



REINVENTING QUALITY 2014

Ensuring Quality in Rapidly Changing Times

Showcasing best practices in
supports for people with disabilities
and their families, providing information,
new ideas, and active discussion.



AUGUST
3-5, 2014

RENAISSANCE
BALTIMORE
HARBORPLACE
HOTEL



Quality Matters



ANCOR's 2014 National Direct Support
Professional Recognition Award recipient
Stephanie Boyle (I), with Penny.

When a person with a disability meets a highly-qualified, dedicated direct support professional, dreams are identified and pursued, choice is honored and acted upon, and innovation leads to a constantly redefined understanding of what is possible.

At ANCOR, we're working tirelessly to support community providers and their workforce. All our advocacy, all the ideas and solutions we share, are focused on one clear outcome: quality supports and services for each individual our members support.

Why do we do this? Because we believe people with disabilities have a lot to offer their communities. Because we want to live in a society that focuses on ability rather than disability.

Because we all matter.

To learn more, stop by our booth or visit us online at www.ancor.org.



www.ancor.org



Welcome to the 2014 Reinventing Quality Conference!

Those of you who have participated in previous years know that you are in for an exciting few days—full of energy, information, new ideas, and new contacts.

The theme of this year's conference is *Ensuring Quality in Rapidly Changing Times*. While you are here you can expect to connect with friends and colleagues, gather a lot of new ideas, and hear about innovative models of support that are improving opportunities for citizenship and the quality of life for all people with disabilities.

We appreciate the many organizations and individuals who have agreed to share their knowledge and experience with us this year. We have an impressive line-up of forward-thinking speakers for the plenary and breakout sessions.

We want to thank our terrific sponsors who keep the Reinventing Quality Conference operating as an affordable event, the strand chairs who have organized the breakout sessions, our fabulous and diverse array of speakers, and you, for contributing to the dialogue.

We are 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 a more enjoyable one, please do not hesitate to let us know. Enjoy the conference!

Valerie Bradley
Human Services Research Institute

Amy Hewitt
RTC on Community Living
University of Minnesota

Margaret Nygren
American Association on Intellectual
and Developmental Disabilities

Renee Pietrangelo
American Network of Community
Options and Resources

Nancy Thaler
National Association of State Directors
of Developmental Disabilities Services

Nancy Weiss
National Leadership Consortium on
Developmental Disabilities
University of Delaware

Thank You

An event like this requires months of planning and assistance on the part of many people. We gratefully acknowledge the following individuals and organizations for their work in helping to create Reinventing Quality 2014.

Planning Organizations

American Association on Intellectual and Developmental Disabilities

www.aaid.org

American Network of Community Options and Resources

www.ancor.org

Human Services Research Institute

www.hsri.org

National Association of State Directors of Developmental Disabilities Services

www.nasddds.org

The University of Delaware's National Leadership Consortium on Developmental Disabilities

www.nlcdd.org

The Research and Training Center on Community Living at the University of Minnesota

www rtc.umn.edu

Conference Partners

Quality Trust

Project ACTION!

The Arc Central Chesapeake Region

Strand Chairs

John Agosta

Angela Amado

Tony Antosh

Val Bradley

Barbara Brent

Robin Cooper

Diane Dressler

Mary Lee Fay

Celia Feinstein

Sharon Gomez

Amy Hewitt

Eric Jacobson

Rie Kennedy-Lizzotte

Joe Macbeth

Diane McComb

Chas Moseley

Derek Nord

Renee Pietrangelo

Sheli Reynolds

Dawn Rudolph

Patti Scott

Chris Smith

Michael Smull

Lilia Teninty

Nancy Thaler

Pamela Walker

Liz Weintraub

Ann Cameron Williams

Nachama Wilker

Local Arrangements Committee

Nancy Weiss, Chair

Kim Bennardi

Ken Capone

Diane Dressler

Janet Furman

Tami Goldsmith

Renae Kosmides

Bette Ann Mobley

Liz Weintraub

SAVE THE DATE for Upcoming Partner Meetings

American Network of Community Options and Resources
2014 Technology Summit & Showcase
October 10, 2014
Denver, Colorado

National Association of State Directors of Developmental Disabilities Services
2014 Director's Forum & Annual Conference
November 12-14, 2014
Alexandria, Virginia

American Association on Intellectual and Developmental Disabilities
Annual Conference
June 1-4, 2015
Louisville, Kentucky

Visit Partner Websites for
Education, Resources, and
Upcoming Events:

Human Services Research Institute
www.hsri.org

**National Leadership Consortium
on Developmental Disabilities**
www.nlcdd.org

**Research and Training Center
on Community Living**
University of Minnesota
www.rtc.umn.edu

Stop by the
Maryland Foyer
to visit our

Sponsors & Exhibitors

Monday, August 4th
7:30 am – 6:30 pm

Tuesday, August 5th
7:30 am – 3:00 pm

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GOLD PARTNER



Sponsors

Without the support of our generous sponsors the Reinventing Quality Conference could not be as rich, diverse and inclusive. Please visit with them and thank them for their participation.



AAIDD

www.aidd.org

Since 1876, the American Association on Intellectual and Developmental Disabilities (AAIDD) has provided worldwide leadership in the field of intellectual and developmental disabilities. We're a powerful community of leaders with a strong voice and important mission. With membership over 5,000 strong in the United States and in 55 countries worldwide, AAIDD is the leader in promoting quality of life and rights for those with intellectual disability.



ANCOR

www.ancor.org

The American Network of Community Options and Resources (ANCOR) is a national trade association representing more than 800 private providers of community living and employment supports and services to more than 400,000 individuals with disabilities. As a nonprofit organization, ANCOR successfully addresses the needs and interests of private providers before Congress and federal agencies, continually advocating for the crucial role private providers play in enhancing and supporting the lives of people with disabilities and their families.



Human Services Research Institute

www.hsri.org

The Human Services Research Institute (HSRI) assists states and the federal government to enhance services and supports for people with intellectual and developmental disabilities. Through the National Core Indicators, HSRI works around the country to benchmark the quality of services for and outcomes of people with disabilities.



NASDDDS

www.nasddds.org

The National Association of State Directors of Developmental Disabilities Services (NASDDDS) was established in 1964 to expand services for people with developmental disabilities. The NASDDDS works with state agencies to assist in the development of effective systems to support people with developmental disabilities. The mission of the NASDDDS is to assist member state agencies in building person-centered systems of services and supports for people with developmental disabilities and their families.



The National Leadership Consortium on Developmental Disabilities

www.nlcdd.org

The National Leadership Consortium on Developmental Disabilities at the University of Delaware is a partnership of national developmental disabilities organizations. The Consortium offers intensive week-long leadership institutes, short-term learning opportunities relevant to nonprofit leadership and management, mentoring programs, both undergraduate- and graduate-level campus-based programs, and a resource-rich website all aimed at improving the lives of people with developmental disabilities and their families.



UMN RTC

www.rtc.umn.edu

For over 20 years the Research and Training Center on Community Living, University of Minnesota, has engaged in the development and dissemination of knowledge to promote community living, employment and self-determination of persons with intellectual and developmental disabilities.


