



REINVENTING QUALITY 2008

*Embracing Change: New Voices,
Vision, and Approaches*

PROGRAM

August 10-12, 2008

Renaissance Baltimore
Harborplace Hotel

Baltimore, Maryland

SCHEDULE AT-A-GLANCE

2008 REINVENTING QUALITY CONFERENCE

Embracing Change: New Voices, Vision, and Approaches

August 10, 11, 12, 2008 – Baltimore Maryland

	Sunday, August 10	Monday, August 11	Tuesday, August 12	Wednesday, August 13
8			7:30 – 8:30 Breakfast & Discussion Roundtables see pages 14 – 15 Sponsored by Therap	
9		8:00 – 9:00 Breakfast Sponsored by The MENTOR Network	8:30 – 10:00 PLENARY Tom Kohler <i>A Good Story Never Hurts: Waddie Welcome and the Beloved Community</i>	
10		9:00 – 10:30 PLENARY – Welcome Michael Chapman Julie Petty, Rebecca Hare, and Jill Egle <i>New Voices: Move Over for the Next Generation of Self Advocates</i>	BREAK	
11		BREAK	10:15 – 11:45 BREAKOUT IV	
12		10:45 – 12:15 BREAKOUT I	11:45 – 1:15 LUNCH Option 1: Tom Kohler See Plenary, above Option 2: Two Films See page ?? OR lunch on your own and enjoy the sites of Baltimore	
1		BREAK		9:00 – 3:30 National Core Indicators Steering Committee Meeting
2	10:00 – 4:00 University of Delaware Leadership Institute Graduates' Reunion	12:15 – 1:45 LUNCH John Agosta – <i>It Can't All Be About Medicaid, Can It?</i> Sponsored by The Columbus Organization	1:15 – 2:45 BREAKOUT V	
3		BREAK Sponsored by Navigant	BREAK	
4		2:00 – 3:30 BREAKOUT II	3:00 – 3:30 WRAP UP	
5		BREAK		
6	5:30 – 7:00 WELCOME RECEPTION Brandon Beck, on the piano	3:45 – 5:15 BREAKOUT III		
7		BREAK		
8		5:30 – 6:15 MOVING MOUNTAINS AWARD CEREMONY		
		6:15 – 7:30 MICROENTERPRISES SHOWCASE & RECEPTION honoring Moving Mountains Award Recipients Sponsored by The College of Direct Support		
		7:30 – 10:00 SELF ADVOCATES GATHERING		

Dear Conference Participants,

It is our pleasure to welcome you to another year of “Reinventing Quality.” We appreciate the many individuals and organizations that have agreed to share their knowledge and experience with us this year. We have always considered Reinventing Quality a working conference. Participants as well as presenters have a great deal to share and we are all here to learn. We hope you’ll take the time and feel welcome to do both.

The theme of this year’s conference is Embracing Change through listening to new voices, adopting new visions, and engaging in new approaches. The themes of the conference include: supporting community membership and interpersonal and intimate relationships; promoting self-advocacy and self-determination; improving the responsiveness to individuals in service delivery; implementing system change initiatives; closing the doors on outmoded models of service; and developing systems of quality definition, assessment, and improvement that matter to the quality of life and support of people with disabilities.

This last mentioned theme (new systems of quality definition, assessment and improvement) was the topic of the first Reinventing Quality Conference in 1993. It provided a forum for about 100 people to examine emerging concepts of quality in community supports and innovative methods of assessing quality. Gary Smith, our recently deceased but never forgotten colleague, gave the conference its name. After a period of dormancy, the Administration on Developmental Disabilities resurrected the Reinventing Quality Conference in 2001 and it has been operating as an annual event ever since. We deeply appreciate the financial commitment of the Administration on Developmental Disabilities and Commissioner Pat Morrissey to assure that the conference is not just physically, but also financially accessible to persons with disabilities.

We also greatly appreciate our other terrific sponsors who keep Reinventing Quality operating as an affordable and popular annual event. We hope you’ll take time to visit with our sponsors and with all of our exhibitors while you are here.

We’re glad you were able to come this year. If you have any concerns or if there is anything we can do to make your conference experience easier or more enjoyable, please don’t hesitate to call on any one of us. Staff are wearing a green ribbon and will be happy to assist you in any way we can.

Enjoy the conference!

Valerie Bradley
Human Services Research Institute

Steven Eidelman
National Leadership Consortium on Developmental Disabilities, University of Delaware

K. Charlie Lakin
The RTC on Community Living, University of MN

Nancy Thaler
The National Association of State Directors of Developmental Disabilities Services (NASDDDS)

Nancy Weiss
National Leadership Consortium on Developmental Disabilities, University of Delaware



With Thanks to So Many...

A great conference is the result of a lot of planning and contributions on the part of many individuals and organizations.

For the past eight years, the National Association of State Directors of Developmental Disabilities Services, the Research and Training Center on Community Living at the University of Minnesota and the Human Services Research Institute have joined with partners in host states to hold a national conference on "Reinventing Quality" in developmental disabilities services. This year's conference is co-sponsored by the National Leadership Consortium on Developmental Disabilities at the University of Delaware.

This year's conference planners included:

John Agosta	Rie Kennedy-Lizotte
Angela Amado	Chas Moseley
Dan Berland	June Rowe
Valerie Bradley	K. Charlie Lakin
Steven Eidelman	Sarah Taub
Amy Hewitt	Nancy Thaler
Sheryl Larson	Nancy Weiss

With special thanks to **John Westerman** and **Connie Burkhart** for their work on the website, brochure and other design elements and to **Michael Williamson** and **Bethany Willis Hepp** for the hours of administrative work that make an event like this possible.

We also thank this year's conference partners for their help in getting word out about this event:

ANCOR
The Arc of Central Chesapeake Region
The Arc Northern Chesapeake Region
The Arc of Frederick County
The Arc of Maryland
Maryland Association of Community Services
Maryland Developmental Disabilities Administration
Maryland Developmental Disabilities Council
Maryland Disability Law Center and
NADD

Special thanks also to an amazingly hardworking local committee. We have the local committee to thank for all the wonderful door prizes we will enjoy all conference long and for identifying an amazing corps of volunteers. Local committee members included:

Kim Bennardi
 Maryland Developmental Disabilities Administration

Dan Berland
 The National Association of State Directors of Developmental Disabilities Services

Renae Kosmides
 Central Region, Service Coordination

Michael Marshall
 The Arc of Baltimore

Donna Shreve
 Maryland Developmental Disabilities Administration

Jennifer Blakeslee
 The Arc of Frederick County

Bette Ann Mobley
 The Arc Northern Chesapeake Region

Liz Weintraub
 The Council on Quality and Leadership

A special thank you to **Colleen Gauruder**, Statewide Coordinator for Transition and Employment Services, Maryland Developmental Disabilities Administration for her coordination of the Microenterprises Showcase.

Sincere thanks also to **Liz Weintraub** for her untiring work in securing so many of the wonderful door prizes that we are able to offer!

A conference of this magnitude is not possible without the help of dozens of terrific volunteers – we thank each of you!

Thank you to ALL of our wonderful speakers for their participation... without their donation of time and knowledge there would be no Reinventing Quality Conference.

And finally, thanks to each and every one of you for participating in this wonderful event!

APS Healthcare

<http://www.apshealthcare.com>



APS Healthcare is a leading provider of specialty healthcare solutions. The company offers customized, integrated care management and behavioral health solutions that cover more than 20 million members. APS' programs are focused on holistic management on both the mind and body, which improves health outcomes and reduces healthcare spending. APS is a leader in providing customized program design and administrative solutions that promote community integration and empowerment of individuals with intellectual and developmental disabilities. The company's services include individual assessment, consumer-directed budgeting, web-based information systems, provider training, utilization management, case management and quality improvement.

The College of Direct Support

www.collegeofdirectsupport.com



The College of Direct Support is a collaborative work of the University of Minnesota's Institute on Community Integration and Elsevier. Based on the Community Supports Skills Standards, the CDS provides a learning management system and curricula for a 21st Century Direct Support Workforce.

The Columbus Organization

<http://www.columbusorg.com>



The Columbus Organization is a leading provider of professional staffing and consultative services to agencies serving individuals with disabilities. Columbus offers strategic solutions --quality improvement and risk management services, residential provider training and capacity building to serve persons with intense needs, design and implementation of 24 hour crisis management systems, interim management of distressed community provider agencies, and is the country's largest recruiter of Board Certified Behavior Analysts.

The MENTOR Network

<http://thementornetwork.com>



The MENTOR Network is a national network of local human services providers offering an array of quality, community-based services to adults and children with developmental disabilities or acquired brain injury; to children and adolescents with emotional, behavioral and medically complex challenges; and to elders in need of home care.

Therap Services, LLC

<http://www.therapservices.net>



Therap Services, LLC is a web-based service organization that provides an integrated solution for documentation and communication needs of agencies providing support to people with disabilities, especially developmental disabilities. It offers an easy and efficient alternative to the immense amount of paper work that is done manually by the care providers.

With special thanks to the U.S. Administration on Developmental Disabilities for their support of self-advocate and family participation.

Navigant

<http://www.navigantconsulting.com>



Navigant Consulting's experienced healthcare professionals provide innovative ideas and solutions to assist federal, state and local healthcare and human services organizations in developing new and managing existing programs. Clients look to us to provide strategic, thoughtful and practical solutions and to anticipate and respond to continuing changes in healthcare.

Antone Aboud Associates, Inc.

<http://www.aboud.com>



Antone Aboud Associates, Inc. (AAA) was created in 1998 to provide training and consulting interventions to organizations in the public, private and not-for-profit sectors. Our principal consultant, Antone Aboud, received his Ph.D. from Cornell University and has more than 30 years experience providing service to organizations in the areas of risk management, investigations, supervision, management and labor relations. Recently we created a new course titled, "Incident Management, Organizational Culture and the Creation of Sustainable Change." We have also partnered with PrecisionCare, Inc. to create a state of the art incident management/investigations database.

Liberty Healthcare Corporation

<http://www.libertyhealth.com>



Liberty Healthcare Corporation is committed to quality in all it does. It specializes in helping states improve support to people with intellectual and developmental disabilities in the face of CMS, USDOJ and civil litigation. Known for effective customized solutions, Liberty manages one of the nation's newest statewide quality initiatives for the State of Indiana. It also provides government managers with turn-key or targeted facility and program management as well as a wide range of professional and direct service staffing options. Liberty has been instrumental in helping states improve services in institutions and to right size public ICFs/MR as well as provide a wide range of clinical supports to people wherever they live. All Liberty efforts are person centered and support individual self-determination.

PrecisionCare Software, Inc.

<http://www.precisioncare.com>



PrecisionCare provides specialized software and services that are designed to meet the unique needs of agencies providing Human Services. PrecisionCare Software is an easy to use, web-based application that will help to assure corporate compliance while streamlining agency processes from consumer case record management to human resources and fund raising.



Reinventing Quality appreciates the support of our exhibitors!

*Please stop by and spend some time with
all of our diverse and interesting exhibitors.*

Acumen

Acumen was established in 1995 for the sole purpose of helping people and families that self-direct their support services. Today Acumen is one of the largest Fiscal Employer Agents in the USA.

<http://www.acumenfiscalagent.com/acumen/index.asp>

The Arc of Frederick County

The Arc of Frederick County provides individually designed services and collaborates with our community to create inclusive supports for people with developmental disabilities and their families. Our goal is for people to live enviable lives. Last year The Arc of Frederick County served 667 people and their families.

<http://www.arcfc.org>

Brookes Publishing Co.

Trusted resources for professionals working to enhance the learning abilities and success of all learners—including children with disabilities—from the critical early years through adulthood.

<http://www.brookespublishing.com>

End The Wait Now! Maryland Campaign

Over 18,000 children and adults with developmental disabilities are waiting for community services in Maryland – 51% are in crisis! In addition, many people currently receiving services have outdated and under funded budgets that do not meet their current needs. Quality services are needed for those currently receiving services and for those seeking to enter the system. A collaborative project with leaders in the DD Community has taken on the End the Wait Now! Campaign with YouTube, petitions, grassroots coordinators, and more! This exhibit sponsored by The Arc of Maryland and the Maryland Developmental Disabilities Council.

www.EndTheWaitNow.com

Irwin Siegel Agency, Inc.

Irwin Siegel Agency, Inc. has been providing insurance and risk management service to the human service field for over 35 years. ISA is continually working to reinvent the industry of specialized insurance programs while providing agencies with new and innovative resources.

Kennedy Krieger Institute

Kennedy Krieger Institute is an internationally recognized facility located in Baltimore, Maryland, dedicated to improving the lives of children and adolescents with pediatric developmental disabilities as well as children and adults with spinal cord injuries through patient care, special education, research, and professional training. Kennedy Krieger's services include over 40 outpatient clinics; neurobehavioral, rehabilitation, and pediatric feeding disorders inpatient units; plus several home and community programs providing services to assist families.

<http://www.kennedykrieger.org>

Labor Relations Alternatives, Inc.

