



September 10 & 11, 2025 | The Saratoga Hilton, Saratoga Springs, NY  
\* as of 8/26/25\*

### Wednesday, September 10, 2025

#### 1:00pm – 2:00pm Hospice Primer for ALPS



**Kara Travis, BA, BS, MA, Director, Center for Hospice & Palliative Care, NYS DOH**

- Joined the Center for Hospice & Palliative Care at NYS Department of Health Office of Aging & Long-Term Care in August 2024 as Director
- Prior to that, spent seven years as President/CEO of Mountain Valley Hospice & Palliative Care and the Nancy Dowd Hospice Home, serving the southern Adirondacks and Mohawk Valley
- Designed outpatient & home-based Palliative Care service line that included telemedicine component
- Founding member & former Board Chair of the GOE IPA, Inc., non-profit formed by 8 rural Hospices from Watertown to Ithaca to maximize resources
- Spent 12 years as senior leader with Bassett Healthcare Network
- Immediate Past President of Amsterdam Rotary Club (2023 Sok Nam Ko Rotarian of the Year)
- Delivers pet therapy with black lab Stella through Therapy Dogs International
- Certified Executive Coach & Certified Compliance Officer
- Recipient of The Capital District Business Review's 'Forty under 40' award
- Former participant in national panel of experts on improvement of CAHPS scores by engaging frontline support staff alongside clinicians

#### 2:00pm – 3:15pm An Overview of OMIG's Audit Process

Senior representatives from OMIG's Division of Medicaid Audit will provide an overview of the agency's audit process as well as guidance on best practices and tips on how to prepare for an audit. A Q&A session will follow the presentation.



**Michael T. D'Allaird, Deputy Medicaid Inspector General for Audit**

Mike D'Allaird serves as Deputy Medicaid Inspector General for the Division of Medicaid Audit. In this capacity, Mike is a key member of the Executive management team, managing the strategic direction and overall operation of the Division of Medicaid Audit. Prior to his appointment, Mike served as an Associate Attorney in the agency's Office of Counsel, where he helped develop and implement several legislative and regulatory initiatives, including the agency's 2022 fraud, waste, and abuse prevention rulemaking, and led a team of attorneys, auditors, investigators, data analysts and others with drafting and negotiating amendments to the state's Medicaid Managed Care model contracts. In this prior role, Mike also managed senior attorneys who represented the agency in administrative hearings, rendered legal advice on a broad range of subject areas, and was OMIG's designated Ethics Officer. Mike began his career with OMIG in 2008 as a legal intern.

Mike earned his Juris Doctor degree from Albany Law School, master's degree in public administration from The Nelson A. Rockefeller College of Public Affairs & Policy, and bachelor's degree in History and Political science from The College of Saint Rose



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**Eugene Greco, Director Managed Care Network Provider and Fee for Service Audit**

Eugene Greco, Director Network Provider and Fee for Service Audit, has more than a decade of experience in the New York State Office of the Medicaid Inspector General's (OMIG) Medicaid Fee-For-Service audit arena. In addition to his senior-level positions within OMIG's Division of Medicaid Audit, he is a topic expert in areas including personal income and franchise tax auditing.

**3:30pm – 4:45pm Putting People First: Advancing Person-Centered Care in Adult Care & Assisted Living**

This session explores the philosophy and practice of person-centered care in adult care facilities and assisted living. We will review survey successes, highlight key themes from policy review, and share strategies that align regulation with compassionate, individualized support. Participants will gain insight into next steps for fostering environments that prioritize dignity, choice, and quality of life, while ensuring compliance and sustainable success.

**KellyAnn Anderson**, Center for Long Term Care Survey & Operations, Office of Aging & Long Term Care  
KellyAnn Anderson is the current Director for the Division of Adult Care Facilities and Assisted Living Surveillance. She brings a wealth of experience working in the Long Term Care industry, ranging from her clinical experience as a licensed Respiratory Therapist running a ventilator unit in a Long Term Care Facility; Enriched Housing Program with SNALR and EALR certifications; and her nursing home experience ranges from a small 56-bed to a large 356-bed facility. She was called upon to serve on mock-survey teams, develop survey readiness programs served as "Subject Matter Expert" on Corporate Senior Executive committee to improve quality of care with advanced Quality Assurance Process Improvement (QAPI) framework.

**Deborah Busch**

**4:45pm – 6:00pm OMIG Audits and Compliance: Recent Developments and Emerging Issues**

This session will discuss recent developments and emerging issues in ALP Medicaid payment audits and compliance program reviews conducted by the Office of the Medicaid Inspector General ("OMIG"). In addition, this session will discuss the anticipated release of OMIG's updated ALP audit protocol and potential implications for future ALP audits. Finally, this session will highlight lessons learned from compliance program audits conducted by OMIG since its adoption of Part 521-1 and expectations for future review activities. The goal of this presentation is to provide participants with practical and actionable recommendations to minimize risk of recoupment and strengthen compliance program activities.



