

**A C L A I M H**

**T W E N T Y F O U R T H A N N U A L C O N F E R E N C E**



# **H O U S I N G F I R S T**

**T H E F O U N D A T I O N F O R R E C O V E R Y**

**N O V E M B E R 4-7, 2003 • S A G A M O R E H O T E L, L A K E G E O R G E, N Y**  
**A S S O C I A T I O N F O R C O M M U N I T Y L I V I N G A G E N C I E S I N M E N T A L H E A L T H**

# ACCLAIMH CONFERENCE AGENDA

NOVEMBER 4 — NOVEMBER 7, 2003

## TUESDAY, NOVEMBER 4

10:00 a.m. – 11:00 a.m.	Pre-Conference On-Site Registration	Reception Building
11:00 a.m. – 12:00 a.m.	Lunch (On your Own)	
1:00 p.m. – 5:30 p.m.	Pre-Conference Institute	Conference Center

## WEDNESDAY, NOVEMBER 5

9:00 a.m. – 1:30 p.m.	ACCLAIMH Annual Conference Registration	Reception Building
1:30p.m. – 4:30 p.m.	ACCLAIMH Annual Conference Registration	Conference Center
9:00 a.m. – 11:30 a.m.	Pre-Conference Institute	Conference Center
11:00 a.m. – 12:30 p.m.	Concurrent Workshop I	Conference Center/Hotel
12:00p.m. – 2:00 p.m.	Lunch	
2:00 p.m. – 2:30 p.m.	Conference Opening Session	Conference Center
2:30 p.m. – 3:30 p.m.	<b>FEATURED SPEAKER: DR. MICHAEL FOWLIN</b>	Conference Center
3:30 p.m. – 3:45 p.m.	Break	
3:45 p.m. – 5:15 p.m.	Concurrent Workshops –II	Conference Center/Hotel
7:00 p.m. – 7:30p.m.	Opening Reception	Conference Center
7:30 p.m. – 9:15 p.m.	ACCLAIMH Annual Banquet	Conference Center
9:15 p.m. – till	Hospitality Room	

## THURSDAY, NOVEMBER 6

8:30 a.m. – 5:30 p.m.	Trade Show Exhibits Open	Conference Center
9:00 a.m. – 10:30 a.m.	Concurrent Workshops – III	Conference Center/Hotel
10:45 a.m. – 12:00p.m.	<b>FEATURED SPEAKER: PATRICIA DEEGAN, PHD.</b>	Conference Center
12:15 p.m. – 2:00 p.m.	Lunch	
2:15 p.m. – 3:45 p.m.	Concurrent Workshops – IV	Conference Center/Hotel
5:00 p.m.	Dinner On Your Own	
9:30 p.m.	Annual Bash	Conference Center

## FRIDAY, NOVEMBER 7

9:30 a.m.	ACL Business Meeting	Conference Center
	ACCLAIMH/OMH Dialog - Dr. Sharon Carpinello	
11:00 a.m. – 12:00 p.m.	Wrap Up	

# PRE—CONFERENCE INSTITUTE

PART I — TUESDAY, NOVEMBER 4, 1:00 - 5:30 P.M.

## MANAGING YOUR WORKFORCE OBLIGATIONS UNDER STATE AND FEDERAL LAW

The many New York State and Federal Laws that must be considered in managing your workforce can be challenging to understand and to follow correctly. This pre-conference will be helpful to Executive Directors, Human Resources staff, and other Administrative Staff in understanding the most important laws that must be followed as well as how those laws interact with one another. It is appropriate for agencies of all sizes - for example, the Fair Labor Standards Act applies to all agencies, and the New York State Human Rights Law applies to any agency with more than four employees.

### Fair Labor Standards Act (FLSA) and New York State Wage and Hour Law:

This section will cover the difference between an exempt and a non-exempt employee, how to properly pay your non-exempt employees, overtime requirements, and record keeping.

### Managing Difficult Leave Issues and Making Appropriate Accommodations

This section will cover the Family and Medical Leave Act, The Americans with Disabilities Act, the New York State Human Rights Law, vacation and sick leave policies for exempt employees, as well as Worker's Compensation and Disability.

### You Be the Judge

This section will review some hypothetical situations that will test your knowledge and provide time for Questions and Answers

PART II — WEDNESDAY, NOVEMBER 5, 9:00 - 11:30 A.M.

