

ACLAIMH TWENTY EIGHTH ANNUAL CONFERENCE



PRESERVE, REFORM, DEVELOP

NOVEMBER 6-9, 2007 • SAGAMORE HOTEL • BOLTON LANDING, NY
ASSOCIATION OF COMMUNITY LIVING AGENCIES IN MENTAL HEALTH

ACLAIMH CONFERENCE AGENDA

NOVEMBER 6 – NOVEMBER 9, 2007

Tuesday, November 6, 2007

10:00 am – 12:45 pm
 11:00 am – 12:30 pm
 1:00 pm – 5:00 pm

Pre-Conference On-Site Registration Reception Building
 Lunch (On your Own)
 Pre-Conference Institute Conference Center

Wednesday, November 7, 2007

9:00 am – 4:30 pm
 9:00 am – 11:00 am
 11:00 am – 12:30 pm
 12:00 pm – 1:45 pm
 1:45 pm – 2:00 pm
 2:00 pm – 3:15 pm
 3:15 pm – 3:30 pm
 3:30 pm – 5:00 pm
 6:45 pm – 7:15 pm
 7:15 pm – 9:15 pm
 9:15 pm – till

ACLAIMH Annual Conference Registration Reception Building
 Pre-Conference Institute (continued) Conference Center
 Concurrent Workshops I Conference Center/Hotel
 Lunch (On your Own)
 Conference Opening Session Conference Center
 Conference Opening Speaker – Jim Snack Conference Center
 Break
 Concurrent Workshops II Conference Center & Hotel
 Opening Reception Conference Center
 ACLAIMH Annual Banquet Conference Center
 Hospitality Room Hotel Veranda

Thursday, November 8, 2007

8:30 am – 5:30 pm
 9:00 am – 10:30 am
 10:45 am – 12:00 pm
 12:15 pm – 1:45 pm
 2:00 pm – 3:30 pm
 3:30 pm – 3:45 pm
 3:45 pm – 5:15 pm
 5:15 pm – 8:30 pm
 9:00 pm – till

Trade Show Exhibits Conference Center
 Concurrent Workshops III Conference Center & Hotel
 Featured Presentation-Documentary Film “P. Baltimore” Conference Center
 Lunch (On your Own)
 Concurrent Workshops IV Conference Center & Hotel
 Break
 New York State Commissioners’ Panel Conference Center
 Dinner (On your Own)
 ACLAIMH Celebration (ACL IDOL) Conference Center

Friday, November 9, 2007

9:00 am – 10:30 am
 10:45 am – 11:45 am
 11:45 am – 12:15 pm

ACLAIMH/OMH Dialog with Commissioner Hogan Conference Center
 NYS OMH – Technical Assistance General Session Conference Center
 Wrap Up



