



COMPLIANCE & QUALITY  
**CONNECTIONS**  
CONFERENCE 2026

# REGISTRATION BROCHURE

The 18th Annual Conference for Providers  
Supporting People with Disabilities

**May 5, 2026**

**8:45 a.m.-4:00 p.m.**

Registration & Continental Breakfast begin at 7:30 a.m.

**The Saratoga Hilton Hotel**

534 Broadway, Saratoga Springs, NY

Join us for valuable information and insights  
to help ensure disability service providers are  
running effective, efficient, high-quality programs.

**A CONFERENCE FOR:**

**Corporate Compliance Officers; Corporate Compliance Committee Members;  
Quality Assurance Officers; Board Members; Executive Leadership**

# GENERAL INFORMATION



## Compliance & Quality Connections 2026

- WHEN:** **Tuesday, May 5, 2026, 8:45 a.m. to 4:00 p.m.**  
(Check-in & continental breakfast begin at 7:30 a.m.)
- WHERE:** **Saratoga Hilton Hotel, 534 Broadway, Saratoga Springs, NY**
- COST:** **\$250 = CP State Affiliates/The Arc NY Chapters**  
**\$295 = Non-Members**
- REGISTER:** **Click [HERE](#) to register online!**  
**Seating is limited – REGISTER EARLY!!**
- DEADLINE:** **The registration deadline is April 20.**  
Registrations are being accepted online.
- OVERNIGHT ROOMS:** **A block of rooms have been reserved at the Saratoga Hilton.**  
A block of overnight rooms has been reserved at a special conference rate of \$189, plus applicable taxes. See “Hotel information” on next page.
- FOR YOUR COMFORT:** Please be aware that the temperature in meeting rooms can fluctuate.  
**For your comfort, we recommend dressing in layers.**

### **CANCELLATION POLICY:**

**After April 17, no refunds will be made. However, registrants may send someone else in their place.**

### **PRESENTATIONS/HANDOUTS:**

Presentations/Handouts will be posted by the close of business on May 8 on The Arc New York and CP of NYS websites ([www.thearcny.org](http://www.thearcny.org) & [www.cpstate.org](http://www.cpstate.org)).

**QUESTIONS?** Registration questions may be directed to (518) 436-0178. General conference questions may be directed to either (518) 436-0178 or (518) 439-8311.

# Compliance & Quality Connections 2026

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# HOTEL INFORMATION



## The Saratoga Hilton

534 Broadway | Saratoga Springs, NY

We have reserved a block of rooms at the Saratoga Hilton Hotel (534 Broadway) for the night of May 4, 2026, at the discounted rate of \$189 (plus applicable taxes). To reserve a room at our special rate, please click on the link below. Don't forget a tax-exempt form if applicable. THE CUT-OFF FOR MAKING HOTEL RESERVATIONS FOR OUR GROUP RATE IS APRIL 7. AFTER THAT TIME, RESERVATIONS WILL BE ACCEPTED SUBJECT TO AVAILABILITY AT THE PREVAILING RATE.

<https://book.passkey.com/go/TheArcNYQCChallenges2026>

## DIRECTIONS

**FROM THE SOUTH:** Take the NYS Thruway (I-87 North) to Exit 24. Take the Adirondack Northway (I-87 North) to Exit 15. Turn left off exit. At the 5<sup>th</sup> traffic light, turn left onto Rock Street. At stop sign, turn right onto Maple Avenue. The Saratoga Hilton parking lot is on your right just after The Olde Bryan Inn.

**FROM THE NORTH:** Take Adirondack Northway (I-87 South) to Exit 15. Take right at exit. At the 4<sup>th</sup> traffic light, turn left onto Rock Street. At stop sign, turn right onto Maple Avenue. The Saratoga Hilton parking lot is on your right just after The Olde Bryan Inn.

**FROM THE EAST:** Take the Massachusetts Turnpike West to NY Thruway. Take Exit B-1 (I-90 Bypass) to I-787 North for approximately 6 miles to Route 7 West for approximately 2 miles to Adirondack Northway (I-87) for approximately 22 miles to Exit 15. Turn left off exit. At the 5<sup>th</sup> traffic light, turn left onto Rock Street. At stop sign, turn right onto Maple Avenue. The Saratoga Hilton parking lot is on your right just after The Olde Bryan Inn.

