



Early  
Registration  
Deadline:  
9/7/2010

# Program and Registration Information

**The Rehabilitation Summit**  
September 27th & 28th, 2010

**The Employment Institute**

EMPLOYMENT FOR PEOPLE WITH DISABILITIES:

Strategies, Positive Outcomes, and Change

September 29th, 2010

*Desmond Hotel & Conference Center*  
Albany, NY

**New York State**  
**Rehabilitation Association, Inc.**  
155 Washington Avenue, Suite 410  
Albany, NY 12210

Phone: (518) 449-2976

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[nysra@nyrehab.org](mailto:nysra@nyrehab.org)

The topics and workshops offered at The Rehabilitation Summit have been designed to meet the needs of:

- Program Managers and Supervisors
- Rehabilitation Counselors
- Direct Support Professionals
- Service Coordinators
- Training Professionals
- CEOs & Administrators
- Senior Executives
- Clinicians
- School Personnel
- Self-Advocates/Peers

In cooperation with



**Receive up to 15 CRC Credits**



NYSRA continues its commitment to support the vision and mission of the organization by collaborating with partners who share a common purpose to provide training, promote dialogue and reach consensus on pertinent issues facing rehabilitation professionals in New York State. NYSRA is also committed to provide agencies with quality training and discussions, in a cost-effective manner, to further promote dialogue and learning among community rehabilitation professionals.

Recognizing these challenging economic times, and the valuable time and resources of the professionals we serve, NYSRA is pleased to offer you a new, improved Rehabilitation Summit that provides timely quality training and special summit dialogue sessions in a two-day format. This will allow professionals the necessary time away from their agency to keep updated and aware of the many challenges and opportunities facing the community rehabilitation field, while also being cognizant of the time needed back at the agencies and costs associated with time out of the office.

In addition, NYSRA is pleased to offer an optional 3rd day on Employment, titled "The Employment Institute: Employment for People with Disabilities: Strategies, Positive Outcomes, and Change." As a result of our collaborative work with Cornell University's Employment and Disabilities Institute, Burton Blatt Institute of Syracuse University, New York State Office of Mental Health, and all of the other Medicaid Infrastructure Grant State agency and advocacy partners, we are pleased to offer this Institute which will focus on national and state initiatives related to employment for persons with disabilities. We anticipate this Institute to be of great benefit to leaders in the employment field. Please note that separate registration is required.\*

Your continued active participation is critical for the success of your agency, your professional development and most importantly, the future success of those we support and serve. We hope you are pleased with our new format, the quality topics offered and the opportunity to network with over 500 colleagues from across New York State in the field of community rehabilitation. Please register online at [www.rti.org](http://www.rti.org) no later than September 7, 2010 to secure the early discounted rate.

Sincerely,

The Rehabilitation Summit Planning Committee:

**New York State Rehabilitation Association** in partnership with:

*Learning Disability Association of New York State*

*Mental Health Association in New York State*

*New York State APSE*

*New York State Association of Day Service Providers*

*New York State Industries for the Disabled*

*Parent to Parent of New York State*

*Self Advocacy Association of New York State*

**\*If you or staff register for the 2-day NYSRA Annual Summit, registration for the Employment Institute is complimentary!**

# Mission

The New York State Rehabilitation Association – advocating for and supporting communities and systems that effectively foster opportunities for independence, inclusion, employment, and life-enrichment for people with disabilities.

# Program

Monday,  
September 27th

7:30 – 5:00  
Registration

7:30-9:30  
Networking  
Continental  
Breakfast

## Pre-Summit Special Sessions

**A** 8:30-10:00

### How to Give Feedback to Staff

- *Perry Samowitz, Senior Director of Education and Training, YAI*

One of the essential skills required of managers is to provide specific feedback, both positive and developmental, to their staff. This session will highlight an innovative system for giving feedback that enables staff to grow and learn, while diminishing resistance to change.

**B** 8:30-10:00

### VESID Update

- *Richard Strohl, Coordinator of Service Delivery, NYS Education Department, VESID*

VESID will describe its new structure under the Office of Adult Education and Workforce Development and provide up-to-date information related to VR services, contracts and other operational activities being implemented within the new structure.

**C** 8:30-10:00

### Successfully Growing Jobs in a Turbulent Marketplace and Having Fun Doing It!

- *Andy Grosso, Vice President of Marketing and Sales, NYSID*

This workshop will discuss key success factors of successful organizations including staff selection and development, achieving performance excellence, delivering value to all stakeholders, outreach, collaboration and partnering as a means of creating a culture and climate of innovation, enthusiasm, and excellence. Participants will be given a perspective on approaches that challenge traditional business practices. Join us as we explore the fundamentals of participating in the next “great wave” of growth!

