From Good Services to Good Lives

2007 National Reinventing Quality Conference

March 4–6, 2007
Francis Marion Hotel
Charleston, South Carolina

FRANCIS MARION
H O T E L

Carolina Ballroom

Carolina B | Carolina A

Terrace

Men

Ladies

Regst

Exhibition Space

Elevators

Calhoun

Laurens

Mezzanine/Meeting Level

Gold

Men

Ladies

Elevators

Guest Room Corridor

The Gold Ballroom/Second Floor

Rest Rooms

Pay Phone

Upper Lobby

Business Center | Front Desk

Lobby Bar

Lobby

Elevators

Elev

Colonial

Calhoun Street

The Colonial Room/Lobby Level

Room	Function
Mezzanine	Registration, Reception, Continental Breakfast, Exhibitors
Carolina Ballroom	Plenary, Workshop Sessions, and Luncheons
Gold	Workshop Sessions
Colonial	Workshop Sessions
Calhoun	Workshop Sessions
Laurens	Workshop Sessions

The cover photo is of Rand Stenhjem and his son, Ethan, enjoying a glorious afternoon at the beach. The photo was taken by Pam Stenhjem, wife of Rand, and mother of Ethan... and research associate at the Institute on Community Integration, University of Minnesota.

Welcome to

"From Good Services to Good Lives," the 2007 Reinventing Quality National Conference!

Real homes, real jobs, real friends, real lives. While these have been and continue to be the goals for people with developmental disabilities, our understanding of what's possible continues to evolve. "Best practices" and "quality" in support services are very different than even 5 or 10 years ago. State, local, and agency support programs for people with developmental disabilities need to continue to rapidly change and expand to meet the continually growing expectations of people with disabilities, families, advocates, and policymakers for greater flexibility and assistance for self-directed support.

The goal of this Reinventing Quality Conference is to provide useful information, new ideas, and active discussion about promoting and achieving support that improves the quality of life and citizenship for all. The conference showcases innovative services, programs, and practices that effectively support people to live valued lives in community systems of support. This year we are pleased to include a broad array of both national and international leaders in the area of quality supports who will share and discuss leading edge approaches to —

- Employment,
- Community membership,
- Health care,
- Technology, and
- The realization of truly person-centered supports.

In addition, this year's conference features a special track on the measurement of quality outcomes — how is "quality" determined, how do we know that quality services are being provided, how can we tell that important outcomes are being achieved?

We are glad you are here and hope you enjoy your time at the conference and your visit to Charleston, South Carolina!

Conference Sponsors

National Association of State Directors of Developmental Disabilities Services

Research and Training Center for Community Living, Institute on Community Integration, University of Minnesota

Human Services Research Institute

Institute for Community Inclusion, University of Massachusetts-Boston

South Carolina Department of Disabilities and Special Needs

South Carolina Human Service Providers Association

Center for Disability Resources, University of South Carolina School of Medicine

American Association on Intellectual and Developmental Disabilities (formerly AAMR), South Carolina Chapter

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From Good Services to Good Lives

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Conference Agenda

Sunday, March 4, 2007

4:30–7:00 p.m. **Registration [Mezzanine]**

5:30–7:00 p.m. **Welcome Reception [Colonial Ballroom]**

The Welcome Reception is open to all conference attendees. Be sure to take advantage of this opportunity for networking and meeting other conference participants.

Complimentary hors d'oeuvres and cash bar

Music provided by Tom Lewis

Monday, March 5, 2007

8:00 a.m.–3:30 p.m. **Registration [Mezzanine]**

8:00 a.m.–5:00 p.m. **Exhibits [Mezzanine]**

8:00–9:00 a.m. **Continental Breakfast [Mezzanine]**

9:00–10:15 a.m. **Opening Plenary Session [Carolina Ballroom]**

Welcome and Opening Remarks

Valerie Bradley, *President, Human Services Research Institute and Chair, Program Committee*

Robert Gettings, *Executive Director, National Association of State Directors of Developmental Disabilities Services*

Stan Butkus, Director, *South Carolina Department of Disabilities & Special Needs*

From Good Services to Good Lives

Valerie Bradley, President, Human Services Research Institute (Moderator)

Michael Smull, CEO, Support Development Associates

Addie Daskam, Community Access Unlimited, New Jersey

Sam Jenkins, Community Access Unlimited, New Jersey

The opening plenary will include welcoming remarks from three of the sponsors of the conference including Valerie Bradley, HSRI; Robert Gettings, NASDDDS; and Stan Butkus, Director of the South Carolina Department of Disabilities and Special Needs.

