49th Annual
Youth Development Training Conference

October 7 & 8, 2019
The Desmond Hotel & Conference Center, Albany, NY

All sessions have been submitted for SACC Training Credit approval

For Registration and Hotel Reservation Information visit the Association of New York State Youth Bureaus website at www.anysyb.net
DEAR COLLEAGUES:

The Association of New York State Youth Bureaus (ANYSYB) and the Coalition for Homeless Youth are pleased to announce their annual youth development training, October 7 & 8 at The Desmond Hotel & Conference Center in Albany, NY. Youth development experts from across the state and country will convene to share ideas, learn best practices, and exchange knowledge on issues pertaining to positive youth development, prevention services, healthy living and high risk youth.

The planning committee has developed a training that offers timely educational sessions in an efficient two-day format so that you and your staff can attend cost-effectively and productively. We are confident you will find the sessions worthwhile to better position youth development in your community. We encourage you to share this brochure and training opportunity with your contract agencies, Advantage After School Programs, community based organizations, recreation programs, runaway and homeless youth shelters and other youth serving organizations in your region.

Throughout the training, time has also been allocated for networking so that you can learn from your colleagues across the State. The time we spend together is invaluable as we set the course for continued quality youth development for the over 1.5 million youth we serve.

We look forward to seeing you in October. For registration and hotel reservations, visit our website at www.anysyb.net.

Respectfully Yours,

Jackie Negri, Executive Director
Association of New York State Youth Bureaus

Jamie Powlovich, Executive Director
Coalition for Homeless Youth

Rebecca Robarge
Youth Services Specialist, Saratoga County Youth Bureau & Co-Chair, ANYSYB Training Committee

Janeen Cunningham
Executive Director, Putnam County Youth Bureau & Co-Chair, ANYSYB Training Committee

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All sessions have been submitted for SACC Training Credit approval.
Registration
8:30AM

Early Bird Workshops
9:30–10:45AM

1. Coaching a Growth Mindset
   Sue Capell, Executive Director/CEO of Youth Mentoring Services
A mindset is the belief system we adopt to process information. People with a growth mindset look at challenges and change as a motivator to increase effort and learning. This workshop will use hands on activities to assess participants’ current mindset and explore ways to coach young people as they develop a growth mindset necessary for success.

2. Hidden in Plain Sight: Current Drug Trends
   Judith Mezey, Director, Prevention Council of Putnam
Many young people are making healthy decisions and avoiding alcohol and other drugs. For those youth who experiment, early intervention is key. Here’s the challenge – how can you intervene when you don’t know what you are looking for? This workshop will help youth-serving professionals identify drug paraphernalia, drug related clothing and references, and places where alcohol and other drugs can be hidden. This workshop focuses on alcohol, marijuana, and vaping with some consideration of other drugs such as prescription medications, inhalants and stimulants.

3. How Circles and Restorative Practices Provide a Voice for Everyone
   Gregg Scheiner, Training/Outreach Coordinator at Long Island Dispute Resolution Center (LIDRC-EAC Network)
Circles are a versatile restorative practice process that can be used either proactively or reactively to develop relationships, build community, respond to wrongdoing, conflicts, and problems. The Circle Process allows people to tell their stories and offer their own perspectives accordingly (Pranis 2008). Participants will take part in an abbreviated circle and be provided with tools on how to use circles with their youth and staff.

4. Hi-5 Friends: Building a Culture and Climate of Positive Relationships & Stronger Connections
   Molly Schaefler, Engagement Dean, Schenectady City School District & High School Students
   Joseph M. Palmer, Assistant Director of Planning and Accountability, Schenectady City School District
Hi-5 Friends is a youth engagement program run by high school students to engage and empower not only them but the elementary students that visit. Hi-5 Friends integrates school, family, and the community. The high school facilitators of Hi-5 Friends use the Core Values of Pride, Respect, Responsibility, Trust, and Citizenship to strengthen and provide strategies for all of the children involved to cope and be more resilient in the face of trauma. Hi-5 Friends builds stronger relationships and connections between students, faculty, parents and the community. Hi-5 Friends has demonstrated increased attendance, improved behavior, and greater academic achievement.