Alvarez & Marsal Public Sector Services, LLC
www.alvarezandmarsal.com

A&M assists state Medicaid leadership with: interim finance, budget and program support, litigation support/appeals, legislative affairs support, implementation of improved budget processes, assistance with managing relationships with all stakeholders, and provider pay transformation support—helping clients understand the fiscal and political impacts of rate decisions, including changing rate methodologies.


Benchmark Human Services
www.benchmark-hs.com

Benchmark Human Services specializes in solutions that reduce cost and increase quality for public agencies supporting people with disabilities and mental illness, including persons with extensive behavioral and medical needs, and forensic backgrounds. We operate crisis management systems and provide interim management of at-risk providers.


WellPoint, Inc.
www.wellpoint.com

At WellPoint, we believe that our health connects us all. We focus on being a valued partner, committed to improving health for the people we serve. Serving one in nine Americans through our affiliated companies, we can make a real difference in meeting the needs of our diverse communities.


CQL - The Council on Quality and Leadership
www.c-q-l.org

For more than 40 years CQL has worked to define, measure, and improve quality of life. Person-centered services that support each person to plan, to contribute, to choose and to be respected is WHAT REALLY MATTERS. CQL offers consultation, accreditation, training and certification services to organizations that share our vision of dignity, opportunity and community for all people.



Delmarva Foundation

Delmarva Foundation
www.delmarvafoundation.org

Delmarva Foundation is a quality improvement organization dedicated to supporting state agencies in the enhancement of services for individuals with intellectual, developmental, and other disabilities. Delmarva's cutting edge statewide quality management systems have assisted states such as Florida, Georgia, and South Carolina to meet CMS HCBS and ICF/IDD requirements.


Direct Course
www.directcourseonline.com

DirectCourse online curricula are designed to help the workforce who supports the physical, social, emotional, and employment needs of people with intellectual, developmental, mental health, and physical disabilities build rewarding lives and careers. The interactive curricula are proven to increase job satisfaction and lower turnover, while empowering staff to perform at the highest level.



Maryland Developmental Disabilities Council
empowerment • opportunity • inclusion

Maryland Developmental Disabilities Council
www.md-council.org

The Maryland Developmental Disabilities Council is a public policy organization that advocates for the inclusion of people with developmental disabilities in all facets of community life. Funded through the Developmental Disabilities Act, the MD Council educates policymakers about issues of importance to people with developmental disabilities and their families; advocates policies and services that support people to exercise self-determination and lead productive, fulfilling lives; and funds innovative initiatives that promote community inclusion and improve services and supports.


The Mentor Network
www.thementornetwork.com

With more than 30 years of experience providing home and community-based services, the partners of The MENTOR Network support people in 33 states to achieve their personal aspirations through supported employment, consumer directed plans and residential options in a variety of settings, including Host Homes/Shared Living, in-home services, and small group homes.


Public Partnerships, LLC
www.publicpartnerships.com

Public Partnerships, LLC (PPL), a PCG company, helps state, county, and local public agencies deliver a participant-directed service model that allows individuals with disabilities and their families to make their own choices about what services they receive, how services are delivered and by whom, within their budgets.


Relias Learning
www.reliaslearning.com

Relias Learning provides a comprehensive selection of web-based courses through an integrated management system that saves time and money while increasing effectiveness of staff training. Libraries on developmental disabilities, behavioral health, veterans and other human services offer high quality, interactive courses designed for staff working in a variety of settings.

Exhibitors

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

AAIDD – Sponsor

Since 1876, the American Association on Intellectual and Developmental Disabilities (AAIDD) has provided worldwide leadership in the field of intellectual and developmental disabilities. We're a powerful community of leaders with a strong voice and important mission. With membership over 5,000 strong in the United States and in 55 countries worldwide, AAIDD is the leader in promoting quality of life and rights for those with intellectual disability.

www.aaidd.org

AUCD

The Association of University Centers on Disabilities (AUCD) advances policy and practice for and with people with disabilities and their families. Materials will be available from Allies in Self Advocacy, including reports from national self-advocacy summits, grant writing tool kit for self-advocacy, organizations, and a toolkit for funders of self-advocacy organization.

www.aucd.org

ANCOR – Sponsor

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www.ancor.org

Benchmark Human Services – Sponsor

Benchmark Human Services specializes in solutions that reduce cost and increase quality for public agencies supporting people with disabilities and mental illness, including persons with extensive behavioral and medical needs, and forensic backgrounds. We operate crisis management systems and provide interim management of at-risk providers.

www.benchmark-hs.com

Bethesda Institute

Bethesda Lutheran Communities has supported people with intellectual and developmental disabilities since 1904. We earned Network Accreditation in Person Centered Excellence from the Council on Quality and Leadership in 2011. Quality staff training materials are available through the Bethesda Institute. Stop by our booth or visit us on our website.

www.shopbethesda.org

CARF International

Founded in 1966, CARF is an international, nonprofit accreditor of human service providers and networks. A provider earns accreditation by demonstrating conformance to CARF's internationally recognized standards in areas that span the continuum of life. More than 8.7 million persons of all ages are served annually in CARF-accredited programs.

www.carf.org

Coleman Institute for Cognitive Disabilities

The Coleman Institute is located at the University of Colorado. People with cognitive disabilities have an equal right to technology and information access. "The Rights of People with Cognitive Disabilities to Technology and Information Access" is a landmark document developed and endorsed by leading organizations such as the Coleman Institute for Cognitive Disabilities, AAIDD, ANCOR, The Arc, SABE, and SLN.

www.colemaninstitute.org

Contractor Management Services

Contractor Management Services (CMS) provides independent contractor management solutions, extending from on-boarding to negotiation to settlement and through the ongoing dialog between client companies and independent contractors.

www.icmpower.com

CQL | The Council on Quality and Leadership – Sponsor

For more than 40 years CQL has worked to define, measure, and improve quality of life. Person-centered services that support each person to plan, to contribute, to choose and to be respected is WHAT REALLY MATTERS. CQL offers consultation, accreditation, training and certification services to organizations that share our vision of dignity, opportunity and community for all people.

www.c-q-l.org

DirectCourse – Sponsor

DirectCourse online curricula are designed to help the workforce who supports the physical, social, emotional, and employment needs of people with intellectual, developmental, mental health, and physical disabilities build rewarding lives and careers. The interactive curricula are proven to increase job satisfaction and lower turnover, while empowering staff to perform at the highest level.

www.directcourseonline.com

Human Services Research Institute – Sponsor

The Human Services Research Institute (HSRI) assists states and the federal government to enhance services and supports for people with intellectual and developmental disabilities. Through the National Core Indicators, HSRI works around the country to benchmark the quality of services for and outcomes of people with disabilities.

www.hsri.org

Health Risk Screening, Inc.