TUESDAY HIGHLIGHTS

Conference Registration 10:00 am - 2:00 pm

Pre-Conference Institute 1:00 pm - 5:00 pm

PRE-CONFERENCE INSTITUTE

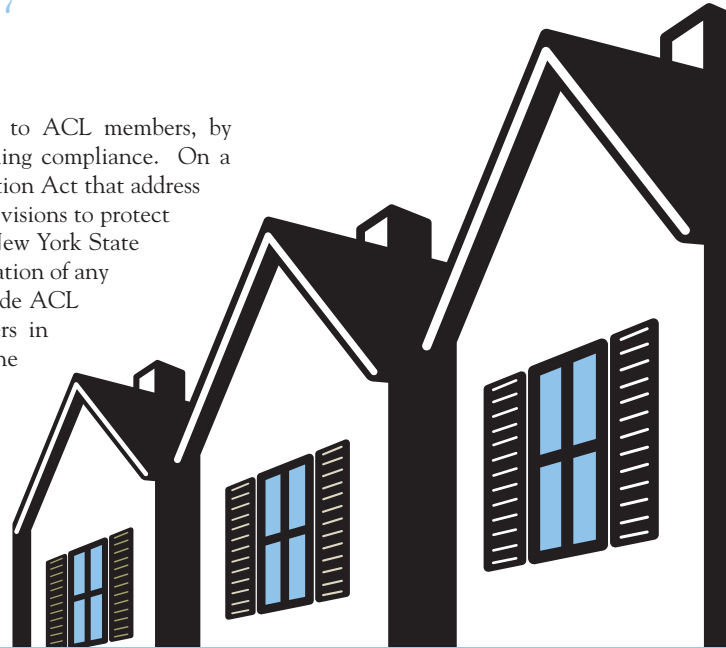
THE LEGAL FOUNDATION FOR CORPORATE COMPLIANCE PLANS

FEDERAL AND STATE LAWS ON MEDICAID PAYMENT ISSUES

PART I TUESDAY, NOVEMBER 6, 2007
1:00 - 5:00 PM

PART II WEDNESDAY, NOVEMBER 7, 2007
9:00 - 11:00AM

This pre-conference will address Medicaid fraud enforcement issues applicable to ACL members, by analyzing developments in federal, state and local laws relevant to Medicaid billing compliance. On a federal level, the presentations will explain provisions of the Federal Deficit Reduction Act that address false claims violations and provide states with incentives to adopt mirror-image provisions to protect against Medicaid fraud and abuse. On a state level, the sessions will address the New York State False Claims Act and Social Services Law § 363-d. These laws should be the foundation of any agency's corporate compliance plan. The goal of the presentations will be to provide ACL members with a practical understanding of the laws, in order to assist members in avoiding inadvertent violations and in correctly documenting compliance. The seminar will be conducted by Linda LeCraw, Esq., an attorney at Ropes & Gray, LLP, in Washington, D.C. Ms. LeCraw is an honors graduate of Harvard Law School and Harvard College, and she has conducted seminars for ACL members in the past.



ACL IDOL

THURSDAY, NOVEMBER 8, 2007
9:00PM - 11:00PM

We received great reviews last year for the ACL Idol contest held during the Annual Thursday Night Bash. It was such a hit that the Conference Committee decided to bring it back!!! We will once again be looking for those with hidden singing talent who want to be a star (at least for one night).

Do not miss your chance to win at ACLAIMH's 2nd Annual ACL Idol Contest. Sign-ups for ACL Idol start at 9:00pm and the contest begins as soon as we have 12 contestants. So be there early if you think you can sing!





OPENING SPEAKER
JIM SNACK

Wednesday, November 7, 2007
2:00 – 3:30 pm

The Magic of Change:
Moving from Fear
to Wonder

How do you deal with change? Do you find it frustrating and stressful or exciting and challenging? In this motivational program, Jim Snack puts a new twist on transition. Using humor, entertainment, magic and teambuilding exercises, he brings participants on stage to vividly demonstrate how to make change a positive force in your life.

In this exciting program, participants learn:

- How to reinforce their mission and create a shared vision
- The importance of re-framing: how to turn problems into opportunities
- How to use humor to manage the stress and tension of change
- How humor can strengthen relationships and help build support systems
- How to develop confidence by expanding your comfort zone... and much more!

At the conclusion of this program participants will be aware of the affects of change on them personally and on their organization. They will understand the essential factors in building resilience and developing personal strategies for adapting to change.

CONCURRENT WORKSHOPS I

WEDNESDAY, NOVEMBER 7, 11:00 AM-12:30 PM

1. Enhancing Cultural Competence: Welcoming Lesbian, Gay, Bisexual, and Transgender Clients in Mental Health Services

During this workshop presenters will share a toolkit developed with the generous support from the Gill Foundation that was designed to enhance the cultural competence of mental health providers in serving individuals who are gay, lesbian, bisexual, and transgender. This workshop will introduce the toolkit and assist workshop participants in ways to use it. **Presenters:** *Ellen L. Pendegar, RN,MS,CS, CEO of the Mental Health Association in Ulster Co. and Jane Elven, Director of HIV Prevention Services, Planned Parenthood Mid-Hudson Valley, Inc.*

2. Clients with Borderline Personality Disorder in the Residential Setting

This presentation will provide information regarding the nature of Borderline Personality Disorder, with particular attention paid to the challenges of working with these clients. Clients with Borderline Personality Disorder often have difficulty managing their emotions. They can have trouble maintaining healthy boundaries and respecting the boundaries of others. This inevitably leads to interpersonal conflicts, particularly in residential settings. Through small group activities and case examples, we will explore various techniques for limiting the challenges and improving the clients' interpersonal skills. **Presenters:** *Michael Hornsby, LCSW, Director of Clinical Services and Ilene Cote, Program Manager of ClearView Center, Inc.*