The first plenary speaker, Michael Smull, will discuss how we can move beyond just helping people be healthy and safe, to helping people to be happy or to engage in the pursuit of happiness. Mr. Smull will present what has been learned about helping people balance happiness with health and safety, so that people can be both "happy and safe" or "happy and healthy." He will also address what it will take to have the minimum expectation for service quality be that our services support people in having good lives. The other plenary speakers, Addie Daskam and Sam Jenkins, will help us understand what the "good life" means to self-advocates.

10:15–10:30 a.m. **Break/Refreshments [Mezzanine]**

Outcomes **Research Experiences in the United Kingdom [Gold]**

Roger Stancliffe, Research Associate, Research and Training
Center on Community Living, University of Minnesota (Moderator)

Eric Emerson, Professor, Institute for Health Research,
Lancaster University, UK

Chris Hatton, Professor, Institute for Health Research,
Lancaster University, UK

Professors Emerson and Hatton will draw on recent research in England to identify key determinants of the quality of life of people with intellectual and developmental disabilities.

Dr. Emerson will describe the process and results of the first national survey undertaken in England on the life experiences of adults with intellectual disabilities. He will address issues relating to the definition and measurement of "life experiences", the involvement of researchers with intellectual disabilities in large scale social surveys, and making results and data accessible to diverse audiences.

Dr. Hatton will discuss some of the issues involved in evaluating the quality of supports and the potential inequalities experienced by people with intellectual disabilities and their families from particular cultural groups, drawing on recent UK initiatives in this area. Issues include designing and using quality indicators that work across diverse communities, designing and using information systems to evaluate the quality of supports experienced by different cultural groups, and designing and using information systems to assess potential inequalities in access to service supports.

Person-Centered **Putting the Person Back in Person Centered Planning [Colonial]**

Michael Smull, CEO, Support Development Associates (Moderator)

Patti Scott, CEO, Neighbours, Inc.

Tom Lewis, Advocate, New Jersey

Ted Cottini, Life Guide, We Care A Lot Foundation

Brandy Totten, Life Guide, We Care A Lot Foundation

States have required that their "plan of care" be person-centered for a decade or more. Yet, most plans are more form than substance. The structure of the plan is person-centered but the content is not. Having the person and their voice at the center of the plan will not happen through more training for those who write plans — it will only happen when efforts are made to give the person control over the content and when those that work with the person have the value-based skills that go with the development and implementation of good plans. The presenters will share their efforts in —

- *Helping those who use services and their families in developing their own plans*

- *Supporting people to have control over their own lives as well as their own plans.*

- *Helping those who provide support have and use the person-centered thinking skills required for developing and using good plans to help people have the lives that they want.*

Jobs State Employment Leadership Network [Carolina A]

Chas Moseley, Director of Special Projects, National Association of State Directors of Developmental Disabilities Services (Moderator)
Stan Butkus, Director, South Carolina Department of Disabilities & Special Needs
Linda Rolfe, Director, State of Washington, Department of Social and Health Services

The State Employment Leadership Network (SELN) is a new multi-state technical support initiative established to assist state developmental disabilities agencies improve the employment outcomes achieved by adolescents and adults receiving publicly financed support. The Network is led jointly by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Institute for Community Inclusion at the University of Massachusetts-Boston (ICI). Operations are managed by representatives to ensure activities are congruent with each state's needs. Participating states receive technical assistance and support for innovation and exploration through a dynamic "community of practice" involving monthly Network meetings, topical teleconferences and collaborative problem-solving opportunities. These and other activities enable states to share expertise and "lessons learned" across state lines, facilitating new connections to address old barriers related to rate setting, data management, staff training and other issues. During the discussion portion of the session, Angela Rapp Kennedy, the NASDDDS SELN Project Coordinator, and John Butterworth, Ph.D., Research Coordinator, ICI UMass-Boston, will also address questions about the network.