Health Risk Screening Tool (HRST) is a tested and reliable, web-based instrument developed to detect health risks associated with Intellectual and Developmental Disabilities and then prompt for special attention and prevention. HRST helps meet CMS health and safety requirements, assists with equitable resource allocation, continuity of care and allows less restrictive settings for individuals.

www.hrstonline.com

Keystone Human Services

Keystone Human Services provides community-based services for children, young people, adults, and families in Pennsylvania, Maryland, Delaware and Connecticut, as well as Moldova. We provide services in the areas of intellectual disability, autism, mental health, early intervention, and children and family services.

www.keystonehumanservices.org

Liberty Healthcare Corporation

Liberty Healthcare is a national health services organization federally certified as a Quality Improvement Organization (QIO-like Entity). Liberty provides a wide array of supports for people with intellectual and developmental disabilities, including assessment, quality, and medical, behavioral and habilitative staffing and programs. It specializes in collaborative partnerships with public and private sector clients to cost-effectively meet unique and challenging needs.

www.libertyhealthcare.com

Maryland Developmental Disabilities Council – Sponsor

The Maryland Developmental Disabilities Council is a public policy organization that advocates for the inclusion of people with developmental disabilities in all facets of community life. Funded through the Developmental Disabilities Act, the MD Council educates policymakers about issues of importance to people with developmental disabilities and their families; advocates policies and services that support people to exercise self-determination and lead productive, fulfilling lives; and funds innovative initiatives that promote community inclusion and improve services and supports.

www.md-council.org

Melwood Horticultural Training Center

Melwood Services help people with different abilities to work, live and play in the community according to their individual preferences.

www.melwood.org

The Mentor Network – Sponsor

With more than 30 years of experience providing home and community-based services, the partners of The MENTOR Network support people in 33 states to achieve their personal aspirations through supported employment, consumer directed plans and residential options in a variety of settings, including Host Homes/ Shared Living, in-home services, and small group homes.

Mission Analytics Group, Inc

Mission Analytics Group, Inc. provides technical assistance, data integration, and analysis for state intellectual and developmental disabilities agencies and other federal, state and local organizations serving vulnerable populations. Our team offers expertise in risk monitoring, options for providing home and community-based services, No wrong door systems, PASRR, and related authorities, grants and initiatives.

www.missionanalyticsgroup.com

NASDDDS – Sponsor

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www.nasddds.org

National Core Indicators

National Core Indicators (NCI) is a voluntary effort by public developmental disabilities agencies to measure and track their own performance. The core indicators are standard measures used across states to assess the outcomes of services provided to individuals and families. Indicators address key areas of concern including employment, rights, service planning, community inclusion, choice, and health and safety.

www.nationalcoreindicators.org

Philadelphia Coordinated HealthCare

Philadelphia Coordinated Healthcare's (PCHC) mission is to enhance access to community health care through education, public health outreach, advocacy and empowerment as well as to improve health care outcomes for individuals with intellectual and developmental disabilities.

www.pchc.org

Exhibitors, continued

Public Partnerships, LLC – Sponsor

Public Partnerships, LLC (PPL), a PCG company, helps state, county, and local public agencies deliver a Participant-directed service model that allows individuals with disabilities and their families to make their own choices about what services they receive, how services are delivered and by whom, within their budgets.
www.publicpartnerships.com

Quality Mall

A website featuring the best of person-centered services and supports for people with intellectual and developmental disabilities.
www.qualitymall.org

Quality Trust for Individuals with Disabilities – Partner

Quality Trust is a vital resource for people with disabilities and families; we help them solve problems and get the tools necessary to lead a good life, full of promise and opportunities. We use our knowledge and expertise to protect civil rights and create opportunities for people to succeed to make the difference that can last a lifetime.
www.dcqualitytrust.org

Relias Learning – Sponsor

Relias Learning provides a comprehensive selection of web-based course through an integrated management system that saves time and money while increasing effectiveness of staff training. Libraries on developmental disabilities, behavioral health, veterans and other human services offer high quality, interactive course designed for staff working in a variety of settings.
www.reliaslearning.com

Research and Training Center on Community Living (UMN RTC) – Sponsor

For over 20 years the Research and Training Center on Community Living, University of Minnesota, has engaged in the development and dissemination of knowledge to promote community living, employment and self-determination of persons with intellectual and developmental disabilities.
www.rtc.umn.edu

Self-Advocacy Online

Self-Advocacy Online is a place to find accessible information on current topics in self-advocacy.
www.selfadvocacyonline.org

State Employment Leadership Network

The State Employment Leadership Network (SELN) is a partnership of the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Institute of Community Inclusion (ICI) at the University of Massachusetts Boston. The SELN was launched in 2006 to provide technical assistance and guidance to state intellectual and developmental disabilities agencies to develop more effective employment systems and partnerships. Although research has demonstrated the positive economic and social value of integrated employment, change has been slow. The network is a place where states can connect, collaborate, problem solve and share resources that address the pressing employment-related issues that states face.
www.selnmembers.org

Therap Services

Therap Services is the national leader in providing a full array of electronic documentation services and systems that are web-based and person centered. We can manage documentation workflow for states counties and providers agencies that support over 20,000 individuals. From eligibility and case management information to billing and quality assurance.
www.therapservices.net

Door Prizes
will be raffled off
at plenary sessions and
evening receptions—
you must be present to win!



The two blue tickets you received upon registration are your two chances to win at any point during the conference. Visit the door prize table in the Maryland Foyer for a full list of door prizes made possible through the hard work of the Local Arrangements Committee.

Don't miss out on
the evening receptions—
an opportunity to network
with our sponsors, exhibitors,
speakers, and fellow attendees!

In the Maryland Foyer:

Sunday, August 3rd
5:30 – 7:00 pm

Monday, August 4th
5:00 – 6:30 pm



Human Services Research Institute

Shaping Human Services Policy
and Practice since 1976

For more information, visit:
www.hsri.org

hsri@hsri.org 617.876.0426

NASDDDS

Driving Innovation in Public Services for People with Intellectual and Developmental Disabilities. Our mission is to assist member state agencies in building person-centered systems of services and supports for people with intellectual and developmental disabilities and their families.



National Core Indicators helps states improve quality. NCI facilitates the sharing of information with the public to strengthen policy, improve quality, and compare performance with national norms.

www.nationalcoreindicators.org

The **State Employment Leadership Network** helps states increase employment. When people work in their communities and earn good wages, opportunities multiply. Jobs provide people with developmental disabilities the opportunity to earn an income, build a nest egg, make friends, and increase self-confidence. www.selnmembers.org



Community of Practice: Supporting Families

Throughout the Lifespan helps states broaden supports to families. Stronger supports for families leads to better lives for people with intellectual and developmental disabilities. www.supportstofamilies.org/supportstofamilies/

Plenary Speakers

MONDAY, AUGUST 4TH

8:30-10:15 am

Welcoming Remarks

Sharon Lewis



Sharon Lewis, is the Principal Deputy Administrator at the Administration for Community Living, as well as Senior Advisor on Disability Policy to the Secretary of Health and Human Services. Sharon came to HHS to lead the Administration on Intellectual and Developmental Disabilities in the spring of 2010. As the Acting Principal Deputy at the Administration for Community Living for the last year she has been an integral part of ACL's development and integration of a number of different components. Prior to joining the Administration, she spent over a decade working on disability policy at the state and local level.

