Be the Difference

April 12 - 14, 2016
DoubleTree Hotel by Hilton Syracuse
Join service coordinators and other professionals in affordable and retirement housing management at the LeadingAge New York Housing Professionals Annual Conference. It’s as easy as 1...2...3!!!

1. Register
2. Make your payment
3. Reserve your room

LeadingAge New York Mission Statement: To create the future of aging and continuing care services in New York State.
Sponsored by the Foundation for Long Term Care (FLTC), educational affiliate of LeadingAge New York. Our national partner, LeadingAge, is an association of 6,000 not-for-profit organizations dedicated to expanding the possibilities for aging. Together, we advance policies, promote practices and conduct research that supports, enables and empowers people to live fully as they age.
Pre-Conference Intensive
Tuesday April 12

Noon – 1 p.m.
Pre-conference registration (lunch on your own)

1 – 5 p.m.
Pre-Conference Intensive: HUD Management and Occupancy Challenge
Join Mary Ross for a four-hour training session that combines a review of the latest trends and hottest topics of the day, with answers to some of the most frequently encountered problems facing affordable housing owners and agents. To be discussed:
• Fair Housing concerns, specifically addressing bullying and hoarding;
• The latest required changes to the Resident Selection Plan and discussion of original ideas used in TSPs and applications for senior properties;
• Income and deduction clarifications, including some proposed changes; and,
• Status update on potential regulatory changes affecting affordable housing providers.

Mary Ross, CPO, FHC, MORS, president, Ross Business Development Inc., Marietta, GA

WEDNESDAY, APRIL 13

Conference Agenda
7:45 – 8:45 a.m.
Conference registration/Continental breakfast/Visit exhibitors

8:45 – 9 a.m.
Welcome

9 – 10:30 a.m.
PLENARY SESSION
Live-In Aides and Related Issues
Developing policies and procedures to address residents’ need for live-in aides can be complicated. This is especially true when your resident proposes that a family member move in to the unit to act as the live-in aide. Join us to get new information about establishing policies that honor rights of residents to have assistance while curtailing attempts to circumvent HUD’s occupancy requirements for senior housing.

Mary Ross, CPO, FHC, MORS, president, Ross Business Development Inc., Marietta, GA

10:30 – 11 a.m.
Refreshment break/Visit exhibitors

11 a.m. – noon
KEYNOTE ADDRESS
Dementia in Independent Senior Housing: Concerns, Barriers and Solutions
For the millions of Americans with dementia, staying at home for as long as possible is a common goal. However, independent living can pose certain risks for these adults—and prove challenging for family and caregivers. How do we help a senior who starts to display cognitive impairment? What do we need to do to develop support systems that keep them safe, keep dementia-related behaviors from disturbing the housing community, and help their families deal with the challenges of this disease?

Kelly Papa, MSN, RN, corporate director of learning, Masonicare University, Wallingford, CT

Noon – 1:15 p.m.
Lunch with exhibitors

1:15 – 2:45 p.m.
Concurrent sessions:

1) EIV – An Explanation of HUD’s Requirements for Using Their Enterprise Income Verification System
This session will provide an overview of which documents are required during the Management and Occupancy Reviews (MOR), the Master File, using Enterprise Income Verification (EIV) as up-front income verification and income discrepancies.

Mary Ross, CPO, FHC, MORS, president, Ross Business Development Inc., Marietta, GA

2) Cliques and Bullying – Can’t We All Just Get Along?
This session focuses on issues of cliques, bullying and naysayers in our housing communities. Discussion topics include: how to recognize bullying behavior in our communities while addressing successful ways to prevent and decrease the behaviors from occurring, empowerment of staff in a bullying situation, and analysis of non-bullying, non-harassing and non-
aggressive resident policy. Believe it or NOT – harmonious living is possible and achievable in every housing community.