Since 1984, Labor Relations Alternatives, Inc. has provided training and consultation in the development of incident management systems including how to conduct investigations in more than three dozen states as well as the District of Columbia. Our clients primarily have been agencies providing care to persons with mental illness or cognitive disabilities, protective service agencies, state and federal agencies with investigatory or oversight responsibilities, and advocacy groups.

<http://www.lraconsultants.com>

Maryland Developmental Disabilities Administration

The mission of the Developmental Disabilities Administration is to provide leadership to assure the full participation of individuals with developmental disabilities and their families in all aspects of community life. In addition, DDA's goal is to promote their empowerment to access quality supports and services necessary to foster personal growth, independence and productivity. DDA is committed to enabling all individuals with developmental disabilities to exercise the four principles of self-determination: FREEDOM to make choices, AUTHORITY over services and support, RESPONSIBILITY for organizing resources, and SUPPORTS necessary to live in the community.

<http://www.ddamaryland.org>



The National Alliance for Direct Support Professionals

The National Alliance for Direct Support Professionals (NADSP) is a coalition of organizations committed to strengthening the quality of human service support by strengthening the direct support workforce. NADSP believes that service participants and direct support professionals are partners in the move towards a self-determined life, and in complementing and facilitating growth of natural supports. It recognizes that people needing support are more likely to fulfill their life dreams if they have well-prepared, experienced, and motivated people at their side in long-term, stable, compatible support relationships.

<http://www.nadsp.org/main>

Public Consulting Group, Inc.

PCG provides management consulting and technology to help public education, health, human services, and other government clients achieve their performance goals and better serve populations in need.

<http://www.pcgus.com>

Public Partnerships, LLC

Public Partnerships, LLC assists state and local governments to balance innovative solutions for consumer directed services with fiscal accountability. Public Partnerships, LLC provides fiscal intermediary services to assist individuals to implement their own choices within available resources. Fiscal intermediary services can help public agencies respond creatively and consistently to individual needs. A fiscal intermediary also assists individuals and their families with the burdens of labor and tax laws as they begin to serve as employers of their own support staff. Consumer directed services require a fiscal intermediary to manage individual budgets, serve as a Fiscal Employer/Agent and purchase services and supports.

<http://www.publicpartnerships.com>

Quality Mall

QualityMall.org is an innovative website featuring the best of person-centered services and supports. Visited by close to 15,000 people a month, it addresses a wide variety of support areas and information.

<http://www.qualitymall.org/main/>

Self-Advocacy Online

Self-Advocacy Online (SAO) is a new educational and networking website for organizations and individual engaged in self-advocacy. Through SAO's Learning Center self-advocates can build skills in self-advocacy. The interactive national self-advocacy map can help self-advocates find chapters in their community or to connect with other groups across the country working on similar issues. The build a website component of SAO support self-advocacy organizations in developing their own well-designed, accessible and information rich websites.

<http://www.selfadvocacyonline.org>

SSA Ticket to Work

Does your organization provide job placement services? Does your organization provide employment support services? Are you looking to expand your organizations' services to include job transitioning? If you answer yes to any of these questions, then visit the NEW Ticket to Work exhibit booth today to learn how the Ticket program can increase your opportunities for success and to learn the great financial awards of becoming an Employment Network.

www.ssa.gov/work

Working Together Self-Advocacy Group

Working Together Self-Advocacy Group is comprised of politically and socially motivated adults with developmental disabilities. Working Together has a mission to enhance the quality of life for people through self-advocacy, education, and by building reciprocating relationships within their community.

Please visit the exhibits of our sponsors as well:

APS Healthcare

The College of Direct Support

The Columbus Organization

The MENTOR Network

Therap Services, LLC

Navigant

Antone Aboud Associates, Inc.

Liberty Healthcare Corporation

PrecisionCare Software, Inc.

Descriptions and website addresses for sponsors, page 3.



Conference Speakers

Aboud, Antone

AAboud@aol.com
518-482-2878
President,
Antone Aboud Associates, Inc.
3 Cayuga Court
Albany NY 12208
<http://www.aboud.com>

Agosta, John

agosta@hsri.org
503-924-3783
Human Services Research Institute
7420 SW Bridgeport Rd., Suite 210
Portland OR 97224
<http://www.hsri.org>

Amado, Angela

amado003@umn.edu
612-624-5005
The RTC on Community Living
Univ. of MN
214 Pattee Hall
150 Pillsbury Dr SE
Minneapolis MN 55455
<http://rtc.umn.edu>

Amidon, Kari

kamidon@ancor.org
703-535-7850, ext. 115
Education & Foundation Director,
American Network of Community
Options and Resources
1101 King Street, Suite 380
Alexandria, VA 22314
Phone: (703) 535-7850
<http://www.ancor.org/>

Beckwith, Ruthie-Marie

empfanatic@aol.com
615-898-0300
Executive Director
Tennessee Microboards
Association, Inc.
1509 Van Cleve Lane
Murfreesboro TN 37129
<http://www.tnmicroboards.org/>

Berland, Dan

dberland@nasddds.org
703-683-4202
Federal Policy Analyst,
NASDDDS
113 Oronoco Street
Alexandria VA 22314
<http://www.nasddds.org>

Bisbecos, Peter

Peter.Bisbecos@fssa.in.gov
Director, Indiana Division of Disability
and Rehabilitative Services

Blanchard, Sid

sblanchard@caunj.org
908-354-3040
Executive Director,
Community Access Unlimited 80
West Grand Street
Elizabeth NJ 07202
<http://www.caunj.org>

Bohling, Gale

gale@federatedhsc.coop
602-404-7334
President, Federated Human
Services Cooperatives
P.O. Box 22120
Phoenix AZ 85028
www.federatedhsc.coop

Boorse, Mark

MBoorse@accessservices.org
215-429-8385
Consultant/Trainer,
Access 500 Office Center Drive
Suite 100
Fort Washington PA 19034
<http://www.accessservices.org>

Bourne, Mary Lou

Marylou_mssi@atlanticbb.net
814-696-8281
Chief Executive Officer,
Management Support
Solutions Inc.
1012 Hewitt Street
Hollidaysburg PA 16648

Bradley, Valerie

vbradley@hsri.org
617-876-0426
Human Services Research Institute
2336 Massachusetts Avenue
Cambridge MA 02138
<http://www.hsri.org>

Brent, Barbara

BBrent@azdes.gov
602-542-6857
Assistant Director,
Division of Developmental
Disabilities
1789 West Jefferson St,
Site Code 791A
Phoenix AZ 85007
<https://www.azdes.gov/ddd>

Butterworth, John

John.Butterworth@umb.edu
617-287-4357
Coordinator,
Employment Systems Change
and Evaluation
University of Massachusetts
Boston, Institute for Community
Inclusion/UCEDD
100 Morrissey Blvd.
Boston MA 02125
<http://www.communityinclusion.org>

Capone, Ken

son412@aol.com
410-571-9320
Public Policy Coordinator,
People on the Go of Maryland
49 Old Solomons Island Road
Annapolis MD 21401

Cardenas, Rick

Cardenas@selfadvocacy.org
651-641-0297
Co-Director
Advocating Change Together (ACT)
1821 University Ave West
St. Paul MN 55104
www.selfadvocacy.org

Carlow, David

david.carlow@po.state.ct.us
860-418-6083
Director of Health and
Clinical Services
Connecticut Dept. of
Developmental Services
460 Capitol Ave.
Harford CT 06106
www.ct.gov/dd

Chapman, Michael

MChapman@dhhm.state.md.us
410-767-5600
Director,
Maryland Developmental Disabilities
Administration
201 W. Preston Street, 4th Floor
Baltimore MD 21201
<http://www.ddamaryland.org>

Chmura, Max

Max.Chmura@omr.state.ny.us
Executive Deputy Commissioner
New York State Office of
Mental Retardation
NY
<http://www.omr.state.ny.us>

Coccia, Audrey

acoccia@visionforequality.org
215-923-3349
Co-Executive Director
Vision for Equality
718 Arch St, 6 Floor North
Philadelphia PA 19106
<http://www.visionforequality.org>

Day, Robert

RDay@dhhm.state.md.us
Superintendent
Rosewood Center,
200 Rosewood Lane,
Owings Mills MD 21117
410-951-5000
<http://www.dhhm.state.md.us/dda/rosewood/>

Delaney, Sean

sdotdiz@verizon.net
518-822-1054
Direct Support Professional
Special Needs Programs
P.O. Box 349
Ghent NY 12078

De La Rosa-Aponte, Berthy

Berthyda@bellsouth.net
954-450-9022
10800 London St.
Cooper City FL 33026

Devaney, Maureen

mdevaney@visionforequality.org
215-923-3349
Co-Executive Director
Vision for Equality
718 Arch St, 6 Floor North
Philadelphia PA 19106
<http://www.visionforequality.org>

Dotzman, Judy

jdotzman@spininc.org
215-612-7127
Corporate Officer,
Professional Development
SPIN
10521 Drummond Road
Philadelphia PA 19154
www.spininc.org

Dutton, Dusty

DustyD2@aol.com
415-461-8176
Owner/Operator,
Dusty's Puppets
778 Del Ganado
San Rafael CA 94903
<http://DustysPuppets.com>

Egle, Jill

jegle@thearcofnova.org
703-532-3214
The Arc of Northern Virginia
98 North Washington Street
Falls Church VA 22046
<http://www.thearcofnova.org>

Eidelman, Steven

sme@UDeL.Edu
302-831-8536
Robert Edelson, Chair
The Center for Disabilities Studies
University of Delaware
461 Wyoming Road
Newark DE 19716
<http://www.nlccd.org>

Feinstein, Celia

shoes100@temple.edu
215-204-6561
Associate Director,
Institute on Disabilities
Temple University
1601 North Broad Street
Philadelphia PA 19122
<http://disabilities.temple.edu>

Felty, Jennifer

jfelty@nhnorth.com
715-682-7171
Executive Director,
New Horizons North
514 West Main Street
Ashland WI 54806

Fields, Vailene

908-355-0599
Community Access Unlimited
80 West Grand Street
Elizabeth NJ 07202
<http://www.caunj.org>

Fox, Denver

NOEWAIT@NOEWAIT.NET
303-773-3890
Founder,
National Organization to
End the Waiting Lists
PO Box 411
Parker CO 80134
<http://www.noewait.net>

Fratangelo, Pat

patfrat@oclinc.org
315-434-9597
Executive Director,
Onondaga Community Living
518 James Street, Suite 110
Syracuse NY 13203
<http://www.oclinc.org>

Frattarola-Saulino, Marian

marians@valuesintoaction.org
610-565-5177
Chief Executive Officer,
Values Into Action
206 W. State Street, Suite LL
Media PA 19063
<http://www.valuesintoaction.org>

Gage, Bill

gage.gage@yahoo.com
731-645-4038
President,
Gage and Gage, Inc.
223 Forest St
Selmer TN 38375

Gage, Samuel

gage.gage@yahoo.com
731-645-4038
President,
Tennessee Microboards Association,
Inc.
223 Forest St
Selmer TN 38375

Gardner, Jim

jfgardner@thecouncil.org
410-583-0060
Chief Executive Officer,
The Council on Quality & Leadership
100 West Road, Suite 406
Towson MD 21204
<http://www.thecouncil.org>

Gauruder, Colleen

GauruderC@dhmh.state.md.us
410-767-5566
Statewide Coordinator for Transition
and Employment Services
Maryland Developmental
Disabilities Administration
201 W. Preston Street, 4th Floor
Baltimore MD 21201
<http://www.dhmd.state.md.us/dda>

George, Janet

janet.george@dmr.state.ma.us
617-624-7766
Assistant Commissioner,
Policy, Planning, and Children's
Services,
Massachusetts DMR
500 Harrison Avenue
Boston MA 02118
<http://www.mass.gov>

Gifford, Warren

wsg@therapservices.net
203-596-7553
President,
Therap Services, LLC
562 Watertown Avenue, Suite 3
Waterbury CT 06708
<http://www.TherapServices.net>

Godwin, Gail

gail@sharingsupportmd.org
410-945-4356
Executive Director,
Shared Support Maryland, Inc.
5115 Edmondson Avenue
Baltimore MD 21229
<http://sharingsupportmd.org>

Golden, Jacki

jlgolden@comcast.net
410-262-1276
Joshua's House Inc.
24 Haddington Rd.
Lutherville MD 21093

Golden, Josh

jlgolden@comcast.net
410-262-1276
Joshua's House Inc.
24 Haddington Rd.
Lutherville MD 21093

Goldman, Brad

mbradgoldman@aol.com
973-267-8672
Neighbours, Inc
49 Woodbridge Avenue
Highland Park NJ 08904
<http://neighbours-inc.com>

Grossman, Gail

gail.grossman@state.ma.us
617-624-7779
Assistant Commissioner for
Quality Management
Massachusetts DMR
500 Harrison Avenue
Boston MA 02118
<http://www.mass.gov>

Hall, Stephen

srhall1@dhhr.state.ga.us
404-463-8037
Director, Georgia Office of
Developmental Disabilities
Two Peachtree Street, N.W.
22nd floor
Atlanta GA 30303
<http://mhddad.dhr.georgia.gov>