## Welcome

10:00-10:15

- *Jeff Wise, JD, President and CEO, NYSRA and RRTI*

## Keynote

10:15 - 11:15

### The Positive Power of Humor

- *Yvonne Conte, Humorist and Principal, Humor Advantage*

A seasoned motivational humorist, Yvonne takes good clean real-life experiences and adds a delightful serving of laughter helping her audience to discover how thoughts, feelings and behavior can affect work performance, relationships and personal success. Yvonne

provides insights into the trials and triumphs we face at home and in the workplace. Find out how humor:

- Improves Communication
- Stimulates Creativity
- Builds Confidence
- Promotes Good Health
- Encourages Problem Solving
- Reduces Stress
- Creates Team Spirit and Agency Morale
- Helps to Overcome Fear
- Increases Productivity and
- Prevents Burnout

This keynote focuses on the benefits of using humor in real workplace situations. Participants will leave feeling energized, motivated, happy and healthier in their relationships at work and at home.

## Concurrent Sessions

**1** 11:30-12:30

### The Role of NYS Clinics in Healthcare Reform

- *Gregory S. Allen, Director, Division of Financial Planning and Policy, Office of Health Insurance Programs*

This session will take a look at clinic services offered through the various clinic models serving people with disabilities – Article 31, Article 16, and Article 28 operated by community rehabilitation agencies. Discussion will include clinics as well as disability providers’ role under healthcare reform initiatives, an update on APGs and New York’s clinic restructuring

efforts as well as any federal changes that may impact the manner in which community rehabilitation and clinics will operate in the future.

**2** 11:30-12:30

### Managing Risk through Smart Community Based Services

- *Karen Battaglia, Director of Service Coordination, CSDD*
- *Kimberly Palermo, Director of Habilitation Services, CSDD*

As service focus has shifted from supervised living situations to community based supports, agencies must balance centered choices with potential risk. This presentation will provide an outline on how to develop community based services to people who have a history of making poor choices or engaging in risky behavior and how to engage these individuals in services designed to support them.

**3** 11:30-12:30

### Conflict Resolution for Staff

- *Perry Samowitz, Senior Director of Education and Training, YAI*

Conflict is inevitable, especially for DSP’s who work closely together, often with consumers who exhibit challenging behaviors. How staff resolve conflict is critical. This session will highlight a series of skills that are essential for staff to learn. They will see a video of a conflict and then see the two staff struggle to resolve it. The skills taught include how to give and receive feedback in a way that is assertive yet avoids prolonging and intensifying the conflict.

**4** 11:30-12:30

### “Will Attend College” is Not a Transition Plan

- Lynda Geller, PhD, Asperger Center for Education and Training
- Nicholas A. Villani, CEO, Career and Employment Options Inc.

College attendance is a means to an end not an end point. Transition planning should emphasize attaining independence in as many areas as possible. This time in planning is so important to the success of many students with Aspergers. This session will outline steps and things to consider helping them achieve this success.

**5** 11:30-12:30

### An Education Collaboration: Training for Medical Students

- David Mack-Hardiman, Director of Training, People Inc.

Many sources have identified people who have disabilities as a vulnerable, at-risk population subject to health care disparities. In collaboration with the University of Buffalo, Department of Family Medicine, People Inc. has created an innovative training program to improve the interactions between people who have disabilities and their medical care providers.

**12:45-2:00**

### NYSRA Annual Membership Meeting Luncheon

- Representative, NISH

## Concurrent Sessions

**6** 2:15-3:30

### OMIG Issues, Concerns & Provider Strategies

- Hermes Fernandez, Co-Chair of the Bond, Schoeneck & King Health Care Practice Group

There continues to be pressure to distinguish between Medicaid fraud investigations and Medicaid audits that result in significant payment recoveries based upon assumed prevalence of clerical errors, regulatory interpretive differences and disagreements over medical necessity. This session will update providers on the State’s OMIG efforts, offer strategies for providers on OMIG related issues and offer attendees pertinent information on audits, protocols and investigations for their agencies.

**7** 2:15-3:30

### Implementing Evidence-Based Supported Employment in PROS Programs Across New York State

- Douglas Ruderman, LCSW, Director, Bureau of Program Coordination and Support, NYS OMH
- David Bucciferro, Director of Rehabilitation Services, NYS OMH
- Raymond Gregory, Individual Placement and Support Trainer, Center for Practice Innovations, NYS Psychiatric Institute
- Paul Margolies, PhD, Associate Director for Practice, Innovation and

Implementation, NYS Psychiatric Institute  
 NYS OMH will require that all PROS programs have the capacity to provide supported employment using the Individual Placement and Support (IPS) model of supported employment (SE). IPS includes ongoing assessment, rapid job search, competitive employment, integrated mental health support, attention to each person’s preferences, and continuous support. This requirement will be critical to meeting the PROS program’s vision of recovery and independence.