Opening Remarks & Keynote Address
11:00–12:30PM
   Speaker TBA

Welcome & ANSYB Awards Luncheon
12:30–1:45PM
   Frank Williams, Executive Director, City of White Plains Youth Bureau & President, Association of NYS Youth Bureaus
   Jackie Negri, Executive Director, Association of NYS Youth Bureaus
   Jamie Powlovich, Executive Director, Coalition for Homeless Youth

Concurrent Sessions
2:00–3:15PM

5. Effective Youth Engagement Strategies in Career Readiness Workshop
   Jordan Cormier, Youth Employment Services Program Coordinator
   Carol Foreman, OWDS Career Pathway Navigator
   Akil Childs, OWDS Justice Case Manager, Westhab
This workshop targets effective and quality youth
engagement strategies within career readiness workshops. Infusing Positive Youth Development in the facilitation of workshops, rather than lecture format will engage youth from challenging backgrounds and tactics to break barrier in relationship building.

6. "We Are Family": How to Effectively Integrate Parent Participation into the After-School Model
   **Kevin Richtback**, Program Director, NIA Community Services Network
   **Shanelle Jenkins**, Program Director, NIA Community Services Network

In this workshop, after-school professionals will examine different strategies to incorporate parents and guardians into the after-school culture.

7. Support for LGBTQ+ Youth in Adoptive, Foster and Kinship Families
   **Kylie Regan**, Family Support Specialist, Adoptive and Foster Family Coalition of NY

LGBTQ+ youth in foster care, kinship arrangements, and/or who have been adopted need the support of nurturing families to help them negotiate adolescence and grow into healthy adults. This workshop will address the stressors unique to LGBTQ+ foster youth, kinship youth, and adoptees and will provide families and caseworkers with strategies that will effectively help families support and advocate for their children and youth who identify under the LGBTQ+ umbrella.

8. Stigs, Wax and Diacetyl: What Every Youth Advocate Needs to Know About Vaping
   **Abe Baker Butler**, Director, Legislative Advocacy and Expansion, Youth Decide

Everything changes so quickly in the vaping world. Teens are constantly keeping up with new trends and professionals need to as well. This interactive workshop is an introduction and update on the prevalence, risks, and current trends in teen vaping. Through a "show and tell" component, participants will see and touch some of the current vaping devices and related paraphernalia. This presentation covers up-to-date research on health risks of vaping "just flavorings", nicotine, and high potency THC concentrates. Judy and Abe, a high school student, will also share ideas for prevention including hands-on and participatory activities for parents and youth.

9. **TOP QUALITY** Targeting Optimal Program Quality Using Assessment Leadership Infusion, Teams and Youth
   **Margie Baker**, Director of Education, New York Edge
   **Carla Rosado**, Program Manager, New York Edge

Explore a highly structured model of quality assessment designed to empower youth to partner with staff to evaluate, adjust, and improve program quality. We will share a four-pronged approach used in our Y-LEAD (youth leadership infusion) program that incorporates youth and staff development; tiered coaching; program assessment and evaluation; and data driven program adjustment. Workshop participants will examine artifacts and tools and develop an understanding of how to partner with youth to drive program quality. Participants will work together to create an action plan that incorporates youth in quality assessment using our templates and shared accountability measures for use in their own programs.

10. Long Island Youth Court Coalition: Empowering Youth through Restorative Justice
    **Arianne Reyer**, Assistant D.A./Co-Director of Youth Court, Nassau County Youth Court
    **Karen Matz–L’HommeDieu**, Youth Court Coordinator, Southampton Town Youth Court
    **Lynn Nyilas**, Youth Court Coordinator, Town of Southold Youth Court

We will discuss the Youth Court process from establishing a youth court, funding your program, and creating sustainability through attaining stakeholders and developing partnerships throughout your community. We will address Raise the Age and its impact on the Juvenile Justice System and Youth Courts.

11. Runaways, Homeless Youth, and Commercial Sexual Exploitation
    **Margaret Christy**, Program Coordinator Nassau Haven
    **William Best**, Director of Residential and Youth Services,
Family and Children’s Association, Inc.
This workshop will discuss the intersection of the runaway and homeless youth population and trafficking. Through education and discussion we will explore trends, provide information, and discuss challenges faced by the population.

12. The Benefits of Children’s Behavioral Health and Afterschool Partnerships: Understanding the New Children’s Services
Andrea Smyth, Executive Director, The Coalition for Children’s Behavioral Health Services
Representative, Children’s Behavioral Health Provider Agency
The new Children and Family Treatment and Support Services, available with NYS Children’s Medicaid or Medicaid Managed Care Plan, give children/youth (under age 21) and their families the power to improve their health, well-being, and quality of life. Learn how these new services can be provided in the community and how your after-school program and/or youth bureau can partner to best meet the individual mental health and substance use needs of the children and families you serve.