3. Creating a Culture of Transition in Residential Services

For 53 years, The Bridge, Inc. has served one of New York City's most vulnerable populations, adult men and women living with mental illness, through a continuum of services including a custodial-based housing model. In 2005, the Residential Services Division began a journey of transitioning consumers with a high length-of-stay by adopting a rehabilitation and recovery approach, best practice methodology and effective leadership. This workshop will present participants with an overview of the process, including obtaining buy-in from residents and staff, managing the pressures of competing regulatory bodies, building interagency collaboration, developing program initiatives, staff training, and issues around continuity of care. The presenters will share outcomes, as well as the challenges and lessons learned from this experience. **Presenters:** *Julia Orlando, Director of Residential Services and Amy Glover, Quality Assurance Coordinator, Residential Services of The Bridge, Inc.*

4. Partnering to Improve Quality: A Joint Effort between Staff and Consumers

Quality Improvement projects can be time consuming and sometimes result in little change to the services provided to clients. This presentation will share a proven successful quality improvement plan that utilizes the yearly consumer satisfaction survey and embraces the development of change through partnership. A QI team of management, direct care staff and consumers utilize the FOCUS-PDCA model to improve quality and benchmark their efforts. The most rewarding benefit has been the empowerment of clients and all levels of staff as they became change agents for the Beacon of Hope House. A Beacon QI team will attend the workshop to describe the process as it directly impacted them, as well as to highlight the strengths they brought to the process and the challenges they experienced. **Presenters:** *Michele Miller, Director of Quality Improvement and Staff Development, Beacon Program Implementation Team (Supervisor, Case Manager & Client Representation) of Beacon of Hope House, Inc.*

5. Promoting Recovery and Changing Lives: Supported Employment and Affirmative Businesses Working Hand in Hand

Meaningful work can assist individuals with mental illnesses recover and rebuild their lives. This workshop will show how work can be the focal point of recovery. Presenters will show how one agency has brought affirmative businesses and supported employment programs together to work hand in hand in assisting individuals with mental illnesses recover and rebuild their lives. Presenters will demonstrate how it is critical for people to have a variety of opportunities to explore in order to see employment as a viable option. **Presenters:** *Shari Dozoretz-Cummings, CPRP, Program Coordinator and Andy Sink, Program Coordinator of Rehabilitation Support Services Inc.*

6. Enjoy What You Do and You'll Never Have to Work Another Day

Do you need to learn to enjoy each and every day? Are hurricane winds blowing around you? Is the sand sinking beneath your feet? Come to this workshop prepared to learn to fly like the Monarch, soaring to new heights and enjoying the journey. Gifts, gifts and more gifts will be given to each participant. **Presenter:** *Mary Lee Walawender, Director of Mental Health Residential Services, Transitional Living Services of Onondaga County, Inc.*

7. Where the Mental Health System Meets the Criminal Justice System: Fostering Collaboration

Mental Health Courts, Police Crisis Intervention Teams, and Re-Entry Programs are some of the collaborations currently in place between the mental health and criminal justice systems. This workshop will give an overview of these programs and other initiatives that provide needed services for persons with mental illness who also have forensic issues. **Presenter:** *Bob Corliss, MHANYS Director of Forensic Services*

CONCURRENT WORKSHOPS II

WEDNESDAY, NOVEMBER 7, 3:30-5:00 PM

8. Relapse Prevention in a Community Residence Program

**Specifically for Direct Care Workers*

Do you feel that you have done everything you can to assist your clients with relapse prevention but nothing works? Are you tired of watching relapse issues interrupt sobriety and stability in your residential facility? This training will provide comprehensive research-based training on relapse prevention with dual diagnosed clients and will offer participants ideas and practical tools to help deal with chronic relapse issues. **Presenter: Wendy Dresser-Recktenwald, MS, CRPS, Steuben Churchpeople Against Poverty, Inc.**

9. "It's the Thought That Counts"

Is it true that our thoughts really lead to health, wealth, happiness, success? This workshop will provide the participants with fun filled discussions and experiences related to the power of thought. Included in the presentation will be references to the best selling books, "The Secret" and the "Law of Attraction". What we think about expands our awareness, so come and expand your world with some interesting concepts. **Presenter: Creighton Drury, Senior Vice President of Cardinal McCloskey Services**