**8** 2:15-3:30

### OPWDD Employment First

- Joanne Bushart, Director, Center for Employment Excellence
- Other Speakers TBA

OPWDD is committed to increasing the number of people with developmental disabilities who have jobs in their communities. This presentation will describe OPWDD’s Employment First platform for achieving this goal in partnership with the whole community.

**9** 2:15-3:30

### Mentoring: Creating Partnerships to Cultivate an Atmosphere of Excellence and Achievement

- Cindy Mowris, Coordinator, Staff Development, Anderson Center for Autism
  - Claude Porter, Staff Development Specialist, Anderson Center for Autism
  - Jennifer Parsons, Anderson Center for Autism
- Staff development has taken

the lead on a collaborative effort working with all the departments throughout the organization to facilitate the creation of peer mentoring programs. Our philosophy is “who knows the job better than those who do it every day?” We will explore the structure and the buy in to achieve the desired results necessary to maintain a successful mentoring program for all staff. The goal of the program is to create a support network for all employees in all locations and positions.

## Special Sessions

**10** 2:15-4:45

### Summit Dialogue: OPWDD Waiver Services: What’s New?

- Maryellen Moeser, Director of the Waiver and MSC Practice Development Bureau within the Division of Policy and Enterprise Solutions, NYS OPWDD

OPWDD will offer new services within the federally approved HCBS waiver. Come listen and learn about the latest updates, proposed regulations and ideas of best practice for implementation in October 2010 and January 2011.

**11** 2:15-4:45

### Emotional Intelligence

- Carlos Raposo, President and Founder, Resource, LLC

What makes an employee really want to work for their boss? What is the one crucial characteristic of all successful business leaders? How can a company build the most efficient, productive and loyal team possible? The answers lie in a complex yet critical concept known as Emotional

Intelligence. You'll experience a carefully designed combination of: Informative presentation, experiential exercises, self-discovery activities, dynamic role-play, and group discussion.

## Concurrent Sessions

**12** 3:45-4:45

### Inclusive Recreation Resources

- *Laurie Penney McGee, Project Coordinator and Adjunct Faculty, SUNY Cortland*

The NYS IRRIC is a resource and training center with a mission to promote and sustain participation by people of all abilities in inclusive recreational activities and resources. Come listen and learn how to implement the foundation of physical and social inclusion, and how to assess inclusivity using the Inclusivity Assessment Tool.

**13** 3:45-4:45

### THINK College

- *Martha E. Mock, PhD, Assistant Professor & Director, Institute for Innovative Transition, Warner School of Education & Strong Center for Developmental Disabilities, University of Rochester*
- *Debra Hart, PhD, Educational Coordinator, Institute for Community Inclusion, University of Massachusetts*

The Institute for Innovative Transition at the University of Rochester will speak about their newest project, "THINK

College." This initiative is grant funded by the Institute for Community Inclusion which will conduct statewide planning for inclusive postsecondary education options for students with intellectual and developmental disabilities. The Institute for Innovative Transition, housed at Strong Center for Developmental Disabilities (SCDD), is one of eight University Centers for Excellence in Developmental Disabilities (UCEDDs) nationwide to receive a THINK College grant. The grant will allow the Institute for Innovative Transition to collaborate with the Taishoff Center for Inclusive Higher Education at Syracuse University on state level strategic planning to implement an inclusive postsecondary initiative statewide. Come learn more about the project and how the Institute seeks to sustain and continue project activities after the initial funding and planning period that your agency may be a part of.

**14** 3:45-4:45

### Thriving in the Face of Adversity

- *Neil Pollack, CEO, Anderson Center for Autism*

Facing amazing and continuous forces against change, this session will speak to the transformational leadership that was essential to the restructuring and advancement of an agency as perceived by the community, funders, the State and most importantly, the client and families served. This senior executive level presentation will share entrepreneurial roles, skills needed and activities essential to spearheading the continued prosperity and success of an

agency serving individuals with autism spectrum disorders and developmental disabilities. Participants will learn how to bring management tools and techniques back to their agencies to use when facing adverse situations with the community, media, policymakers, etc. Learn how your agency can thrive, regardless of hard times. Time for questions and answers will be allotted.

**15** 3:45-4:45

### Developing CoSers with Schools for Transition

- *Diane Marshall, MS, CRC, LMHC, Transition Coordinator, GST BOCES*

This session continues the conversation of designing and implementing effective and sustainable transition services. Learn how the Greater Southern Tier (GST) BOCES created a cooperative service agreement (CoSer) with local school districts. Discover how the regional collaboration of educators and community partners has embedded training and communication systems that can sustain in even the most challenging of economic times.