Hammar, Eileen

eghammar@vcu.edu
804-827-0202
Program Specialist –
Community Support
Partnership for People with
Disabilities/VCU
700 East Franklin St.
Richmond VA 23284
<http://www.vcu.edu/partnership/>

Hamms, David

dhamms@griffinhamms.com
513-424-6198
Senior Partner,
Griffin-Hamms Associates
202 Stanley Street
Middletown OH 45044
<http://www.griffinhamms.com>

Hardiman, Ann

annh@nysacra.org
Executive Director,
NY State Assoc. of Community
and Residential Services
99 Pine Street, Suite C-110
Albany NY 12207
<http://www.nysacra.org>

Hare, Rebecca

harer@iel.org
202-822-8405, ext. 127
NCLD-Youth Institute for
Educational Leadership
4455 Connecticut Ave., NW Suite 310
Washington DC 20008
<http://www.nclld-youth.info>

Healey, Liz

lhealey@pealcenter.org
412-281-4404
Executive Director,
PEAL Center
1119 Penn Avenue, Suite 400
Pittsburgh PA 15222
<http://www.pealcenter.org>

Johnson, Catriona

catrionaj@dhmh.state.md.us
410-767-5600
Asst. Director for State and
Federal Relations
Maryland Developmental Disabilities
Administration
201 W. Preston Street, 4th Floor
Baltimore MD 21201
<http://www.ddamaryland.org>

Jorgenson, Linda

ljorgenson@nhnorth.com
715-682-7171
Associate Director,
New Horizons North
514 West Main Street
Ashland WI 54806

Kelly-Fields, Pamela

908-355-0599
Community Access Unlimited
80 West Grand Street
Elizabeth NJ 07202
<http://www.caunj.org>

Kennedy-Lizotte, Rie

rkizotte@nasddds.org
703-683-4202
Project Manager,
NASDDDS
113 Oronoco Street
Alexandria VA 22314
<http://www.nasddds.org>

Kingham, Lee

LKingham@abilitiesnetwork.org
410-828-7700
Executive Director,
Abilities Network
8503 LaSalle Road
Towson MD 21286
<http://www.accessservices.org>

Kliebert, Kathy

kkieber@dhhs.la.gov
225-342-0095
Assistant Secretary,
Office for Citizens with
Developmental Disabilities
628 North Fourth St.
Baton Rouge LA 70821
<http://www.dhhs.louisiana.gov/offices/?ID=77>

Kohler, Tom

tomkohler@bellsouth.net
912-236-5798
Chatham-Savannah Citizen Advocacy
7 East Congress Street, Suite 500 B
Savannah GA 31401

Lacy, Kathi

KLacy@ddsn.sc.gov
803-898-9686
Associate Director for Policy
South Carolina Dept Disabilities
& Special Needs
P.O. Box 4706
Columbia SC 29240
<http://www.state.sc.us/ddsn>

Lakin, K. Charlie

lakin001@umn.edu
612-624-5005
The RTC on Community Living,
Univ. of MN
214 Pattee Hall, 150 Pillsbury Dr SE
Minneapolis MN 55455
<http://rtc.umn.edu>

Larson, Sheryl

larso072@umn.edu
612-624-6024
Senior Research Associates
The RTC on Community Living,
Univ. of MN
214 Pattee Hall, 150 Pillsbury Dr SE
Minneapolis MN 55455
<http://rtc.umn.edu>

Lawler, Shawn

lawl0035@umn.edu
612-625-2185
The RTC on Community Living,
Univ. of MN
214 Pattee Hall, 150 Pillsbury Dr SE
Minneapolis MN 55455
<http://rtc.umn.edu>

London, Rachel

rachell@mdclaw.org
410-727-6352
Attorney,
Maryland Disability Law Center
1800 N. Charles Street, Suite 400
Baltimore MD 21201
<http://www.mdclbalto.org>

Losinno, David

dlosinno@spininc.org
215-612-7502
President/CEO, SPIN
10521 Drummond Road
Philadelphia PA 19154
www.spininc.org

Macbeth, Joseph

joem@nysacra.org
518-449-7551
Assistant Executive Director,
NY State Assoc. of Community
and Residential Services
99 Pine Street, Suite C-110
Albany NY 12207
<http://www.nysacra.org>

Marchand, Cristine

cmarchand@thearcmd.org
410-974-6139
Executive Director
The Arc of Maryland
49 Old Solomons Island Road
Suite 205
Annapolis MD 21401
<http://www.thearcmd.org>

Marcus, Larry

908-354-3040
Community Access Unlimited
80 West Grand Street
Elizabeth NJ 07202
<http://www.caunj.org>

Marcus, Kathy

908-354-3040
Community Access Unlimited
80 West Grand Street
Elizabeth NJ 07202
<http://www.caunj.org>

McAlvanah, Tom

tmcalcanah@lifespire.org
212-741-0100
Executive Vice President,
Lifespire
Empire State Building - Suite 301
320 Fifth Ave.
New York NY 10118
<http://www.lifespire.org>

Meehan, Jim

jbmeehan@kfmaine.org
207-723-9466
Executive Director,
Katahdin Friends Inc. (KFI)
1024 Central St. Suite A
Millinocket ME 04462
<http://www.kfmaine.org>

Mills, Vicki

vamills@comcast.net
Interviewer, Ask Me Project
The Arc of Maryland
49 Old Solomons Island Road
Suite 205
Annapolis MD 21401
<http://www.thearcmd.org>


Misenheimer, Andrea

AndreaM@pamh.com
704-721-7074
Medicaid Project Manager
Piedmont Behavioral Healthcare
245 LePhillip Ct NE
Concord NC 28025
<http://www.pbhcare.org>

Moore, Teresa

tmoore@az.gov
Member Owner, Inspire HSC
Federated Human Services
Cooperatives
P.O. Box 22120
Phoenix AZ 85028
www.federatedhsc.coop

Moseley, Chas

cmoseley@nasddds.org
703-683-4202
Associate Executive Director,
NASDDDS
113 Oronoco Street
Alexandria VA 22314
<http://www.nasddds.org>

Olsen, Dana

dolsen@state.pa.us
717-772-4315
PA Office of Developmental Programs
Harrisburg PA

Pelletier, Sandy

spelletier@gatewayscs.org
603-882-6333
President/CEO,
Gateways Community Services
144 Canal St.
Nashua NH 03060
www.gatewayscs.org

Petty, Julie

jpetty@hsri.org
503-924-3783
Human Services Research Institute
7420 SW Bridgeport Rd., Suite #210
Portland, OR 97224
<http://www.hsri.org>

Poetz, Cliff

poetz001@umn.edu
612-62500571
Community Liaison,
The RTC on Community Living,
Univ. of MN
214 Pattee Hall, 150 Pillsbury Dr SE
Minneapolis MN 55455
<http://rtc.umn.edu>

Press, Linda

lpress@jsddmetrowest.org
973-325-1494
Executive Director,
Jewish Service for the Developmentally
Disabled of MetroWest
395 Pleasant Valley Way
West Orange NJ 07052
<http://www.jsddmetrowest.org>

Price, C. Lee

lee.price@co.dmhmrms.virginia.gov
804-786-5850
Director, VA Office of Mental
Retardation,
PO Box 1797
Richmond VA 23218

Records, Tony

traconsult@mindspring.com
301-652-4040
President,
Tony Records and Associates, Inc.
7109 Exeter Road
Bethesda MD 20814

Reynolds, Michelle

reynoldsmc@umkc.edu
816-235-1759
Director of Consumer Advocacy
and Family Support
Univ. of Missouri - Kansas City,
Instit. For Human Development
2220 Holmes 3rd floor
Kansas City MO 64108
<http://www.ihd.umkc.edu>

Riley, Jodie

jriley@mpnn.state.va.us
804-758-9070
District Support Coordinator,
Middle Peninsula/Northern Neck
Community Service Board
P.O. Box 40
Saluda VA 23149
<http://www.mpnnscb.org/>

Romano, Sheila

Sheila.Romano@illinois.gov
312-814-2080
Director, Illinois Council on
Developmental Disabilities
100 West Randolph, Suite 10-600
Chicago IL 60601
<http://www.state.il.us/agency/icdd>

Rotholz, David

drotholz@cdd.sc.edu
803-935-7819
Associate Director,
Center for Disability Resources,
University of South Carolina
Columbia SC 29208
<http://uscm.med.sc.edu/cdrhome>

Rowe, June

jrowe@hsri.org
617-876-0426
Human Services Research Institute
2336 Massachusetts Avenue
Cambridge MA 02138
<http://www.hsri.org>

Saulino, Paul

pauls@valuesintoaction.org
610-565-5177
Chief Financial Officer,
Values Into Action
206 W. State Street, Suite LL
Media PA 19063
<http://www.valuesintoaction.org>

Scott, Patti

patti.scott@earthlink.net
732-821-8821
Chief Executive Officer,
Neighbours, Inc
49 Woodbridge Avenue
Highland Park NJ 08904
<http://neighbours-inc.com>

Seagle, Lynne

lseagle@hope-house.org
757-625-6161, ext 17
Executive Director,
Hope House Foundation
801 Boush Street, 3rd Floor
Norfolk VA 23510
<http://www.hope-house.org>

Seaver, Barry

bseaver@mpnn.state.va.us
804-832-0762
District Support Coordinator,
Middle Peninsula/Northern Neck
Community Service Board
P.O. Box 40
Saluda VA 23149
<http://www.mpnnscb.org/>

Smith, Jerry

smith495@umn.edu
612-624-4336
The RTC on Community Living,
Univ. of MN
214 Pattee Hall, 150 Pillsbury Dr SE
Minneapolis MN 55455
<http://rtc.umn.edu>

Smull, Michael

mwsnull@cs.com
410-626-2707
Chair, The Learning Community
for Person Centered Practices
3245 Harness Creek Road
Annapolis MD 21403
<http://www.elpnet.net>

Stephens, Crystal

Interviewer, Ask Me Project
The Arc of Maryland
49 Old Solomons Island, Ste 205
Annapolis MD 21401
<http://www.thearcmd.org>

Stasko, Sheila

sstasko@pawaitinglistcampaign.org
610-767-2437
Director, PA Waiting List Campaign
4540 Best Station Road
Slatington, PA 18080
[info@pawaitinglistcampaign.org](http://pawaitinglistcampaign.org)

Stierer, Cheri

cstierer@dmhmrsas.state.va.us
804-786-0803
VA Division of Mental Retardation
and Substance Abuse Services
<http://www.dmhmrms.virginia.gov>

Swenson, Sue

sue.swenson@gmail.com
301-802-8285
President, Doha, Inc.
4604 Harling Lane
Bethesda MD 20814

Tapper, Camille

Camille.Tapper@ucpsouthflorida.org
305-274-5014 ext. 227
Administrator, Miami Cerebral Palsy
Residential Services
11750 SW 80th St.
Miami FL

Taub, Sarah

staub@hsri.org
617-876-0426
Senior Policy Specialist,
Human Services Research Institute
2336 Massachusetts Avenue
Cambridge MA 02138
<http://www.hsri.org>

Taylor, Jr., David

racecarwaterboy@yahoo.com
704-883-2748
Owner, RaceCAR Waterboy, LLC
2163 Deerview Cr. Apt 301
Statesville NC 28625

Thaler, Nancy

nthaler@nasddds.org
703-683-4202
Executive Director
NASDDDS
113 Oronoco Street
Alexandria VA 22314
<http://www.nasddds.org>

Turnage, Vicki

vicki33@prodigy.net
205-310-4839
President, A and M Consultants
P.O. Box 55
Northport AL 35473

Vara, Nancy

Nancy43648@aol.com
770-381-0691
It's All About Carmine, Inc.
5768 Lost Grove DR., NW
Lilburn GA

Vara, Carmine

It's All About Carmine, Inc.
5768 Lost Grove DR., NW
Lilburn GA

Ward, Nancy

nward@thedesk.info
405-528-1900
Medicaid Reference Desk
2915 N. Classen Blvd., Ste. 300
Oklahoma City OK 73106
<http://www.thedesk.info/>

Weintraub, Liz

LIZOBE@aol.com
443-622-7217
Quality Enhancement Specialist.
The Council on Quality & Leadership
100 West Road, Suite 406
Towson MD 21204
<http://www.thecouncil.org>

Weiss, Nancy

nweiss@udel.edu
302-831-8535
Co-Director,
National Leadership Consortium
on Developmental Disabilities
The Center for Disabilities Studies,
University of Delaware
461 Wyoming Road
Newark DE 19716
<http://www.nlcd.org>

Westerman, John

weste050@umn.edu
612-624-1349
The RTC on Community Living,
Univ. of MN
214 Pattee Hall, 150 Pillsbury Dr SE
Minneapolis MN 55455
<http://rtc.umn.edu>

Willard, Edward

willarde@dhmh.state.md.us
410-767-5634
Advocacy & Training Coordinator,
Maryland Developmental
Disabilities Administration
102 W. Preston St.
Baltimore MD 21401
<http://www.dhmr.state.md.us/dda/>

Williams, Betty

bwilliams@arcind.org
317-977-2375
The Arc of Indiana
107 N. Pennsylvania St., Suite 300
Indianapolis, IN 46204
<http://www.arcind.org>

Yuskauskas, Anita

Anita.Yuskauskas@cms.hhs.gov
410-786-0268
Technical Director of HCBS
Quality Centers for Medicare &
Medicaid Services
7500 Security Boulevard,
South Building, Mail Stop S2-14-26
Baltimore MD 21244
<http://www.cms.hhs.gov>

HAVE YOU EVER THOUGHT ABOUT WHAT BEING A LEADER MEANS?