Concurrent Sessions
3:30–4:45PM
13. The Future of Youth Justice in NY State
Thomas Andriola, Chief of Juvenile Justice Policy/OYJ/DCJS
Trista Deame, Race Equity Coordinator, OYJ/DCJS
Shalain Garcia, Criminal Justice Program Specialist, OYJ/DCJS
Gregory Owens, Deputy Commissioner/Director, Office of Youth Justice/DCJS
The team from the NYS Division of Criminal Justice Services Office of Youth Justice will provide information on the future direction of Youth Justice from the perspective of an expanded view of what justice means for youth in the 21st century. Areas of focus will include the development of an equity framework, promotion of the mind science of bias; girl’s justice, and the development of communities of healing.

14. Collaborative Leadership: Creative Methods to Promote Self-Empowerment with Youth
Abby Nathanson, Program Director; Kayla Agostini, Youth Representative; Jazmin Cabanas, EPIC: Engaging People in Change
Youth from an afterschool leadership program in rural New York will teach program directors and youth development workers how to make the services provided feel more like a personal, caring experience as opposed to just a service. This session will ensure success by promoting self-empowerment and collaborative leadership.

15. Engaging Disengaged Youth: NYSED Culturally Responsive-Sustaining Education Framework
Ramona Burton, Director of Youth Services, Maternal Infant Services Network
Through a historical, socio-economic, cultural, and developmental psychological lens, this workshop examines the persistently racialized societal landscape that predominately marginalizes students based on skin color, gender, linguistic backgrounds, and other characteristics. This discussion explores the historical impact of Brown V. Board of Education and the civil rights movement and scholarly work in the fields of education, psychology, health, and critical discourse analysis. Attendees will learn about the NYSED Culturally Responsive-Sustaining (CR-S) Framework to promote all students’ academic success and well-being.

16. Maturation of the Adolescent: Untouchables
Olivia Catalano, Reproductive Health Program Manager at Finger Lakes Community Health
This workshop will explore the development of the adolescent brain and associated risk taking behaviors displayed during this time period. Participants will be informed of youth decision-making, reasoning, associated risk behaviors during
adolescence and young adulthood. Topics to be covered include gender identity, sexual behaviors, drinking, decision-making, planning, and relationship building.

17. Mentoring Magic
Karen Thomas, Executive Director; Henri Provost, Board Member/Advisory Board President; Travis Stella and Dylan Holder, Youth Leaders/Senior Mentors/Youth Task Force Mentors/Summer Youth Leadership Mentors, Warwick Community Bandwagon, Inc.

From the mouths of Teens, you will hear the success stories of individual teen mentors which led to one of the most successful Youth programs in our community. With a return rate of 85%, a 4-week Summer Youth Leadership Academy turned into a 5-year journey with our Youth. Listen to how these “unsure youth” became peer advocates, teen mentors, and a formidable youth voice in our community. Learn the secrets of mentoring magic.

18. Fostering School Success in Afterschool
Debra Sue Lorenzen, Director of Youth and Education; Dwayne Brown, Deputy Director, Children and Youth, St. Nicks Alliance

As the largest youth services provider in Community School District 14, St. Nicks Alliance remodeled its afterschool centers to align with CSD#14’s greatest challenge: low literacy. SNA’s challenge is to preserve its afterschool’s foundation of positive youth development, while implementing rigorous literacy instruction, student assessment and interventions for the most struggling children. The result is our School Success Model, which has three years of data supporting positive results. This workshop explores the model’s key components, supporting data and the obstacles encountered as well as strategies to implement in your community.

19. Safety Planning with Green Chimneys RHY
Emily Santos, Program Supervisor, Green Chimneys
Dora Madera, Program Supervisor, Green Chimneys
Brianna Martin, Program Coordinator, Green Chimneys

Green Chimneys has three federally funded Runaway Homeless Youth Programs: Arbor House (shelter), the Community Outreach Center (a drop-in program) and our Transitional Living Program. This session will discuss the different safety planning that goes on in each of these programs and offer an interactive discussion on the programs’ operations and practices that you can take back to your shelter.