M. Queen Bailey-Brooks, LCSW, CASP, PSC, quality assurance coach and grant administrator, A Wholistic Approach, LLC, Smyrna, GA

3) Rental Assistance Demonstration Update
PRACs (HUD-funded senior housing developments built in the early 1990s) are in financial limbo. These aging senior housing properties are prohibited from refinancing to address capital needs. The proposed HUD budget for 2017-2018 would allow 202/PRAC properties to apply for the Rental Assistance Demonstration (RAD). This is a totally "rad" solution to a serious financial and regulatory problem for over 100 properties in New York. This workshop will discuss RAD, and explain how properties may be converted to a new ownership structure, opening the door to new capital infusions for capital improvements.

John Broderick, senior policy analyst, LeadingAge New York, Latham
Douglas J. Reicher, president, Christopher Community, Syracuse
TBA, Nixon Peabody, New York

2:45 – 3:15 p.m.
Refreshment break/Visit exhibitors

3:15 – 4:45 p.m.
Concurrent sessions:

l) HUD Occupancy Q & A
Let's get those questions answered! In this session, participants will have an opportunity to ask questions related to occupancy and operations in a HUD senior community. Mary Ross will draw from over 20 years of property management experience and national exposure to industry stakeholders, as well as her work with contract administrators and HUD to provide the answers to questions that puzzle many property management professionals.

Mary Ross, CPO, FHC, MORS, president, Ross Business Development Inc., Marietta, GA

2) Neglect and Self-Neglect
Neglect and self-neglect can greatly impact an individual’s quality of life, and those around them as they age. Individuals who are neglected by others may also be financially exploited or be victims of other forms of elder abuse. Whether an individual is neglected or self-neglecting, as long as they have the capacity to decide to remain in the situation, they may do so. This session will provide insight into how neglect is defined; why individuals may self-neglect and accept neglect by others; and if any of these situations may constitute elder abuse. How seniors who are self-neglecting or neglected impact your ability to deliver safe and appropriate services in your housing facilities and strategies and ideas for working with these particular residents will be discussed.

Mary Anne Corasaniti, CEO/trainer, MAC Consulting Group, Fayetteville

Mary Ross, CPO, FHC, MORS, is the president of Ross Business Development. Ms. Ross is a nationally recognized expert in property management training and consulting services. For over 20 years, Mary has helped senior executives throughout the industry work successfully to meet changing industry and regulatory requirements. She provides clients with high-level consultation and advice on how to succeed in compliance (HUD/Tax credit) and conventional markets. Her specific areas of expertise are: strategic and business planning, business development, systems implementation and standardization, design and development of blended learning solutions, market positioning for distance learning solutions, learning management systems development, HUD and Fair Housing compliance concerns, and decision and change management.
colleague or family member who is in a state of crisis and/or escalating. Attendees will gain knowledge of the different types of crisis that a person can experience and receive tools and techniques that can help bring them back into a place of constructive communication. Short- and long-term solutions will be discussed.

Francis Battisti, Ph.D., executive vice president and chief academic officer, SUNY Broome at Broome Community College, Binghamton

Full-Day Intensive for Facility Managers
Wednesday, April 13
(Conference attendees may attend one or both sessions.)

9 a.m. – noon
Incorporating Long Term Capital Needs in Your Daily Maintenance Plan
Understanding the long term capital needs of a property or facility starts with understanding good daily maintenance and eliminating deferred maintenance. This training will discuss establishing policies that set a zero-tolerance for deferring maintenance. Many areas that need to be repaired or replaced in a capital needs analysis started off being light maintenance issues that were overlooked or delayed, until they became significant problems. No matter what facility you manage or oversee, basic steps can be taken every day to address maintenance as an “active” plan instead of a “reactive” one. Once issues are addressed actively on a daily basis, the lifespan of components and systems are extended; and the costs of running a property can be controlled. In this training, practical approaches to common maintenance issues will be discussed for properties and facilities, as well as how these active maintenance activities can prevent long term needs of a property.

Scott Precourt, president, U.S. Housing Consultants, Northwoods, NH

Noon – 1:15 p.m.
Lunch with Exhibitors

1:15 – 5 p.m.
Preparing for REAC Inspections with Hands-On Training
HUD REAC has recently updated their practices and new REAC inspectors are conducting inspections that are more thorough than ever before. You will learn best practices from the country’s leading REAC consulting firm, including the ways to ensure that you are properly prepared no matter what challenges your property might face. The second half of this afternoon session, the entire class will travel to a nearby property for a hands-on session, showing you how to conduct your own worst-case scenario inspection. Travel will be on your own and the day will end at the housing property.