## PROS: PERSONALIZED RECOVERY ORIENTED SERVICES

PROS is a complex programmatic and fiscal program model that restructures New York State's community mental health system. PROS is described by the NYS Office of Mental Health as a comprehensive, recovery-oriented program for individuals with severe and persistent mental illness with the goal of integrating treatment, support and rehabilitation in a manner that facilitates the individual's recovery. PROS is also a way to maximize the federal share of Medicaid during difficult fiscal times within twelve existing mental health program categories, including vocational, social club, on-site rehabilitation, intensive psychiatric rehabilitation treatment and continuing day treatment.

This Pre-Conference Institute will be presented by NYS-OMH and will provide an overview of the PROS initiative and status of the implementation. Included in the presentation will be a discussion of rates, regulations, licensure, local government role, and the expected impact of the PROS conversion. A question and answer period will be provided.

Presenters: Robert Myers, Ph.D., Deputy Commissioner, NYS-OMH

Mike Newman, NYS-OMH Bureau of Housing

OMH Staff- To Be Announced

We would like to thank this years Committee for their continued hard work and support in the planning of ACLAIMH's 24th Annual Conference:

Creighton Drury	Chairperson	Cardinal McCloskey Services, White Plains
Mary Lee Walawender	Central Region	Transitional Living Services, Syracuse
Kathy Pandekakes	Hudson Region	Human Development Services, Portchester
Greta Guarton	Long Island Region	Concern for Independent Living, Medford
Jim Mutton	New York City Region	Project Renewal, New York
Kathy Applin	Western Region	Gateways, Catholic Charities, Elmira

# CONCURRENT WORKSHOPS I

WEDNESDAY, NOVEMBER 5, 11:00A.M.-12:30P.M.

## 1 HOUSING FIRST FOR FAMILIES

Human Development Services of Westchester offers a no reject, low demand supported housing program to homeless parents with psychiatric illnesses and their children. Presenters will describe the program elements that lead to a 96% housing retention rate, including family demographics, strength-based support planning for parents and children, caseload density, quality of case management services, staff training curriculum, crisis management, emergency child care planning and fiscal concerns. Data will be presented on a full array of outcome indicators.

*Andrea Kocsis, CSW, Executive Director and Lisa Szpylka, CSW, Director of Supported Housing and Case Management Services, Human Development Services Of Westchester*

## 2 EFFECTIVE USE AND SERVICE OF INTERNS IN A RESIDENTIAL HOUSING AGENCY

Does work get you down? Can't afford or get workers to maintain your IT and other non-direct care needs? Can't find real job placements for your consumers? Join us for a presentation by Brooklyn Community Housing And Services, Inc., on their innovative internship program. This presentation will explore outreach to the community, recruitment, structuring job responsibilities, intern supervision, peer support, consumers as interns and strategies for job placement.

*Anthony Butler, MSW, Quality Assurance MIS Director, Brooklyn Community Housing and Services, Inc.*

## 3 LIVING LIFE AS YOUR LEGACY

This fun workshop uses "The Seven Habits of Highly Effective People" as the reference point for engaging participants in assessing their own personal and professional lives. Through the use of video-clips and group discussion the audience will be able to reflect on their own legacy, how they wish to be remembered by colleagues, consumers, friends and family.

*Creighton Drury, Assistant Executive Director, Cardinal McCloskey Services*

## 4 AFFIRMATIVE BUSINESS: Building the Consumer and the Company

Multi-Talents, Inc. (MTI) was created to address a community housing gap

## FEATURED SPEAKER

**DR. MICHAEL FOWLIN**

Wednesday, November 5, 2:30 p.m.



Mykee has been an actor since the age of 11. He received his BA in Psychology from Evangel University in Springfield, Missouri where he also spent much of his time in the Speech and Drama department. In the spring of 2001, he received his doctoral degree in clinical psychology from Rutgers. He plans to combine both his interests into a profession that will be geared toward the adolescent population. He has worked extensively with teenagers across the United States. His work has included peer mediation, diversity workshops, violence prevention, and gender sensitivity training.

He transcends "normal" groupings and stereotypes, and lives out his mission of unity. He is an intense and dynamic young man that has and will continue to change the lives of teens. He currently resides in Morristown, New Jersey.

faced by inpatients transitioning to permanent housing. Using The Lodge model of psychosocial rehabilitation that supports housing, work and socialization, MTI has been able, over the years, to implement several successful Affirmative Businesses. Today a new Affirmative Business initiative- Reborn in Brooklyn- integrates new opportunities such as ecommerce and strategic partnerships that extend beyond NYC.

Workshop participants will learn how to establish an Affirmative Business using the Appreciative Inquiry (AI) development methodology, as well as strategies for incorporating the enterprise as an evaluation tool for larger organizational issues such as consumer empowerment and responsibilities, diversity, and the role of professional staff in a consumer-driven agency.