**Come to a get-together
with self advocates from across the country
and share your ideas!**

Let's talk about what *we all think* it means to be a leader!



MONDAY EVENING
RIGHT AFTER THE RECEPTION...

7:30 – 10 PM

IN THE MT. WASHINGTON, 5TH FLOOR

Stay after the discussion if you can and listen to music while getting together with other self advocates from around the country!!



There will be light refreshments.

ALL ARE WELCOME!

Check with Liz Weintraub: 443-622-7217 or
Nancy Ward: 405-226-1329 if you have questions!

Reinventing Quality 2008 Schedule

Sunday		SUNDAY, August 10				
RECEPTION 5:30 - 7:00 Maryland Foyer	SUNDAY EVENING WELCOME RECEPTION! Sponsored by APS Healthcare With Special Guest, Brandon Beck on the Piano!					
Monday		MONDAY, August 11				
BREAKFAST 8 - 9 Maryland Foyer	BREAKFAST! Sponsored by The MENTOR Network					
PLENARY 9 - 10:30 Maryland Ballroom	A Welcome from Michael Chapman, Director, Maryland Developmental Disabilities Administration New Voices: Move Over for the Next Generation of Self-Advocates Julie Petty, Rebecca Hare and Jill Egle Master of Ceremonies: Valerie Bradley					
STRANDS	People Who Need People	Speaking Up/ Speaking Out	Expanding Individualized Supports	Systems Change: From Vision to Implementation	Unfinished Business: Deconstructing Outmoded Models	Improving Quality
Rooms	Maryland Salon D	Guilford	Homeland Room	Maryland - Salon F	Fells Point Room	Federal Hill
Breakout I 10:45 – 12:15 All breakouts on 5th Floor Speakers Moderator	<i>Real Friends, Real Community Membership</i> Angela Amado Jim Meehan Lee Kingham Angela Amado	<i>Supporting Individual Businesses and Microenterprises</i> David Hammis David Taylor, Jr. Dusty Dutton Brad Goldman Dan Berland	<i>Taking the Leap: Converting from Traditional to Individualized Supports</i> Pat Fratangelo Linda Press Nancy Thaler	<i>People Are Waiting: Responding to the Challenge of Providing People with Access to the Services They Need</i> Celia Feinstein Maureen Devaney Tony Records Denver Fox Charlie Lakin	<i>New Approaches to Employment: Shedding Old Models</i> Jennifer Felty Linda Jorgenson Judy Dotzman David Losinno Steve Eidelman	<i>Sharpening Expectations: New Directions in Quality at CMS</i> Anita Yuskas Andrea Misenheimer Catriona Johnson Val Bradley
LUNCH WITH SPEAKER <i>Ticket Required!</i> 12:15 – 1:45 Maryland Ballroom A,B,C	LUNCH John Agosta: It Can't All be About Medicaid, Can It? Master of Ceremonies: Nancy Thaler Sponsored by The Columbus Organization					
Breakout II 2:00 – 3:30 All breakouts on 5th Floor Speakers Moderator	<i>We're All in This Together: Enriching Lives by Enriching Communities</i> Lynne Seagle Angela Amado	<i>Exercising Your Political Muscles</i> Julie Petty Betty Williams Jill Egle Ken Capone Rebecca Haare John Agosta	<i>Individualized Supports From the Get Go: Lessons Learned</i> Marian Frattarola-Saulino Gail Godwin Nancy Weiss	<i>What if There Were a Bias Toward Individualized Support? Equitable Funding Mechanisms</i> Steve Hall Cheri Steirer Lee Price Steve Eidelman	<i>Whose Life is it Anyway? Supporting Adults Living with Their Families</i> Sarah Taub Liz Healey Cliff Poetz Sue Swenson Nancy Thaler	<i>Quality Management: States and Providers Using Data and Ensuring Reliability</i> David Rotholz Janet George Kathi Lacy Chas Moseley Chas Moseley
BREAK 3:30 – 3:45	AFTERNOON BREAK Sponsored by Navigant					

Monday	Monday, August 11, continued					
STRANDS	People Who Need People	Speaking Up/ Speaking Out	Expanding Individualized Supports	Systems Change: From Vision to Implementation	Unfinished Business: Deconstructing Outmoded Models	Improving Quality
Rooms	Maryland Salon D	Guilford	Homeland Room	Maryland - Salon F	Fells Point Room	Federal Hill
Breakout III 3:45 – 5:15 All breakouts on 5th Floor Speakers Moderator	<i>Personal Relationships and Trusting Communities: Social Capital as a Long Lasting Quality Improvement Strategy</i> Jim Gardner David Hammis Jim Gardner	<i>Meet SAM: Self Advocates Minnesota</i> Rick Cardenas Cliff Poetz Katie McDermott Carrie Sporer Chas Moseley	<i>Expanding Employment Opportunities: How to Develop a New "Work" Ethic</i> Val Bradley John Butterworth Dana Olsen Colleen Gauruder Kathi Lacy Rie Kennedy-Lizotte	<i>Innovative Funding and Support Mechanisms</i> Barbara Brent Gale Bohling Teresa Moore John Agosta Sarah Taub	<i>Closing Rosewood: It Takes a Village</i> Michael Chapman Rachel London Ken Capone Cristi Marchand Robert Day Tony Records	<i>Using Incident and Mortality Data to Improve Quality</i> Antone Aboud Gail Grossman David Carlow June Rowe
AWARD CEREMONY <i>Ticket Required!</i> 5:30 – 6:15 Maryland Ballroom	THE MOVING MOUNTAINS AWARD CEREMONY! This Year's Recipients: The New York State Association of Community and Residential Agencies AND Miami Cerebral Palsy Residential Services, Inc. Moderator: Amy Hewitt Sponsored by The College of Direct Support					
AWARD RECIPIENTS RECEPTION 6:15 – 7:30 7th Floor Rooftop Terrace	Don't Miss the RECEPTION in Honor of the Awards Recipients and THE MICROENTERPRISES SHOWCASE with Beautiful Music Under the Stars, Ray Eicher on Guitar Sponsored by The College of Direct Support					
SELF ADVOCATES GATHERING ALL INVITED! 7:30 – 10:00 Mt. Washington Room	Get together with self advocates from across the country! JOIN THE CONVERSATION AND SHARE YOUR IDEAS <i>LIGHT REFRESHMENTS AND MUSIC!</i>					

EVALUATE ALTERNATIVES.
 Identify discovery, remediation and improvement solutions for the long-term.

NAVIGANT CONSULTING
www.navigantconsulting.com/healthcare

Navigant Consulting is a certified public accounting firm and licensed professional audit or public accounting service. "NAVIGANT" is a service mark of Navigant International, Inc. Navigant Consulting, Inc. (NACI) is not affiliated, associated or in any way connected with Navigant International, Inc. NACI is a brand "NAVIGANT" is made under license from Navigant International, Inc.

Come spend a few minutes all together in a Wrap Up Session
Val Bradley and Others



Therap Application Suite

Individual Support Applications

- General Event Reports
- Individual Service Plans
- ISP Template Library
- Individual and Emergency Data Forms
- Individualized Plan of Protective Oversight and Safeguards
- Behavior Tracking
- Management Summaries
- Supported Employment Tracking
- T-Logs
- Witness Reports
- Health Tracking

Staff Support Applications

- Training Management System
- Staff Scheduling
- T-Tasks

Billing Support Applications

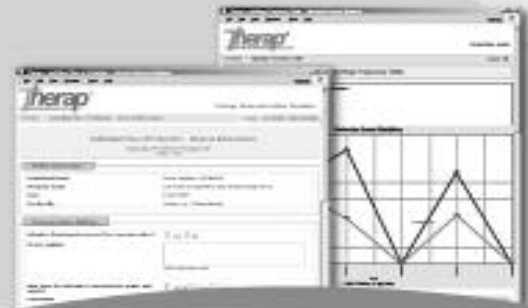
- Service Authorizations
- Attendance
- Electronic Billing

General Applications

- Therap FirstPage
- User Profile
- Notification Configuration
- Secure Communications
- Therap Calendar
- Archived Data
- T-Notes

- Improve quality of
Care & Support •
- Reduce Cost •**
- Manage
Risk & Compliance •

We use **Therap** for quality –
Do you?



www.TherapServices.net

562 Watertown Avenue, Suite 3
Waterbury, CT 06708-2240, USA
Phone: 1-203-596-7553
Fax: 1-203-757-5116

The **columbus** organization

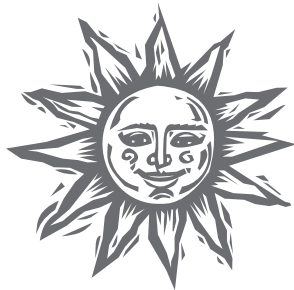
The Columbus Organization is a national leader in consultation and professional staffing for agencies supporting persons with disabilities. Our rapidly expanding community based services offer high impact, cost effective solutions:

- 24 hour behavior crisis management systems
- Service provider training and capacity building
- Specialized support options for persons with intense needs
- Evidence-based quality improvement and risk management strategies
- In-home and family behavioral support systems for children with autism
- Columbus is the country's top provider of Certified Behavior Analysts

www.columbusorg.com

800-229-5116

Join a Breakfast Discussion!



Want to chat about a topic that interests or intrigues you?
Grab a complimentary breakfast and join one of the discussion groups below

Breakfast is served at 7:15.

Discussion groups will meet Tuesday, 7:30 – 8:30 in Maryland B...
but feel free to join a group anytime. All are welcome!

This Morning's Breakfast and the Breakfast Discussions are sponsored by Therap Services

TUESDAY - BREAKFAST ROUNDTABLES

Balancing Risk and Choice

Every organization (and parent) wants to offer supports in a safe and caring way -- but most people are also committed to assuring that people with disabilities direct their own lives. What happens when the choices people make are not the ones we would make for them? Sometimes people make decisions that are risky or even dangerous. How do we balance our desire to assure safety with our commitment to support people to live lives of their own design. Come join this discussion of how to achieve that balance.

Facilitators:

ANTONE ABOUD, Antone Aboud Associates, Inc.
EDWARD WILLARD, Maryland Developmental Disability
Administration

Employment for All – What's It Going to Take?

State developmental disabilities agencies across the country are working to improve employment supports. Some are implementing state-wide employment-first policies and others are redesigning funding and rate-setting strategies to emphasize real jobs in integrated settings. Many states are working to improve their employment data systems, revitalize in-service training and strengthen collaboration with other state agencies, providers and stakeholders. What is going on in your state? This roundtable session will provide an open forum for participants to talk about what is hot and what is not in integrated employment; share ideas, discuss concerns, and hear about some new innovations.

Facilitators:

CHAS MOSELEY, The National Association of State Directors
of Developmental Disabilities Services
RIE KENNEDY-LIZOTTE, The National Association of State
Directors of Developmental Disabilities Services
DAVID TAYLOR, JR., RaceCAR Waterboy, LLC

Family Advocacy

Now that we have a strong base of person centered/independent living/self advocacy principles, some wonder if we are losing the legitimate voice of families advocating on their own behalf. Self-advocacy can lead to stronger, better -- and clearer -- family advocacy. Do you agree? Come join two of the country's best known family advocates for a lively discussion! What is the role of family advocacy when there's a commitment to self-direction?

Facilitators:

SUE SWENSON, Doxa, Inc.
BERTHY DE LA ROSA-APONTE

Finding Person Centered Quality – Balancing Statutory and Personal Requirements for a Quality Life

Policies and laws are designed to assure good lives for people and to assure efficient organizations but sometimes those same policies interfere with allowing people to live the lives they want. Join these two knowledgeable facilitators for a discussion about government rules – how do people with disabilities, family members, and service providers follow the rules without letting them get in the way of quality of life?

Facilitators:

ANITA YUSKAUSKAS, Centers for Medicare & Medicaid Services
NANCY WARD, Medicaid Reference Desk

Lifesharing

There are two successful models for lifesharing. In one, a person is supported to find a person or family with whom to live. In the other model, the person with a disability owns or rents his/her own house or apartment and looks for a well matched person to provide some support as well as companionship. One thing both models share is an emphasis on the person choosing where, how and with whom to live. People don't get placed in lifesharing, they find a person or people with whom to share their lives. What makes it work? What are the challenges? Come hear some stories of success and share your ideas and questions.

Facilitators:

PAT FRATANGELO, Onondaga Community Living
DANA OLSEN, PA Office of Developmental Programs



TUESDAY - BREAKFAST ROUNDTABLES

Measuring Quality

There's lots of talk about quality but what does it all mean and how do we measure it? Is everyone's definition the same? Is measuring quality the same as gauging someone's satisfaction with life or is there more to it than that? Why is it that a place can ace the licensing review and still not be a place people would choose to live? Celia Feinstein will facilitate a discussion on the meaning of quality, measuring quality, the role of data and we'll discuss all of your questions and ideas. Come join us for a lively discussion!