10. Money Management: A Curriculum for Change that Makes Cents

Developing a money management program to foster financial independence, while working within regulatory guidelines, is a challenging endeavor. Seminar leaders will provide a brief review of the literature regarding money management and mental health consumers. The seminar leaders will review their process of designing a skills building money management program at the Odyssey House Harbor residence in Manhattan, including PNA disbursements, consents, budgeting modules, as well as developing appropriate policy and procedure materials. Vignettes will be presented, and time will be allotted for questions and feedback. **Presenters: Matthew L. Warner, PsyD, Director of Mental Health Services, and Monique Booker, MS Ed., CRC, Vocational Counselor, Odyssey House, Inc.**

11. Speak Up Saves Lives

This workshop will discuss the Suicide Prevention Panel which has proven to be an effective educational tool for all community members in Ulster County. The Panel consists of 3 parts: facts and statistics on suicide including suicide warning signs; a personal reflection on the experience of suicide in one's own life or the life of a loved one; and helpful hints on ways to best help someone who you think is suicidal. The primary goal of this model program is to bring suicide "out of the closet" by helping people talk about it and by providing resources to help them. **Presenters: Ellen Pendegar, CEO Mental Health Association in Ulster Co., Inc. and Tamara Cooper, Director of the 24 hour HotLine operated in Ulster County by FAMILY, Inc.**

12. Anti-Discrimination Laws and People with Psychiatric Disabilities

This presentation will discuss how providers and consumers can use the anti-discrimination laws (Federal Fair Housing Act, Americans with Disabilities Act, and New York State Human Rights Law) to obtain housing for people with psychiatric disabilities in the face of discrimination. This presentation will discuss dealing with municipal officials, landlords and condominium and co-op boards, the constitutionality of the New York City Rent Stabilization Code and related suburban laws, as well as the constitutionality of the Padavan Law. **Presenter: Robert Schonfeld, Esq. of Moritt Hock Hamroff & Horowitz, LLP.**

13. Recipe for Recovery-Integrated Strategies that Heal

The Special Populations Division of The Bridge, Inc. focuses on providing specialty services to individuals considered high risk, high need and who are non-traditional service users. This includes persons diagnosed with personality disorders and chemical dependencies who carry forensic, homeless and trauma histories. This workshop will focus on the experiences of creating an integrated service model to address this targeted population's multiple service needs. An emphasis will be placed on the importance of maintaining service coordination amongst the treatment team, which includes program, residential and criminal justice providers. **Presenters: Susan Kaskowitz, Director of Special Populations and Pat Burkett, The Bridge, Inc.**

14. Maximizing Staff Retention Rates in Supported Housing

The employees of Supported Housing Programs are continuously faced with new challenges. ICL's Departments of Human Resources and Training and Staff Development worked collaboratively to develop innovative strategies that support their staff's effectiveness in working with such challenges. The presenters will share a supervisory approach that balances both administrative and clinical oversight. The role of a Supported Housing Clinical Specialist will be discussed. **Presenters: David Kamnitzer, LCSW, Associate Senior Vice President Adult Mental Health Services and Eleanor Lalor, LCSW, Program Director, Institute for Community Living**

15. Reforming Mental Health Housing Programs in New York State

Over the past year, the State Office of Mental Health has worked with providers on a number of existing programs to help them better meet the needs of consumers and the communities in which they exist. This workshop will introduce you to some of these programs and explore how other housing programs might possibly "reform" service models to better address the current needs of residents. **Presenters: Michael Newman, NYS-OMH and Community providers that have under-gone reform in existing programs TBA.**

WEDNESDAY HIGHLIGHTS

Pre-Conference Institute continued	9:00 am
Concurrent Workshops I	11:00 am
Conference Opening Session	1:45 pm
Conference Opening Speaker JIM SNACK	2:00 pm
Concurrent Workshops II	3:30 pm
Reception	6:45 pm
ACLAIMH Annual Banquet	7:15 pm
Hospitality Room	9:30 pm



FEATURED PRESENTATION

Thursday, November 8, 2007
10:45 am – 12:15 pm

Documentary Film "P. Baltimore"

Patricia Baltimore spent seven years as a homeless person on the streets of Philadelphia but later emerged from her situation with a home and zeal to advocate for other homeless people. This one hour documentary follows Ms. Baltimore, now a certified Peer Specialist, as she moves into her own home and then decides to help three homeless men find places of their own. They set out with great optimism, only to be confronted by bureaucratic barriers and personal struggles to overcome the cycle of drugs and disability.