*Wendell Knight, MSW, CSWM, Chief Executive Officer and Joe Hall, MSW, Program Developer, Multi-Talents Inc. (MTI) Residential Services*

## 5 PARENTING ROLES OF INDIVIDUALS IN DUAL RECOVERY: The Psychoeducational Needs and Skills Training of Parents and Families in Dual Recovery

The presentation will inform participants of the progress of a National Institute of Mental Health (NIMH)-funded Small Business Innovation Research grant to develop an outcomes measurement system for residential programs. The presenters will describe ways the system can be used by line staff, program managers, and program directors to measure and improve outcomes.

*Arnold Unterbach, VP/Dir. Mental Health Services and Amy Schneider, Program Director, Odyssey House*

## 6 WHEN MORE THAN TWO GATHER TOGETHER

This workshop is designed to increase direct care residential staff's competence and comfort in facilitating group discussions.

*Ann M. O'Gara M.S., R.N., C.S., CASAC Consultant, Human Development Services of Westchester County*

## WEDNESDAY'S HIGHLIGHTS

Pre-Conference Part II.....	9:00-11:30am
Concurrent Workshop I.....	11:00-12:30pm
Conference Opening:	
Creighton Drury, Conference Chair.....	2:00pm
Featured Speaker: Dr. Michael Fowlin....	2:30pm
Concurrent Workshops II.....	3:45-5:15pm
Opening Reception.....	7:00pm
ACLAIMH Annual Banquet.....	7:30pm
Hospitality.....	9:30pm

# CONCURRENT WORKSHOPS II

WEDNESDAY, NOVEMBER 5, 3:45P.M.-5:15P.M.

## 7 IMPLEMENTING A SMOKE FREE POLICY IN A HIGHLY SUPPORTED RESIDENTIAL SETTING:

### One Programs Experience

Health and legal considerations have changed the climate regarding smoking everywhere in society. How do mental health housing providers respond? This workshop will explore the process and challenges of implementing a non-smoking policy in a highly supported residential setting. Topics to be discussed include: legal and clinical issues and client and staff responses throughout the change process.

*William Rosenthal, CSW, Clinical Director and Michelle Hall, BSW, Case Manager of Project Renewal's Clinton Residence*

## 8 GET'EM AND KEEP'EM!

This workshop will provide attendees with an introduction to basic performance management techniques, which will help with recruitment and retention of staff and customers.

*Barry J. Berghaus, Director of Clinical Services, United Helpers Care, Inc.*

## 9 USING ART AS A VOCATIONAL REHABILITATION TOOL: The Artworks Initiative

This workshop will describe a two-fold social purpose business where consumers participate in vocational training and employment and where artisans with special needs gain opportunities to market and sell their work. The presenters will describe an innovative approach to skills training through the use of art as a vocational rehabilitation tool using sense theory as a foundation.

*Christina Boardman, M.S. E.D., CRC Project Director, Associate Director of Vocational and Housing Services and Steven Dudasik, MA, Director of Vocational and Housing Services, The Guidance Center*

## 10 PERFECTING THE JUGGLING ACT

Everyone is "doing more with less" by wearing many hats and managing multiple priorities within their positions. This training will offer suggestions on how to organize time and space so that workloads are as manageable as possible; and even how to allow time for those components of the job that are the most rewarding, but often the first sacrificed. Topics covered will include: running effective meetings, scheduling and prioritizing, paper processing, organizing the personal work environment and delegating.

*Christine Reinhard, M.A., M.S., Deputy Commissioner, Westchester County Dept. Community Mental Health*

## 11 DEVELOPING AND PROVIDING SUPPORTED HOUSING FOR FAMILIES

Not long ago, people with psychiatric disabilities had to choose between remaining with their families or having the housing/support services they needed; today they can have both. This workshop will explore ways to secure funding and develop supported housing for families where at least one parent has a severe and persistent mental illness. It will also address issues related to program operations, focusing on the special needs and concerns associated with administering family programs. Discussion and sharing of information and ideas by participants will be encouraged.