Facilitator:

CELIA FEINSTEIN, Institute on Disabilities, Temple University

One Person at a Time... Starting Your Own Agency

Whether you are ready to strike out on your own and start a new agency to provide responsive, self-directed supports, or just wonder what the challenges (and joys!) would be ... come join these 'veterans' in a discussion of what it takes as well as the pitfalls and pinnacles. We want to hear your ideas!

Facilitators:

MARIAN FRATTAROLA-SAULINO, Values Into Action

GAIL GODWIN, Shared Support

PAUL SAULINO, Values Into Action

Putting an End to Wait Lists and Unfair Practices

Join a lively discussion about ending wait lists and the importance of providing portability within and between states. Have you ever thought about this ... there are families who have been on the wait list in their state for ten years, move to another state and have to start again at the bottom of the list. This sometimes occurs even moving to a new county! It's time to stop this senselessness and provide quality supports to people who need and want them in a way that is fair and responsible! We want to hear your views and ideas on this issue!

Facilitators:

DENVER FOX AND MEMBERS OF NOEWAIT

MAUREEN DEVANEY, Vision for Equality

SUSAN STASKO, PA Waiting List Campaign

Sampling Methods

What methodologies do states use to monitor their Home and Community Based Services and other waiver-funded services. We want to talk about sampling for desk reviews, surveys, provider monitoring etc. Join us!

Facilitators:

JUNE ROWE, Human Services Research Institute

SARAH TAUB, Human Services Research Institute

Supporting People to Make Friends and to be Connected to their Communities

Being connected is a key part of our human nature. In fact it has been said that being alone is the most significant disability. Sometimes people are concerned that the move to more individualized supports will lead to loneliness and isolation. As part of the grassroots development of local self-directed Human Service Co-ops member owners and family members have discussed, explored and developed community networks focusing on integration, participation and most of all, contribution to their community. Please join us to continue this conversation, share ideas, and further shape how we can support people to connect to their communities.

Facilitators:

GALE BOHLING, Federated Human Services Cooperatives

TERESA MOORE, AZ Division of Developmental Disabilities

BARBARA BRENT, Federated Human Services Cooperatives

Your Civil and Human Rights - Are Laws Enough?

What are the rights of people with disabilities in light of local, state, federal, and international laws? What protections are offered by the Americans with Disabilities Act (ADA) and what options do you have if you feel your rights (or the rights of someone about whom you care) have been abridged? The U.N.'s Convention on the Rights of Persons with Disabilities (CRPD) was adopted in 2006. What does it mean for self advocates? All are invited to this discussion of what laws and international conventions mean when the rubber hits the road.

Facilitator:

RICK CARDENAS, Advocating Change Together (ACT)

Sunday

5:30 – 7 pm

WELCOME RECEPTION!

Maryland Foyer, 5th Floor

Join fellow conference participants at our opening reception, meet the conference sponsors, and enjoy the piano music of BRANDON BECK!

With thanks to APS HEALTHCARE (www.apshealthcare.com) for sponsoring the Welcome Reception!

Monday

8:00 – 9:00

BREAKFAST IS SERVED!

Maryland Foyer, 5th Floor

Breakfast this morning is provided through the generous sponsorship of The MENTOR Network! (www.thementornetwork.com)

9:00 – 10:30

PLENARY SESSION

Maryland Ballroom, 5th Floor

New Voices – Move Over for the Next Generation of Self Advocates:

Youth and young adults are the future of self-advocacy. This generation of self advocates seeks community jobs; they're not interested in wasting their lives away in traditional day programs. They want their own place to live; not a group home or some other "facility." As one self-advocate bluntly put it, "Look, first off, we want to thank everyone who, over the years, helped to build the service system. Thank you. But here's the thing. ... a lot of what you built ... we don't want!" In this session, three self advocates share their vision of what future service systems should look like and what it's going to take to get us there.

Welcome: MICHAEL CHAPMAN, Director, Maryland Developmental Disabilities Administration

Speakers: JILL EGLE, The Arc of Northern Virginia, Falls Church, VA
REBECCA HARE, NCLD, Youth Institute for Educational Leadership, Washington, DC
JULIE PETTY, Human Services Research Institute, Cambridge, MA

Master of Ceremonies: VAL BRADLEY, President, Human Services Research Institute

10:45 – 12:15

MONDAY BREAKOUTS I

10:45-12:15 (Breakout I)

STRAND: People Who Need People

Maryland Salon D, 5th floor

Real Friends, Real Community Membership:

Moving beyond physical inclusion to true social inclusion has been a challenge. Three people will share their successes at building real friendships and community membership. Angela Amado will discuss strategies learned in her work in a variety of states. KFI in Maine has a long history of story-telling to shape transformation to new ways of thinking, new ways of listening, and new ways of providing support for people to have the lives they really want – real lives, homes of their own, competitive jobs, and real friends. Jim Meehan will share people's stories to demonstrate KFI's transformation from traditional, center-based services to a progressive community support provider by building community, one person at a time. Lee Kingham of Abilities Network in Maryland will discuss the importance of building relationships between external and internal members of your organization's community.

Speakers: ANGELA AMADO, The RTC on Community Living, Univ. of MN, Minneapolis, MN
LEE KINGHAM, Abilities Network, Towson, MD
JIM MEEHAN, Katahdin Friends Inc. (KFI), Millinocket, ME

Moderator: ANGELA AMADO, The RTC on Community Living, Univ. of MN, Minneapolis, MN

10:45-12:15 (Breakout I)

STRAND: Speaking Up/Speaking Out

Guilford Room, 5th floor

Supporting Individual Businesses and Microenterprises – Is this the Wave of the Future?:

The spirit of individual enterprise, coupled with the historic promise of equality, is the starting point for this discussion of customized employment and small business ownership by individuals with disabilities. One terrific option for people who are looking for creative ways to spend their days and make money at the same time is to start their own business. For the general population, small business ownership represents the largest market segment of new and expanding employment options in the United States. Several self-advocates will discuss their self-owned businesses, the process involved in launching them, and the successes and challenges they face.

Speakers: DUSTY DUTTON, Dusty's Puppets, San Rafael, CA
BRAD GOLDMAN, Neighbours, Inc., Highland Park, NJ
DAVID HAMMIS, Griffin-Hammis Associates, Middletown, OH
DAVID TAYLOR, JR., RaceCAR Waterboy, LLC., Highland Park, NJ

Moderator: DAN BERLAND, The National Association of State Directors of Developmental Disabilities Services (NASDDDS), Alexandria, VA

10:45-12:15 (Breakout I)

STRAND: Expanding Individualized Supports

Homeland Room, 5th floor

Taking the Leap – Converting from Traditional to Individualized Supports:

Re-engineering the plane while flying it is quite a trick! But service agencies don't have the luxury of making change any other way. Transforming to individualized supports means not only changing the service model but also changing the business model. The presenters will share the approach and strategies they employed to transform their organizations from traditional models to models that offer supports that guarantee freedom from control and assure opportunities for vision, mastery, and fulfillment.

Speakers: PAT FRATANGELO, Onondaga Community Living, Syracuse, NY
LINDA PRESS, Jewish Service for the Developmentally Disabled of MetroWest, West Orange, NJ

Moderator: NANCY THALER, The National Association of State Directors of Developmental Disabilities Services (NASDDDS), Alexandria, VA

10:45-12:15 (Breakout I)

STRAND: Systems Change: From Vision to Implementation

Maryland, Salon F, 5th floor

People Are Waiting – Responding to the Challenge of Providing People with Access to the Services They Need:

All across the United States individuals and families are being denied services that they need. Estimates range from 85,000 to more than 200,000 people waiting, with high levels of variability among states. People with developmental disabilities and their families are the victims of a national crisis – where is effective and equitable public policy? This session will focus on nationally recognized, replicable efforts to respond to this crisis. Presenters will speak from practical experience about the importance of developing state systems that track people who need services, track urgency of need, and track people as they receive needed and desired supports. The session will include discussions about waiting lists from an ADA and Olmstead perspective and as a civil rights issue. It will include information about litigation and the role that advocates must play in demanding relief from waiting. This would include: moving at a reasonable pace, attending to people in institutions, and assuring that systematic "waiting list management" be integrated into state Olmstead plans. Specific state and national wait list campaigns will be described, including the Pennsylvania Waiting List Campaign. The session will also introduce the National Organization to End Waitlists (NOEWAIT), explaining its origins, mission, and commitment to both state and national mobilization to build effective alliances and advocacy movement within states and nationally to end wait lists and to provide for portability of services between and within states.

Speakers: MAUREEN DEVANEY, Vision for Equality, Philadelphia, PA
CELIA FEINSTEIN, Institute on Disabilities, Temple University, Philadelphia, PA
DENVER FOX, Moderator and Founder, National Organization to End the Waiting Lists, Parker, CO
TONY RECORDS, Tony Records and Associates, Inc. (TRA), Bethesda, MD

Moderator: K. CHARLIE LAKIN, The RTC on Community Living, Univ. of MN, Minneapolis, MN



10:45-12:15 (Breakout I)

STRAND: Unfinished Business: Deconstructing Outmoded Models

Fells Point Room, 5th floor

New Approaches to Employment – Shedding Old Models:

The move to include people in their communities through jobs and work opportunities has made little progress. In fact, the percentage of people receiving supports in inclusive settings has gone down between 1999 and 2004 and more than half of all expenditures for employment-related services remain in segregated, sheltered settings. Organizations have employed innovative approaches to including people with disabilities in real employment, some while dismantling segregated programs and others by inviting the community in to participate in a variety of opportunities that benefit all. The two organizations represented in this presentation, one in urban Philadelphia and the other in a rural community in Wisconsin, show it can be done in very different environments. New Horizons North is celebrating the 20th anniversary of closing their workshop and all facility-based services. They believe that integrated, community-based employment has been the key to people with disabilities achieving rich and meaningful lives and has provided the proof that stigma and discrimination can become a thing of the past. For fourteen years, SPIN has used a connector model for people with disabilities, within a lifetime learning structure, to create balance in work, recreation, and continuous learning opportunities. They have established a gathering place that offers activities for everyone to connect to their community consistent with their own personal choices.

Speakers: JUDY DOTZMAN, SPIN, Philadelphia, PA
JENNIFER FELTY, New Horizons North, Ashland, WI
LINDA JORGENSEN, New Horizons North, Ashland, WI
DAVID LOSINNO, SPIN, Philadelphia, PA

Moderator: STEVEN EIDELMAN, National Leadership Consortium on Developmental Disabilities,
University of Delaware, Newark, DE

10:45-12:15 (Breakout I)

STRAND: Improving Quality

Federal Hill Room, 5th floor

Sharpening Expectations – New Directions in Quality at CMS:

Anita Yuskas will present on current and future quality issues related to the Medicaid Waiver program including: trends in quality across Medicaid and challenges in the pursuit of quality relevant to the participant, the tax payer, quality of services, and qualities of life. Andrea Misenheimer (North Carolina) and Catriona Johnson (Maryland) will describe their State quality efforts in a 1915c Home and Community Based Services waiver program.

Speakers: CATRIONA JOHNSON, Maryland Developmental Disabilities Administration, Baltimore, MD
ANDREA MISENHEIMER, Piedmont Behavioral Healthcare, Concord, NC
ANITA YUSKAS, Centers for Medicare & Medicaid Services, Baltimore, MD

Moderator: VALERIE BRADLEY, Human Services Research Institute, Cambridge, MA

12:15 – 1:45

Lunch with Speaker

Maryland Ballroom A,B,C

Lunch Ticket Required!

Our Appreciation to The Columbus Organization (<http://www.columbusorg.com/>) for their Sponsorship of this lunch!

It Can't All be About Medicaid, Can it?

Demand is steadily increasing for developmental disability services. Meanwhile, states are having trouble finding the funding for additional services and are stuck with outdated service arrays that people increasingly don't want. Going forward, the public sector cannot easily address the needs of all its citizens with disabilities. What can be done? Is it all really about Medicaid waivers? This session offers discussion on these circumstances and describes promising responses where, in addition to services offered by public agencies, individuals learn to support one another and others, and people organize support offered by community serving organizations. The approach shows great potential for developing a sustainable, effective and efficient response to disability.

Speaker: JOHN AGOSTA, Human Services Research Institute, Portland, OR

Master of Ceremonies: NANCY THALER, NASDDDS

You want to be the best!

Together, the College of Direct Support and NADSP will make you a pro.



Building Careers,
Supporting Lives

The College of Direct Support is an approved curriculum for NADSP's national credentialing program.

Call toll free, **1.877.353.2767**
or visit our web site.

collegeofdirectsupport.com



"Incident Management, Organizational Culture and the Creation of Sustainable Change"

Have Course, Will Travel!

Antone Aboud Associates, Inc.
<http://www.aboud.com>

Life With Liberty

Liberty can make your job easier with cost-effective solutions to staffing and managing supports and specialized clinical services for people with intellectual and developmental disabilities.