**Jennie Shufelt, Founding Member, Meliora Law**

Jennie Shufelt is a Health and Corporate attorney who advises health care and non-health care clients on a wide range of health care compliance issues, as well as corporate and transactional matters. Jen is also an experienced litigator, and uses that experience to inform all aspects of her practice, such as risk assessment and mitigation, due diligence, and government investigations and audits. Jen utilizes her broad healthcare and legal industry experience to help clients develop practical solutions to prevent and mitigate risk and achieve clients' objectives. She frequently



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presents at trade association conferences and other venues on compliance and other matters of interest to health care clients.

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**Thursday, September 11, 2025**

**8:30am – 10:00am Staying Ahead! Maintaining an Effective Compliance Program, Improving Operations, and Reducing Audit Risk**



**Chris Chase, Hinman Straub**

Chris Chase is a member of the Firm's Health Law Department. Prior to joining the firm, Mr. Chase worked at the Department of Health for nine years, most recently as Deputy Director for the Bureau of Program Counsel. At the Department, Mr. Chase advised DOH Executive staff and the Governor's Office on a wide range of issues relating to Medicaid, managed care, long term care, and labor-related matters. He also participated in the State's budget process, drafting statutory language for the Executive Budget, advocating for Department priorities with the Governor's Office and Division of

Budget, and negotiating budget items with the State Senate and Assembly.

Mr. Chase assisted the Department in navigating complex federal and state legal environments and litigation risk in operating the Medicaid program, helping staff to implement budget initiatives and address stakeholder concerns. Among his responsibilities, he reviewed proposed policies and program documents for regulatory compliance and litigation risk, negotiated with other State agencies (e.g., OMIG, MFCU, OMH, OPWDD, and OASAS) and managed care plans to amend the Medicaid managed care model contracts, assisted litigation counsel and the Attorney General's office in defending Department actions, and oversaw the work of other attorneys.

Prior to joining the Department, Mr. Chase was a member of the New York State Bar Association's eHealth and Information Systems Committee. He helped organize several continuing legal education events and developed an internship program with Albany Law School, directing student research and writing projects to assist policy makers in implementing telehealth and telemedicine in New York State.

**10:30am – 12:00pm The Integration Equation: Navigating LHCSA's Distinct Role in the ALP Setting**

Licensed Home Care Services Agencies (LHCSAs) play a pivotal role within the Assisted Living Program (ALP), delivering home care services to residents within a congregate setting. Meeting LHCSA requirements and expectations in such a unique application can feel like trying to fit a square peg into a round hole. This session unpacks the unique regulatory, operational, and clinical considerations for LHCSAs embedded within ALPs—shedding light on compliance nuances and surveyor expectations.



**Kathy Sindoni RN, BSN, CLNC**

Kathy has been licensed as a Registered Nurse since 1993. She received a Bachelor of Science in Nursing through Mansfield University and Robert Packer Hospital in Pennsylvania. She has been professionally engaged in the Assisted Living Industry since 2001. Kathy served as the Administrator and Case Manager at Bridges Cornell Heights, in Ithaca, New York from 2005-2013. During that tenure, Kathy assisted in establishing the first licensed Enhanced Assisted Living Residence (EALR) in New York

State.

Kathy is the Owner and Chief Consultant of Substantial Compliance Consulting Group, LLC. Substantial Compliance provides experienced and professional consultation for the Assisted Living Industry which



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includes a variety of services, such as licensure applications, program assessment and development, regulatory compliance guidance, staff education and development, case management, quality assurance and improvement, QA program development, policy and procedure development, resident care program development and improvement, and assistance with Plans of Correction and Inspection Review Process (IRP) application and execution.



**Jayne Perry, RN, Substantial Compliance Consulting Group**

Jayne has been a registered nurse for 39 years. She completed her studies at St. Elizabeth's Hospital School of Nursing, Utica, NY, and has furthered her education over the years by completing courses through Excelsior College, Albany, NY.

Jayne has served in various professional leadership and management roles throughout her nursing career, including Long Term Care (LTC) Infection Control and Prevention RN; LTC Manager; Assisted Living Director of Patient Care Services; and Assisted Living Administrator in a 120-bed residence, licensed as an Adult

Home/Assisted Living Facility with an Assisted Living Program (ALP) and Enhanced Assisted Living Residence (EALR) Program. Jayne was also responsible for oversight of the Licensed Home Care Service Agency (LHCSA) that served the ALP population and has experience in completing the UAS-NY Community Assessments.

Jayne's passion and desire are to educate and train on NYS Regulations and best practices in standards of care for residents residing in Adult Care Facilities and Assisted Living Facilities. She is the owner of LRE Consulting, LLC, and regularly partners with RFR Consulting Group, Inc. and SCCG, LLC (Substantial Compliance Consulting Group).

