CCM: Christine is a Registered Nurse and Certified Case Manager with both Managed Care and direct care experience with adults and children in emergency, inpatient and outpatient settings for the treatment of Mental Health and Substance Use disorders. She is currently the Clinical Director for Health Homes of Upstate New York. Recent work with Beacon Health Strategies in partnership with NYCCP includes the development and implementation of a complex care management program to better serve high need and complexly ill individuals and Manager of Clinical Operations for the Western Region BHO, a partnership with NYCCP, Beacon and CCSI. She has spoken at statewide conferences on the subject of Health Home Care Management, including ACLAIM and the New York State Case Management Association, as well as the many regional meetings organized by the Western Region Behavioral Health Organization. She is a graduate of Johns Hopkins School of Nursing and The University of Rochester.

Rev. Brenda M Espinosa B. Msc.: Rev. Espinosa is former talk show and radio personality with over 20 years' experience in Life coaching and non-denominational Pastoral Counseling. Her no nonsense approach and practical experience in the field of domestic violence, victims of trauma, and abuse, and peer mentoring capabilities, while bringing a holistic approach has been commissioned from many organizations seeking insight on how to communicate effectively with that demographic. Along with her diverse experience as a community activist and advocate for not only those with disabilities, but for civil rights, these notable abilities have earned her many speaking engagements, as a motivational speaker, key note speaker, as well as a Master of Ceremonies. As an individual with several debilitating conditions, she can not only empathize with those in similar circumstances, but has gone from victim, to survivor, to thrive. This places her in a unique position to counsel, guide and mentor those in the field of counseling as she is not only a trained professional, but a living, breathing example of overcoming the obstacles that the under-served populations can achieve with proper guidance.

Stephanie Clinton: Stephanie has been with Catholic Charities Community Services for nearly 15 years and has spent all of that time working with individuals with Intellectual/Developmental Disabilities. She is well known within the Finger Lakes Region of Office for People with Developmental Disabilities (OPWDD) for her passion and drive in empowering individuals to self-advocate and self-direct their services. Stephanie is an established Broker and Fiscal Intermediary Liaison and works closely with Finger Lakes Developmental Disabilities Regional Office. She has also assisted OPWDD in providing trainings and Family Information Sessions and has participated in focus groups with OPWDD Administration and Policy Makers.

Catherine Feely: Catherine has been with Catholic Charities Community Services (CCCS) for 30 years with 23 of those years providing administrative oversight to the Medicaid Service Coordination Department. Catherine is CCCS Individual Support Services housing grant liaison with the Finger Lakes Developmental Disabilities Regional Office. Most recently she has become a broker and provides administrative oversight to the Fiscal Intermediary Program at CCCS. She will soon act as the lead agency representative in the transition and expansion for Managed Care and HCBS services.

John Lee: John Lee is the Director of the CCSI Center for Collaboration in Community Health. He has worked for both Community Care Behavioral Health Organization (CCBHO) as well as Beacon Health Strategies, most recently in the role of Program Director for the Western Region Behavioral Health Organization (WRBHO) initiative. In addition, John served as Vice President for Highland Hospital of Rochester for a number of years. John holds an MBA with a certificate in Health Administration from Cornell University and is currently a member of the New York State Behavioral Health Advisory Council.

Joyelle Tedeschi, MSW: Wife, and mother of two. Graduate of the Master's program at the University at Buffalo School of Social Work. Co-founder and currently the director of the Lt. Col. Matt Urban Hope Center, located on the East Side of Buffalo. Led a team from the Hope Center in establishing, renovating and opening an emergency shelter for women, and women with children, over the course of a few months. Continue to oversee operations at the Hope House shelter. Member of the Western New York Coalition for the Homeless and co-founder of the WNYCH Outreach Committee. Co-developed the Housing First program at the Hope Center. Part of the committee that initiated the Code Blue effort. Teach Masters-level course at the University at Buffalo School of Social Work in Community Organizing. 2008 Killian Vetter Individual Achievement Award from the Homeless Alliance of Western New York. Class of 2011 Business First's "Forty under 40." 2012 Sister Jean Frank Advocacy Award from the Western New York Coalition for the Homeless. 2012 Outstanding Field Educator Award from the University at Buffalo School of Social Work. 2014 Business First's Western New York's Women of Influence.