Moving Mountains Award Winners Presentation

Anderson Center for Autism

Anderson Center for Autism is a person-centered, not for profit organization in New York that fosters independence and self-advocacy for children and adults with autism.

The Resource Center (People Achieving Certification Together – PACT)

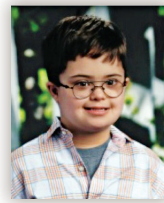
The Resource Center has been providing services to thousands of people with all types of disabilities in the Chautauqua County area of New York since 1959.

Monarch, Inc.

Monarch is a nonprofit organization in North Carolina that supports approximately 15,000 people statewide with intellectual and developmental disabilities, mental illness, and substance abuse challenges.

Ensuring Quality in Rapidly Changing Times: *The Life You Want—Families & Self-Advocates*

Jessica and Caden Capitani



Caden Capitani is an upcoming fourth grader and accomplished self-advocate having attended numerous speaking engagements, appeared on a billboard and the Times Square jumbotron, and been honored with such roles as the honorary captain of the Penn State football team and the official lighter of the Hershey Christmas trees.



Jessica Capitani is a board director of The Arc of PA, a member of the Family Faculty at the Penn State Hershey Medical Center, former co-chair of the Family Advisory Council at the Penn State Hershey Children's Hospital and contributing author to the book *Gifts: Mothers Reflect on How Children with Down Syndrome Enrich Their Lives*.

Vander Cherry

Vander Cherry is a native of Washington, DC. He is currently employed full time for the U.S. Department of Education in the Office of Federal Student Aid. In his senior year of high school, he was strongly encouraged by everyone who knew him to apply for Project SEARCH, a school-to-work transition program which led to his current job. In April, Vander was awarded the “Yes I Can!” Award from the Council for Exceptional Children in the area of Transition, for his hard work and perseverance.

Rhonda White

Rhonda White is the mother of four children including a daughter with intellectual and developmental disabilities. As a result of her advocacy for her daughter with intellectual and developmental disabilities, she brings a drive and passion in family advocacy as a Resource Specialist with Quality Trust for Individuals with Disabilities in the District of Columbia to provide information, resources, and training locally and nationally to improve the quality of life for families and their family members with disabilities throughout the lifespan.

Sara C. Wolff

Sara Wolff works as a law clerk and at Keystone Community Resources in the Office of Advocacy. She is a board member of the National Down Syndrome Society (NDSS), the Board of Directors for The Arc of Pennsylvania and as a Board Member & Secretary of her local Arc of Northeastern Pennsylvania. Sara is also their Coordinator of Self-Advocacy & Self-Advocacy Services for The Arc of NEPA. Sara is a nationally recognized advocate for the Achieving a Better Life Experience (ABLE) Act (S. 313/H.R. 647), a bill before Congress that will help individuals with disabilities save for their futures.

Julie Petty

Julie Petty is a 2004 graduate of the University of Arkansas. She is involved in the self-advocacy movement at the national and state levels. She has served as Chairperson for Self Advocates Becoming Empowered (SABE) and as State Coordinator of Arkansas People First. Among her many leadership roles and personal accomplishments was receiving the Arkansas Community Grassroots Organizing Award for the Advancement of Disability Rights in 2001. Julie has been appointed by President Obama as the Chair of the President's Committee on Intellectual and Developmental Disabilities.

TUESDAY, AUGUST 5TH

8:30-10:00 am

Ensuring Quality in Rapidly Changing Times: Projects of National Significance

Amy Hewitt, PhD

University of Minnesota



Amy Hewitt has an extensive background and work history in the field of intellectual and developmental disabilities and has worked in various positions over the past 28 years to improve community inclusion and quality of life for children and adults with disabilities and their families. She is the Director of the Research and Training Center on Community Living at the University of Minnesota, Institute on Community Integration, and the Training Director for the MN LEND and UCEDD programs. She directs several federal and state research, evaluation and demonstration projects in the area of community services for children and adults with intellectual and developmental disabilities.

John Butterworth, PhD

University of Massachusetts - Boston



John Butterworth has over 35 years of experience as a researcher, consultant, trainer, and manager of community-based day and employment services. He manages projects on employment support, transition, and state systems change including Access to Integrated Employment, a 25-year national data collection project on day and employment services and outcomes for people with intellectual and developmental disabilities, and the State Employment Leadership Network, a membership network of state developmental disability agencies committed to improving employment outcomes.

Sherri Larson, PhD

University of Minnesota



Sherri Larson is the Research Director at the RTC on Community Living at the University of Minnesota where she has worked since 1988 directing projects involving evaluation, survey, and intervention research, secondary analysis of large data sets, and research synthesis on access to health care, disability statistics, and disability services.

Rick Hemp, PhD

University of Colorado



Rick Hemp has served as project coordinator and analyst on the State of the States in Developmental Disabilities Project since 1984. He is also project coordinator and analyst on the cross-disability data set (data for 1997-2011) for the project Public Spending and Services for People with Disabilities: A 50 State Study. He contributes to ongoing technical assistance for families, public officials, advocacy, and provider organizations and other researchers.

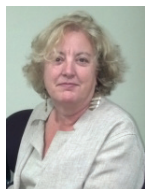
Val Bradley, MA

Human Services Research Institute



Val Bradley is the President of the Human Services Research Institute. Her interest in disability reform has been manifest in her involvement quality improvement, family support, deinstitutionalization, and performance measurement. Her career has been dedicated to a commitment to the quality of community services and supports. Val has served as the Chair of the President's Committee on People with Intellectual Disabilities under President Clinton and as President of the American Association on Intellectual and Developmental Disabilities.

3:00-3:45 pm

Mary Lee Fay*National Association of State Directors of Developmental Disabilities Services*

Mary Lee Fay joined NASDDDS in 2012 as the Director of National Core Indicators and the NASDDDS coordinator for the Community of Practice for Supporting Families of Individuals with Intellectual and Developmental Disabilities Project. Her main focus is working with states to create sustainable systems that will fully engage people with intellectual and developmental disabilities in their communities and honor the families and relationships that support those outcomes.

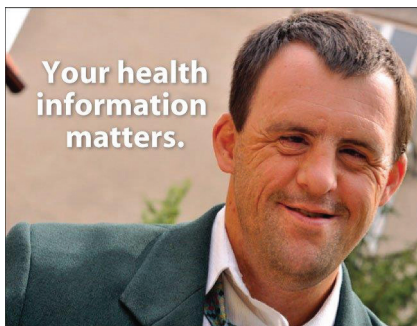
Aaron Bishop, MSW*Administration on Intellectual and Developmental Disabilities*

Before joining AIDD, Aaron Bishop was the Executive Director of the National Council on Disability. His previous experience includes a Kennedy Foundation Public Policy Fellowship to work on federal disability policy and legislation for the U.S. Senate Committee on Health, Education, Labor and Pensions. He has over 20 years of experience working with and for individuals with disabilities in both the direct practice and public policy sectors.

