

## REGISTRATION INFORMATION

**For:** Executive Directors (in the position for one year or less), managers, and production and program supervisors.

**Where:** Embassy Suites, Syracuse, NY (11 Sleeping rooms reserved-breakfast included).

**When:** June 7, 2009 (7:30pm Orientation) to June 11, 2009 ending at 4:30pm.

**Fee:** Registration Fee is \$100.00 (Except Onondaga and Madison Cty. is \$50.00).

NOTE: Do not send registration fee until accepted.

**Number Attending:** 16 to 20 only (Priority will be given to Onondaga and Madison Counties - 10 Slots) Based on evaluation of management level as announced. Participants must pay cost of lunch and dinner, transportation and incidental expenses..

**Registration Form:** Due May 10, 2009 (see [www.Simulationhouse.com](http://www.Simulationhouse.com) for registration form).

**Sponsored by:** NYSID, Inc., Allen Speiser Foundation and CNY Foundation with support from Onondaga Case Management Services, Inc. and NYSRA, Inc..

# THE NEW COMMUNITY REHABILITATION PROGRAM SIMULATION<sup>©</sup>: REMEMBER THE “CORNELL GAME”?



BY RONALD B. HOUSE  
AND ASSOCIATES, LLC

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ALLEN SPEISER FOUNDATION  
AND THE  
CENTRAL NEW YORK FOUNDATION

SUPPORT FROM ONONDAGA CASE  
MANAGEMENT SERVICES, INC.  
AND NYSRA, INC.

### Instructors/Coordinators and Guest

Ronald B. House, Ph.D - Dir. & Chief Coordinator

Shawn Cunningham, Assoc. Exec. Dir. of Finance, SASi, Inc. - Instructor/Coordinator

Tim Gieselman, M.S. Instructor/Coordinator

Tim Pfohl, Dir. of Program Services, SASi, Inc. - Instructor/Coordinator

Robert Mather, M.A. - Instructor/Coordinator

Invited Guest: Ronald P. Romano, C.A.O. of NYSID, Inc. and

Jeff Wise, JD, President & CEO of NYSRA, Inc. and Dr. Harvey Pearl, Chair of the Allen Speiser Foundation

Special thanks to Tom Becker, CEO, SASI, Inc. and Roy Susskind, former CEO of JM Murry Ctr. for their dedication and contribution to the CRP Simulation.

## THE NEW COMMUNITY REHABILITATION PROGRAM SIMULATION©: REMEMBER THE “CORNELL GAME”?

The NEW Community Rehabilitation Program Simulation represents a typical community-based rehabilitation program. Participants in the simulation (formerly known nationally as the “Cornell Game”) exercise management decisions in a realistic, Community Rehabilitation Program environment. The new simulation is conducted via computer, DVDs and the Internet.

### COURSE FORMAT:

Traditional training programs (classroom lecture, discussion, role plays) focus on key issues, but the experience is not grounded in the work environment. There is little feedback on the application of learning objectives. Unlike this traditional approach, the simulation is an active process. Learners construct new ideas or concepts based upon their own knowledge and experience, make decisions, and discover principles. Bruner, whose learning theory underlies the simulation, states that “the instruction should be designed so that the student continually builds upon what they have learned” (Kearley, 1994)<sup>1</sup>. The design of the CRP simulation incorporates three distinct cyclical phases of learning theory: cognition, application, and reflection. The simulated learning environment is based on published organizational behavior research on managing a community rehabilitation program by Ronald B. House (1988, 2005) and others (e.g., Robert Herman, 1991).

### TARGET AUDIENCE:

The course is designed for executive directors, middle managers, and production and program supervisors of community rehabilitation programs.

### KEY FEATURES OF THE SIMULATION:

The simulation focuses on managing a community-based rehabilitation program with a \$4 million budget plus a \$2 million community residence program and a \$1 million clinic that is funded by government and private funds. The rehabilitation program provides evaluation/assessment, programs and services leading to employment.

- ▷ In groups of four to five team members, participants function collectively as the executive director of the Community Rehabilitation Program.
- ▷ Each team has an experienced facilitator (instructor) assigned to provide advice and guidance during the simulation.
- ▷ The simulation teaches the concepts of management through “discovery learning,” problem identification and problem solving.
- ▷ The simulation allows the participant to move from the concept of problem-solving

<sup>1</sup> footnote for further discussion of research on which the simulation is based on see Patsula, Peter J., “Applying Learning Theories to Online Instructional Design”

toward the concept of whole systems improvement. The simulated learning experience provides a non threatening environment to maximize learning.

- ▷ The participant is engaged by the simulation and allowed to apply his or her imagination to management issues.

### ISSUES EXPLORED:

- ▷ Strategic Planning and Strategic Management (operations, decision-making skills, negotiation skills, implementing change and understanding growth curves)
- ▷ Standards and Legislation (Rehab. Act, Medicaid, DOL, ADA, CARF Standards)
- ▷ Consumer Services (evaluation & determining services, day habilitation, work center and supported work, values and role of community employment, customer satisfaction)
- ▷ Industrial Operations (production subcontracting, State Set-aside, NISH, negotiating fees, enclaves and partnership employment opportunities)
- ▷ To learn the nine functions of management including operations, process, relationships, and performance measurement.
- ▷ Ethics, Due Diligence and Performance Accountability.

### SKILL DEVELOPMENT:

Participants in the simulation develop the skills required to become effective managers of community rehabilitation service programs. These skills include:

- ▷ Developing a management strategy, e.g., how to develop a vision and mission statement and a continuing services plan to implement goals and objectives as defined.
- ▷ Operating a CRP from a systems perspective, e.g., learning how to set priorities, experiencing the immediate effect of decisions, and understanding the cumulative impact of decisions on the success of the organization.
- ▷ Understanding the fundamentals of good management, e.g., operations, process, personnel relationships, and performance measurement.

### PROCESS SIMULATED:

- (1) **Admission Services** a. In-take Evaluation; b. Case Management; c. Out Placement
- (2) **Programs and Industrial Operations** a. Contractual Services (in-house and off-site); b. Government Contracts; c. Marketing; d. Consumer/Customer Services
- (3) **General Administration** a. Financial Management; b. Human Resource Management; c. Fund Raising; d. Planning and Organizational Development; e. Critical Success Factors
- (4) **Community Relations** a. Community and Public Relations; b. Board of Directors Relations; c. CARF Accreditation; d. County Government