20. A Community Based Enrichment Program for Immigrant Youth
Felin Martinez Carvajal, Youth Enrichment Coordinator, Terra Firma
Mia Stange, Program Administrator, Terra Firma

This workshop will describe a youth development program that is tailored to meet the complex needs of recently arrived unaccompanied immigrant minors and families in the South Bronx. Terra Firma is a community health center–based program that integrates medical, mental health, legal, and enrichment services. Terra Firma’s Youth Enrichment Program provides venues for skill-building, social inclusion, academic engagement, and acculturation through interactive workshops, sport, arts, and experiential learning activities. Participants will discuss the unique considerations of tailoring youth development interventions for populations that face complex trauma and difficulty accessing social services.

ANYSYB Annual Meeting of the Corporation
4:45–5:45PM
For ANYSYB Members Only

Dinner on Your Own
6:00PM
Tuesday, October 8

Breakfast
7:00–8:30AM

Plenary Session
8:30–10:00AM

Youth Empowerment; Success Stories of At Risk Youth

Michele Starwalt, Consultant, Chautaugua County Youth Bureau Board

Young Adult Presenters

This interactive, motivational, and inspiring workshop details and focuses upon the early adult lives of former At-Risk Youth. This session will highlight a live and in-person panel of former At-Risk Youth, who achieved personal, emotional, and career success because of social educational mental health, and community assistance. The panel includes a former SPOA, (Single Point of Access) Teen now a successful business owner; past teenage 16 year old mom, now a tenured teacher with Master's Degree; former minority Alternative Education Student, now a College Graduate with self-supporting job and career, and a Sex Trafficked teen who now empowers At-Risk Youth; and an Elementary Inclusion Blind Bilingual professional.

Concurrent Sessions
10:15–11:30AM

21. Youth Financial Literacy Education: a Path Towards Independence

Maria DeLucia-Evans, Resource Educator at Cornell Cooperative Extension Albany County

This interactive workshop will provide the tools needed to support youth on their journey to financial independence. Learn research-based activities and strategies that empower youth to become both financially literate and financially capable. Topics will include how to set financial goals, budget on a limited income, and select and use credit wisely. Activities and curriculum for both groups and one-to-one coaching will be provided. Help youth take control of their financial future and reach their goals.

22. Sustaining and Growing Your Agency through Grants Writing and Management

Rigaud Noel, Education Director, New York Edge

This workshop will explore the nuts and bolts of grantsmanship and take a deep dive into best practices ensuring program sustainability and growth. We will share high and low points of our 25 year journey into public funding while growing into one of NYC's largest publicly funded afterschool providers. Participants will be exposed to the basics of grants writing as well as engage in team activities that simulate an internal grants review process; managing grant deadline; quality control checks; identifying private funding; and developing sustainability plans.


Joy Leon, Administrative Assistant, Children's Home of Poughkeepsie

Additional Presenter TBD

The human body is an oft-overlooked wonder. Through mindful breath work and physical practices, we are able to create a conscious, healthy relationship with the body. As we tap into the body's wisdom, we naturally become more centered, more relaxed, and more aware of the connection that exists between us and all other things. This workshop will explore the cultural context, modern science, and application of mindfulness-based practices in schools and group settings. It will also include an experiential component.

24. Creating a Culture of Diversity and Inclusion in the Workplace

Inaudy Esposito, Executive Director, Orange County Human Rights Commission

In this workshop, participants will develop a common understanding of what it means to create and foster "inclusive space," and the value of diversity and inclusion in the workplace. Participants will learn about and unpack the many privileges inherent of dominant identities and learn ways to improve the ability to communicate and collaborate across diverse groups in order to be truly inclusive. The workshop also helps participants consider their own biases and privileges and the way they impact their interactions with others.
25. **steAm Sensations; Integrating ART in all Things Science, Technology, Engineering & Math**
   **Michele Starwalt**, Consultant, Chautauqua County Youth Bureau Board
   A paint slapping and sky rocketing workshop that utilizes indoor and outdoor spaces and engages each participant to make and take Bombastic Beethoven rockets which reinforce Art History & self-expression; Aboriginal Rain Sticks which aid in addition, subtraction, multiplication and division; Tambourine Tactics that empower memorization of spelling, vocabulary and Science terminology. Each participant will create a Gravity Painting and all participants will work together to create a giant, never seen before mural. Join this Group Gravity Ensemble that empowers family pride, creativity, and the poetic embodiment of the nuclear family, in all shapes, sizes and situations!