Community Providers Supporting True Community Membership [Carolina B]

Valerie Bradley, President, Human Services Research Institute (Moderator)
Cathy Ficker Terrill, President and CEO, Ray Graham Association for People with Disabilities
Lynn Seagle, Executive Director, Hope House Foundation

These two presentations describe how provider organizations can fulfill a critical role in helping to support people to be true members of their communities, to develop friendships and relationships, and to take on new social roles. One organization, Ray Graham Associates, has enhanced its ability to support new social roles for its clients by shifting from a traditional provider organization to one that is focused on valued outcomes. The second organization, Hope House Foundation, has built an involved and robust workforce that is excited about connecting people to their communities through events, partnerships and relationships.

Health Positive Behavioral Approaches [Calhoun]

David Rotholz, Project Director, Clinical Associate Professor, Center for Disability Resources (USC) (Moderator)
David Rotholz, Project Director, Clinical Associate Professor, Center for Disability Resources (USC)
Dennis Reid, CEO, Habilitative Management Consultants, Inc.
Donna Boyd, Director of Personnel, Tri-Development Center
Raynard Salley, Community Training Home Supervisor, Chester/Lancaster DSN Board

This presentation describes a systems change effort underway in South Carolina in positive behavioral supports by the SC Department of Disabilities & Special Needs in collaboration with the USC Center for Disability Resources. The effort by these organizations and its contractor, Habilitative Management

Consultants, Inc. has included key components including modification of the Medicaid Waiver service of behavior supports, the qualification process for providers, training for staff (supervisors, direct support, behavior support plan authors), and quality assurance. Presenters will provide information on the overall effort including changes in the Medicaid MR/RD waiver, training for supervisors with the AAIDD Positive Behavior Support Training Curriculum, training for direct support professionals by local provider agencies, and training for behavior support plan authors.

12:00–1:45 p.m. **Luncheon and Speaker [Carolina Ballroom]**

Rethinking and Reinventing Assistive Technology: Using Technology to Support Independence

David Rotholz, Project Director, Clinical Associate Professor, Center for Disability Resources (USC) (Moderator)

Jay Lundell, Manager, User Experience Design, Digital Health Group, Intel Corporation

Existing types of assistive technology have improved the lives of millions, allowing for increased mobility, sensory enhancement, and even some types of cognitive support. Meanwhile, new technologies are being developed at a rapidly increasing pace for the general population. In this exciting and inspiring luncheon address, Jay Lundell will discuss the challenge to merge these new capabilities with the needs of people with disabilities to create useful and usable products that can significantly improve the quality of life for everyone. He will show several concrete examples of how this challenge is being met by Intel's Digital Health Group.

In his doctorate program in cognitive psychology at the University of Washington, Jay studied decision making, expert knowledge, and computational theories of cognition. His research in industry has focused on human-computer interaction for in-home consumer products. His current interests are in assistive technology for a variety of health issues, such as cognitive impairment, exercise, diet, and daily activities and social engagement for older adults. He is also interested in the efficacy of health-related user interfaces, such as "just in time" prompting, goal reminding, and historical trending. Jay is currently working on medication adherence for older adults, using intelligent tracking of daily activities to provide appropriate, context — aware reminding for medications. He is also the father of a 13-year-old daughter who is mentally challenged.