**FROM THE WEST:** Take NYS Thruway (I-90 East) to Exit 24. Take Adirondack Northway (I-87 North) to Exit 15. Turn left off exit. At the 5<sup>th</sup> traffic light, turn left onto Rock Street. At stop sign, turn right onto Maple Avenue. The Saratoga Hilton parking lot is on your right just after The Olde Bryan Inn.

MAY 5, 2026 - SARATOGA HILTON HOTEL

## SCHEDULE

7:30-8:45am	<p><b>CHECK-IN / CONTINENTAL BREAKFAST</b> (Saratoga Foyer/Pavilion)  <i>Please visit our SPONSORS &amp; EXHIBITORS throughout the day!</i></p>
8:45-9:00am	<p><b>WELCOME &amp; OPENING REMARKS</b> (Saratoga Ballroom)  <i>Mike Alvaro, President &amp; CEO, CP State</i></p>
9:00-10:30am	<p><b>KEYNOTE: THE 50% PROBLEM - WHAT TO DO WHEN HALF YOUR EMPLOYEES ARE ALREADY BREAKING YOUR AI POLICY</b> (Saratoga Ballroom)  <i>Nick Gallo, Chief Servant and Co-CEO, Ethico</i></p> <p>Current research indicates 40-60% of employees use unauthorized AI tools for work tasks, creating significant exposure to data leakage, regulatory violations, and reputational harm. Traditional compliance approaches - prohibition-focused policies, annual training programs, and input-monitoring systems - fail to address this risk due to three structural flaws: compliance friction that drives employees toward faster non-compliant alternatives, training interventions disconnected from the moment of decision-making, and surveillance methods that generate evasion rather than behavioral change.</p> <p>This session presents a five-part framework for enabling safe AI adoption: designing frictionless compliant pathways that outperform shadow alternatives; implementing contextual micro-learning interventions at the point of risk; shifting from input policing to output-focused governance that detects hallucinations, bias, and data exposure; replacing comprehensive policy documents with tiered risk classification systems; and establishing peer-to-peer compliance champion networks. Attendees will gain practical strategies for transforming compliance from a control function into an enablement function that reduces shadow AI usage while supporting organizational productivity.</p>
10:30-10:50am	<p><b>BREAK</b> (Saratoga Foyer/Pavilion)</p>
10:50-11:55am	<p><b>REINTRODUCING THE JUSTICE CENTER: A PRESENTATION AND CONVERSATION WITH JUSTICE CENTER LEADERSHIP</b> (Saratoga Ballroom)  <i>Maria Lisi-Murray, Acting Executive Director, NYS Justice Center</i>  <i>Erika Beardsley, Executive Deputy Director, NYS Justice Center</i>  <i>Christa Book, General Counsel, NYS Justice Center</i>  <i>Dee Levy, Assistant Deputy Director, Office of Outreach, Prevention &amp; Support, NYS Justice Center</i>  <i>Nikki O'Meara, Director of Quality and Process, NYS Justice Center</i></p> <p>This informative session marks a new chapter for the Justice Center. With a renewed focus on abuse and neglect prevention, process improvement, and engagement, the Justice Center is evolving its approach to better support those providing and receiving care. During this presentation, audience members will hear from the agency's new leadership team and learn about the Justice Center's current initiatives and plan for the future. Finally, this session will provide an opportunity for participants to actively engage in a conversation about how we can collaborate moving forward to improve experiences with the Justice Center.</p>

# SCHEDULE

12:00-1:00pm

## LUNCH & AWARDS PROGRAM (Saratoga City Center Meeting Room 1)

Remarks by **MEGAN O'CONNOR-HEBERT**, OPWDD Deputy Commissioner, Division of Quality Improvement

*Congratulations to our 2026 Award Winners!*

Excellence in Compliance – **PATTIE KEPNER** (Arc GLOW)  
Excellence in Quality – **DEBORAH ROSEMIER** (Arc Allegany-Steuben)  
Impact Award – **THE ARC MID-HUDSON**