We specialize in building collaborative partnerships with public and private sector managers to achieve positive, measurable outcomes for people with significant challenges.

Quality, Proven Results, Experience



401 East City Avenue
Suite 820
Bala Cynwyd, PA 19004
(800) 331-1122



2:00 – 3:30

MONDAY BREAKOUTS II

2:00 – 3:30 (Breakout II)

STRAND: People Who Need People

Maryland Salon D, 5th floor

We're All in This Together – Enriching Lives by Enriching Communities:

Since 1964, Hope House Foundation has worked on the frontlines of the battle for independence, community inclusion, and true citizenship for people with developmental disabilities. Today, over forty years later, it is the only organization in Virginia that supports adults with developmental disabilities exclusively in their own homes. If you've never seen Lynne Seagle speak, you are in for a treat. Her presentation will share the principles and techniques underpinning a progressive organization with specific focus on closing down group homes and participatory management. An additional focus will be on community partnerships and events – Hope House's events don't just raise money – they bring the community together and contribute to people with disabilities leading lives of their own choosing.

Speaker: LYNNE SEAGLE, Hope House Foundation, Norfolk, VA

Moderator: ANGELA AMADO, The RTC on Community Living, Univ. of MN, Minneapolis, MN

2:00 – 3:30 (Breakout II)

STRAND: Speaking Up/Speaking Out

Guilford Room, 5th floor

Exercising Your Political Muscles

Self-advocates want to live lives of their own design in their own communities with the support they want and need. Sometimes it's not so easy to accomplish all this. Self-advocates face a number of challenges, including a lack of personal income, silly rules invented by who-only-knows, and a service system that often serves people in old, out-dated ways. Self-advocates are working to change all this and change often requires a political battle! Come and hear how change gets made!

Speakers: KEN CAPONE, People on the Go, Annapolis, MD
JILL EGLE, The Arc of Northern Virginia, Falls Church, VA
REBECCA HARE, NCLD -Youth Institute for Educational Leadership, Washington, DC
JULIE PETTY, Human Services Research Institute, Cambridge, MA
BETTY WILLIAMS, The Arc of Indiana, Indianapolis, IN

Moderator: JOHN AGOSTA, Human Services Research Institute, Portland, OR

2:00 – 3:30 (Breakout II)

STRAND: Expanding Individualized Supports

Homeland Room, 5th floor

Individualized Supports From the Get Go – Lessons Learned:

While some agencies converted from providing more traditional services to offering self-directed supports, others started out offering only individualized supports. Representatives of two agencies that have provided only self-directed support from Day One, will share their experiences and expertise concerning how to create and sustain agencies that place individuals with disabilities at the center of control. Gail Godwin and Marian Frattarola-Saulino head two young, forward-thinking agencies – join us as they share lessons learned along the way.

Speakers: MARIAN FRATTAROLA-SAULINO, Values Into Action (VIA), Media, PA
GAIL GODWIN, Shared Support, Baltimore, MD

Moderator: NANCY WEISS, National Leadership Consortium on Developmental Disabilities,
University of Delaware, Newark, DE

2:00 – 3:30 (Breakout II)

STRAND: Systems Change: From Vision to Implementation

Maryland, Salon F, 5th floor

What if There Were a Bias Toward Individualized Support? Equitable Funding Mechanisms:

Several states are pioneering the use of AAIDD's Supports Intensity Scale (SIS) to shift away from old fee-for-service funding models toward systems that allocate resources based on individual needs. Through their work in implementing the SIS assessment tool and examining historical funding patterns, Georgia and Virginia (a state in the initial stages of developing a prototype) are two states that are paving the way for the development of funding models that will distribute resources more equitably and allow for individuals and families to exercise greater choice. Presenters from the Georgia Office of Developmental Disabilities and the Virginia Division of Mental Retardation and Substance Abuse Services will discuss their experiences working with the SIS and designing new rationally-based funding systems.

Speakers: STEPHEN HALL, Georgia Office of Developmental Disabilities, Atlanta, GA
C. LEE PRICE, Virginia Office of Mental Retardation, Richmond, VA
CHERI STIERER, Virginia Division of Mental Retardation and Substance Abuse Services, Richmond, VA

Moderator: STEVEN EIDELMAN, National Leadership Consortium on Developmental Disabilities, University of Delaware, Newark, DE

2:00 – 3:30 (Breakout II)

STRAND: Unfinished Business: Deconstructing Outmoded Models

Fells Point Room, 5th floor

Whose Life is it Anyway? Supporting Adults Living with Their Families:

Empty nesters whose children come home to live, discover the challenge of having adults who think for themselves living at home. On the flip side, adult children who move in with their parents, even temporarily, likely find that living back home means not always being able to do what they please. Such arrangements require negotiation, give and take, and lots of effort to see the other person's point of view. It's no different when the adult living at home has disabilities. Families are challenged to help their sons and daughters become adults with separate identities even as they provide care and support. How can family members and support agencies help people to live at home while still having autonomy and lives of their own? The formal service system has a role to play by providing the kind of support adults and families need to make it work for everyone.

Speakers: LIZ HEALEY, PEAL Center, Pittsburgh, PA
CLIFF POETZ, The RTC on Community Living, Univ. of MN, Minneapolis, MN
SUE SWENSON, Doxa, Inc., Bethesda, MD
SARAH TAUB, Human Services Research Institute, Cambridge, MA

Moderator: NANCY THALER, The National Association of State Directors of Developmental Disabilities Services (NASDDDS), Alexandria, VA

2:00 – 3:30 (Breakout II)

STRAND: Improving Quality

Federal Hill Room, 5th floor

Quality Management – States and Providers Using Data and Ensuring Reliability:

This session will present results and implications from a validity assessment of the South Carolina Department of Disabilities and Special Needs Quality Assessment/Quality Improvement system in the context of the CMS Quality Framework. An overview of the methods, findings, and implications for statewide assessment of quality of supports for people with intellectual and developmental disabilities will be included. The use of the National Core Indicator data with information to assess service quality, track performance and improve outcomes, will be discussed.

Speakers: JANET GEORGE, Policy, Planning, and Children's Services, Massachusetts DMR, Boston, MA
KATHI LACY, South Carolina Department of Disabilities & Special Needs, Columbia, SC
CHAS MOSELEY, The National Association of State Directors of Developmental Disabilities Services (NASDDDS), Alexandria, VA
DAVID ROTHOLZ, Center for Disability Resources, University of South Carolina, Columbia, SC

Moderator: CHAS MOSELEY, The National Association of State Directors of Developmental Disabilities Services (NASDDDS), Alexandria, VA

**Our Sincere Thanks
to the Following
Individuals,
Organizations, and
Companies for their
Generous Donation
of Door Prizes**

*With special thanks to Kim Bennardi,
Renae Kosmides, Liz Weintraub,
Mike Marshall, Bette Ann Mobley and
Donna Shreve for all of their hard work
in gathering door prize donations!*

Antone Aboud Associates
The Arc of Howard County
APS Healthcare
Baltimore Symphony Orchestra
Beltway Fine Wines
Berger Cookies
Center Stage
Michael Chapman
Chico's
Clipper City Brewery
The Columbus Organization
Fudruckers
Goetz's Candy Company
Golf Galaxy
Liberty Healthcare
Maryland Office of Tourism
McCormick
The National Association of State Directors of
Developmental Disabilities Services
National Leadership Consortium on Developmental Disabilities
Bob and Martha Perske
PrecisionCare, Inc.
Renaissance Baltimore Harborplace Hotel
Starbucks
The Tan Company
United Artists



Building Relationships. Enhancing Lives.

A National Network of Local Human Services Providers.

The MENTOR Network is a leading provider of innovative home and community-based services spanning nearly 40 states. Since our founding in 1980, we have evolved from a single residential program to a diversified network, offering an array of quality services to adults and children with developmental disabilities or acquired brain injury, as well as children and adolescents with emotional, behavioral or medically-complex challenges.



313 Congress Street, 5th Floor Boston, MA 02210 617-790-4800 www.thementornetwork.com

3:30 – 3:45

AFTERNOON BREAK!

Thanks to Navigant (<http://www.navigantconsulting.com/>) for their support of this break!

3:45 – 5:15

MONDAY BREAKOUTS III

3:45-5:15 (Breakout III)

STRAND: People Who Need People

Maryland Salon D, 5th floor

Personal Relationships and Trusting Communities – Social Capital as a Long Lasting Quality Improvement Strategy:

How can we lead organizations to initiate long-term concrete quality improvement strategies? How do we make the transition from data analysis and compliance-based quality assurance to long term changes in leadership behavior and organization development? Social Capital indicates that fundamental change can be based on building trust, reciprocity, and personal networks within communities. Social Capital provides quality management initiatives with energizing and evidence based quality improvement strategies and indicators.

Speakers: JIM GARDNER, Council for Quality and Leadership, Towson, MD
DAVID HAMMIS, Griffin-Hammis Associates, Middletown, OH

Moderator: JIM GARDNER, Council for Quality and Leadership, Towson, MD

3:45-5:15 (Breakout III)

STRAND: Speaking Up/Speaking Out

Guilford Room, 5th floor

Meet SAM Self Advocates Minnesota:

Self Advocates Minnesota (SAM) is unique – a statewide self advocacy network based on a civil and human rights perspective of disability. How did we begin this? What is the need? Who collaborated with us? Where did we get the money? How is it going right now? What are our prospects for this network? Come learn about all this and more!

Speakers: RICK CARDENAS, Advocating Change Together (ACT), St. Paul, MN
CLIFF POETZ, The RTC on Community Living, Univ. of MN, Minneapolis, MN
KATIE McDERMOTT, SAM Metro
CARRIE SPORER, SAM Metro

Moderator: CHAS MOSELEY, The National Association of State Directors of Developmental Disabilities Services (NASDDDS), Alexandria, VA

3:45-5:15 (Breakout III)

STRAND: Expanding Individualized Supports

Homeland Room, 5th floor

Expanding Employment Opportunities – How to Develop a New "Work" Ethic:

Why are so many working age adults with intellectual and developmental disabilities not working for local employers earning competitive wages and building careers? Did we forget what we learned during from the supported employment initiatives of the late '80s early '90s? John Butterworth and members of the State Employment Leadership Network (SELN) will address lessons learned in implementing state level strategy and policy to expand integrated employment opportunities. A framework for employment will be presented and member states from the SELN, a collaborative partnership committed to employment growth, will discuss their experiences.

Speakers: VALERIE BRADLEY, Human Services Research Institute, Cambridge, MA
JOHN BUTTERWORTH, University of Massachusetts Boston, Institute for
Community Inclusion/UCEDD, Boston MA
COLLEEN GAURUDER, Maryland Developmental Disabilities Administration, Baltimore, MD
KATHI LACY, South Carolina Department of Disabilities & Special Needs, Columbia, SC
DANA OLSEN, PA Office of Developmental Programs, Harrisburg, PA

Moderator: RIE KENNEDY-LIZOTTE, The National Association of State Directors of Developmental Disabilities Services (NASDDDS), Alexandria, VA

3:45-5:15 (Breakout III)

STRAND: Systems Change: From Vision to Implementation

Maryland, Salon F, 5th floor

Innovative Funding and Support Mechanisms:

This session will present two innovative approaches to funding. Human Services Co-operatives provide a platform that bring people together to self-direct their services in partnership with their community, professionals, and funding entities. Arizona now has three local cooperatives owned and controlled by individuals and families who coordinate support services through their local co-op. The model is also being introduced in California, Tennessee, Michigan, and Illinois. The second approach presented will be Individual Development Accounts (IDAs) which are matched savings accounts that allow low income American families to save and build assets. Earnings can be accrued toward such asset goals as buying a home, starting a business, or getting job training, and funds will be matched by the IDA program.

Speakers: JOHN AGOSTA, Human Services Research Institute, Portland, OR
BARBARA BRENT, AZ Division of Developmental Disabilities, Phoenix, AZ
GALE BOHLING, Federated Human Services Cooperatives, Phoenix, AZ
TERESA MOORE, Federated Human Services Cooperatives, Phoenix, AZ

Moderator: SARAH TAUB, Human Services Research Institute, Cambridge, MA

3:45-5:15 (Breakout III)

STRAND: Unfinished Business: Deconstructing Outmoded Models

Fells Point Room, 5th floor

Closing Rosewood – It Takes a Village; From Institution to Community:

Rosewood Center is Maryland's oldest and largest state institution for persons with intellectual and developmental disabilities. The Governor announced that the facility will close on July 1, 2009. This session will feature the politics of closure; a person-centered planning approach for transition that involves individuals, families and staff; challenges; and opportunities to create greater community and system capacity.