## FEATURED SPEAKER

**PATRICIA E. DEEGAN, PH.D.**

Thursday, November 7, 10:45am – 12:00pm

**Title: "A Recovery Based-Approach to Supporting Client Choice through Shared Decision Making."**

Patricia Deegan, Ph.D., specializes in researching and lecturing on the topic of recovery and the empowerment of people diagnosed with mental illness. She is affiliated with the Boston University Institute for the Study of Human Resilience, the University of Kansas School of Social Welfare and Advocates for Human Potential, Inc. Pat is an activist in the ex-patient movement and a co-founder of the National Empowerment Center, Inc. Pat specializes in developing trainings and lectures on the concrete application of the concepts of recovery and empowerment. Her most recent innovation has been the development of the Intentional Care Approach to building recovery oriented skills and competencies in direct services staff. Pat's current projects include an empirical investigation into the lived experience of using psychiatric medications, a film about transitioning from institutions to the community, and research into ex-patient perspectives on the history of mental health services, including state hospital cemetery restoration. Pat has lived a personal journey of recovery, having first been diagnosed with schizophrenia as a teenager.

*Ralph Fasano, M.Ed., CRC, Executive Director and Elizabeth Lunde, CSW, Director of Supported Housing, Concern for Independent Living, Inc.*

## 12 WORKING WITH LONG TERM SHELTER STAYERS AND OTHER CHRONICALLY HOMELESS PEOPLE

Recent research has shown that less than 20% of homeless people consume nearly 50% of the shelter bed-days and other homeless resources in many communities. These individuals are generally single people who have long histories of homelessness as well as mental illness, substance use issues and/or other disabilities or special needs. Ending homelessness among this group requires adjustments in clinical practice as well as changes in public policies. This workshop will discuss how chronically homeless people are and aren't different from other homeless groups and will review effective programmatic and systemic interventions to successfully engage and house this population. Case examples from supportive housing programs will be presented.

*Suzanne Wagner, Director of Housing Resource Center, Lolita Jefferson, Trainer and Technical Assistant, Center for Urban Community Services (CUCS) and Connie Tempel, Corporation for Supportive Housing*

## 13 THE HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

This workshop will provide an overview of provider responsibilities under the HIPAA Privacy regulations, an introduction to the Security Regulations and a discussion of EDI. This workshop is appropriate as a review for agencies that have implemented HIPAA or for those agencies that will become covered entities when PROS is implemented in New York. The ACL HIPAA Federal/State pre-emption analysis, and HIPAA Policy Manual will be available for review.

*Antonia Lasicki, J.D., Executive Director, ACLAIMH/ACL.*

# CONCURRENT WORKSHOPS III

THURSDAY, NOVEMBER 6, 9:00 -10:30 A.M.

## THURSDAY'S HIGHLIGHTS

Trade Show .....8:30am – 5:30pm

Concurrent Workshop III .....9:00 – 10:30am

### FEATURED SPEAKER:

PATRICIA DEEGAN .....10:45am – 12pm

Concurrent Workshop IV .....2:15 – 3:45pm

ACLAIMH'S ANNUAL BASH .....9:30pm – TIL

## 14 RESIDENTIAL RETENTION: A Multi-faceted Approach to Decrease Staff Turnover Part I of II

Presenters will discuss the results of a 2 year initiative that reduced Residential Services staff turnover from nearly 50% to less than 10%. Presentation will cover alterations in salary structure, work environment and schedules, staff training and team building, and integration with clinical services as some of the primary change agents in this project. Participants will be encouraged to share their positive experiences/interventions at the end of the workshop.

*Peter Trout, Director of Adult Services and Paul Millie, Supervisor of Residential Services, Behavioral Health Services, Inc.*

## 15 DESIGNING A JOB PERFORMANCE APPRAISAL SYSTEM FOR REHABILITATION STAFF

Performance appraisal is an integral part of a manager's job. It not only provides feedback on each employee's growth and development, but also provides the basis for training, instruction, guidance and coaching for each individual worker. This workshop will provide an outline of the process used at Rehabilitation Support Services, Inc. to develop and implement an employee performance appraisal tool that not only evaluates the essential functions outlined in individual job descriptions but also compliments the IAPSRS performance domains for the psychiatric rehabilitation practitioner. Participants will learn how to enhance the effectiveness of their existing program and develop an entirely new performance evaluation program.

*Mary Ellen McLean, Director of Human Resources, Frank LaBarre, Managing Director and Ed Butz, Managing Director, Rehabilitation Resources Services, Inc.*

## 16 WORKING WITH SPOA: Maintaining Accountability

SPOA structures, which have the potential to dramatically change agency admission practices, have been operating for two years. During this time data has been collected that demonstrates their impact on service access, appropriateness, outcomes or agency finances. An RSS review of SPOA systems in several counties, including multiyear pre and post-SPOA data comparisons, yielded observations and findings that may be helpful to providers in their relationships with SPOA and in keeping SPOA accountable for keeping beds filled.