1:00-2:30pm

## CARE COORDINATION AND COMPLIANCE – A SHARED RESPONSIBILITY (Saratoga Ballroom)

*Courtney Skivington-Wolf*, Chief Operating Officer, Care Design NY  
*Glenda Criss*, Senior Vice-President of Care Management, LIFEPlan CCO NY, LLC  
*Ellen Arocho-Kelly*, Corporate Compliance Officer, Queens Centers for Progress

Since the transition of Medicaid Service Coordination to care management through the creation of care coordination organizations (CCOs) in 2018, the new organizations were faced with creating and implementing their own quality and compliance structure for their part of the disability service delivery system. This session will provide an overview of some of the key initiatives in the areas of compliance and quality from the CCO's perspective as well as the perspective of residential, day, and other program providers on the intersect of CCO services and the other parts of the disability system.

2:30-2:50pm

## BREAK (Saratoga Foyer/Pavilion)

2:50-4:00pm

## 2026 FEDERAL AND STATE REGULATORY UPDATE (Saratoga Ballroom)

*Mario F. Ayoub*, Senior Associate, Bond, Schoeneck & King LLC  
*Roger Bearden*, Member, Bond, Schoeneck & King LLC

This session will cover key federal and state legal developments that impact developmental disability providers. Federal topics include the Access Rule, Section 504 regulations, HIPAA, and AI. State level developments include OPWDD and OMIG regulatory updates. This session will assist providers in updating their compliance programs and managing regulatory risk.





# ANNUAL AWARDS

Join us at our 2<sup>nd</sup> Annual Lunch Awards Program as we celebrate our winners!

*Megan O'Connor-Hebert, OPWDD Deputy Commissioner,  
Division of Quality Improvement, to deliver remarks.*

## Excellence in Compliance Award



**Pattie Kepner**  
Vice President of Compliance  
Arc of GLOW

## Excellence in Quality Award

**Deborah Rosemier**  
Director of Quality Enhancement  
Arc Allegany-Steuben



## Impact Award



**The Arc Mid-Hudson**

# SPEAKERS



## ELLEN AROCHO-KELLY

*Corporate Compliance Officer  
CP Nassau*

Ellen Arocho-Kelly is a seasoned leader with more than four decades of experience in the field of human services, disability supports, and organizational compliance. Her career began in 1981 in a mid-sized not-for-profit agency supporting adults with developmental disabilities. Prior to that, she worked in the school system as a paraprofessional, supporting three- and four-year-old children with significant behavioral challenges—an experience that shaped her lifelong commitment to person-centered, compassionate support.

In 1986, Ellen moved into consulting, where she dedicated herself to professional development and staff training. She became known for her ability to strengthen staff skills, elevate service quality, and help agencies remediate findings associated with 45- and 60-day letters. She partnered closely with programs and QA teams, providing both corrective guidance and organizational coaching.

By 1990, Ellen had established herself as a sought-after trainer across multiple organizations, delivering SCIP, CPR, person-centered planning, and a wide range of required trainings. Her expertise led her to Queens Centers for Progress (formerly United Cerebral Palsy of Queens), where she has continued to serve in progressively senior roles and remains a vital part of the agency's leadership team today.

Ellen currently serves as the Corporate Compliance Officer for Queens Centers for Progress. In this role, she oversees all corporate compliance functions, quality assurance, investigations, and staff training. She also supervises the agency's IT department and transportation oversight, ensuring that systems, safeguards, and operations align with best practices and regulatory requirements.

Beyond her agency work, Ellen is deeply involved in system-wide compliance and quality improvement efforts. She serves as Co-Chair for the CP State Compliance/QA Committee as well as both the IAC Compliance and QA Committees. She is also the lead investigator-training instructor for IAC, delivering Justice Center- and OPWDD-aligned investigator certification trainings multiple times per year to professionals across the field.

Dedicated, practical, and mission-driven, Ellen continues to champion high-quality services and ethical standards throughout the disability service sector.



## MARIO F. AYOUB

*Senior Associate  
Bond, Schoeneck & King*

Mario Ayoub focuses his practice on the intersection of law and technology, including incident response, technology transactions, artificial intelligence, data governance, and software development. He works with clients from a wide variety of industries including healthcare, financial services, higher education, and manufacturing to ensure they are compliant with data privacy and cybersecurity regulations and laws.