The video's producer, Eran Preis is an associate professor in the Department of Film and Media Arts at Temple University's School of Communications and Theater. He co-wrote "Beyond the Walls," which was nominated for an Academy Award for Best Foreign Film in 1984.

Patricia Baltimore and Eran Preis, the Documentary Director, will be available to conduct a question and answer forum after the film.

CONCURRENT WORKSHOPS III THURSDAY, NOVEMBER 8, 9:00-10:30 AM

16. Getting Recovery: A Provider Organization's Journey

Five years ago, SUS successfully embarked on a journey to transform its 25 year old housing and service delivery model into a practice founded on the belief that people with serious mental illnesses, with the right supports and access to best practices, can make meaningful choices in their lives as they learn to manage their illnesses and overcome the barriers to wellness that they pose. The presenters will describe each step in the agency's transformation along with strategically sequenced "building blocks" for implementation of what is now a self sustaining recovery informed service philosophy and practice. Participants will be able to use these steps as a model for transforming their own organizations. **Presenters:** *Donna Colonna*, President & CEO, *Yves Ades, Ph.D., Sr. V.P. Mental Health Programs and Programs for People Living with AIDS, Priscilla Fuller, Director Quality Assurance and Staff Development, Wanda Cruz-Lopez, Director, Mental Health Housing, Rehabilitation Treatment, Services for the Underserved, Inc.*

17. Living in the Community like Everyone Else: Promoting Community Integration

During this presentation Dr. Salzer will discuss community integration as the opportunity to live in the community like everyone else and the relationship between opportunity, community participation, and recovery. He will provide principles and strategies that can be used for increasing opportunities in various life domains, including leisure/recreation, housing, education, employment, and social relationships. **Presenter:** *Mark Salzer, Ph.D., University of Pennsylvania*

18. Administration/Staff Collaboration – An Agencywide Conflict Resolution Process

In 2005, Human Development Services of Westchester (HDSW) began a collaborative process with Columbia University's International Center for Co-operation and Conflict Resolution (CCG) opening the agency to intense reflection and learning. CCG assessed the organization's ability to manage conflict by meeting with, and eliciting information from, staff at all levels. Not only did the project yield specific recommendations and a design for a appropriate conflict management system, but it also started a process of collaborative negotiating, problem solving and group learning that has successfully enabled staff at all levels to address organizational conflicts and participate in agency decision-making to the benefit of all involved. The presenters will report on all phases of this project.

Presenters: *Andrea Kocsis, LCSW, Executive Director, Liza Szpylka, LCSW, Director of Supported Housing and Case Management Services, Sue Larsen, Supervisor, Supported Housing and Heather Howe, Supportive Case Manager, Human Development Services of Westchester, Inc.*

19. Developing an Advocacy Committee

There is strength in numbers! Housing agencies need to develop consumer voices to augment the necessary advocacy that they already do. This workshop will discuss the importance of building a sense of community by empowering consumers to work with us in partnership. Presenters will focus on how to develop an advocacy committee, as well as how a tenant/staff advocacy committee benefits the staff, the tenants and the agency. Additionally, how to get administrative and agency-wide "buy-in", funding and other challenges will be discussed. We will also hear from a tenant who has been empowered by being involved in CUCS' advocacy committee. Just imagine, if every agency had an advocacy committee, how many *more* consumers we could get to a housing rally in Albany if we were organizing consumers throughout the year? **Presenters:** *Michael Golub, Trainer/Consultant and Phyllis Lefkowitz, Community Organizer, Center for Urban Community Services, Inc.*

20. No More Sleepless Nights!

Don't toss and turn at night waiting for your disheveled charts to be audited. Corporate compliance programs will help your agency adhere to the regulations governing your services and protect you from the risks associated with substandard performance. Electronic chart records can help you relieve stress, expedite internal audits and assist you in managing Medicaid and other outside audits. Learn how to rest easy and improve your service delivery. **Presenters:** *Marge Vezzer, Executive Director, SAIL and Larry Grubler, C.E.O., Transitional Services for New York, Mark Wickham, Executive Director, Lakeview Mental Health Services*



CONCURRENT WORKSHOPS III

THURSDAY, NOVEMBER 8, 9:00-10:30 AM

21. Securing Federal, State and Private Funding to Develop Housing Programs for People with Psychiatric Disabilities (Part I)