Jayne is an industry partner with Empire State Association of Assisted Living (ESAAL) and serves as a member of the Assisted Living Program Committee. She enjoys presenting at the ESAAL Annual Conference on pertinent industry topics. Jayne also serves her community as an American Heart Association Basic Life Support and First Aid Instructor.

**1:00pm – 2:00pm Effective Plans of Correction and Other Survey Issues**



**Lori Sievers, Hinman Straub**

Lori Sievers is a member of the Firm's Health Law department. Her practice focuses on representing Long Term Care providers. She represents assisted living residence, social day care and home care operators in all licensing and regulatory compliance matters, acquisitions and sales, and litigation matters. She has served on a variety of work groups and task forces, including the Assisted Living Task Force, ACF Licensure Streamlining Workgroup and Regulatory Rewrite Workgroup, where she has played a key role in shaping licensure and operational policy. Her unique understanding of operational

issues, partnered with her extensive experience in assisted living law and regulations allows her to efficiently problem-solve and partner with clients to strategically plan and meet their licensure goals, compliance strategies and ownership transitions.

She is a member of the New York State Bar Association and the Capital District Women's Bar Association, where she is active with the CARE and Classroom Committee.

**2:00pm – 3:00pm Who's Caring for the Caregivers? Building Sustainable, Human-Centered Support Systems in Assisted Living**



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Behind every resident supported by New York's Assisted Living Program (ALP) stands a caregiver — a professional who often carries both the weight of clinical care and the emotional burden of human connection. Yet in the midst of regulatory pressures, staffing shortages, and rising care demands, one essential question is often left out of the conversation: Who's caring for them?

This session goes beyond traditional training to address a pressing question in today's Medicaid-funded ALP environment: How do we empower caregivers—emotionally, practically, and professionally—to deliver high-quality care while also protecting their own wellbeing?

Blending regulatory insight with real-world innovation, this session explores how education, interdisciplinary teamwork, and person-centered engagement strategies can transform not just resident care, but the entire culture of caregiving. Grounded in frontline experience and supported by fresh, real-world models from within and outside of New York, this session challenges participants to reimagine caregiver support as a core operational strategy, not a soft initiative.

### **Objectives**

1. Understand the Real Cost of Burnout: Explore current data on caregiver burnout, staff turnover, and its direct impact on quality of care, compliance, and operational sustainability.
2. Discover Innovative, Low-Cost Solutions: Learn about cutting-edge models from peer facilities and other states that have implemented creative ways to support staff without breaking budgets — from emotional wellness programs to shift culture changes and community-driven recognition strategies.
3. Reframe the Role of Leadership in Caregiver Wellbeing: Equip administrators, nurses, and department heads with practical leadership techniques that center empathy, resilience, and equity as key pillars of their teams' success.
4. Deliver Functional, Resident-Centered Engagement Daily: Learn how to integrate purposeful activities into care plans that align with residents' histories and strengths—enhancing both quality of life and staff satisfaction.
5. Leverage Therapy Services to Address Evolving Challenges: Recognize emerging trends in ALP regulation and dementia care and explore how therapy partners can help facilities stay proactive and compliant.

### **Danielle Norris, MS, OTR/L, BCG, Director of Education and Compliance, PT Plus**

Danielle Norris, Director of Education and Regulatory Compliance, is an experienced occupational therapist with over 20 years of clinical leadership in older adult care. She has served as a clinical instructor, mentor, and presenter across SNFs, ALFs, and ILFs, providing education to interdisciplinary teams on topics such as dementia care, therapy services, regulatory compliance, and quality improvement.

Danielle has presented at national, state, and university levels, sharing practical, evidence-based strategies to improve engagement, safety, and quality of life in aging populations. This session offers timely, actionable insights to help providers navigate evolving expectations in assisted living programs. With a focus on person-centered care and regulatory alignment, attendees will gain tools to enhance team performance, reduce staff burnout, support resident outcomes, and strengthen quality initiatives within their communities.



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### **3:00pm – 3:30pm Conference Wrap-up/What's on Your Mind?**

Throughout the year, ESAAL's Executive Director Lisa Newcomb gives assisted living providers updates on all regulatory, legislative and policy issues impacting their businesses. The ALP Conference presentations have addressed many of those issues, but not all. In our closing session, after having monitored topics addressed and vetted throughout the conference, Lisa will conclude with a report on topics not already covered, as well as how we may continue to advocate for providers on an ongoing basis with our regulatory agency.



### **Lisa Newcomb, Executive Director, ESAAL**

Lisa Newcomb joined ESAAL in 1986 as the Association's director of member services, growing the size of the Association by enhancing membership value through personalized customer service and the development of high quality and cost saving member programs. Lisa has been the Empire State Association's Executive Director since 1998. In that capacity, she represents the Association and its members by serving as an appointee on the Adult Care Facility/Assisted Living Residence Task Force created as part of the 2004 Assisted Living Reform Act. She also participates in numerous other Department of Health workgroups and committees designed to address assisted living and home care topics.