2:00–3:30 p.m. **CONCURRENT WORKSHOPS 2**

Outcomes **Outcomes in Self-Determination, Well-Being, Services Access and Expenditures: Findings from the Experiences of 3,000 HCBS and ICF/MR Recipients from Six States [Gold]**

Charlie Lakin, Director, Research and Training Center on Community Living, University of Minnesota (Moderator)

Roger Stancliffe, Research Associate, Institute on Community Integration, University of Minnesota

Sarah Taub, Project Director, Human Services Research Institute

This paper reports on outcomes experienced by almost 3,000 HCBS and ICF/MR recipients from six states. The data were drawn from the National Core Indicators program. The outcomes include self-determination, well-being, services access and expenditures. We examined the pattern of outcomes by Medicaid program (HCBS or ICF/MR), degree and type of disability and other characteristics.

Person-Centered **Making Self-Determination a Reality** **[Colonial]**

Angela Novak Amado, Research Associate, Institute on Community Integration, University of Minnesota (Moderator)

Beth Durkee, Director of Services/DD, Allegan County Community Mental Health, Michigan

Lance Lacy, Self Advocate, Allegan County, Michigan

Dan Rossiter, Community Services Manager, Dane County, Wisconsin

Sadler Bell, Self Advocate, Madison, Wisconsin

This session will present two systematic county-level efforts to shift from a systems-based model to a self-determination model in which individuals with developmental disabilities and those who speak for and with them determine how to obtain needed services within the funds available to them. Presenters from Michigan and from Wisconsin will discuss the systems change processes utilized to shift the system to make self-determination principles real. Two self-advocates will explain how their lives have changed because of these systematic changes.

Jobs **Public-Private Partnerships in Employment** **[Carolina A]**

David Rotholz, Project Director, Clinical Associate Professor, Center for Disability Resources (USC) (Moderator)

Dale Thompson, Executive Director, Anderson County DSN Board

Deb Russell, Career Outreach Manager, Walgreens

This presentation will describe an innovative and collaborative employment effort by Walgreens Inc., and the Anderson County Disabilities & Special Needs Board. Walgreens has built a new distribution center in Anderson, SC with the plan to have approximately one-third of the workforce be people with disabilities. They are actively seeking employees with disabilities for regular jobs where the work teams include people with and without disabilities. Presenters will describe the development process, collaborative efforts among many organizations in the local area, and the corporate and community commitment to this effort.

Community **Strategies to Increase Access to Housing** **[Carolina B]**

Stan Butkus, Director, South Carolina Department of Disabilities & Special Needs (Moderator)

Beverly Hill, Consultant, Center for Disability Resources, University of South Carolina School of Medicine

Kim Thomas, Community Development Coordinator, Supported Community Living Project

The Supported Community Living Project began two years ago with one person interested in moving out of a congregate setting and into their own home. It has grown into a project with three staff members working on locating and sustaining housing for 12 people. In addition to supporting the people who have moved (or whose moves are in preparation) the team is developing a curriculum that can be used by agencies and support circles interested in providing Support Brokerage. This presentation by project staff and one self-advocate (who has moved to her own home) will provide information on the project goals, development, current status, and challenges addressed.

Health   **Access to Community Health Services and Supports** **[Calhoun]**

June Rowe, Senior Project Director, Human Services Research Institute (Moderator)

Suzanne McDermott, Professor, Department of Family and Preventive Medicine, USC School of Medicine, Family Practice Center

Kathryn Moss, Research Fellow and Head, Disability Research Section, Cecil B. Sheps Center for Health Services Research, University of North Carolina at Chapel Hill

This session will focus on initiatives in two states designed to improve individual health and wellness. The "Steps to your Health" program and curriculum developed at the University of South Carolina provides education and training to individuals about having a healthy diet, being physically active and reducing stress in their lives. The second presenter will discuss the results and lessons learned from an evaluation of a 3-year systems change demonstration project to improve primary health care for adults with intellectual disabilities who live in community settings in North Carolina.