This in depth institute will cover how to secure financing through Low Income Housing Tax Credits, NYS HHAP, HUD Continuum of Care and 811, Federal Home Loan Bank AHP, Private Entities and more. Experienced developers, development consultants, government funding sources, tax credit syndicators and private lenders will conduct this *two part institute* aimed at helping participants navigate the development process from responding to RFP's through project completion. Learn about sources of funding for services and operations in addition to capital financing. This workshop is great for the experienced developer as well as the next generation of developers who are interested in expanding the supply of housing. Participants will receive a resource binder filled with information on how to access the funding resources outlined above. And importantly, this is a great opportunity to meet the government officials who rank applications and fund these important programs. **Presenters:** *Chris Betts, Community Preservation Corp; Tony Thesing, National Equity Fund, Steven Ald, STEL; George Hezel, Esq., University of Buffalo; Ralph Fasano, Executive Director, Concern for Independent Living; Ted Houghton, Executive Director, SHNNY; Mark Fuller, President, DePaul, Inc.; Gary O'Brien, Chair, Commission on Quality of Care, Mike Newman, Director of Housing, NYS Office of Mental Health and Lorrie Pizzola, Deputy Commissioner for DHCR*

STOP BY OUR TRADE SHOW AND VISIT OUR VENDORS

Thursday, November 8
8:30 am – 5:30 pm

Community Preservation
Corporation
Albany, NY

Chem Rx
Long Beach, NY

Foothold Technology,
New York, NY

Interior Resources
East Islip, NY

Leviticus 25:23
Alternative Fund
Elmsford, NY

M.P. Agency
New York, NY

CCRx of New York
d/b/a MTM Pharmacy
Poughkeepsie, NY

Plan Architectural
Rochester, NY

PrecisionCare Software
New Palitz, NY

28th Annual Conference Committee

We would like to thank this year's Conference Committee for their continued hard work and support in the planning of ACLAIMHs' 28th Annual Conference:

Jim Mutton, Chairperson
Project Renewal, New York City

Mary Lee Walawender,
Central Region
Transitional Living Services, Syracuse

Luann Healy, Central Region
Central NY Services

Kathy Pandekakes, Hudson Region
*Human Development Services
of Westchester*

Liz Baganz, Hudson Region
MHA in Ulster County, Kingston

Sue Parrinello, Long Island Region
*Aid to Developmentally Disabled,
Riverhead*

Gary Wickham,
New York City Region
Urban Pathways, New York City

Lisa Malinowski, Western Region
Community Missions, Niagara Falls

Sue Genter, Western Region
Community Missions, Niagara Falls

THURSDAY HIGHLIGHTS

Trade Show Exhibits 8:30am – 5:30pm

Concurrent Workshops III 9:00am

Featured Presentation 10:30am

Concurrent Workshops IV 2:00pm

Commissioners' Panel 3:45pm

ACLAIMH Celebration 9:30pm

2007 Board of Directors

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Thomas Ryan
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Kathy Pandekakes
Southern Hudson Regional Director

Lisa Malinowski
Western Regional Director

Rosemary Dillon
Member At Large

Jorge Abreu
NYC Member At Large

Steve Coe
Past President

CONCURRENT WORKSHOPS IV

THURSDAY, NOVEMBER 9, 2:00-3:30 PM

22. Securing Federal, State and Private Funding to Develop Housing Programs for People with Psychiatric Disabilities (PART II)
See Part I - Workshop #21

23. “Anti-Stigma Campaigns and Site Selection: Dealing with Community Resistance to Housing Initiatives”

This presentation will help participants understand the many ways stigma can derail community housing initiatives. We will use real world examples, presenting current trends in dealing with stigma, how our organization is utilizing them, and our attempts to measure their success. We will discuss how to adapt these methods to a variety of situations. There will be interactive segments to seek participants’ thoughts on the effects of stigma, as well as their thoughts on adapting solutions. **Presenters: Laurence Hochwald, Supervising Residential Case Manager, Saint Vincent’s Catholic Medical Centers Residential Services and Linda Wilson, Executive Director of NAMI Staten Island**

