

NEW: PATHS Falls for Buffalo in 2010



National Eligibility Workers Association
Professionals Associated Through Human Services

**Presenter's
Directory**

Guest Speakers



Opening Keynote-Paul Clayton paulclayton@earthlink.net

Monday , August 23, 2010, 10:30 a.m. to 11:30 a.m.

PAUL E. CLAYTON is known nationally for his work in motivation with sales professionals, teachers and managers. His comic style is both informational and fun. He received his bachelor's degree in Philosophy and English. He has done graduate work at St. Mary's University in Baltimore, MD. Paul spent nine years teaching secondary school.

Mr. Clayton developed and headed the Job Search Program at the Employment and Training Center, Camden County, NJ. He later became Executive Director of the Private Industry Council of Camden County, NJ. Mr. Clayton has been lauded for his non-traditional approach to motivation. Paul has trained over 150,000 professionals in the last

27 years. He has lectured in all 50 states. Paul has published his book, "Developing the Power Within". Paul is included in a new book "Mission Possible" that includes authors Stephen Covey and Brian Tracy. He is presently working on his new book "The Mind As A Computer".

Paul is a Florida Sterling examiner and has been through over 500 hours of training in organizational excellence. Mr. Clayton espouses the idea that skills training are not the best way to help people get motivated. His workshops are fun and informational.

Keynote Topic

Motivating Yourself to Excellence

This seminar will give you the tools to develop the power and energy within to grow and enjoy the world around you. This seminar is for people who want to go beyond coping. You will learn to accomplish more by doing less. Learn how you form your operating system and how to tune it up. Also learn that you manage your feelings and how to make them positive. Learn how to overcome burnout and renew your energy. This seminar is fun and fast paced.



Closing Keynote-Silver Rose

Wednesday, August 25, 2010, 10:45 a.m. to 12:00 p.m.

Silver Rose, Silver Rose Enterprises, LLC silverrose24@me.com

SILVER ROSE is warm and funny, smart and savvy, and is a top-rung HR executive turned keynote speaker, trainer and internationally-read writer on using personal focus to create positive relationships in life and the workplace. A former stand-up comedienne, Silver energizes audiences while equipping them with powerful, vitalizing

tools that can make anyone enviably happy, dynamic and productive at work and at home. People connect instantly with Silver as she interweaves her insights with stories of her triumph over alcoholism and poignant years as a single mother of two adopted and emotionally troubled teens, now thriving young women. Appealing, authoritative, authentic-Silver Rose appears wherever organizations want their people to look forward to coming to work.

Keynote Topic

Change Your Focus, Change Your Life! The Science of Success

Although focusing on the positive makes us feel better, scientists tell us it also causes us to be better. In this keynote, Silver Rose takes us on a humorous and poignant journey of how and why to focus on the positive, even in the face of demanding clients and cranky co-workers. If you are thinking this is an inspirational program, you would be right. If, however, you worry that it is "feel-good fluff," you are in for a surprise. Past audience members note that Silver is a compatriot who has "been there, done that." You will walk away smiling, armed with tools to immediately de-stress at work and home.

Opening and Closing Keynote Speakers are sponsored by

UC DAVIS
EXTENSION
CENTER FOR HUMAN SERVICES

Workshop Descriptions

5 Dysfunctions of a Team

Regina D. Russ Assistant Deputy Commissioner russr@hra.nyc.gov

Luz Baez Executive Director of Specialized Training baezl@hra.nyc.gov

As future leaders of the organization there are core behavioral characteristics, one must possess and develop to maximize employee participation and team productivity. This developmental course is designed to enable you to recognize core behavioral characteristics, assess the dysfunctions within teams you are assigned to lead, and identify first steps toward greater cohesiveness and productivity.

Belly Dance Workout to Relieve Stress

Jeanette Friedman (Phara) phara@aol.com

This workshop will take belly dance movements and break them down to show how they can be used to work different parts of the body for toning, not only for the body, but the mind and soul. Belly dance positions will be used for exercise workouts and teach how some positions can actually be used while sitting at a desk while working, and unaware to anyone around. It all works out as a science of movement to relieve stress. A unique way to exercise to make a new you. This workshop is for men and women. There is no age limit. If you have a medical condition, please consult with your doctor before attending.

Cardio Low Impact

Jo-Ann Giles JoAnnGiles@verizon.net

This is a smooth, steady cardiovascular workout. This class will combine aerobic activity with lots of music and fun in a safe, low impact environment. High impact options will be demonstrated for the more energetic participants. All exercise levels are welcome

Cutting Clients' Costs: QMB/SLMB/QI-1, Extra Help & More"

Linda Bylow lbylow@sscincorporated.com

Cindy Bridges cbridges@sscincorporated.com

Kathleen Henry khenry@sscincorporated.com

Social Service Coordinators presentation will provide information on our outreach programs that assist Medicare Advantage members with applying for Medicare Savings Programs (QMB/SLMB/QI-1) to pay their Medicare Part B premium, Extra Help through the Social Security Administration for help with out of pocket Part D prescription expenses and linking them with additional resources that will help save them money on needed and useful services.