26. **Partnering for Youth Justice Reform**
   **Nina Aledort**, Deputy Commissioner Division of Youth Development & Partnerships NYS Office of Children & Family Services  
   **Frank Woods**, Chief Management Analyst, Office of Court Administration
   The Partnership for Youth Justice is a collaborative effort between the NYS Division of Criminal Justice Services, Office of Children and Family Services, and Office of Court Administration, formed to advance an agenda that will inform policy and practice for Youth Justice in NY State. The Partnership was developed with intentionality and is mindful of the fact that work in silos will not achieve the outcomes, impact, or sustainability that is needed for system reform. The Partnership co-chairs will present a panel on the work that has been done to date, the vision grid, and the work that is anticipated for the future.

27. **Integrating Family, Community and School in and After School Setting**
   **Claudia Congemi**, Empire State After Project Coordinator  
   **Miriam Montes**, Delaware Community School After School Site Coordinator
   This session will focus on best practices for engaging and empowering families, community members, and schools in an afterschool environment in order to ensure the success of the student. We will present on resources and processes we've found successful and also lead a discussion on some of the challenges and positives participants have experienced.

28. **Creating Brave Spaces**
   **Maddox Guerilla & Alexander Rey Perez**, Coalition for Homeless Youth, Youth Advocates
   This interactive, youth-led training will increase participants' ability to de-escalate conflict at their programs. By better understanding where youth are coming from, participants will be more likely to avoid power struggles and decrease unintentional harm to the youth.

**Concurrent Sessions**
11:45–1:00PM

29. **Accomplishing Big Things with Volunteers**
   **Greg Jaloszynski**, Co-founder/President, 12th Rock Sports
   How to utilize a volunteer force to run quality programming year round. Learn to establish ways to recruit quality volunteers that understand that their work ties to the mission, and vision, of the organization. Learn a few techniques to train your volunteers quickly, and then empower them to be creative with their role. Look at some effective means of communicating with your volunteers, so that they stay well informed and continue to be a part of your organization.

30. **MINDfulness & Self-Care: Fostering Resilience with Your Youth**
   **Michelle Durante**, Director of Arts, New York Edge  
   **Ralph Labianca**, Director of Sports & Wellness, New York Edge
   Teaching & learning = HARD WORK! Self-care is a simple (or not so simple) task of taking time and space to attend to your mental, emotional, and physical well-being. Breathing and moving mindfully are just a few of the MANY ways we as individuals, and as a community, can relax and refill our stores of energy and creativity. Let's take time to investigate these methods and incorporate them into your lessons to support your student’s well-being. Together we will explore how sports and
arts activity can aid in Physical and Emotional Health: Stress Management for Youth. Exercise is the most important part of a plan to manage stress as is expression through creativity.

31. Youth Leadership for Community Transformation
   **Daren Cosgrove**, Social Worker, SUNY Albany School of Social Welfare
   **Catherine Kramer**, Social Worker, SUNY Albany School of Social Welfare

Harnessing youth power adds an important voice to critical conversations about how to solve problems in agencies and communities. Trainers will offer an introduction to Youth Participatory Action Research (YPAR) and discuss techniques for youth led generation of knowledge. YPAR is an approach where young people identify questions of interest to them and are trained to conduct the research necessary to answer their questions. The workshop will explore how YPAR can be used to effectuate change for youth by youth.

32. The Haven at Skanda: Where Rescued Animals Teach Empathy to Kids
   **Ellen Beckerman**, Executive Director, The Haven at Skanda
   **Tina Louis**, Director, Madison County Youth Bureau

Summer at Skanda is an innovative, immersive farm experience that supports at-risk youth by teaching children to care for and connect with the rescued and endangered animals of Skanda. Participants learn mindfulness, peaceful conflict resolution, and Skanda’s approach to animal care. Skanda developed the program specifically for Madison County’s at-risk youth, to give them access to the most incredible, generous teachers—the animals of Skanda—and help them approach animals, and ultimately people, with sensitivity. This workshop will review program history, strengths in meeting the Eight Features of Positive Youth Development, and future goals to teach others the Skanda way.