*Anthony Falco, CSW, Director of Planning and Evaluation, Rehabilitation Support Services, Inc.*

## 17 FROM INCARCERATION TO THE COMMUNITY: HELPING PERSONS WITH MENTAL ILLNESS TRANSITION FROM JAILS AND PRISONS INTO HOUSING: PART I of II

A significant number of persons with mental illness are transitioning to the community from the criminal justice system. Adapting to prison culture can result in behaviors and belief systems that impact a person's ability to secure and maintain supportive housing. This two-part workshop offers a brief overview of the criminal justice system, as well as providing participants with a better understanding of the culture of incarceration while exploring the significant adaptations that occur in this setting.

*Rudy De La Haya, Trainer and Technical Assistant, Center for Urban Community Services (CUCS)*

## 18 RESOURCES IN RECOVERY, MENTORS AS MODELS

Five years ago the Peer Mentor Program began having mentors working one-to-one in our community. The common bond of experience with the mental health system created hope for the peers and the realization that life can be lived.....Not just survived! We started groups for people that lived in community residences because we saw the need for support. These groups have helped people realize they have a voice in the operation of their living situation; and have discovered these buildings are not just a "residence" but can become THEIR HOME!!!!

*Roger Hughes, Peer Mentor Program, and Sharon Lathrop, Peer Mentor Program, Onondaga Case Management, and Dorothy Radcliffe, SRO Director, Central New York Services*

## 19 TRANSFERENCE AND COUNTERTRANSFERENCE REACTIONS IN RESIDENTIAL TREATMENT

Consumers and staff members in residential facilities are especially vulnerable to emotional reactions to one another which might interfere with service provision and treatment outcomes. This workshop, through discussion and case presentations, will address how to effectively manage these reactions on individual and programmatic levels.

*Michael Hornsby, CSW, Program Director, Postgraduate Center for Mental Health*

# CONCURRENT WORKSHOPS IV

THURSDAY, NOVEMBER 6, 2:15 - 3:45P.M.

**20 FROM INCARCERATION TO THE COMMUNITY: Helping Persons with Mental Illness Transition from Jails and Prisons into Housing PART II of II - SEE #17**

**21 WHAT THEY DIDN'T TELL US: How to Impact the Success of Consumer Operated Housing Initiatives**

Consumer operated initiatives, especially those that deliver housing services, have been publicly supported by state and local mental health agencies as they have sought out ways to empower consumers, while also meeting their own fiscal, programmatic, and political goals. This presentation will examine the issues that these programs face.

*Richard T. Pulice, Ph.D., MPH, Interim Director and Board Member, Community Living Associates Program, Inc. and Assoc. Professor of Social Work at the College of Saint Rose in Albany*

**22 FAMILY COPING WITH MENTAL ILLNESS: THERE IS HOPE**

Residential staff often have frequent contact with the families of consumers that they serve. This workshop offers information, resources, and advice about what families need to know to cope with the mental illness of a loved one. Specific information about what is available for support, education, and advocacy from the National Alliance for the Mentally Ill of New York State (NAMI-NYS) and other organizations will be provided.

*J. David Seay, Executive Director, NAMI-NYS*

**23 A RECOVERY-BASED APPROACH TO SUPPORTING CONSUMER CHOICE THROUGH SHARED DECISION MAKING**

Consumer choice and self-determination are central to the recovery process. In this workshop Pat Deegan will introduce a model for supporting client choice through shared decision making strategies.

*Patricia E. Deegan, Ph.D*

**24 FROM STREETS TO HOMES: Housing People with Dual Diagnoses Directly from the Streets**

This workshop will present the values and assumptions of the Pathways to Housing program that provides individuals who have psychiatric disabilities and substance abuse addictions immediate access to apartments of their own. The program does not require tenants to participate in psychiatric treatment or attain a period of sobriety as a precondition for housing. The supported housing component is fused together with an Assertive Community Treatment team that offers support, clinical, vocational, health, and other services. Results of a 3-year longitudinal research study examining the effectiveness of this approach are presented. This workshop is designed to be interactive and provide opportunity for participants to discuss issues.

*Sam Tsemberis, Executive Director, Pathways to Housing, Inc.*

**25 RESIDENTIAL RETENTION: A Multi-faceted Approach to Decrease Staff Turnover Part II of II - See #14**

**DON'T FORGET**

**TO STOP BY AND**

**VISIT OUR FRIENDS**

**AT THE**

**TRADE SHOW**

**8:30 AM - 5:30 PM**

**THURSDAY, Nov. 6TH**

**ON FRIDAY**

**Dr. Sharon Carpinello ..... 9:30 am**

# ACLAIMH

## 24th Annual Conference Registration Form

# HOUSING FIRST:

## THE FOUNDATION FOR RECOVERY

Pre-Conference Workshop, November 4 - 5, 2003, Conference Nov. 5 - 7, 2003  
 Hotel Reservations must be made directly with the hotel.