**16** 3:45-4:45

### Social Networks Advancing Technological Abilities of Organizations

- *Randy Shannon, President, Web Strategies*
- "Web 2.0" applications such as Facebook, YouTube, Twitter and Wikis bring new levels of interactivity to the internet. They also offer new opportunities for organizations to promote their mission and goals. Social Networks are proving to be valuable

resources in facilitating collaborations for organizations. The fact that they are inexpensive, and in most cases free, provide an even greater appeal for organizations operating stringent operational budgets. Knowing how to merge Social Networks with your organizations technology, awareness events, foundation appeals and operational budget will determine your level of success with them.

**5:00-6:00**  
NYSID Annual Meeting

**6:15-7:15**  
NYSID Reception

**7:30-9:30**  
NYSRA Awards Banquet

## Tuesday, September 28th

**7:30 - 5:00**  
Registration

**7:30-8:30**  
Continental Breakfast with Exhibitors & Networking Opportunity

## Concurrent Sessions

**17** 8:30-9:30

### Learning Management Best Practices for Rehabilitation Training Using Partnership and Collaboration

- *Viren Kapadia, President and CEO, Gyrus Systems*
- *Rebecca Tompkins, Coordinator of Staff*

This session will outline all aspects, both pros and cons of implementing a learning management system in your agency. This discussion will offer a look at best practices in learning management, as well as the required partnership and collaboration needed for rehabilitation training. Participants will benefit from hands on experience so that they can begin to make informed decisions on implementation for their agency and staff.

## 18 8:30-9:30

### Job Developers: What Do Liability and Workers Comp Mean to Business Owners?

- *Michael Cosca, Commercial Sales & Risk Management Executive, USI Insurance Services LLC*
- *John Kehoe, Executive Vice President, USI Insurance Services LLC*

Learn from experts in the insurance field how to talk to business owners about their challenges when offering internships and ultimately hiring people with disabilities. Job developers - beat the next guy to the placement by knowing the ins and outs of what business owners understand as risk and therefore need to figure into their bottom-line.

## Special Session

### 19 9:00-11:15

#### Develop Powerful Thinking: Finding the Ring in the Rubble

- *Yvonne Conte, Humorist and Principal, Humor Advantage*

The correlation between our thoughts and actions results in how we think and how we direct our paths. Life is either one we react to or one we create for ourselves. This is a course for anyone who wants to live a more satisfying life both at work and at home. It is about making changes in the way we think. Changing our thinking, changes our actions and new actions produce new results. If you want to be more creative on the job, deal more effectively with co-workers and clients, be more flexible in the face of change, be able to lead with excellence... if you want to find more meaning in your work, this is the session for you! Participants will engage in contests and demonstrations that prove the importance of accepting change. Writing exercises will show you how easy it is to be creative and what is truly important to you personally. You will experience the steps needed to make the changes in your thinking that lead to successful living. This session promises to bring lots of laughter and at times may bring a tear as you hear real life stories of triumph over adversity. Participants will leave this session feeling confident about accepting change, and stimulate creativity. Join us and find out how your life is affected by what you think.

9:30-9:45

Coffee with Exhibitors

## Concurrent Sessions

### 20 9:45-11:15

#### Turning Stories into Hard Data

- *Nancy Chiarella, Director of CARES*
- *Vicki Rhonda, LCS, Deputy Director of Operations, Rehabilitation Support Services*
- *Juliette Palmer, Senior Project Manager, Foothold Technology*

The best illustration of a program's work is frequently found in stories that relate its most dramatic successes with clients. But funders and others who seek proof of program benefits are suspicious of such stories and with good reason, they want Hard Data. This session will help you convert your stories into compelling data and how to utilize your data to secure funding.

### 21 9:45-11:15

#### Corporate Compliance: Evolution and Techniques

- *James S. Grossman, Esq., and*
- *Melissa M. Zambri, Esq., Partners, Hiscock and Barclay, LLP*

The importance of corporate compliance, including changes in HIPAA compliance, cannot be understated, as a trend toward increased penalties, sanctions and auditing continues. Agencies must understand recent developments and learn how to manage audits and compliance techniques. This presentation will discuss trends in corporate and HIPAA compliance, including recent

law changes, decisions and guidance, to allow attendees to bring valuable information back to their agencies.