Barbara Wheeler, PhD

Barbara Yoshioka Wheeler is Associate Director for the University of Southern California (USC) UCEDD, Special Education faculty for LEND, Associate Professor of Clinical Pediatrics in the Keck School of Medicine of USC, and holds adjunct appointments in the USC Rossier School of Education and the USC School of Social Work. She served on the President's Committee on Mental Retardation for five years during the Clinton administration, and is currently Chair of the Multi-Cultural Council for the Association of University Centers on Disabilities. She has a 30-year history with the UCEDD, focusing on a range of issues responding to the needs of underserved populations.

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information
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improve lives.



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Join DS-Connect™: The Down Syndrome Registry today. Get DS-Connected: DSconnect.nih.gov



Eunice Kennedy Shriver National Institute
of Child Health and Human Development



Registration

will be open:

Sunday, August 3rd
2:00 pm – 7:00 pm

Monday, August 4th
7:30 am – 5:00 pm

Tuesday, August 5th
7:30 am – 3:00 pm



H

Humancipation: *n.* the act of helping people realize their full potential and access the resources they need to live independently

Redefining what it means to be a health care company,
one person at a time.



A proud sponsor of the 2014 Reinventing Quality Conference



**In these changing times,
reinventing quality
doesn't mean
reinventing the wheel!**

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Strands

These are the categories under which the sessions are organized. Feel free to stick with one strand all day or sample sessions from several. *Each strand has a designated color to help you identify the sessions in that strand on the schedule on page 22.*

Federal and State Initiatives

Strand Chairs: Nancy Thaler & Robin Cooper, *NASDDDS*

Supports for people with intellectual and developmental disabilities rely on a series of federal and state funding streams and policies. Sessions in this strand will highlight systems transformations in several states and delve into the federal and state level changes behind these innovations.

Managed Care

Strand Chairs: Diane McComb, *Delmarva Foundation & Lilia Teninty, HSRI*

Implementation of the Affordable Care Act and a variety of state initiatives are changing service delivery strategies for Medicaid beneficiaries. Sessions in this strand will explore the impact of new Medicaid Home and Community Based Services (HCBS) options and the ways in which states have adapted their systems to meet the needs of their unique populations as the presence of Managed Care Organizations (MCOs) continually shifts healthcare delivery models.

Creating and Managing a Culture of Quality

Strand Chairs: Val Bradley, *HSRI & Renee Pietrangelo, ANCOR*

Creating and maintaining a culture of quality for people with intellectual and developmental disabilities requires dynamic responses to the changing environment. Sessions in this strand will highlight advances in the provider community related to personal outcomes improvement, explore data as a tool for both risk management and engaging self-advocates, and reflect on efforts to assess quality in managed long term supports and services.

Housing and Overall Support Strategies

Strand Chairs: Diane Dressler & Chris Smith, *Kennedy Krieger Institute*

Achieving affordable, person-controlled housing is one piece of an overall support strategy. The sessions in this strand will feature one state's efforts to empower people with disabilities in their advocacy efforts around housing, and incorporate personal stories of several individuals with intellectual disability as they navigate the housing market and ultimately become homeowners.

Inclusive Communities

Strand Chairs: Eric Jacobson, *Georgia Department of Human Services & Sharon Gomez, Evergreen Life Services*

Creating inclusive communities requires new and different ways of thinking. Sessions in this strand will explore community-wide efforts to expand social inclusion, the work of the state Developmental Disabilities Councils towards building real communities, and increasing community inclusion through places of worship.

Person Centered Practice

Strand Chairs: Angela Amado, *University of Minnesota & Michael Smull, Support Development Associates*

Person-centered planning has led to person-centered supports for many individuals with intellectual disability. Some provider agencies are quite successfully designed around person-centered principle however, changing a whole culture, organization or system is far more challenging. The sessions in this strand will feature individuals representing larger systems and states that have attempted to implement large-scale person centered systems change.

Direct Support Workforce

Strand Chairs: Amy Hewitt, *University of Minnesota & Joe Macbeth, NADSP*

Improving the competence, skills and ethical practice of people who provide direct support can be accomplished through the application of evidence-based strategies. Sessions in this strand will highlight best practices in direct support workforce development that result in improved outcomes for those being supported.

Transition from Traditional to Person-centered Supports

Strand Chairs: Patti Scott, *Neighbours Inc. & Pamela Walker, Syracuse University*

Transforming from a traditional service consumption model to one of self-designed lives requires changes in thinking at all levels. Sessions in this strand will address the contextual frameworks for such changes, provide examples of the successes and challenges in such transitions, and underscore the necessity for re-thinking the role of community.

Families

Strand Chairs: Sheli Reynolds, *University of Missouri, Kansas City*;
Mary Lee Fay, *NASDDDS* &
John Agosta, *Human Services Research Institute*

Supporting families of all types and maximizing their capacity and unique ability to facilitate both self-determination and interdependence does not lend itself to a “one-size-fits-all” approach. Sessions in this strand will stress the role of family in achieving employment outcomes, review the development of policies/practices intended to support families in fostering self-determination, and take a look at lessons learned from the Supporting Families project.

Employment

Strand Chairs: Derek Nord, *University of Minnesota* &
Rie Kennedy-Lizzotte, *NASDDDS*

Improving employment outcomes requires innovative thinking, strategic action, and effective use of data. Sessions in this strand will focus on innovative support providers, federal initiatives to improve systems supporting “Employment First” practices, and prioritizing employment outcomes through the financing of services.

Rights

Strand Chairs: Nachama Wilker, *NDRN* &
Celia Feinstein, *Temple University*

Strategies for assuring that the rights of individuals with disabilities should focus on reinforcing the understanding and acknowledgement of those rights as well as implementing processes that respect those rights. Sessions in this strand will explore pushing the boundaries of Olmstead, self-advocacy rights education/training, and monitoring using data and advocacy.

Technology

Strand Chairs: Amy Hewitt, *University of Minnesota* &
Renee Pietrangelo, *ANCOR*

Technology can be used to both improve service quality and empower self-advocates and families. Sessions in this strand will look at integrated data systems being used to improve quality and strategies for putting technology in the hands, home, or community of people with intellectual and developmental disabilities to improve quality of life.

Transition Issues

Strand Chairs: Ann Cameron Williams, *The Arc* &
Tony Antosh, *Rhode Island College*

Fulfilling the expectation for youth to transition from school to employment requires changes in K-12 education, postsecondary education, and state systems. Sessions in this strand will describe the efforts of two national networks—the AUCD and The Arc—to impact the quality of transition from school to adult life.

Behavioral Health Supports

Strand Chair: Chas Moseley, *NASDDDS*

Supporting adults with behavioral health needs in a manner that will maximize independence while minimizing overly restrictive behavioral interventions or over-use of psychotropic medications is a complex endeavor. The sessions in this strand will equip attendees with positive strategies for supporting people with challenging conditions and highlight state policy/practice implications of how we define positive behavior support.