Speakers: KEN CAPONE, People on the Go, Annapolis, MD
MICHAEL CHAPMAN, Maryland Developmental Disabilities Administration, Baltimore, MD
ROBERT DAY, Rosewood Center, Owings Mills, MD
RACHEL LONDON, Maryland Disability Law Center, Baltimore, MD
CRISTI MARCHAND, The Arc of Maryland, Annapolis, MD

Moderator: TONY RECORDS, Tony Records and Associates, Inc., Bethesda, MD

3:45-5:15 (Breakout III)

STRAND: Improving Quality

Federal Hill Room, 5th floor

Using Incident and Mortality Data to Improve Quality:

This session focuses on how states are using incident and mortality data for individual and provider risk mitigation and system-wide proactive risk prevention. Antone Aboud (Antone Aboud Associates, Inc.) will provide a conceptual framework that identifies key variables that will assist in effective use of incident and mortality data to better protect people from harm. Gail Grossman (Massachusetts Department of Mental Retardation) will present on how their agency uses incident management data to improve risk management and service improvement efforts. David Carlow (Connecticut Department of Developmental Services) will present on their agency's mortality review data and findings and describe how these findings are used within the Connecticut DDS services system to establish standards of practice and support providers to mitigate risk for individuals.

Speakers: ANTONE ABOUD, Antone Aboud Associates, Inc., Albany NY
DAVID CARLOW, Connecticut Department of Developmental Services, Hartford, CT
GAIL GROSSMAN, Massachusetts Department of Mental Retardation, Boston, MA

Moderator: JUNE ROWE, Human Services Research Institute, Cambridge, MA

5:30 – 6:15 The Moving Mountains Awards Ceremony Maryland Ballroom

Come hear all about the accomplishments of this year's winners, then join us for a roof-top reception in their honor:

MIAMI CEREBRAL PALSY RESIDENTIAL SERVICES, INC.,
an affiliate of United Cerebral Palsy of South Florida, and
THE NEW YORK STATE ASSOCIATION OF COMMUNITY AND RESIDENTIAL AGENCIES (NYSACRA).

Moderator: AMY HEWITT, The RTC on Community Living, Univ. of MN, Minneapolis, MN

With thanks to the College of Direct Support for their sponsorship!

6:15 – 7:30 Reception in honor of award recipients 7th Floor Rooftop Terrace

Come join us for a roof-top reception. This is a great opportunity to network with colleagues, learn from others and wind down after a great day of learning. **Enjoy complimentary food and beverage sponsored by the College of Direct Support.** With Guitar Music under the stars, RAY EICHER, Guitarist

7:30 – 10:00 SELF ADVOCATES GATHERING Mt. Washington Room

Get together with self advocates from around the country, discuss how we can become leaders and share your ideas. All are welcome! Light refreshments and music.

Tuesday

7:30 – 8:30 BREAKFAST & BREAKFAST ROUNDTABLES Maryland Foyer, 5th Floor

Come enjoy a delicious breakfast and, if you would like, participate in a breakfast discussion roundtable. See the list of topics on pages 14 & 15 – everyone is invited to participate! **Roundtable Discussions held in Maryland B**

Our thanks to Therap (<http://www.therapservices.net/>) for their generous sponsorship of today's Breakfast and Breakfast Roundtables!

8:30 – 10:00 PLenary SESSION Maryland Ballroom

A Good Story Never Hurts: Waddie Welcome and the Beloved Community:

How do we continue our quest for quality when the drone of email, the bulge of paperwork and mountains of meetings begin to overwhelm us? Sometimes a good story can help. Let's find out together. Tom Kohler will tell a story about people, people who live in his town of Savannah Georgia. You will recognize some of them – they live in your town as well. It's a story of triumph and transformation, of making community stronger, a story to pull us back to our center and ignite our hearts.

Speakers: TOM KOHLER, Chatham-Savannah Citizen Advocacy, Savannah, GA

Master of Ceremonies: NANCY THALER, The National Association of State Directors of Developmental Disabilities Services (NASDDDS), Alexandria, VA

If you enjoy Tom's session, his book will be available for sale after the session and you are invited to join Tom for lunch (11:45 – 12:15) to continue the conversation. A limited number of free lunches are available, but everyone is welcome.

10:15 – 11:45

TUESDAY BREAKOUTS IV

10:15-11:45 (Breakout IV)

STRAND: People Who Need People

Maryland Salon D, 5th floor

Love & Marriage:

As a field, we have been increasingly successful in maintaining people in their homes, including them in communities and, in some instances, finding them meaningful jobs. We have been less successful in supporting people with developmental disabilities in lasting and loving relationships. This panel features people who have found love, married, and established homes. The presenters will talk about the challenges they faced, the supports they received, and the everyday issues they face as part of a couple.

Speakers:

SID BLANCHARD, Community Access Unlimited, Elizabeth, NJ
VAILENE FIELDS, Community Access Unlimited, Elizabeth, NJ
PAMELA KELLY-FIELDS, Community Access Unlimited, Elizabeth, NJ
KATHY MARCUS, Community Access Unlimited, Elizabeth, NJ
LARRY MARCUS, Community Access Unlimited, Elizabeth
LIZ WEINTRAUB, The Council on Quality and Leadership, Towson, MD

Moderator:

LIZ WEINTRAUB, The Council on Quality and Leadership, Towson, MD

10:15-11:45 (Breakout IV)

STRAND: Speaking Up/Speaking Out

Guilford Room, 5th floor

Supporting Self Advocacy Groups: Lessons Learned by Advisors :

The self-advocacy movement continues to grow stronger. Success often depends on self-advocates getting the support they need. This support is offered by individuals called 'advisors.' Advising a self-advocacy group is not always easy. Advisors want to be helpful but sometimes advisors give too much help, too little help, or not the right kind of help. Achieving the right balance takes understanding. This session offers information and discussion about advising from two of the best, along with great perspective offered by a self-advocate.

Speakers:

JULIE PETTY, Human Services Research Institute, Cambridge, MA
MICHELLE (SHELI) REYNOLDS, University of Missouri, Institute For Human Development, Kansas City, MO
VICKI TURNAGE, A and M Consultants, Northport, AL

Moderator:

JOHN AGOSTA, Human Services Research Institute, Portland, OR

10:15-11:45 (Breakout IV)

STRAND: Expanding Individualized Supports

Homeland Room, 5th floor

OK, But How Do You Make Individualized Supports Work Financially?:

Are you on the road toward providing individualized supports but wondering how you will face the challenge of individual budgets and make the funding all work out in the end? Are individualized supports really less expensive than congregate supports – and are costs reduced over time as people develop more natural supports and relationships? Come hear from two of the country's most creative providers in making it work financially. Paul Saulino and Pat Fratangelo will share some of the strategies they use and there will be an open discussion of ideas and creative approaches.

Speakers:

PAT FRATANGELO, Onondaga Community Living, Syracuse, NY
PAUL SAULINO, Values Into Action, Media, PA

Moderator:

SARAH TAUB, Human Services Research Institute, Cambridge, MA



Reinventing Quality Congratulates the Moving Mountains Awards Recipients!

The Moving Mountains Awards are presented to organizations and agencies that have demonstrated best practice in direct support workforce development. They are awarded by the Research and Training Center on Community Living at the University of Minnesota in partnership with the National Alliance for Direct Support Professionals

**Come to the Awards Ceremony
Monday, 5:30 – 6:15 in the Maryland Ballroom**
to hear all about the accomplishments of the award recipients,
then join us for a reception in honor of this year's winners:

Miami Cerebral Palsy Residential Services, Inc.
an affiliate of United Cerebral Palsy of South Florida

Miami Cerebral Palsy Residential Services, Inc will be represented by:
CAMILLE TAPPER, *Administrator*



**The New York State Association of Community and
Residential Agencies (NYSACRA)**

NYSACRA will be represented by:
TOM McALVANAH, *President*;
ANN HARDIMAN, *Executive Director*;
JOSEPH MACBETH, *Assistant Executive Director*; and
SEAN DELANEY, *a Direct Support Professional with
Special Needs Program in Hudson, New York.*

*Come see Sean's video, "Open Your Eyes".
This song/video is a plea to his peers to become more aware of the value of being a
Direct Support Professional. It has received almost 300,000 hits on YouTube.*

10:15-11:45 (Breakout IV)

STRAND: Systems Change: From Vision to Implementation

Maryland, Salon F, 5th floor

Moving Mountain Award Winners: Finding and Keeping a Diverse, Quality Direct Support Workforce

Does your organization or state struggle to find, choose, train and keep qualified direct support professionals? In this session organizations that have demonstrated best practice in direct support workforce development will share their creative approaches and stories of their success. Camille Tapper will speak about best practices in professionalizing a multicultural direct support workforce. Sean Delaney will show his video, "Open Your Eyes." This song/video is Sean's plea to his peers to become more aware of the value of being a Direct Support Professional. It has received almost 300,000 hits on YouTube. Hear from the 2008 Moving Mountains award winners in this session!

Speakers: TOM MCALVANAH, Lifespire, New York, NY
SEAN DELANEY, Special Needs Programs, Ghent, NY
ANN HARDIMAN, NY State Assoc. of Community and Residential Services, Albany, NY
JOSEPH MACBETH, NY State Assoc. of Community and Residential Services, Albany, NY
CAMILLE TAPPER, Miami Cerebral Palsy Residential Services, Inc, Miami, FL

Moderators: SHERYL LARSON, The RTC on Community Living, Univ. of MN, Minneapolis, MN

10:15-11:45 (Breakout IV)

STRAND: Unfinished Business: Deconstructing Outmoded Models

Fells Point Room, 5th floor

Shared Living – A Creative Approach to Supporting People in Their Own Homes:

The presenters will discuss the unique process and exploration that takes place when individuals share their lives with others as roommates, live-in caregivers, and through shared living arrangements. Come learn about this creative approach to self-directed supports – one in which people live in their own homes with people they choose in arrangements that work very well for many people over the long term.

Speakers: SANDY PELLETIER AND OTHER REPRESENTATIVES from Gateways Community Services, Nashua, NH
PATTI SCOTT, Neighbours, Inc., Highland Park, NJ

Moderator: CHAS MOSELEY, The National Association of State Directors of Developmental Disabilities Services (NASDDDS), Alexandria, VA

10:15-11:45 (Breakout IV)

STRAND: Improving Quality

Federal Hill Room, 5th floor

Of the People, By the People and For the People – Grass Roots Quality Improvement:

Quality improvement efforts should always keep individuals with developmental disabilities and their families as the central focus. This session will describe initiatives in two states – Pennsylvania and Maryland – that measure valued outcomes and that involve people with disabilities in the process of collecting information. Both of these quality processes have a long history and presenters will offer a road map to replicating grass roots quality improvement and best practices in training and involving people with disabilities and their families in defining and measuring quality.

SPEAKERS: AUDREY COCCIA, Vision for Equality, Philadelphia, PA
CELIA FEINSTEIN, Institute on Disabilities, Temple University, Philadelphia, PA
VICKI MILLS, Ask Me - The Arc of Maryland, Annapolis, MD
DANA OLSEN, PA Office of Developmental Programs, Harrisburg, PA
CRYSTAL STEPHENS, Ask Me - The Arc of Maryland, Annapolis, MD

Moderator: VALERIE BRADLEY, Human Services Research Institute, Cambridge, MA

10:15 – 11:45	An Experiential Game	Kent Room, 6th Floor
---------------	----------------------	----------------------

Breaking Down the Walls of Traditional Service Delivery: An Experiential Game

Tired of sitting and listening? Ready to participate in a creative and active session? Come take part in a fun, educational game that is open to all and is sure to get you thinking. What kind of vision do you see for people with disabilities when there are no external barriers? Join us in a fun exercise that explores out-of-the-box ideas about true community inclusion. This game was created by Therap and ANCOR Everyone who attends will participate in the game and a good time is guaranteed!

Speakers: KARI AMIDON, ANCOR, Alexandria, VA
WARREN GIFFORD, Therap Services, LLC, Waterbury, CT

11:45 – 1:15	LUNCH ON YOUR OWN – OR ...
--------------	----------------------------

11:45 – 1:15	A Conversation with Tom Kohler – Questions and Conversation about Waddie Welcome and the Beloved Community:	Mt. Washington Room
--------------	---	---------------------

If you enjoyed the keynote and want to think more deeply about what the story means, come to this session. We will make a list of questions to talk about together and do just that.

A limited number of lunches are available free by ticket. Information will be announced after the keynote. Or feel free to grab a quick lunch and bring it back to be part of the conversation

OR an option of two films. Grab a quick lunch (or get a lunch to bring back) and come watch. Popcorn and drinks will be served.

12:15	"Other Voices"	Maryland Salon F
-------	----------------	------------------

Other Voices is a 50-minute documentary about a group of advocates and stakeholders in Southeastern Minnesota who developed their own, alternative quality assurance process to better respond to the needs of citizens with developmental disabilities. The system developed, called VOICE, emphasizes self-determination and includes participation of community citizens, self-advocates, and professionals in determining the quality of services being provided. *Hosted by Jerry Smith*

12:15	"A Tribute to Gary Smith"	Maryland, Salon C
-------	---------------------------	-------------------

A Tribute to Gary Smith, by NASDDDS, is a collection of remembrances told by his friends and colleagues. Gary was an extraordinary national leader who passed away unexpectedly last spring. Come celebrate his life; learn about him if you didn't know him, and share memories if you did. *Hosted by Nancy Thaler.*

1:15 – 2:45	TUESDAY BREAKOUTS V
-------------	---------------------

1:15-2:45 (Breakout V)	STRAND: People Who Need People	Maryland Salon D, 5th floor
------------------------	--------------------------------	-----------------------------

How Agencies Can Support Relationship-Building and Circles of Support:

Meeting people and developing relationships isn't always that easy. If it were, we wouldn't have E-Harmony. Individualized services alone aren't adequate to achieve a real life in the community. There is an intangible element critical to building a good life – having friends that you can count on. Meeting people and building relationships comes naturally for some people and for some it takes significant facilitation and support. Come and hear from two leaders who have learned what it takes.