### 22 9:45-11:15

#### VR Policy and Partnerships Update

- *Frank Coco, Manager, Vocational Rehabilitation Policy and Partnership, VESID*

VESID will present on recent and anticipated changes in VR policies, including college policy, assessment and supported employment. Interagency initiatives, particularly through the Chapter 515 Interagency Team and the MISCC Employment Committee will be discussed. How these initiatives interface with VESID goals and performance will be shared.

### 23 9:45-11:15

#### Empowering Individuals with Psychiatric or Other Challenges to Tap into their Talents and Take on New Roles

- *Marsha Lazarus, MBA, Director of Consumer and Business Outreach, Mental Health Association in NYS, Inc.*
- *Valerie Litt, MSW, Employment and Vocational Services Team Leader, Occupations, Inc. and Family Member/Advocate*
- *Angela Vickroy, Employment Program Director, Mental Health Association in Essex County, Inc.*
- *Salvatore Cerniglia, CRC, NCC, LMHC, Vocational Rehabilitation Counselor, VESID*

The question usually asked: "Is our consumer ready to find employment?" or "has an

assessment on the individual been conducted?" But how about ourselves...have we asked ourselves (as advocates and/or service providers) if we're ready to effectively support efforts of consumers to achieve their goals? Have we conducted self-assessments in our capacity to empower consumers to go after their goals/to find well-matched employment/to maintain employment? Come prepared to learn about how to effectively empower individuals to identify their talents and take on new roles.

**24** 9:45-11:15

### Fraud: Its Prevention and Detection

- *Brian Sanvidge, Director, Business Fraud Investigation Services, Holtz Rubenstein Reminick LLP*
- *Ellen Labita, Partner, Not-for-Profit Services, Holtz Rubenstein Reminick LLP*

In this session we will combine the theoretical with the practical approach to Fraud Prevention and Detection. Using "Fraud War Stories" from the field, we will highlight the preventive and detective measures you can take to reduce the probability of fraud occurring in your organization. We will identify Common Fraud Factors and Fraud Fighting Techniques in Nonprofit organizations, including: specific fraud case studies, lessons learned, policies and procedures. This approach will unite various aspects of fraud and help you deal with fraud in an integrated organizational methodology.

**11:15-11:30**

Break with Exhibitors

**11:30-1:00**

NYSRA Board Meeting

**11:30-1:00**

Lunch with Exhibitors

### Plenary Session

1:00-2:00

#### Inspiration to Innovation

- *Presented by Disney Institute Facilitator*

See description under Speaker Highlights.

**2:00-2:15**

Break with Exhibitors

### Concurrent Sessions

**25** 2:15-3:30

#### "We Have Choices"

- *Shameka Andrews, Self-Advocate, SANYS*
- *Clint Perrin, Self-Advocate, SANYS*
- *Stephen Holmes, Administrative Director, SANYS*

"We Have Choices" is a documentary exploring the full lives people with developmental disabilities experience when they are supported to live in a place they have chosen to call home, in the community of their choice, with supports they, their family, and their friends have helped create. This is a film about history, self-advocacy, family, community, relationships, love, respect, challenges and opportunities. The Self-Advocacy Association of New York State (SANYS) created this film because they wanted to show people with developmental disabilities living their lives as full and contributing citizens of their communities.

**26**

2:15-3:30

### Enhancing Internal Financial and Statistical Reporting Through the Use of Financial Dashboards

- *Gerald J. Archibald, Partner, The Bonadio Group*

This presentation will focus on improving the quality, content, and usefulness of your agency's internal financial reporting. Traditional financial statements by program component may not be sufficient for purposes of analyzing and clearly communicating cost efficiencies, budget variances, and unit cost for purposes of Management and Board review. The presenter will focus on key strategies, data elements, and information to be incorporated from an internal financial reporting perspective and achieving "best in class" financial reporting and templates for your organization.

**27**

2:15-3:30

### MSC: Changing the Way We Do Business

- *Maryellen Moeser, Director of the Waiver and MSC Practice Development Bureau within the Division of Policy and Enterprise Solutions, OPWDD*
- *Carol Kriss, MSC Statewide Coordinator, OPWDD*

OPWDD will offer new and recently modified tools within the federally approved HCBS waiver. Come listen and learn about the latest updates, proposed regulations and ideas of best practice for implementation in Fall 2010 and in 2011.

**28**

2:15-3:30

### Veterans' Panel Discussion

- *Andy Grosso, Vice President of Marketing and Sales, NYSID*
- *Jackie Gentile, Vice President, The Altamont Program*
- *Jim Haggerty, Veteran's Consultant*
- *Robert Mixon, General Manager and Major General US Army, retired, CDS/Unistel*
- *Colonel Eric Olsen, Chaplin, NYS National Guard*

Focusing on collaborations among various organizations including NYSID members, VESID, Department of Law, AW2 Wounded Warriors, NYS Division of Veteran Affairs with the goal of assisting disabled veterans transition from active service and identify meaningful job opportunities. This session will include a discussion of initiatives by NYSID member organizations regarding services provided veterans and successes in securing employment as well as initiatives and support services available to NYSID members interested in learning more about this emerging and innovative initiative.