3:30–3:45 p.m.   **Break/Refreshments [Mezzanine]**

3:45–5:15 p.m.   **CONCURRENT WORKSHOPS 3**

Outcomes   **Using Data to Enhance Outcomes** **[Gold]**

June Rowe, Senior Project Director, Human Services Research Institute (Moderator)

Margaret Anderson, Manager, California Department of Developmental Services

Jonathan Wilwerding, Research Associate, Acumen LLC & The Sphere Institute

Ursula Bischoff, Senior Research Associate, Acumen LLC & The Sphere Institute

Pat Nichols, Director of Quality Assurance, State of Tennessee Division of Mental Retardation Services

Bob Foley, Director of DD Programs, Delmarva Foundation

This session focuses on how three states (Florida, California and Tennessee) are collecting and analyzing data at the local and statewide levels to identify areas for risk prevention and improving services and supports for individuals with developmental disabilities. The speakers will present on data sources such as personal outcome interviews, incident management, complaint systems and quality assurance reviews. Panelists will discuss mechanisms for data reporting and what they have learned to make information useful for state/local managers and stakeholder groups.

Person-Centered   **Local and State Actions to Promote Family-Centered Supports** **[Colonial]**

John Agosta, Vice President, Human Services Research Institute (Moderator)

Alejandra Reyes, Family Center Director, Juntos Podemos/ Human Services Research Institute

John Agosta, Vice President, Human Services Research Institute

Budget shortfalls and growing wait lists are significantly affecting state policies pertaining to "family support." In this session, the forces in play are examined and new national best practices are explored. In addition, there will be a focused presentation on activities at Juntos Podemos, an emerging new family support center in Oregon.

Jobs **Using Data to Increase Employment Opportunities** **[Carolina A]**

John Butterworth, Research Coordinator, Institute for Community Inclusion, University of Massachusetts-Boston (Moderator)

Melayne McGinnis, Associate Professor of Economics, University of South Carolina

Suzanne McDermott, Professor, Department of Family and Preventive Medicine, USC School of Medicine

Margaret Van Gelder, Statewide Director of Family Supports, Massachusetts Dept. of Mental Retardation

This session will describe the development and implementation of employment outcome data systems in South Carolina and Massachusetts as tools for supporting systems change. Presenters will share sample data, describe how the data are used in strategic planning and quality improvement, and provide examples of research findings that address consumer job loss and rehiring and the role of job coaching in employment success.

Community **Lessons on Community Inclusion from Ordinary Community Members** **[Carolina B]**

Angela Novak Amado, Research Associate, Institute on Community Integration, University of Minnesota (Moderator)

Jackie Victorian Blaney, Executive Director, Independent Living, Inc., Baton Rouge, LA

Angela Novak Amado, Research Associate, Institute on Community Integration, University of Minnesota

Independent Living, Inc. in Baton Rouge has won national awards for its efforts in real community inclusion. Jackie Blaney will share examples of friendships and will present the powerful tool of Community Member Forums. These forums bring community members together to inspire them in their role of creating inclusive communities, including asking them to befriend and cause membership for individuals with disabilities. Angela Amado will discuss the results of national surveys of community service organizations such as Kiwanis, Jaycees, etc. concerning the degree of inclusion of individuals with disabilities in such organizations and other members' experiences with and perspectives about their fellow members with disabilities.

Health **Self-Direction in Health Care** **[Calhoun]**

Sarah Taub, Project Director, Human Services Research Institute (Moderator)

Karrie Shogren, Assistant Professor, University of Texas at Austin

Reena Wagle, Research Associate, Human Services Research Institute

Dana Thompson, People First of Montana

Research illustrates that people with developmental disabilities are at greater risk than others for experiencing illnesses and other secondary conditions. There are also related concerns for other aspects of life, including emotional well-being, sexuality and community safety. This session will illustrate practical strategies for promoting positive health and wellness within a self-directed context. These strategies include use of (a) a peer supports network where self-advocates help others with disabilities to achieve personal and group goals, (b) food stamps extension services to promote better nutrition and wellness, and (c) means for developing personal health related goals and taking related actions to achieve them.