Self-Advocacy

Strand Chairs: Dawn Rudolph & Liz Weintraub, *AUCD*

Self-advocates have a seat at the table in many organizations and have also formed advocate-lead organizations. Sessions in this strand will address support and resources for self-advocacy organizations, the role of advisors, and lessons learned from three federally-funded regional self-advocacy groups.

Changing Demographics

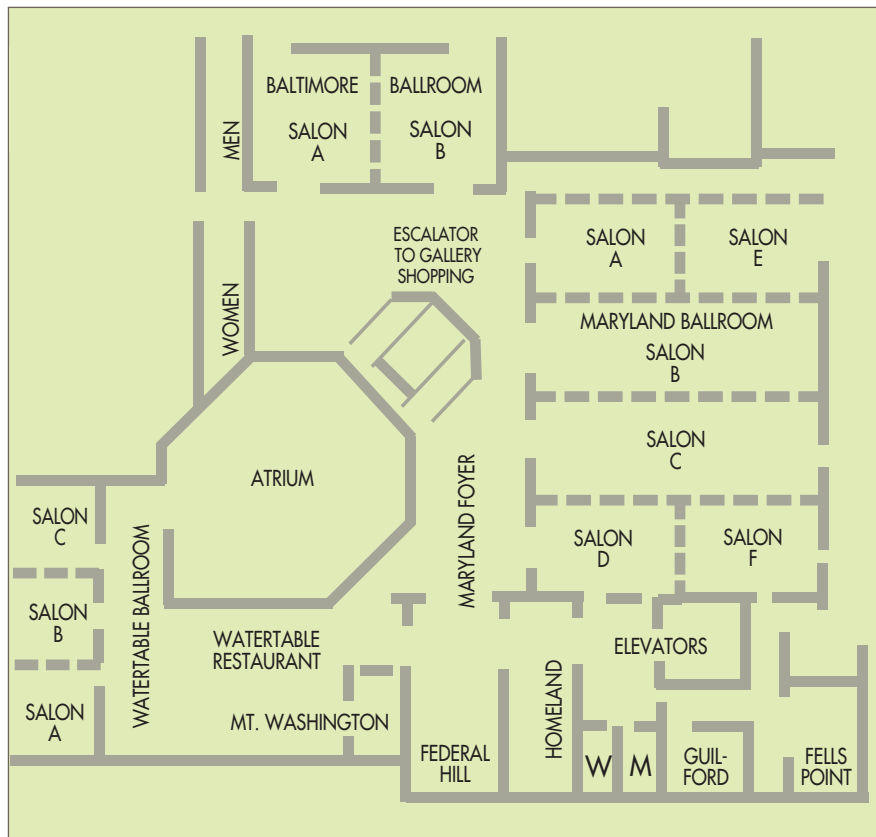
Strand Chairs: Barb Brent, *NASDDDS* &
Leslie Cohen, *University of Arizona*

The country’s economic, cultural, racial, and ethnic demographics are changing; impacting service delivery demands and the workforce. Sessions in this strand will describe findings from a needs assessment conducted by the Native American Research and Training Center in collaboration with the University of Arizona and feature AUCD’s cultural engagement initiative to build programs, services, supports, and leadership from the ground up.

Renaissance Baltimore Harborplace Hotel
 202 East Pratt Street
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 410-547-1200




Conference Map Fifth Floor



VIEW OF HARBOR

Schedule-at-a-Glance

SUNDAY AUGUST 3	MONDAY AUGUST 4	TUESDAY AUGUST 5
	7:30–8:30 am Continental Breakfast	7:30–8:30 am Continental Breakfast
	8:30–10:15 am Opening Plenary Session	8:30–10:00 am Plenary Session
	10:15–10:30 am Break	10:00–10:15 am Break
	10:30–12:00 pm Breakout Session A	10:15–11:45 am Breakout Session D
	12:00–1:30 pm Lunch on your own	11:45–1:15 pm Lunch on your own
	1:30–3:00 pm Breakout Session B	1:15–2:45 pm Breakout Session E
	3:00–3:30 pm Break	2:45–3:00 pm Break
	3:30–5:00 pm Breakout Session C	3:00–3:45 pm Closing Plenary
5:30–7:00 pm Welcome Reception	5:00–6:30 pm Reception	

**REINVENTING
QUALITY 2014**

Conference Schedule

SUNDAY

5:30 – 7:00 pm

Welcome Reception

Maryland Foyer

MONDAY

7:30 – 8:30 am

Continental Breakfast

Maryland Foyer

8:30 – 10:15 am

Opening Plenary Session

Maryland Ballroom

WELCOMING REMARKS Sharon Lewis, *Principal Deputy Administrator at the Administration for Community Living***MOVING MOUNTAINS AWARD WINNERS PRESENTATION****OPENING PLENARY** *Ensuring Quality in Rapidly Changing Times: Families & Self-Advocates**Speakers: Jessica and Caden Capitani, Vander Cherry, Sara C. Wolff, Rhonda White, Julie Petty, Sharon Lewis*

10:15 – 10:30 am

Break

10:30 – 12:00 pm

Breakout Session A

STRAND: Transition from Traditional to Person-Centered Supports*Baltimore Salon A***Creating Blue Space: The Intentional Act of Individualizing Supports***Pam Walker, Syracuse University; Hanns Meissner, The Arc of Rensselaer County*

It is now apparent that a simple logical plan cannot ignite the kind of social action that is necessary to realize valued outcomes for people with intellectual and developmental disabilities. Therefore, the question remains: how can legacy service providers bring forth a state of evolved practice that leads to citizenship for all persons with disabilities? This session offers some insight into the transformative journey of intentionally individualizing supports and creating the space to do so. The session will introduce the topic of shifting contextual frameworks and share the lessons learned about creating the room for re-thinking, innovation, and implementation of new support models. One agency's calling to support individuals with disabilities as citizens of their communities and the difficult journey in challenging old models to create room for new ideas will be shared.

STRAND: Federal and State Initiatives*Maryland Salon B***Using New Medicaid Options – The 1915(i) State Plan Amendment for Children with Autism***Moderator: Robin Cooper, National Association of State Directors of Developmental Disabilities Services*

Debra Tsutsui, *Michigan Department of Community Health*; Lisa Grost, *Michigan Department of Community Health*; Jane Gallivan, *Delaware Department of Health and Social Services*; Lisa Zimmerman, *Delaware Division of Medicaid and Medical Assistance*; Marie Nonnenmacher, *Delaware Department of Developmental Disabilities Services*

Presenters from Michigan will discuss how the state designed a 1915(i) State Plan Amendment to create an autism benefit for young children that operates concurrently with a 1915(b) managed care specialty supports and services plan, as well as lessons learned during design and the first year of implementation. Presenters from Delaware will describe the 1915(i) State Plan HCBS Amendment providing a cross-disability array of supports focused on integrated employment. This new program serves individuals ages 14–25, promoting cross-system change and is a key element of Delaware's Employment First Initiative.