33. Substance Abuse and Suicide and its Effect on our Youth
   **Jamie Bogenshutz**, Executive Director, YES Community Counseling Center
   **Adrienne LoPresti**, Associate Director, YES Community Counseling Center

This interactive presentation will take a close look at the alarming trends associated with substance use and suicide. Participants will increase their understanding of risk and protective factors when working with adolescents and the correlation between addiction and suicidality. Additionally, participants will learn specific skill in assessing clients who may be at risk for suicide and will become familiar with the warning signs and symptoms of those youth who may be at risk as well as best practices to ensure safety and quality of care.

34. Multiple Points of Entry-Addressing Child Sex Trafficking with a Multi-Disciplinary Team
   **Anne Caldwell**, Orange County DSS
   **Pam O’Dea**, Safe Homes of Orange County
   **Roxanne Mendoza Honor**, A Friend’s House Youth Shelter
   **Marie Gulati Merakey**, Center for Hope
   **Detective Trevor Lord**, City of Newburgh Police Dept.
   **Diana Velez**, Safe Homes of Orange County

Child sex trafficking in New York State is a growing concern. Learn how a County here in New York has developed a multi-disciplinary approach to addressing sex trafficking in the Orange County community. During this interactive workshop you will hear from a panel of community leaders and professional who are committed to creating multiple points of entries for youth impacted by sexual exploitation.

35. Incorporating Authentic Youth Collaboration to Create Change
   **Skye O’Neal Adrian & Gavyko Sumter**, Coalition for Homeless Youth, Youth Advocates

Learn firsthand from the Coalition for Homeless Youth Advocates about what it means to foster equity at your programs by ensuring that youth with lived experience are a part of the decision-making process. In this session, participants will learn how to get started, the dos and don’ts when collaborating with youth, and suggestions for how to incorporate youth in programming, policy, and evaluation.
REGISTRATION DETAILS:

FOR CONFERENCE AND HOTEL RESERVATION, VISIT: WWW.ANYSYB.NET

Conference registrations and hotel reservations are online at www.anysyb.net. If you have any questions or need further instructions, email us at nysyouthbureaus@gmail.com. Hotel accommodations and meals (as outlined in the hotel reservation package – dinner is on your own) will be provided by The Desmond Hotel & Conference Center, 660 Albany Shaker Rd, Albany, NY 12211.

DESMOND HOTEL RESERVATION DEADLINE: Monday, September 23, 2019

REGISTRATION INFORMATION
The conference registration information DOES NOT INCLUDE HOTEL COSTS OR MEALS.

Youth Bureaus & RHY Programs ONLY
Full Registration 10/7-10/8
1st Registration for Youth Bureaus who are members of the ANYSYB: NO CHARGE

Each subsequent ANYSYB Youth Bureau Staff Member: $125

1st Registration for Runaway and Homeless Youth Staff Member who are members of the CHY: NO CHARGE

Each subsequent Runaway and Homeless Youth Staff Member: $125

All Other Full Registration 10/7-10/8
Non-Members: $175

DAYTRIPPER
Conference Registration Rates
(Must purchase meal package in addition to Registration Fee)

ANYSYB/CHY Member 10/7 ONLY: $75
ANYSYB/CHY Member 10/8 ONLY: $75
Non-Member 10/7 ONLY: $125
Non-Member 10/8 ONLY: $125

MEAL INFORMATION
If staying at the Desmond Hotel & Conference Center, your meals are included in the hotel rate (dinner is on your own). The Commuter Meal Rates listed below apply to anyone who is NOT staying at the Desmond Hotel & Conference Center, including Youth Bureau and RHY Directors/Staff.

COMMUTER MEAL RATES
Monday: $35.00—Lunch
*FULL PAYMENT, PURCHASE ORDER, OR VOUCHER MUST BE RECEIVED UPON ONLINE REGISTRATION*

PAYMENT INFORMATION
Checks should be made payable to: Association of NYS Youth Bureaus and Mail to: 194 Washington Avenue, Suite 415, Albany, NY 12210

CANCELLATION AND LATE FEE POLICY
Conference registration cancellations received before September 30 entitle registrants to a full refund. NO REFUNDS will be issued for cancellations received after September 30. Refunds will NOT be made for no-shows. However, substitutions will be allowed. ANY NO-SHOW (WITHOUT PRIOR NOTICE OF CANCELLATION) WILL BE INVOICED FOR THE FULL REGISTRATION FEE TO COMPENSATE FOR COSTS INCURRED BY THE ASSOCIATION.