Scott Precourt, president, U.S. Housing Consultants, Northwoods, NH

Facility managers registering for this program should select “Wed., April 13 (full- or half-day) Intensive for Facility Managers” and the intensive session(s) on the registration form.
Register

Pre-conference intensive rate for Tuesday, April 12 includes: Refreshment break and access to online session materials. Lunch is on your own.

Daily conference rate for Wednesday, April 13 includes: Continental breakfast, lunch, refreshment breaks, access to online session materials, time with exhibitors and attendance at all sessions on Wednesday.

Daily conference rate for Thursday, April 14 includes: Continental breakfast, access to online session materials and attendance at all sessions on Thursday.

Conference registration rate includes: Access to online session materials, time with exhibitors, attendance at all sessions on Wednesday and Thursday, Wednesday lunch, continental breakfast on Wednesday and Thursday, and all refreshment breaks.

Cancellations received by March 23 are refundable, less a 25 percent administrative fee. After that the fee will not be refunded. Cancellations must be sent in writing to Michelle Mahoney at mmahoney@leadingagency.org or fax: 518.867.8386. Those who register and do not comply with the cancellation policy will be billed. Substitutions are permitted.

This conference is approved as a HUD and HCR allowable expense.

Casual dress is “in” for the conference. For your comfort, we recommend dressing in layers and keeping a sweater or jacket handy.

Certificates of attendance: Certificates for attendees will be provided in your conference packets.

Make Your Payment

Payment in full must be received by the date of the conference to ensure your entry.

REGISTRATION FEES:

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<thead>
<tr>
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<th>LEADINGAGE NEW YORK MEMBERS</th>
<th>NON-MEMBERS</th>
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<tbody>
<tr>
<td>Pre-conference, April 12</td>
<td>$149</td>
<td>$169</td>
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<tr>
<td>Conference, April 13 – 14</td>
<td>$339</td>
<td>$359</td>
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<td>Wednesday, April 13 only</td>
<td>$249</td>
<td>$269</td>
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<tr>
<td>Thursday, April 14 only</td>
<td>$149</td>
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<td>Wednesday Intensive for Facility Managers (full-day)</td>
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<td>Wednesday Intensive for Facility Managers (half-day)</td>
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Lunch is included in the morning-only and afternoon-only (half-day) options.
HOTEL ACCOMMODATIONS

DOUBLETREE HOTEL BY HILTON SYRACUSE

Single or double occupancy, excluding tax: $100

CHECK-IN: 3 P.M.      CHECK-OUT: NOON

HOTEL RESERVATION DEADLINE:

To qualify for the special room rate, reservations must be received by March 14, 2016.

TO MAKE YOUR RESERVATION:

BY PHONE: 315.432.0200 or National reservations at 800.222.TREE
Identify yourself as attending the LeadingAge New York Housing Professionals Annual Conference.

PARKING: COMPLIMENTARY PARKING IS AVAILABLE FOR ALL CONFERENCE ATTENDEES.

All guest rooms at the DoubleTree Hotel by Hilton Syracuse feature complimentary high-speed wireless Internet access, in-room coffee makers, irons, ironing boards and hair dryers. Sink into the new Sealy Hilton Perfect Sleeper and Suite Dreams II bedding package with plush linens. Each room offers a 32-inch flat-screen TV, spacious work desk and ergonomic chair. Other hotel amenities include an indoor heated pool, an extensive fitness center open 24 hours a day, and an expanded business center with complimentary Internet access. The hotel provides complimentary van transportation for registered guests to and from Hancock International Airport.

TRAVEL DIRECTIONS

Downtown Syracuse to the DoubleTree Hotel by Hilton Syracuse:
Take Route 690 east to Thompson Road exit, Thompson Road north to Carrier Circle, take Route 298 east ½ mile to DoubleTree, on the left.