Please complete one form for each person attending. Duplicate as necessary. Registrations must be postmarked by October 25, 2003.

Name \_\_\_\_\_ Title \_\_\_\_\_  
 Agency \_\_\_\_\_ Phone \_\_\_\_\_  
 Agency Address \_\_\_\_\_ Fax: \_\_\_\_\_  
 City/State/Zip \_\_\_\_\_ Email: \_\_\_\_\_

Workshop Selections – Choose one workshop from each concurrent workshop session (below). Please indicate the workshops you wish to attend by marking an “A” next to your first choice, and a “B” next to your second choice for each grouping.

Wednesday a.m. Concurrent Workshop I	Wednesday p.m. Concurrent Workshop II	Thursday a.m. Concurrent Workshop III	Thursday p.m. Concurrent Workshop IV
1. _____	7. _____	14. _____	20. _____
2. _____	8. _____	15. _____	21. _____
3. _____	9. _____	16. _____	22. _____
4. _____	10. _____	17. _____	23. _____
5. _____	11. _____	18. _____	24. _____
6. _____	12. _____	19. _____	25. _____
	13. _____		

### WEDNESDAY NIGHT BANQUET MEAL CHOICE

**Grilled Filet Mignon** \_\_\_\_\_  
*with roasted onion stew &*  
**Rosemary Skewered Shrimp**, butter sauce

**Vegetarian Entree**  
**Saffron Angel Hair Pasta** \_\_\_\_\_  
*Rosemary Vegetable Stack, Mushroom Stuffed*  
*Portobella Mushroom with Pesto Cream*

**Special Dietary** \_\_\_\_\_

Please list any special dietary requirement(s)

For people not staying at the Sagamore Hotel, meals may be purchased at the Reception Building.  
 (Prices below reflect 7.25% sales tax and 18% gratuity charges. Your tax-exempt form will negate sales tax.)

Breakfast	\$15.03
Lunch	\$18.79
Dinner	\$50.10

Hotel reservations must be made directly with the Sagamore using the reservation sheet enclosed. Read the left panel of the reservation sheet carefully. Present your tax-exempt number prior to check-in time. State Vouchers will be accepted.

Please return this registration form to:

**Conference Registration**  
 c/o ACLAIMH  
 99 Pine St. Suite 202 JR  
 Albany, NY 12207  
 (518) 426-3635 • 1-800-488-3635  
 Fax (518) 426-0504

Please check your registration choice:

	ACLAIMH Member	Non-Member
Pre-Conference (Tuesday & Wednesday)	\$150.00	\$200.00
3 Day Conference (Wed., Thurs., Fri.)	\$150.00	\$200.00
1 Day Registration Fee for Wed. or Thurs., or Fri.	\$100.00	\$150.00
Total Due:	\$ _____	\$ _____

(Family Members and Consumers pay Member Prices)

Enclosed is a check payable  
 to ACLAIMH for:

\$ \_\_\_\_\_

## SAGAMORE LODGING

Reservations for lodging and requests for specific room types are made directly with the Sagamore Hotel using the Sagamore Hotel Reservations Form (enclosed). **Phone reservations can not be accepted at the Sagamore hotel until after the ACLAIMH room block cut-off date has passed.** This year, room availability and room type inquiries will be handled on a first come, first served basis. To optimize your chances of assignment to your preferred room type, send your completed Sagamore room reservation form back to the Sagamore by US Mail or fax today. The Sagamore Hotel reserves the right to limit the requests from any agency requesting an abundance of rooms of identical room type, so please register accordingly. Requests for housing for persons with special needs should be made directly with the Sagamore Hotel by contacting the reservations manager. ACLAIMH conference rates will be available to guests arriving prior to or staying directly after the conference concludes. Remember to indicate your desire to extend your stay on the enclosed reservation form. All reservations must be postmarked by **October 20, 2003.**

## HOTEL PAYMENT

Making overnight reservations can only be accomplished by returning the completed Sagamore reservation form (enclosed) and mailing or faxing to the Hotel directly. You must enclose a credit card number or advanced payment with your reservation form to guarantee your reservation with the Hotel. **Enclose your agency tax exempt form with your reservation form.**