Speakers: MARK BOORSE, Access, Fort Washington, PA
PATTI SCOTT, Neighbours, Inc., Highland Park, NJ

Moderator: NANCY THALER, The National Association of State Directors of Developmental Disabilities Services (NASDDDS), Alexandria, VA

1:15-2:45 (Breakout V)

STRAND: Speaking Up/Speaking Out

Guilford Room, 5th floor

Reaching Self-Advocates in the Virtual World – Using the Internet to Communicate:

Self-advocates are increasingly using the internet to share information and organize for change. This session examines two such efforts: The Riot is a quarterly e-newsletter that is helping to bring self-advocates together in the United States and beyond. The Riot's success helped spawn a new company called "Riot Works." Riot Works seeks to generate opportunity for self-advocates across the nation to make money and lead healthier lives. Self-Advocacy Online (SAO) is a new educational and networking website for organizations and individuals engaged in self-advocacy. SAO's Learning Center helps build skills in self-advocacy. The interactive national self-advocacy map can help self-advocates find chapters in their community or connect with other groups across the country working on similar issues. The build-a-website component of SAO supports self-advocacy organizations to develop their own well-designed, accessible, and information-rich websites. The NEC Foundation supported research on the essential characteristics of SAO's design. The MacArthur Foundation is funding the development and implementation of the program.

Speakers: SHAWN LAWLER, The RTC on Community Living, Univ. of MN, Minneapolis, MN
 JULIE PETTY, Human Services Research Institute, Cambridge, MA
 JERRY SMITH, The RTC on Community Living, Univ. of MN, Minneapolis, MN
 JOHN WESTERMAN, The RTC on Community Living, Univ. of MN, Minneapolis, MN
 BETTY WILLIAMS, The Arc of Indiana, Indianapolis, IN

Moderator: K. CHARLIE LAKIN, The RTC on Community Living, Univ. of MN, Minneapolis, MN

1:15-2:45 (Breakout V)

STRAND: Expanding Individualized Supports

Homeland Room, 5th floor

One Person at a Time – Experiences with Microboards:

Tired of waiting for systems change to catch up to you? Wishing for a circle of support that you can count on? Wanting to see families and individuals self direct services NOW? Come hear from people and family members who are truly practicing self-determination.

Speakers: RUTHIE- MARIE BECKWITH, Tennessee Microboards Association, Inc., Murfreesboro, TN
 BILL GAGE, Gage and Gage, Inc., Selmer, TN
 SAMUEL GAGE, Tennessee Microboards Association, Inc., Murfreesboro, TN
 JACKI GOLDEN, Joshua's House Inc., Lutherville, MD
 JOSH GOLDEN, Joshua's House Inc., Lutherville, MD
 CARMINE VARA, It's All About Carmine, Inc., Lilburn, GA
 NANCY VARA, It's All About Carmine, Inc., Lilburn, GA
 LIZ WEINTRAUB, The Council on Quality and Leadership, Towson, MD

Moderator: RIE KENNEDY-LIZOTTE, The National Association of State Directors of Developmental Disabilities Services (NASDDDS), Alexandria, VA

1:15-2:45 (Breakout V)

STRAND: Systems Change: From Vision to Implementation

Maryland, Salon F, 5th floor

Implementing Person Centered Thinking – A Community of Practice Approach that Works:

How can typical practice move toward best practice? What changes do we need to make to have a person centered system? These are the questions that a six state consortium is trying to answer. In October 2007, a learning community was formed to build sustainable infrastructures towards becoming a person centered system. Funded through a CMS Real Choice Systems Change grant, this six state collaborative uses learning from supporting individuals to drive changes in practices and structures. In doing this it employs best practice in quality management, recognizing that a system only works when all of its parts work together. Participants will learn the key features of the model and what has been accomplished to date.

Speakers: MARY LOU BOURNE, Management Support Solutions Inc., Hollidaysburg, PA
 EILEEN HAMMAR, Partnership for People with Disabilities/VCU, Richmond, VA
 C. LEE PRICE, Virginia Office of Mental Retardation, Richmond, VA
 JODIE RILEY, Middle Peninsula/Northern Neck Community Service Board, Saluda, VA
 BARRY SEAVER, Middle Peninsula/Northern Neck Community Service Board, Saluda, VA

Moderator: MICHAEL SMULL, The Learning Community for Person Centered Practices, Annapolis, MD



Visit our booth for more information

Providing Technical Assistance for Intellectual and Developmental Disability Services



Improving quality of life and health for people and their families through:

- Person Centered Planning
- Consumer Directed Budgeting Program Support
- Authorization of Medicaid Waiver Services
- Web-based Care Management Systems
- Provider Compliance and Quality Audits
- Independent Consumer Assessments
- Healthcare Quality Improvement
- Provider Training

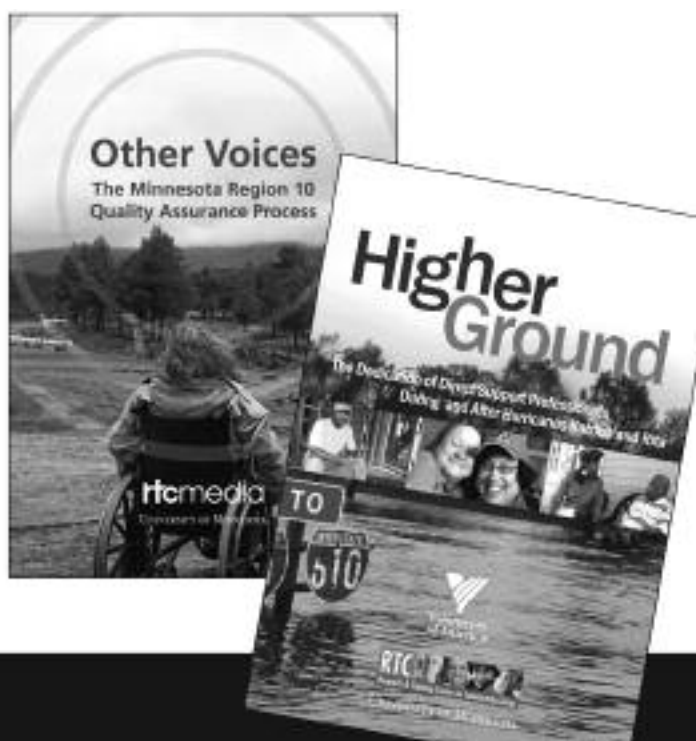


8403 Colesville Road, Suite 1600, Silver Spring, MD 20910 • 800.305.3720 ext. 3119 • www.apshealthcare.com

Changing attitudes
one frame at a time.

rtcmedia
UNIVERSITY OF MINNESOTA

rtcmedia.umn.edu



1:15-2:45 (Breakout V)

STRAND: Unfinished Business: Deconstructing Outmoded Models

Fells Point Room, 5th floor

Closing Public Institutions – the Clock Keeps Ticking:

Closing institutions is about multiple domains operating simultaneously: politics; the real lives of people (many of whom have been there for a long time); their families; the local community where the institution is located; keeping certification and funding; working with the provider community; managing the media; and working with the Governor, legislature, and advocates. While the rate of institutional depopulation has declined since the introduction of the New Freedom Initiative, it remains possible and important to close facilities. Both presenters have significant and recent experience with institutional closure. Indiana is the most recent state to close institutions for people with developmental disabilities. Illinois is examining the possibilities in light of de-certifications and litigation. With over 40,000 people still in public institutions across the country, the work to close them is far from over. Come hear from two speakers with significant experience about the importance and complex challenges of this effort.

Speakers: PETER BISBECOS, Indiana Division of Disability and Rehabilitative Services, Indianapolis, IN
SHEILA ROMANO, Illinois Council on Developmental Disabilities, Chicago, IL

Moderator: STEVEN EIDELMAN, National Leadership Consortium on Developmental Disabilities,
University of Delaware, Newark, DE

1:15-2:45 (Breakout V)

STRAND: Improving Quality

Federal Hill Room, 5th floor

System Transformation and Quality Improvement:

Kathy Kliebert, Assistant Secretary, Louisiana Office for Citizens with Developmental Disabilities and Max Chmura, Executive Deputy Commissioner from the NY Office of Mental Retardation and Developmental Disabilities, will each present how their agencies are changing to be more responsive to individuals and families. Included will be how Louisiana has been developing a more “needs based” approach to service planning and delivery that brings together needs assessment with planning and resource allocation. The presentation from New York will center on how they are using person-centered data and information about services and supports to develop proactive improvement strategies leading to positive outcomes and protecting individuals from harm. Both presenters will talk about efforts to make data and information about the system more accessible to the public, particularly to enable individuals and families to make informed choices among providers and services.

Speakers: KATHY KLIEBERT, Louisiana Office for Citizens with Developmental Disabilities, Baton Rouge, LA
MAX CHMURA, NY Office of Mental Retardation and Developmental Disabilities, Albany, NY

Moderator: VALERIE BRADLEY, Human Services Research Institute, Cambridge, MA

MICROENTERPRISES SHOWCASE

Come check out the wares and business ideas
of people who have taken employment into their own hands
and started their own businesses.
Lots of things to see (and buy!).

Stop by the displays of the Microenterprise Entrepreneurs during the Monday Evening Reception
6:15 - 7:30, 7th Floor Rooftop Terrace



3:00 – 3:30

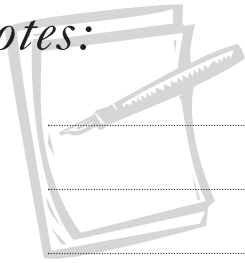
WRAP-UP

Maryland Ballroom

We know you are tired, but don't leave just yet; come together for just a half hour to tie it all together and wrap things up as a group!

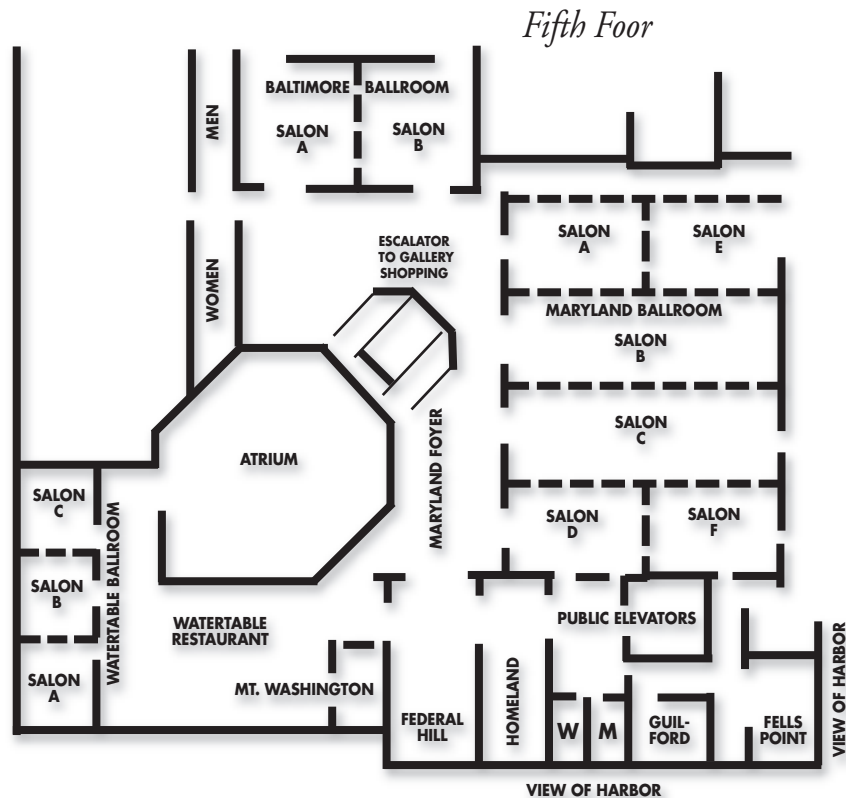
Don't forget to complete your evaluation (and be in the running for one last door prize!). We value your input for making the Reinventing Quality conference even better in years to come!

Notes:



Renaissance Baltimore Harborplace Hotel

202 East Pratt Street
Baltimore, Maryland 21202
1-410-547-1200 *phone*
1-410-539-5780 *fax*



REINVENTING QUALITY 2008

We wish to thank our sponsors:

GOLD



COLLEGE OF
DIRECT SUPPORT
BUILDING CAREERS, SUPPORTING LIVES



The
columbus
organization

SILVER

NAVIGANT
CAPITAL ADVISORS

SUPPORTING

ANTONE ABOUD ASSOCIATES, INC.
"Helping People Make Choices"



PrecisionCare
SOFTWARE

all supporting the participation of self advocates and family members in the 2008 Reinventing Quality Conference

Special thanks to the Administration on Developmental Disabilities
for their generous support of Self Advocate and Family Travel