# THE EMPLOYMENT INSTITUTE

## Employment for People with Disabilities: Strategies, Positive Outcomes, and Change

September 28 & 29, 2010

**Tuesday,  
September 28th**

12:00 – 1:00

Employment Institute  
Registration

**Plenary Session**  
1:00-2:00

**Inspiration to  
Innovation**

• *Presented by Disney Institute  
Facilitator*

See description under Speaker  
Highlights.

2:15-4:30

**Disney's Approach to  
Inspiring Creativity**

• *Presented by Disney Institute  
Facilitator*

It has been said that creativity and innovation will be the keys for successful organizations in the rapidly changing 21st century. Understand the strategies and processes used by acclaimed Disney "Imagineers" to bring creative ideas to life. Their creative processes have been a hallmark of the Disney culture in every area of operations from the Theme Parks and Resorts to its movie and television studios. They are also easily adaptable to any industry or function and have been successfully applied across several Disney divisions, including retail merchandising, custodial teams, finance, and even laundry facilities.

Participants will walk away with practical ideas and tools on how to increase creativity within the scope of influence as well as on how to encourage creativity as part of

their organization's culture. In today's rapidly changing business climate, tapping the wellspring of employee creativity can become a competitive advantage that will drive your organizations continued success.

5:00-6:30

**CRP Assessment Tool  
Update and  
Discussion and Hors  
d'Oeuvres**

- *Pat Dowse, COO, NYSRA/RRTI*
- *Thomas Golden, Associate Director, Employment and Disability Institute at Cornell University*

Following the all day session on July 13, providers involved already and those wanting to learn about the CRP Assessment Tool are welcome to come, listen, learn and share ideas that will shape new and improved employment services and supports over the next 5 years.

**Wednesday,  
September 29th**

7:00 – 8:00

Registration

7:45 - 8:45

**Networking Euro-  
Continental Breakfast**

**Welcome**

8:45 - 9:00

- *Jeff Wise, JD, President and CEO, NYSRA and RRTI*

9:00-10:00

**Developing a Diverse  
Workforce in New York**

- *Lisa Hancock, Metro Regional Director, Manpower Inc.*

This presentation will highlight the change taking place in the for-profit business sector in hiring. How does it work? How should it work with people with disabilities as part of the equation?

10:15-11:30

**New York's  
Employment  
Infrastructure  
CHANGES**

- *John Allen, Special Assistant to the Commissioner, OMH*
- *Pat Dowse, COO, NYSRA*

NY Makes Work Pay Initiative is undergoing great changes as it relates to building and rebuilding infrastructure and services for people with disabilities seeking employment. Session will present the "developing" employment services system, OS2. It is destined to provide access to job seekers, job opportunities, services and supports – regardless of your perspective – in an organized system responsive to individual business and job seeker needs. The redesign will replace the various current silos of employment-related information and fragmented approaches. We will also be sharing the draft recommendations from the Advocates Workgroup charged to present Guiding Principles for Workforce Development in New York State that includes people with disabilities.

11:30-12:00

**Questions, Answers &  
Open Discussion**

Based on the morning sessions, this session will discuss what challenges & opportunities providers face in NY to implement best practices.

12:00-1:00

Lunch

1:00-2:00

**Policy Initiatives:**

What are the Policy Forces that are Driving the Need for Transformation of New York's Employment Service System?

- *Facilitator - Jeff Wise, JD, President/CEO, NYSRA/ RRTI*
- *Shameka Andrews, Self-Advocate, Self-Advocacy Association of New York State*
- *Oscar Jimenez, Director of Community and Economic Development, NYAPRS*
- *Steve Towler, Director, AHRC/HIRE Employment and Business Services, AHRC (invited)*
- *John Twomey, Executive Director, NYATEP*
- *Representative VESID TBA*

2:15-3:30

**A Look at "Emerging"  
Employment Practices  
that New York Values**

- *Facilitator, Gary Shaheen, Burton Blatt Institute, Syracuse University*
  - *Panel to be determined*
- As NYS agencies each develop "Employment First" agendas some practices emerge as trend setters and potential promising practices. Hear from other states and our colleagues from NY who have begun transformation why and what they are doing that may assist your agency to change too!