24. Introduction to Critical Time Intervention: An Evidence Based Practice

This session will present *Critical Time Intervention (CTI)*, an Evidence Based Practice that’s proven to be a cost effective intervention that promotes housing stability by assisting homeless persons in transition to the community from the streets, homeless shelters, psychiatric hospitals or the criminal justice system. CTI is delivered at a “critical time”, is time-limited to 9 months and is divided into 3 specific phases that focus on 6 treatment areas. It incorporates harm reduction, motivational interviewing and stages of change in a standardized way making it a unique way of providing both supervision and case management. Other areas of focus are assessing the client’s support systems, making the right match to provide long-term support with other providers, mediating between the client and long-term supports and terminating with the client. **Presenter: Michael Golub, Trainer/Consultant Center for Urban Community Services**

25. Accident Investigation and Corrective Action—Cost Reduction Tools

Investigating workplace accidents is a necessary function, but including a high quality root cause and corrective action plan for employee accidents can reduce your workers’ compensation costs substantially. This workshop is designed to provide practical tools for coordinating accident investigation, determining actual cause of worker injuries and applying effective corrective measures that will reduce your agency’s cost burden for workers’ compensation. **Presenters: Augie DiManno, Loss Prevention Specialist and Mark Crawford, AVP/Program Manager, Program Risk Management, Inc.**

26. SMART Treatment Planning

Assisting consumers in developing meaningful and effective treatment plans is always a challenge for residential staff. During the workshop, participants will learn to identify long term goals, develop SMART objectives (Specific, Measurable, Attainable, Results-oriented and Timely) as well as the concomitant staff services that are necessary to facilitate goal achievement. **Presenters: Maureen Italiano, LCSW, Division Director, Elizabeth Woods, Quality Improvement Coordinator and Kim Carucci, CSW, Program Manager of Saint Vincent Catholic Medical Centers of New York, Behavioral Health Services, Residential Services**

27. Get the Most from Annual Fundraising Campaigns for Unrestricted Dollars

A successful annual giving effort both **FUND RAISES** and **FRIEND RAISES**. In this workshop you will learn how to gather the tools and personnel you need to run a professional fund raising operation, set achievable goals, train your volunteers for “the ask,” and make a strong case for your campaign. In addition, background and trends in annual giving; 10 elements that strengthen your development program; making the case; turning prospects into donors; and how to plan, develop and run a successful campaign, will be discussed. **Presenter: Shawn Galbreath, CFRE, ThistleDown Communications, Inc.**

28. Private Secure Web Sites to Manage Non-Profit Administration:

During this presentation, ALLSector will provide an interactive demonstration of software for managing and tracking routine administrative requests and forms such as Human Resources, Purchasing, Facilities, Grant/Contracts, IT, Job Postings, Incidents, and more. Increase staff efficiency and reduce paper using a private, secure website with integrated workflow. **Presenter: Chuck Schwartz, ALLSector Technology Group**



PLENARY:

THURSDAY, NOVEMBER 8, 2007

3:45 – 5:15 PM

Please join the New York State Commissioners of OMH, DHCR, OTDA, CQC-ADP and the President and CEO of HFA in a dialogue to discuss their state agencies' special needs and affordable housing policies, to what extent they plan to work together in the future, and their expectations for the next few years.

Michael Hogan, Ph.D.,

Commissioner, State Office of Mental Health (NYS OMH)

Priscilla Almodovar, J.D.,

President & CEO, Housing Finance Agency (HFA)

Deborah VanAmerongen, M.A.,

Commissioner, New York State Division of Housing and Community Renewal (NYS DHCR)

David Hansell, J.D.,

Commissioner, New York State Office of Temporary and Disability Assistance (NYS OTDA)

Gary O'Brien, Ph.D.,

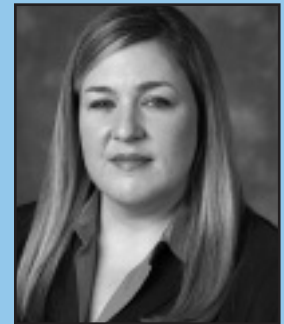
Commissioner, New York State Commission on Quality of Care and Advocacy for Persons with Disabilities (CQCAPD)



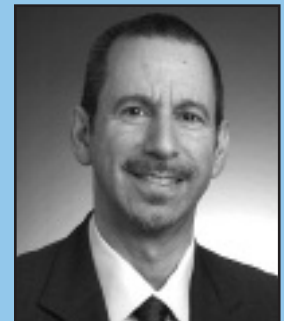
Michael Hogan, Ph.D.



Priscilla Almodovar, J.D.



Deborah VanAmerongen, M.A.