Domestic Violence

Yollette Green, New York

This presentation will consist of information pertaining to the warning signs of domestic violence, what it is and who it affects. There will also be information about the types of situations facing men, women, elders and teens. There will be a question and answer period, handouts and open discussion.

Financial Choices that Matter

Lavon Stephens lavon.stephens@prudential.com

This is an educational seminar that helps people assess their current financial situation and focus on bringing stability to their finances.

Help Making Ends Meet - WorkPays NY/myBenefits

Annette Goodrich Annette.Goodrich@otda.state.ny.us

During this economic downturn many families are having a hard time making ends meet. New York has made it easier for low and moderate income families to find out about available supports and services. This workshop will provide information about the major economic supports including earned income tax credits, food stamps, home energy assistance and health insurance programs. Additionally, a demonstration will be provided of the myBenefits web site where anyone can find out about possible eligibility for an array of benefits quickly and confidentially.

How does MIPPA Change Medicaid Determinations?

Hilary Dalin Hilary.dalin@ncoa.org

The Medicare Improvements for Patients and Providers Act (MIPPA) of 2008 brought about some significant changes to the Medicare program, particularly related to beneficiaries with limited income and resources. But it also affects the Medicaid and Medicare Savings Program determination processes. In this session we will explore these changes and how they affect you as an eligibility worker.

How Enhancing Customer Service Can Unleash the Magic in Your Organization

Cecilia Archer carcher@pdp.albany.edu

As an eligibility worker or supervisor, you already know how important great customer service can be in saving you, your agency, your co-workers, and your clients/customers time, effort, and energy. With the changing demographics of the customers we currently serve and the increases in caseloads eligibility workers are facing (as a result of the recent economic downturn), we are challenged again to re-examine how we provide, as well as, define quality customer service. We also know that in the midst of great challenges are always great opportunities for staff and agency growth and positive organizational change

Intro to Pilates

Jo-Ann Giles JoAnnGiles@verizon.net

Pilates is an exercise method developed by Joseph H. Pilates which combines core strength with control of the muscles using the mind. The Pilates exercise method will produce improved strength, flexibility and balance. Participants will need to bring an exercise mat, blanket or towel to the class. All exercise levels are welcome.

Leadership by Example

Carolyn Ross Carolyn.ross@state.or.us

Managers can either empower and energize their teams, or create frustration and confusion. This presentation gives managers a safe, fun way to understand the impact that their behavior has on others, and how others respond to their style. Participants are enlightened about the available tools they need to coach and develop competent, motivated and positive employees by gaining a deeper understanding of their strengths and challenges.

Let's Get HIPP

Cynthia Jones cjones@hms.com

Health Care Reform will allow higher income earners to qualify for Medicaid, which means these individuals are more likely to be working and more likely to have access to employer sponsored insurance. It is time for states and counties to refocus their energies on their premium assistance programs. Eligibility workers are instrumental in ensuring that state Medicaid dollars are spent wisely by appropriately referring new applicants and existing members to their Health Insurance Premium Payment programs. Come learn about HIPP, the perfect blend of private and public insurance and why it's a win-win-win for Medicaid, Recipients and Providers. HMS administers seven premium assistance programs across the country and would like to exchange ideas and discuss best practices in the ways that eligibility workers directly impact the growth of HIPP programs.

Medicaid Eligibility Policy Potpourri

Christine Gerhardt Christine.gerhardt@cms.hhs.gov

Roy Trudel Roy.trudel@cms.hhs.gov

Come meet Federal Medicaid Policy Staff and bring your questions. We'll try to unlock some of the world's best kept mysteries surrounding Medicaid and CHIP eligibility. Learn from others' questions and find answers to those issues you always wondered about. We'll also give you our perspective on and support for running a beneficiary-focused eligibility program.

Medicaid Training System for New York Eligibility Staff

Sally Speed sallys@bsc-cdhs.org

This workshop is an overview of the training and support system that is available to Medicaid Eligibility staff in NYS through a training contract with the Center for Development of Human Services (CDHS). This workshop will include a description of the NYS Eligibility system (locally administered, but state directed), the system for training staff new to Medicaid, experienced staff, and those in specified eligibility units. Included will be a description of the administrative and supervisory support also offered through the CDHS.

SNAP Policy on Non-Citizen Eligibility

Vicky Robinson Vicky.robinson@fns.usda.gov

Learn about SNAP policy on non-citizen eligibility, including a historical perspective, the impact of changes made under PWRORA and the 2002 Farm Bill, and the barriers to program access that affect immigrant households.

Uncovering the “Hidden Rules” of Economic Independence: Bridging the Gap between Poverty and Self-Sufficiency

Kyle Nurse knurse@pdp.albany.edu

In the field of human services, you're in the business of helping people. For many, a big part of what you do involves providing as many resources as possible to individuals to ensure success in today's society. In managing the growing demands of this field and the challenges facing low income families, identifying the needed resources has become a large undertaking. With the recent downward shift in our nation's economy, the task of preparing individuals for economic independence is an enormous challenge. Many resources such as financial, physical, and supportive services are provided to individuals as tools, strategies, and plans for success, yet, there are still barriers that seem to stifle a person's ability to succeed.