# Speaker Highlights

## Yvonne Conte

### Keynote

**Monday, September 27, 10:15 - 11:15**

Yvonne Conte is a keynote speaker and author who has attracted clients such as Merck and Medeva Pharmaceutical, Xerox Corporation, Time Warner, G E Global, Continental Tire, Lucent Technology, AT&T, AARP, and over 700 other leading organizations.

Her speaking typically includes 60 keynotes a year at major conferences. Her publishing credits include over 28 articles and essays and five books including her latest, *Remarkable Women of Faith* (Insight Publishing) and best seller, *Serious Laughter* (Amsterdam-Berwick Publishing) which has been translated into Chinese. Her books have been on the curricula at Monroe Community College and Corning College. Her career has taken her to 31 states and 7 countries.

She is President of the Westvale Neighborhood Watch, and partner at the Syracuse Vineyard Church. She has volunteered for the Arthritis Foundation Joints in Motion, Heart Association Heart Run, Vera House and Gilda Club. She served on the Monroe Community College Foundation Alumni Council and as Director of the Vineyard Art Show. She lectured for Communication classes at Monroe Community College, is the founder and CEO of Humor Advantage, Incorporated and creator of "Humor Advantage Pay It Forward Program". Humor Advantage is a member of Greater Syracuse and Greater Fort Myers Chamber of Commerce. Yvonne can be heard on the Gary Dunes Show every Wednesday morning on 92.1 WSEN for Good Time Rock & Roll and the Humor Advantage Motivational Minute with Yvonne in Syracuse, NY. Yvonne is a proud grandmother to three handsome boys and she once appeared nationally on the popular ABC daytime talk show, the Caryl and Marilyn Show as a Confused Gypsy who talks to an iron.



**Inspiration to Innovation, Tuesday, September 28, 1:00 - 2:00**

**Disney's Approach to Inspiring Creativity, Tuesday, September 28, 2:15 - 4:30**

The story of the *Disney Institute* begins with one of the world's greatest innovators, Walt Disney. From the very beginning, Walt built his vision on the principals he believed in; paying attention to the details, pushing the limits of technology, delivering the highest quality possible, and investing in his people. In fact, Walt believed so much in giving his team the right foundation; he sent every one of his animators back to art school in the early days of the Walt Disney Studios.

What started over 75 years ago as one man's commitment and vision has continued to evolve within today's highly competitive and rapidly changing environment – and through it all, The Walt Disney Company has grown its reputation as one of the world's most well-known and respected brands.

The concept of the *Disney Institute* officially launched in 1986 when professionals from across the globe started asking how they could learn more about the "business behind the magic." While each *Disney Institute* facilitator leverages their own unique talents, experiences and entertaining delivery style... the magic of a *Disney Institute* event will energize your attendees, inspire them to think differently, and awaken new levels of innovation and creativity.

# Participant Registration Information



## The Rehabilitation Summit Registration Process

**Online Registration:** All registrations will be submitted on-line by going to [www.rrti.org](http://www.rrti.org). You will receive your confirmation upon completion of the registration process. Summit registration fee **DOES NOT INCLUDE HOTEL COSTS OR MEALS**. Meals are included in the Desmond Package Rate or need to be purchased under Section 3 of the online registration. The full Summit fee includes registration from Monday-Tuesday and all materials. The Hotel Reservation Form is part of this brochure and available on-line. It must be mailed or faxed (not both) to The Desmond Hotel and Conference Center. If you have any questions or need further instructions, contact NYSRA at (518) 449-2976.

## EARLY REGISTRATION DEADLINE: September 7, 2010

Looking to save your agency \$\$\$? Register by September 7 and participants will save \$100 on each full, paid registration. **Don't Delay-Time is Money!**

### THE REHABILITATION SUMMIT: SEPTEMBER 27– 28, 2010

#### PLANNING PARTNER & MEMBER REGISTRATIONS

##### Early Registration Fees:

##### Late Registrations: After September 7, 2010

*(Payment must accompany registration)*

- \$275 Two Full Day Registration Fee (9/27 - 9/28)\*
- \$160 One-Day Registration Fee - 9/27
- \$160 One-Day Registration Fee - 9/28
- \$375 Two Full Day Registration Fee (9/27 - 9/28)
- \$200 One-Day Registration Fee - 9/27
- \$200 One-Day Registration Fee - 9/28

**PLEASE NOTE: Planning Partners (see page 2 for listing) & NYSRA Members sending more than three full registrants will receive \$15 off the fourth and any additional employees from the same agency.**

#### NON-MEMBER REGISTRATIONS

##### Early Registration Fees:

##### Late Registrations: After August 25, 2010

*(Payment must accompany registration)*

- \$495 Full Registration Fee (9/27 - 9/28)\*
- \$225 One-Day Registration Fee - 9/27
- \$225 One-Day Registration Fee - 9/28
- \$585 Full Registration Fee (9/27 - 9/28)
- \$315 One-Day Registration Fee - 9/27
- \$315 One-Day Registration Fee - 9/28

### THE EMPLOYMENT INSTITUTE: SEPTEMBER 29, 2010

Registration for the **EMPLOYMENT INSTITUTE** includes **registration for a half-day on Tuesday, 9/28 beginning at 1:00pm and all day Wednesday, 9/29**. All meals are included on those days.