# SPEAKERS



## ROGER BEARDEN

*Partner*

*Bond, Schoeneck & King*

Roger Bearden became a partner at Bond, Schoeneck & King this year and works in the health care practice in the firm's Albany, New York, office. His practice includes administrative and regulatory advocacy as well as litigation challenging agency actions that exceed statutory authority. In addition, he advises health and human services providers across developmental disability, mental health, substance abuse, and other services. Before joining Bond, Bearden held senior leadership roles in New York state government, including special counsel to the governor and executive deputy commissioner and general counsel for the New York State Office for People with Developmental Disabilities.



## ERIKA BEARDSLEY

*Executive Deputy Director*

*NYS Justice Center for the Protection of People with Special Needs*

Erika Beardsley brings more than 20 years of public sector experience, with a career rooted in collaboration, transformation, and a commitment to continuous learning. Known for her thoughtful leadership and growth mindset, Erika has helped shape high-performing teams and drive strategic change across several state agencies.

Most recently, she served as the Chief Strategic Initiatives Officer at the NYS Thruway Authority, where she led the development of the Authority's strategic plan and introduced a formal progress reporting structure. Working closely with departments across the organization, she helped define meaningful metrics to track success and established a project management framework to improve oversight of cross-functional initiatives.

Prior to her time at the Thruway Authority, Erika held several leadership roles, including Acting Director of the Business Services Center at the Office of General Services, Acting Executive Deputy CIO at the Office of Information Technology Services, and Deployment Manager for Finance and Accountability at OGS.

# SPEAKERS



## CHRISTA BOOK

*General Counsel*

*NYS Justice Center for the Protection of People with Special Needs*

General Counsel Christa Book has been working to protect vulnerable populations for her entire career. In her current role, Christa oversees several units involved in the agency's legal functions. Prior to becoming General Counsel, Christa was the Deputy Director of Incident Management and Investigations. Additionally, she had an integral role in forming the Justice Center Sexual Abuse Response Team (SART).

Before joining the Justice Center, Christa held positions at the Office for the Prevention of Domestic Violence (OPDV) as well as the District Attorney's office in Rensselaer County where she served as an Assistant District Attorney and Bureau Chief of the Special Victims Unit.

Christa received her Juris Doctor and graduated *magna cum laude*, from Albany Law School and her bachelor's degree from Towson University.



## GLENDA CRISS

*HIPAA Privacy Officer, CPCO, MBA*

*Senior Vice-President of Care Management*

*LIFEPlan CCO NY, LLC*

Glenda Criss serves as the Senior Vice-President of Care Management at LIFEPlan CCO and is a Certified Compliance Officer with extensive experience in regulatory oversight and quality systems. Since 2020, she has led Compliance and Incident Management functions for both

LIFEPlan and ACANY and continues to serve as HIPAA Privacy Officer. Her prior leadership in provider services included responsibility for Community Habilitation and Employment programs, where she focused on service integrity, staff training, and quality outcomes. Glenda has contributed to statewide systems improvement through her service on the OPWDD Statewide Committee for Incident Review (SCIR). As the parent of an adult child receiving supports through LIFEPlan, she brings a personal and professional commitment to advancing strong, person-centered care management across New York State.

# SPEAKERS



## **NICK GALLO**

*Chief Servant and Co-CEO  
Ethico*

Nick Gallo is Chief Servant and Co-CEO of Ethico, which provides ethics and compliance software solutions to some of the largest organizations in the world, and host of both “The Ethicsverse” weekly webinar series and “The Ethics Experts”, a top 2% global podcast. He has seen first-hand the transformative impact a genuine culture of integrity can have on generating sustainably superior business results.

Nick has a B.S in Finance, Accounting and Economics from Indiana University, is a member of Mensa International, a Certified Public Accountant and he has dedicated his life to serving – his community, clients, and team – in order to make the world a better workplace.