MONDAY | 10:30 – 12:00 pm | Breakout Session A, *continued*

STRAND: Managed Care

Watertable Ballroom

New Jersey's 1115 Waiver and Implications for People with Disabilities

Moderator: Diane McComb, Delmarva Foundation

Lowell Arye, New Jersey Department of Human Services; Dawn Apgar, New Jersey Department of Human Services

In October 2012, New Jersey received federal approval from the Centers for Medicare and Medicaid Services under an 1115 demonstration waiver for a Comprehensive Medicaid Waiver. New Jersey's approved waiver focuses on service delivery system reforms for seniors and people with disabilities to live at home for as long as possible using Managed Long Term Services and Supports (MLTSS) and the Supports Program. MLTSS promotes the integration and management of primary, acute, behavioral and long term services for seniors and people with disabilities. In July 2014, Medicaid beneficiaries, who had received services through four waivers, will transition into the MLTSS. Individuals who enter nursing homes after July 1, 2014 will also have their care managed through Managed Care Organizations. The Supports Program has been designed to help New Jersey better serve adults with developmental disabilities, significantly reduce the number of individuals waiting for supports and services, and enhance the State's ability to receive a federal "match" for services that are provided for adults living at home with their families or in their own unlicensed settings. It provides adults with developmental disabilities with employment services (and day services needed to supplement their employment), in addition to self-directed "budgets" with which they can purchase additional needed services on a fee for service basis.

STRAND: Creating and Managing a Culture of Quality

Maryland Salon C

Using Data for Risk Management: Making People with Intellectual and Developmental Disabilities More Safe and Secure

Moderator: Valerie Bradley, Human Services Research Institute

Wayne Zwick, Liberty Health Care; Gerry Morrissey, The MENTOR Network; Jonathan Wilwerding, Mission Analytics; Renee Kurjiaka, California Department of Developmental Services

This panel will include a description of three different approaches to risk management—two at the state level and one approach applied in a large multi-state provider. The speakers will show how they employ data from incident management and mortality review systems to improve practice, detect trends, identify training needs, and increase the ability to prevent future health and safety issues.

STRAND: Person-Centered Practice

Baltimore Salon B

Person-Centered Organizational, Systems, and Culture Change and the Value of Community-First Planning

Moderator: Mary Lou Bourne, Support Development Associates

Tara Nicodemus, Mid-East Ohio Regional Council; Annette Downey, Community Living Services; Lisa Ballien, Community Living Services; Debra Albert, Ohio Department of Developmental Disabilities

The type of supports people are asking for is changing, and funding for such arrangements are changing too. Now is the time for service providers to start adapting their service array to provide the supports people want to achieve outcomes that are valued by all members of society. A project called "Imagine" will be presented which reviewed key system practices (intake and eligibility, assessment, planning, finance and waiting list, and monitoring) in 18 counties in southeast Ohio for their degree of person-centeredness; an undertaking designed to standardize, and implement processes that are person-centered. Community Living Services' individualized person-centered planning process and self-directed supports will be presented which focus on helping people achieve active, rich, and respected lives as valued members of their community. Real Life Quality Outcomes will be discussed, as well as essential steps to promote cost efficiency and the long-term sustainability of a self-directed support model.

Breakout Session A continued on page 24.

MONDAY | 10:30 – 12:00 pm | Breakout Session A, *continued***STRAND: Direct Support Workforce**

Maryland Salon F

Direct Support Professionals Working with Families: Developing the Future Workforce*Moderator: Joe MacBeth, National Alliance for Direct Support Professionals**Cheryl Dougan, Parent; Gail Godwin, Shared Support of Maryland; Than Johnson, Champaign Residential Services*

More and more frequently, direct support professionals are working within the context of family settings as they support people with disabilities to live in the community. Different skill sets are required for working in family homes and in more traditional group settings where supervision and other support are readily available. This panel will discuss the role that provider agencies will play in this emerging service environment, as well as giving the parents perspective of hiring and developing direct support professionals that possess the necessary knowledge, skills, and values. The panel will discuss selecting, matching, hiring, and training direct support professionals. Career opportunities and what families will come to expect will also be discussed.

STRAND: Inclusive Communities

Maryland Salon E

Community-Wide Efforts to Expand Social Inclusion: New Contexts and Frameworks*Moderator: Angela Amado, University of Minnesota**Patti Scott, Neighbours International; Dave Hasbury, Neighbours International;**Michael Steinbruck, Rutgers' Robert Wood Johnson Medical School; Cathy James, Job Path*

While community inclusion and participation have been a stated value of the services system for several decades, real progress remains challenging without community involvement. The context will be described for these exciting approaches to support inclusion of people with intellectual and developmental disabilities. A framework will be presented for thinking about and discovering what communities care about. Community-building work in Harlem will be described along with experiences initiating and facilitating creative community partnerships and opportunities created through these efforts to promote the full inclusion of people with disabilities and all people.

STRAND: Self-Advocacy

Maryland Salon D

Self-Advocacy: A Civil Rights Movement, Not a Social Club*Moderators: Liz Weintraub and Dawn Rudolph, Association of University Centers on Disabilities**Ruthie Beckwith, Tennessee Microboards Association; Mark Friedman, Middle Tennessee Advocacy Center;**Bill Worell, National People's First Project*

This session is for both self-advocates and their advisors and allies. Panelists will discuss the power of self-advocacy groups to organize and make changes in services and policies that impact people with disabilities. The role of advisors and allies will also be discussed, as this role is key in helping self-advocacy organizations understand and use their power effectively. A trusting, respectful, balanced partnership between self-advocacy groups and their advisors and allies can be hard to create, but can also lead to making great progress against the oppression of people with disabilities.

STRAND: Rights

Maryland Salon A

Pushing the Boundaries of Olmstead*Moderator: Celia Feinstein, Temple University**Elizabeth Priaulx, National Disability Rights Network; Cathy Costanzo, Center for Public Representation*

This session will be focused on several significant developments in Olmstead implementation over the past year. It will include a review of CMS guidance on quality considerations for the provision of long-term services and supports; the final CMS rule defining home and community based services, as well as advocacy efforts to explore how Olmstead applies to sheltered workshops, adult care homes, and schools.

MONDAY | 10:30 – 12:00 pm | Breakout Session A, *continued*

STRAND: Changing Demographics

Homeland

Arizona – Building Community for People with I/DD and Their Families; Honoring Diversity in Native American Communities

Moderator: Barbara Brent, *National Association of State Directors of Developmental Disabilities Services*

Leslie Cohen, *University of Arizona*

Presenters will share the findings of a needs assessment conducted by the UCEDD and the Native American Research and Training Center (NARTC) on behalf of AIDD, which focused on the experience of people with developmental disabilities in tribal and urban Native American communities. The panel will discuss the availability of services and support for people with developmental disabilities and their families and how to effectively connect to those communities. The panel will also discuss recommendations and provide a special focus on the supports needed for American Indian and Alaskan Native individuals with developmental disabilities and their families.