- \$225 Institute Registration Fee *(Payment must accompany registration)*

*\*Registration for the Employment Institute is Complementary with Full Summit Registration cost.*

*Special Accommodations must be reserved by August 25<sup>th</sup>.*

### CANCELLATION POLICY

Registration Cancellations for either the Rehabilitation Summit or The Employment Institute received before or on September 7, 2010 entitle registrants to a full refund. **NO REFUNDS** will be issued for cancellations received after September 7, 2010. However, substitutions are allowed. Refunds **WILL NOT** be issued for no-shows.

Go to  
[www.rrti.org](http://www.rrti.org)  
to register

# Hotel Registration Form

Please complete this form and fax to the Desmond at (518) 869-7659

Group Reservation ID #11M83U

Name: \_\_\_\_\_

Roommate: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Special Accommodations: \_\_\_\_\_

**Three Night Package:** Arrival Sunday, September 26 and departure Wednesday, September 29, 2010. Includes overnight room for 3 nights plus Monday continental breakfast, lunch and dinner; Tuesday continental breakfast and lunch and banquet service charge.

\_\_\_\_\_ Single Occupancy \$554.00    \_\_\_\_\_ Double Occupancy \$351.00 per person

**Two Night Package:** Arrival Monday, September 27 and departure Wednesday, September 29, 2010. Includes overnight room for 2 nights plus Monday continental breakfast, lunch, and dinner; Tuesday continental breakfast and lunch, and banquet service charge.

\_\_\_\_\_ Single Occupancy \$410.00    \_\_\_\_\_ Double Occupancy \$274.00 per person

**One Night Package:** Arrival Monday, September 27 and departure Tuesday, September 28, 2010. Includes overnight room for 1 night plus Monday continental breakfast lunch and dinner and Tuesday continental breakfast and buffet lunch and banquet service charge.

\_\_\_\_\_ Single Occupancy \$266.00    \_\_\_\_\_ Double Occupancy \$198.00 per person

**Employment Institute Package:** Arrival Tuesday, September 28 and departure Wednesday, September 29, 2010. Includes overnight room for 1 night plus applicable taxes. Food and amenities are included with the NYSRA registration fee for the Employment Institute.

\_\_\_\_\_ Single Occupancy \$144.00    \_\_\_\_\_ Double Occupancy \$152.00 per person

## DEPOSIT/GUARANTEE:

\_\_\_\_\_ Enclosed is my advanced deposit of \$100 made payable to The Desmond Hotel and Conference Center.

\_\_\_\_\_ Guarantee my reservation to the credit card below. I have authorized this charge with my signature.

Credit Card #: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_

## CANCELLATION POLICY:

You may cancel this reservation 72 hours prior to your check-in date without charge. Should you fail to arrive or cancel after 72 hours prior to the check-in date, you will be charged the entire package. In the event you need to leave or change your reservation once registered, the entire value of the package will be charged.

In order to receive the special conference rate, please mail or fax (not both) this form to the address below to place your reservation. No telephone reservations will be accepted.

**The Desmond Hotel and Conference Center Reservations**  
660 Albany-Shaker Road  
Albany, NY 12211  
Fax: (518) 869-7659

Check-in time is 4:00pm. Guest room availability and check-in cannot be guaranteed before that time. Check-out time is 12:00pm. We will provide a room for luggage storage in the event that your group functions does not end prior to check-out.

We will make every effort to honor specific room requests based on availability.

In order to receive the identified conference rate, reservations must be made by **August 31, 2010**. After this date, all remaining rooms will be released and accommodations will be accepted on an availability basis only.

Reservations cannot be guaranteed by a purchase order or voucher. A credit card or deposit check is required to guarantee. Personal checks will be accepted 14 days prior to check-in to guarantee a reservation, but will not be accepted as your final method of payment.

**Please bring your completed tax-exempt form and a municipal form of payment (i.e.: municipal credit card, municipal check or purchase orders). Your personal credit card may not be used as a valid method of payment with the municipal tax-exempt form. Tax will be added if a valid tax exempt form is not presented upon check in, or faxed or mailed with this form.**

Please send reservations for shared rooms at the same time.



155 Washington Avenue - Suite 410  
Albany, NY 12210