Tuesday, March 6, 2007

8:00 a.m.–3:30 p.m. **Registration [Mezzanine]**

8:00 a.m.–3:30 p.m. **Exhibits [Mezzanine]**

8:00–9:00 a.m. **Continental Breakfast [Mezzanine]**

9:00–10:15 a.m. **Opening Plenary Session [Carolina Ballroom]**

Innovative Ways of Making Outcome Data Accessible to All

Charlie Lakin, Director, Research and Training Center on Community Living, University of Minnesota (Moderator)
Eric Emerson, Professor of Disability and Health Research, Institute for Health Research, Lancaster University
Chris Hatton, Professor, Institute for Health Research, Lancaster University

In 2001 the Department of Health established a policy of "Valuing People" as a framework for delivery of services to people with intellectual disabilities in England. This initiative resulted in a number of major research projects that have been conducted by Eric Emerson and Chris Hatton and their colleagues. These include: the first national survey of adults with intellectual disabilities in England; a longitudinal analysis of the impact and costs of person-centered planning in England; and development of a comprehensive framework for evaluating outcomes of people with intellectual disabilities related to Valuing People. In this presentation Professors Emerson and Hatton will address issues relating to: the definition of outcomes; the development of systems to routinely monitor outcomes; the use of outcome data to improve the quality of supports; and the presentation of findings in ways that are accessible and useful to individuals with intellectual disabilities to support their knowledge and capacity for self-advocacy.

10:15–10:30 a.m. **Break/Refreshments [Mezzanine]**

10:30 a.m.–12:00 p.m. **CONCURRENT WORKSHOPS 4**

Outcomes **Outcomes Leading to Action [Gold]**

Valerie Bradley, President, Human Services Research Institute (Moderator)
Laura Nuss, Director of Strategic Leadership, Dept. of Mental Retardation, State of Connecticut
Janet Adams, Quality Programs & Services Chief, State of Washington Dept. of Social & Health Services

This session will focus on the quality management systems in two states — Washington and Connecticut. In Washington, the National Core Indicators are an essential part of the state's quality management strategy — a strategy that has helped them improve performance, build partnerships and involve stakeholders in developing responsive policies. In Connecticut, the state is initiating a new system for provider review that is web-based, helps to identify system-wide problems, organizes results by outcomes and performance measures, and projects performance over time.

Person-Centered **Individuals in the Arts [Colonial]**

Elizabeth Pell, Project Manager, Human Services Research Institute (Moderator)
Gail Bottoms, Poet & Conference Presenter, Griffin Area Resource Center, Georgia
Margaret Bodell, Arts Entrepreneur, LAND (League Artists Natural Design)
Rae Edelson, Director, Gateway Arts/Vinfen, Massachusetts

This session addresses creativity and its transformative power to enhance an individual's quality of life and facilitate social change by creating opportunities

for access and inclusion in the arts. Each speaker will address the experience of individuals with disabilities in the arts from a different level of the art world. Gail Bottoms is a published poet who will talk about pursuing art later in life. Rae Edelson addresses the role and purpose of an arts center in providing studio support and real careers for individuals with disabilities to become artists. Margaret Bodell presents on inclusion of people with disabilities in the art world at the national level of orchestrating art exhibitions and advising corporations on diversity within art collections.

Jobs **Exemplary Employment Practices** **[Carolina A]**

John Butterworth, Research Coordinator, Institute for Community Inclusion, University of Massachusetts-Boston (Moderator)
Peggy Terhune, Executive Director, The Arc of Stanly County
Michael Callahan, Employment for All and Marc Gold and Associates

Expanding access to integrated employment requires that state systems and providers become more sophisticated in interactions with both job seekers and the business community. This session will share national and local perspectives on emerging practices in employment support. At a national level the session will address the evolution toward a more customized employment approach and the implications for research and outcomes based intervention. At a local level, a team will discuss self employment and the development of a small business, along with other creative approaches to designing and supporting individually directed career paths.