Hancock International Airport to the DoubleTree Hotel by Hilton Syracuse:
Take Airport Road to Interstate 81 south to NYS Thruway coming east, take the NYS Thruway east to Exit 35 (Carrier Circle) to Route 298 east, and take Route 298 east to DoubleTree, on the left.

NYS Thruway to the DoubleTree Hotel by Hilton Syracuse:
Take NYS Thruway to Exit 35 (Carrier Circle), go around Carrier Circle (3/4 around) to Route 298 east, and take Route 298 east to DoubleTree, on the left.

Interstate 81 North to the DoubleTree Hotel by Hilton Syracuse:
Take Interstate 81 north into Syracuse where it turns into Interstate 481 north, take Interstate 481 north to Exit 7 which is Route 298 west, go down Route 298 west (about 7 miles) to DoubleTree, on the right.

Interstate 81 South to the DoubleTree Hotel by Hilton Syracuse:
Take Interstate 81 south to the NYS Thruway, take the NYS Thruway east to Exit 35 (Carrier Circle), go around Carrier Circle (3/4 around) to Route 298 east, and take Route 298 east to DoubleTree, on the left.
Print or type. Please use one registration form per attendee. Be sure to complete both pages of this form.

Name: ____________________________________________ Title: _____________________________________________________

Organization: ___________________________________________________________________________________________________

Address: __________________________________________ City/State/Zip:  _____________________________________________

Phone: (   ) _________________________________________ Email (required): _________________________________________

LeadingAge New York member: □ Yes □ No

Are you a first-time attendee at this conference?: □ Yes □ No

How many years have you been a housing professional? ______

Please check here if you require specific aids or services pursuant to the Americans with Disabilities Act. Our staff will contact you to make arrangements.

REGISTRATION FEES: (Please select the appropriate fee.)

Pre-Conference Intensive: April 12
□ LeadingAge NY Members: $149
□ Non-members: $169

Conference: April 13 - 14
□ LeadingAge NY Members: $339
□ Non-members: $359

Wed., April 13 Intensive for Facility Managers
Full-day
□ LeadingAge NY Members: $249
□ Non-members: $269

or
Half-day (Select sessions below)
□ LeadingAge NY Members: $149
□ Non-members: $169

Payment in full must be received by the date of the conference to ensure your entry. Cancellations received by March 23 are refundable, less a 25 percent administrative fee. After that, the fee will not be refunded. Cancellations must be sent in writing to Michelle Mahoney at mmahoney@leadingageny.org or fax: 518.867.8386. Those who register and do not comply with the cancellation policy will be billed. Substitutions are permitted.

SESSION CHOICES: (Please check one session per time slot.)

Tues., April 12: Pre-Conference Intensive (additional fee)
1 – 5 p.m.
□ HUD Management and Occupancy Challenge

Wed., April 13: Concurrent sessions
1:15 – 2:45 p.m.
□ EIV
□ Cliques and Bullying
□ Rental Assistance Demonstration Update

3:15 – 4:45 p.m.
□ HUD Occupancy Q & A
□ Neglect and Self-Neglect

Thur., April 14 only
□ HUD Management and Occupancy Challenge

Special Meals Request: #_____ Vegetarian #_____ Gluten-free #_____ Kosher

Summary of Charges: Please enter the applicable fees.

Pre-conference fee $_________

Conference fee $_________

Intensive for Facility Managers fee $_________

Total $_________

(continued)
Name: ________________________________________  Title: ____________________________________________

Organization: _______________________________________________________________________________________

Payment Method:
Please select: □ Check  □ MasterCard  □ Visa  □ Discover  □ Amex

Credit card number: ____________________________________________________________

Exp: ______________________  Security code: __________________

Cardholder's name (exactly as on card): __________________________________________

Authorized signature: __________________________________________________________

Payment in full must be received by the date of the conference to ensure your entry.

Make check payable to Foundation for Long Term Care

Complete registration form and return with payment to: Foundation for Long Term Care
	Fax: 518.867.8386       Phone: 518.867.8385, ext. 154
	Mail: 13 British American Blvd., Suite 2, Latham, N.Y. 12110-1431

Questions? Contact Michelle Mahoney at mmahoney@leadingagency.org