## ACLAIMH CONFERENCE REGISTRATION

Please complete the attached ACLAIMH Registration Form for each and every attendee (photo copy as needed). Your registration with ACLAIMH is complete only when you have completely filled out the registration form including your meal choice for the banquet and your workshop choices. All registration information must be received by ACLAIMH no later than **October 20, 2003.** Meal tickets must be purchased at the time of arrival on the property at the Sagamore Hotel registration desk. Prices for individual meals are as follows (these prices are inclusive of all gratuities, etc.): **Breakfast \$15.03 Lunch \$18.79 Dinner \$50.10**

Note: For each night that you are a registered guest at the Sagamore, you are entitled to 3 meals, beginning with your dinner on the night of your arrival. Meals, tips for staff, use of the tennis center and fitness center are included in your overnight rate.

## DINNER OPTIONS

The Sagamore Hotel has four on-property restaurants and one restaurant located on the 1st hole of the Sagamore Golf Course. The **Trillium Restaurant** offers a fine dining experience. Meals are typically 2 - 3 hours in duration and feature a gourmet dining experience (jackets are required for men). The **Sagamore Restaurant** offers an upscale dining experience in a slightly less formal atmosphere than the Trillium Restaurant. Menu items are of comparable quality.

**Mr. Brown's Pub** is a less formal atmosphere and decorated in traditional Adirondack lodge decor. Dress is neat and casual. **The Club Grill** offers diners an Adirondack Lodge experience with a hearty rustic menu served in a warm and welcoming atmosphere. Conference attendees are urged to make their dining reservations for Tuesday and Thursday nights immediately. Call the Sagamore at 1-800-358-3585 and request to be connected with the central dining office. **Note: Do not make dinner reservations for Wednesday (November 5) as this is the evening of the ACLAIMH Banquet.**

## MESSAGE BOARDS

A message board will be available in the Conference Center for all conference participants. If someone needs to reach you during your stay at the Sagamore, advise them to leave a message on the phone in your room as well as at the ACLAIMH Message Board area.

**Sagamore Phone - 1-800-358-3585**

**Sagamore Fax - 518-743-6036**

## CANCELLATIONS

You must cancel your hotel reservation with the Sagamore **two weeks prior to your scheduled arrival.** If hotel cancellation is necessary, please call the Sagamore Reservations Desk at 1-800-358-3585.

If you need to cancel your registration with ACLAIMH, call 1-800-488-3635. Partial refunds will be negotiated up until **October 20**, but no refunds can be issued for cancellations with ACLAIMH after **October 20, 2003.**

## THE BEST PART

The ACLAIMH Conference is dress-down. Your comfort is our priority. Why not dress up for dinner each night but enjoy the luxury of comfortable attire during the day? Don't forget to bring a sweater for those times when meeting room temperatures are a bit chilly.

# SAGAMORE RESERVATION FORM

## ASSOCIATION OF COMMUNITY LIVING AGENCIES IN MENTAL HEALTH

NOVEMBER 5-7, 2003  
PRE-CONFERENCE WORKSHOP NOVEMBER 4, 2003

**Reservation Information (Please type or print legibly)**

Accommodations will be occupied by: \_\_\_\_\_

Name(s): Mr./Ms./Dr. \_\_\_\_\_

Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone (\_\_\_\_\_) \_\_\_\_\_ Ext. \_\_\_\_\_

Fax (\_\_\_\_\_) \_\_\_\_\_

Arrival Date \_\_\_\_\_ Departure Date \_\_\_\_\_

# of Adults \_\_\_\_\_

# of Children \_\_\_\_\_ Ages \_\_\_\_\_

**List Roommate (Sending Separate Registration Forms)**

1. \_\_\_\_\_

2. \_\_\_\_\_

**Cutoff Date: October 20, 2003**

Please reserve your room before the cutoff date indicated above, by mailing or faxing this completed form to the address listed at the bottom of this page. Reservations will not be accepted over the telephone until after the cutoff date, and then are subject to general availability.

Check-in time: 4:00pm

Check-out time: 12:00 noon

**Room Rates are Per Room Per Day:**

Single Occupancy \$179.<sup>00</sup>      Double Occupancy \$274.<sup>00</sup>  
Triple Occupancy \$387.<sup>00</sup>      Quad Occupancy \$499.<sup>00</sup>

**Room Type**

Lodge Room      Lodge Suite      Hotel Room  
Hotel Suite      Hermitage Suite

**\*ALL HOTEL ACCOMMODATIONS ARE NON-SMOKING**

**Preference:** \_\_\_\_\_ Smoking      \_\_\_\_\_ Non-Smoking

Room preference is on a first come first serve basis. You will receive a written confirmation of your preferred accommodation or, if no longer available, the next available room type. Please label your choice in order of preference, #1 and #2. See the General Reservation Information sheet for Room Type Descriptions.