Community **Local and State Actions to Promote Self Advocacy and System Change** **[Carolina B]**

John Agosta, Vice President, Human Services Research Institute (Moderator)
George Neal, President, People First of Alabama
Vicki Turnage, Advisor, People First of Alabama
Dana Thompson, People First of Montana
Rocky Hughes, People First of Montana

People with developmental disabilities want to live in the community. They also want to control their own lives. Clearly, self-advocates no longer want to be passive recipients of service. Rather, they are demanding to play lead roles at both the personal and systems levels. This session features self-advocates from Alabama and Montana who will describe their statewide self-advocacy organizations and the actions they take to promote self-advocacy and systems change.

Health **Improving Oral Health Through Community Dental Networks** **[Calhoun]**

Robert Gettings, Executive Director, National Association of State Directors of Developmental Disabilities Services, Inc. (Moderator)
Paul Glassman, Professor and Dean of Information and Educational Technology, University of the Pacific

Dr. Glassman will describe a ground-breaking community dentistry program in Northern California which he helped to design and implement. The program has resulted in noteworthy improvements in the oral health of persons with developmental disabilities. He will present data from his work at the University of the Pacific that demonstrates the cost-effectiveness of addressing disparities in access to dental services between persons with special needs and the general population. In addition, drawing on his experience as past president and current Board member of the Special Care Dentistry Association, he will discuss nationwide efforts that are underway

to improve the oral health of persons with special needs, including pending Congressional legislation to ensure adequate Medicaid payments for dental procedures involving beneficiaries with special needs.

12:00–1:45 p.m.   **Luncheon and Awards** **[Carolina Ballroom]**

Presentation of Moving Mountains Awards

Amy Hewitt, Research Associate and Training Director, Institute on Community Integration, University of Minnesota (Moderator)

Support Providing Employees Association of Kentucky (SPEAK)

Alaska Alliance for Direct Support Careers

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 (NADSP). Two organizations are being recognized for excellence in supporting the Direct Support Workforce for 2007: Support Providing Employees Association of Kentucky (SPEAK) and the Alaska Alliance for Direct Support Careers.

2:00–3:30 p.m.   **CONCURRENT WORKSHOPS 5**

Outcomes   **Active Support: Staff Training that Increases Participation in Home and Community [Gold]**

Charlie Lakin, Director, Research and Training Center on Community Living, University of Minnesota (Moderator)

Roger Stancliffe, Research Associate, Institute on Community Integration, University of Minnesota

Active Support focuses on what community-living staff do each day to support consumer participation. Although little known in the USA, extensive UK and Australian research shows that Active Support is effective in increasing direct staff support for and consumer participation in a wide variety of meaningful home and community activities. This evidence-based approach involves detailed staff training - classroom-based, as well as in the group home while working directly with consumers. The original research and development of Active Support took place in the UK, but this paper reports on research and widespread implementation in Australia. Active Support is an example of staff training that results in both changed staff behavior and better consumer outcomes.

Person-Centered   **Florida Freedom Initiative: Promoting Independence and Self Reliance [Colonial]**

Robert Gettings, Executive Director, National Association of State Directors of Developmental Disabilities Services, Inc. (Moderator)

Tammy Jorgensen-Smith, CDC+ Program Administrator, Florida Agency for Persons with Disabilities

Dr. Smith will discuss the aims and the accomplishments to date of the Florida Freedom Initiative, a unique demonstration program with no real parallels elsewhere in the nation. This pilot project is designed to promote enhanced independence by bringing together for the first time a self-directed HCBS waiver program with substantial modifications in Medicaid and SSI income and asset retention standards. The initiative tests the proposition that adults with severe intellectual and physical disabilities can live far more independently if they are freed from the financial restrictions which many current SSI and Medicaid policies impose. The initiative is a collaborative venture involving the Florida Agency for Persons with Disabilities, the U.S. Social Security Administration and the federal Centers for Medicare

and Medicaid Services. Under special waivers approved by SSA and CMS, participants are permitted to retain a higher percentage of earned income than otherwise allowed under federal law and also to accumulate savings beyond the established SSI resource tests in order to acquire goods and services that will enhance their ability to live independently.

Jobs **The Art of Possibility: Seamless Transition from School to Work and Adult Life** **[Carolina A]**

Elizabeth Pell, Project Manager, Human Services Research Institute (Moderator)
Richard Leucking, President, TransCen, Inc.