David Hansell, J.D.



Gary O'Brien, Ph.D.

FRIDAY

ACCLAIMH/OMH

9:00am

Dialog with Commissioner Hogan

NYS OMH –

10:45 am

Technical Assistance

Mike Newman, Director of Housing Services,

Frank Jacklitsch, Contract Finance Specialist

To Register Go To

WWW.ACLNYS.ORG

And Click On Events And Then Click On ACLAIMH Annual Conference And Then Click On Register On-Line.

Or Click The Link Below

[HTTP://GUEST.CVENT.COM/I.ASPX?4W,M3,A96ACE06-0E97-486D-9ADB-E5E5AFFB3017](http://GUEST.CVENT.COM/I.ASPX?4W,M3,A96ACE06-0E97-486D-9ADB-E5E5AFFB3017)

If You Need Assistance

Please Call The ACLAIMH Office At 518-688-1682 Ext 223.

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 6, 2007.**

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

On-Line registration and payment is available through the ACL Website – See above. If you cannot register on-line, please contact Tina Tortora at 518 – 688 -1682 ext. 223 for assistance.

Your registration with ACLAIMH is complete only when you have completed the on-line registration including your banquet meal choice and your workshop choices. All registrations must be received by ACLAIMH no later than October 22, 2007.

For each night that you are a registered guest at the Sagamore, you are entitled to 3 meals. Meals, gratuity, tax (unless you have submitted a tax-exempt form), use of the tennis center and the fitness center are included in your overnight rate.

If you are **NOT** staying overnight, meal tickets may be purchased at time of arrival at the Sagamore Hotel registration desk. **Prices for individual meals, including gratuity and tax** (unless you have submitted a tax-exempt form), are as follows:

Breakfast \$18.75 Lunch \$25.00 Dinner \$62.50

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: 518-743-6211

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.



ASSOCIATION OF COMMUNITY LIVING AGENCIES IN MENTAL HEALTH

NOVEMBER 7 - 9, 2007 • PRE-CONFERENCE WORKSHOP NOVEMBER 6, 2007

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 6, 2007

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: 4:00 pm Check-out time: 11:00 am

Room Rates are Per Room Per Day:

____ Single Occupancy \$210.79 ____ Double Occupancy \$326.58

____ Triple Occupancy \$467.37 ____ Quad Occupancy \$608.16

Room Type

____ Lodge Room ____ Lodge Suite ____ Hotel Room

____ Hotel Suite ____ Hermitage Suite

All of our guestrooms and public areas are non-smoking.

There are a limited number of accommodations available within each room type category. When one category fills you will be assigned to the next category. Please label your choices in order of preference, #1, #2, #3, #4, and #5. See the back of this form for Room Type Descriptions. **** Please be aware that special requests such as location and/or bed type are fulfilled whenever possible, but are NOT GUARANTEED.**

Daily Rates

Full American Meal Plan Rate (FAP) includes accommodation, as well as breakfast, lunch and dinner daily (beginning with dinner on the evening of arrival and concluding with lunch on the day of departure). Rates are subject to 7% NYS Sales Tax & 4% Warren County Occupancy Tax, unless tax exempt status has been approved.

Additional Information:

Please refer to the back of this form for additional information about The Sagamore and visit our web site at 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 _____

____ Please initial here if this card is not the attendee's and it is to be used for payment of the balance for this room reservation (excluding incidentals). **If so, the full amount due will be charged at time of booking.**

Cancellation Policy:

Should you cancel more than 14 days prior to your arrival date, 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 New York State tax exempt organization is paying for your stay, the following information applies:

A completed 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.

GENERAL RESERVATION INFORMATION

ACCOMMODATION DESCRIPTIONS

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 suites feature a fireplace, pullout sofa bed, wet bar and either a balcony or patio. The accommodations face the lake and are located in one of 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.

Hotel Suite:

A guest bedroom, bath and parlor/sitting area in Colonial Revival decor. Located in the historic Main Hotel.

Hermitage Suite:

Bi-Level suites with a living room and dining/work area, small wet bar and a staircase to a lofted bedroom with a king bed and bath in a contemporary Adirondack-style decor. Located in a private building at the center of the island.

ADDITIONAL INFORMATION

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 Purchase 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, there 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 reservation on that evening by 4:00pm. This will avoid a \$30.00 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 518-743-6021 for babysitting information and prices and 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 & 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.