**Daily Rates**

The Full American Plan (FAP) includes accommodations, breakfast, lunch and dinner daily (beginning with dinner on the evening of arrival and concluding with lunch on the day of departure), use of four indoor pool, Fitness Center, tennis and racquetball facilities and all gratuities applicable to the package. There will be a 7.25% NYS Sales Tax, unless tax exempt status has been approved.

**Additional Information:**

Please refer to the General Reservation Information for additional information about The Sagamore and visit our web site at [www.thesagamore.com](http://www.thesagamore.com)

**Deposit Policy:**

All reservations must be secured with a deposit equal to one night's room charge, which must include the service charges listed. The total deposit will be applied to your designated length of stay.

Please send a check, money order or indicate your credit card, date of expiration and amount to be charged below. Your credit card will be charged upon receipt of the information below.

Credit Card Company \_\_\_\_\_ Exp. Date \_\_\_\_\_

Account Number \_\_\_\_\_ Amount \_\_\_\_\_

Name of Card Holder \_\_\_\_\_

Signature \_\_\_\_\_

**Cancellation Policy:**

Should you cancel more than 14 days prior to your deposit will be refunded less a \$35.00 processing fee. Should you cancel within 14 days of your arrival, or shorten your stay, it will result in forfeiture of your deposit.

**Tax Exempt Information:**

**If your exempt organization is paying for your stay the following information applies:**

A complete ST-119.1 form as well as a copy of your form of payment (Company Check or Company Credit Card) must be received with this form.

**If paying by personal check, credit card or cash, the following information applies:**

NYS Employees or Employees of its political subdivisions:

A completed AC-946 form must be received with this form. Proper identification will need to be shown at check-in.

**US Government Employees:**

A completed ST-129 form must be received with this form. Proper identification will need to be shown at check-in.

Group Code: A 459755

**Return this form with deposit to:**

**The Sagamore Reservations Department, P.O. Box 450, Bolton Landing, NY 12814-0450  
518-644-9400 ext. 5300 or 1-800-358-3585 • Sagamore Reservations Fax Number: 518-743-6211**

# GENERAL RESERVATION INFORMATION

## LODGE ROOM:

A guest bedroom and bath in a contemporary Adirondack style decor. The accommodations face inland and are located in one of seven lodge buildings around the perimeter of the island.

## LODGE SUITE:

A guest bedroom, bath, living room and dining/work area in a contemporary Adirondack -style decor. The suite features a fire-place, pullout sofa bed, wet bar, and either a balcony or patio. The accommodations face the lake and are located in one of the seven lodge buildings around the perimeter of the island.

## HOTEL ROOM:

A guest bedroom and bath in Colonial Revival decor. Located in the historic Main Hotel. Please note that this accommodation type is non-smoking.

## HOTEL SUITE:

A guest bedroom, bath, and parlor/sitting area in Colonial Revival decor. Located in the historic Main Hotel. Please note that this accommodation type is non-smoking.

## PURCHASE ORDERS/VOUCHERS:

The Sagamore does not accept Purchase Orders or Vouchers as a form of payment for a guest's stay. Rooms may be reserved with a Purchas Order or Voucher, however, full payment for the entire length of stay will be due no later than time of arrival.

## BANQUET POLICY:

Please note that your meal plan credit will be used toward any planned group banquet meals. Should you make alternate meal arrangements in place of a planned group meal function, these will be additional charges.

## DINING ROOM RESERVATIONS:

When your group is not having a private meal function you will be able to dine in any of our restaurants. Advanced dinner reservations are required, and may be made by calling the Dining Reservations Office at 518-743-6110 between the hours of 9:00am and 6:00pm. To allow us to accommodate all guests, should your plans change, please cancel or adjust your reservations on that evening by 4:00pm. This will avoid a \$20.00 per person no-show charge being applied to your room account.

## BABYSITTING SERVICES/TEEPEE CLUB:

Infants and children are welcome at the Sagamore. Please call guest services at 518-743-5105 for babysitting information and prices. Call 518-743-5073 to inquire about information and prices for our children's program, the Tee-Pee Club.

## TRANSPORTATION INFORMATION:

Ground transportation is available from the Albany Airport, Amtrak station, and local Bus Stations. For more information on schedules & rates, call The Sagamore Transportation Office at 518-743-6015. Transportation arrangements should be made no later than 48 hours prior to arrival.