There's a job for every youth who wants one, regardless of disability label, nature of disability, severity of the disability, or the economic vitality of their communities! The challenge is to help school, adult service, and vocational rehabilitation personnel to adopt collaboration and job support strategies to make this happen. This presentation will highlight critical features of transition service integration and how it can be configured so that seamless transition from school to adult employment occurs, regardless of youths' disability labels or nature of their previous special education service. Results from implementation of the model in local school districts in three states (CA, MD, and DE) will be presented. Experiences in these systems illustrate that seamless transition (moving from the school system to the adult service system without service disruption) is nearly universal for the participants. Employment rates are also several orders of significance above the national average for youth requiring ongoing post school support. The intended result is that the first day after school exit looks the same as the last day of school – same jobs, same community activities, and same individualized support in place.

Community **Community Life: The Place for Quality** **[Carolina B]**

Jim Gardner, Executive Director, Council on Quality and Leadership (Moderator)
Kathi Lacy, Associate State Director, South Carolina Department of Disabilities & Special Needs
Philip Owens, Senior Vice President, Charleston Metro Chamber of Commerce
Beth Mathis, Quality Enhancement Specialist, Council on Quality & Leadership

Quality of life is defined, measured, and improved in the context of community. We've continuously reinvented quality across the dimensions of programs, services, organizations, and now we focus on community.

We've designed Community life as an experiential exercise that enables participants to discover and explore the quality of community life in the areas of health care, education, transportation, employment, housing, and social capital. This session will define CQL's community life initiative, focus on the CQL Community Life exercise that took place in Charleston in November, 2006, and describe opportunities for replication by organizations and communities.

Health **State Strategies to Prevent Incidents and Reduce the Use of Restraints [Calhoun]**

Sarah Taub, Project Director, Human Services Research Institute (Moderator)

Ken Golden, Community Integration Program Manager, Wisconsin Department of Health and Family Services

Julie Shew, Community Integration Specialist, Wisconsin Department of Health and Family Services

Bob Mitchell, Community Integration Specialist, Wisconsin Department of Health and Family Services

Sue Babin, Administrator, Rhode Island Division of Developmental Disabilities

By using strategies such as trend analysis and policy change, state quality management systems are improving the prevention of serious incidents, particularly for some of the most vulnerable people who receive services and supports. In this session, two states will discuss efforts related to preventing serious incidents and reducing the use of restraints. Wisconsin has implemented a system of guidelines and a process for approving the use of restrictive measures that requires providers to explore other alternatives. Rhode Island, through an Incident Management Trends Analysis Committee, has been reviewing data to help generate quality improvement strategies for preventing some types of incidents.

Special **Presentations by Moving Mountains Award Winners [Laurens]**

Sherri Larson, Research Director and Research Associate, Institute on Community Integration, University of Minnesota (Moderator)

Jeff King, Support Providing Employees Association of Kentucky (SPEAK)

Alex Gibbons, Support Providing Employees Association of Kentucky (SPEAK)

Heidi Frost, Alaska Alliance for Direct Service Careers

Beth Richardson, Leadership Training Director, The Council on Mental Retardation

This year's Moving Mountains award winners, Support Providing Employees Association of Kentucky (SPEAK) and the Alaska Alliance for Direct Service Careers, will be sharing descriptions of their workforce initiatives. Between them, they have implemented statewide planning on workforce issues, marketing campaigns, recruitment websites, DSP conferences and recognition events, frontline supervisor training, web campaigns, pre-service orientation intervention, mentoring programs, DSP organizations, and DSP associations. This session offers a chance to hear about successful statewide and regional workforce interventions from organizations that have used them well.

3:30–3:45 p.m. **Closing Plenary Session [Carolina A]**

Valerie Bradley, President, Human Service Research Institute

The final session will be a chance to reflect on lessons learned, conference highlights, and the commitments made by participants to put some of the best practices discussed during the meeting into practice.

3:45 p.m. **Conference Ends**