Prior to becoming Chief Servant and Co-CEO of Ethico, Nick provided financial due diligence services to PE firms at KPMG followed by 7 years of Private Equity and alternative asset investing. Nick is a student of behavioral economics and organizational psychology and has worked with and analyzed hundreds of organizations over his career in advisory services, private equity, and compliance.



## **DEE LEVY**

*Assistant Deputy Director, Office of Outreach, Prevention & Support  
NYS Justice Center for the Protection of People with Special Needs*

Dee Levy serves as the Assistant Deputy Director of the Office of Outreach, Prevention, and Support at the NYS Justice Center for the Protection of People with Special Needs and has been with the agency since 2013. In this capacity, Dee helps oversee a statewide team of staff that focus on prevention, advocacy, and supporting the Agency’s stakeholders.

Dee was previously employed by the NYS Assembly’s Program and Counsel as a Senior Analyst with the Codes Committee where her work focused on criminal justice policy and legislation.

She also served as a residential counselor with the Equinox Inc. Domestic Violence Program where she worked with survivors of domestic violence.

Dee has a Masters in Social Work (MSW) from Stony Brook University, a Graduate Certificate in Trauma Studies from Oswego University, and a Masters in Public Administration (MPA) from Marist College. She is currently pursuing her Ph.D in Educational Policy and Leadership at the University at Albany.

# SPEAKERS



## MARIA LISI-MURRAY

*Acting Executive Director*

*NYS Justice Center for the Protection of People with Special Needs*

Maria Lisi-Murray was appointed as Acting Executive Director of the Justice Center in March of 2024. In this role, she oversees the agency's nearly 500 employees across New York State. Maria joined the Justice Center in 2023 as the Deputy Director for the Office of Audit, Control, and Quality Management. In that role, she oversaw internal audit, internal controls, and quality management.

Prior to joining the Justice Center, Maria served as Chief Risk Officer at the New York State Department of Motor Vehicles where she supervised Internal Audit, Internal Controls, the Office of Risk Management, and the Office of Compliance Counsel.

Maria is an admitted attorney with more than 20 years of private and public litigation experience in both state and federal courts, most recently as an Assistant Attorney General in the Office of the New York Attorney General. She is also a former police officer/SIU investigator with the City of Binghamton Police Department.

Maria holds a J.D., magna cum laude, from the Syracuse University College of Law and a bachelor's in Economics from S.U.N.Y Binghamton.



## NIKKI O'MEARA

*Director of Quality and Process*

*NYS Justice Center for the Protection of People with Special Needs*

Nikki O'Meara is an accomplished leader at the intersection of social welfare and operational excellence, currently serving as the Director of Quality and Process for the New York State Justice Center. A dynamic member of the agency's leadership team, Nikki offers the clinical insight of a Master Social Worker (MSW) and the strategic rigor of a Certified Project

Management Professional (PMP). In her current executive role, she oversees the agency's quality management strategy, directing the Key Performance Indicator (KPI) program to drive data-informed decision-making and continuous process improvement.

Nikki is a recognized expert in Lean methodologies, holding an Empire Belt certification. She has successfully led cross-functional teams through major transitions, from implementing new case management systems to navigating organizational changes. Her background also includes direct care and clinical supervision at Wildwood Programs, Whitney M. Young Health Center, St. Peter's Hospital and Good Samaritan Village, providing her with a grounded perspective on the human impact of administrative policy.

Nikki holds both a Bachelor of Arts in Sociology and a Master of Social Work from the University at Albany, where she was a graduate of the Internships in Aging Project. She is based in Delmar, NY.

# SPEAKERS



## COURTNEY SKIVINGTON-WOLF

*Chief Operating Officer  
Care Design NY*

Courtney Skivington-Wolf serves as Chief Operating Officer for Care Design NY. Prior to joining in 2019, Courtney was the Vice President for Program Administration at a New York State DSRIP PPS, overseeing provider quality performance initiatives. Courtney also directed the Project Management Office (PMO) for the Department of Health's eMedNY claims system.

Courtney is a registered nurse and holds certifications in LEAN, Microsoft Training, and cardiac nursing. She received a BA in English and a BA in Communications from St. John Fisher College, and a degree in Nursing from Hudson Valley Community College.

# YOUR HOSTS

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