12:00 – 1:30 pm

Lunch on your own

1:30 – 3:00 pm

Breakout Session B

STRAND: Transition from Traditional to Person-Centered Supports

Baltimore Salon A

Sharing Lives: Individualized Support in Shared Living/Housemate Arrangements

Moderator: Sandi Cooper, *Neighbours International*

Pat Fratangelo, *Onondaga Community Living*; Ingrid Stone, *Onondaga Community Living*; Susan Lucia, *Onondaga Community Living*; Natalia Manning, *Art Access*; Sharnique Jackson, *Neighbours International*

Representatives from two provider organizations will partner with two individuals they support and their housemates in sharing real life stories and experiences about sharing their lives together as housemates. The two sets of housemates will take us through their personal experiences of receiving individualized support in a shared living/housemate arrangement.

STRAND: Federal and State Initiatives

Maryland Salon B

Building a Community System for Everyone: Minnesota's Initiative to Create a Cross Disability and Aging Service System

Moderator: Barbara Brent, *National Association of State Directors of Developmental Disabilities Services*

Alex Bartolic, *Minnesota Department of Human Services*; Jean Wood, *Minnesota Department of Human Services*

Minnesota's Department of Human Services has worked with stakeholders over a period of six years to create a seamless system to meets the needs of children and adults. Speakers will describe the challenges of honoring the differences across populations while working toward standardization that builds fairness and equitability into the service system.

STRAND: Housing

Watertable Ballroom

Using Advocacy to Expand Housing Options for People with Disabilities

Moderator: Clifton C. Martin, *Middle Atlantic Regional Council of the National Association of Housing and Redevelopment Officials and Housing America Campaign*

Lisa Sloane, *Technical Assistance Collaborative*; John Brennan, *Maryland Department of Disabilities*; Diane Dressler, *Maryland Center for Developmental Disabilities*

This session will examine affordable housing programs and provide advocacy tools for accessing these resources. Real examples of efforts by states who have implemented successful programs and initiatives will be provided.

MONDAY | 1:30 – 3:00 pm | Breakout Session B, *continued***STRAND: Creating and Managing a Culture of Quality***Maryland Salon C***Leading Practice on Comprehensive Approaches to Personal Outcomes Improvement**

Sam Hedrick, *RHA Howell Inc.*; Carol Clayton, *CMT Healthcare Informatics*; Jeanine Buford, *Keystone Human Services*; Wendy Swager, *Soreo*; Patrick LaVoie, *SVP Contractor Management Services*

This panel will include presentations from provider organizations that have developed, or are in the process of developing, comprehensive approaches to assessing their performance both organizationally and in terms of their impact on the lives of the individuals that they serve.

STRAND: Person-Centered Practice*Baltimore Salon B***Changing to a Person-Centered Culture in Large Agencies**

Moderator: Angela Amado, *University of Minnesota*

Steve Vernikoff, *Center for Family Support*; Mary Beth Lepkowsky, *Tri-Counties Regional Center*

A large agency providing services to individuals residing in New York and New Jersey and a regional center in southern California are undertaking large scale system-wide organizational culture changes to implement more person-centered practices and design. Their history of implementing person-centered practices, what has changed as a result of efforts to date, challenges they have faced, and advice for others who are considering or working on such changes will be described.

STRAND: Direct Support Workforce*Maryland Salon F***Moving Mountain Award Winners: Building Successful Workforce Development Programs**

Career Ladder Learn and Earn Program, *Anderson Center for Autism*; Don Traynor, *The Resource Center*; Peggy Terhune, *Monarch, Inc.*

The Moving Mountain Award recognizes best practices in direct support professional (DSP) workforce development that results in improved outcomes for people being supported. Representatives from three winning organizations that have addressed DSP workforce challenges in unique and exciting ways will share with you their strategies for designing and implementing the programs, as well as reporting on the outcomes and successes as realized by DSPs and people receiving services. Participants will have an opportunity to ask questions and learn more about how strategies may be replicated within their own organization.

STRAND: Inclusive Communities*Maryland Salon E***Building Community Inclusion Through Places of Worship: Belonging, Connecting, and Grieving**

Bill Gaventa, *University of Texas and Summer Institute on Theology and Disability*; Shelly Christensen, *Inclusion Innovations*; DeAmon Harges, *Broadway United Methodist Church*; Mike Mather, *Broadway United Methodist Church*

Places of worship are at the forefront of creating welcoming communities for all people, including those with developmental disabilities. An overview of the many types of approaches in which congregations use to expand inclusiveness, hospitality, and welcome will be provided, with specific examples of meaningful inclusion from the Jewish community. Speakers will discuss ways that places of worship can provide true membership, help people with disabilities to connect with others, and be a resource to providers in addressing grief, loss, and end of life issues.

MONDAY | 1:30 – 3:00 pm | Breakout Session B, *continued*
STRAND: Self-Advocacy

Maryland Salon D

Strengthening Self-Advocacy

Moderators: Liz Weintraub and Dawn Rudolph, *Association of University Centers on Disabilities*

Ari Ne’eman, *Autistic Self-Advocacy Network*; Chaqueta Stuckey, *Self-Advocate*; Vicki Turnage, *Advisor*; Hilary Clark, *Green Mountain Self-Advocates*; Skye Peebles, *Green Mountain Self-Advocates*

Three regional self-advocacy groups are funded by the federal Administration on Intellectual and Developmental Disabilities (AIDD) to help make self-advocacy organizations stronger. These groups will share their experiences in helping other organizations to get funding, develop more leaders in advocacy, support more diverse advocates to get involved, and use more technology in outreach.

STRAND: Rights

Maryland Salon A

Monitoring in the Community Using Data and Advocacy

Josh Engler, Human Services Research Institute; Mary Lee Fay, National Association of State Directors of Developmental Disabilities Services; David Hutt, National Disability Rights Network

This session will explore what we know from the National Core Indicators Project about efforts to focus on the experience of individuals living in the community and the community-monitoring efforts of Protection & Advocacy agencies across the country.

3:00 – 3:30 pm

Break

3:30 – 5:00 pm

Breakout Session C

STRAND: Transition from Traditional to Person-Centered Supports

Baltimore Salon A

The Art of Mining the Community: Housing and Asset-Based Resources that Promote Organizational Change

Moderator: Joe Wykowski, *Community Vision, Inc.*

Alicia DeLashmutter, *Community Vision, Inc.*; Karen Lee, *Seeking Equality, Employment and Community for People with Developmental Disabilities (SEEC)*

Speakers from two states will share examples of strategies for building new relationships in the larger community for people with developmental disabilities. Proven strategies developed through community-based relationships that create person-controlled housing and asset opportunities will be explored.

STRAND: Federal and State Initiatives

Maryland Salon B

Implications of the New Medicaid Home and Community-Based Services (HCBS) Regulations

Moderator: Nancy Thaler, *National Association of State Directors of Developmental Disabilities Services*

Ralph Lollar, *Centers for Medicare and Medicaid Services*

This session is an opportunity to dialogue directly with an official from Centers for Medicaid and Medicare Services (CMS) about newly published regulations defining community and the implications for home and community-based services and the people who utilize them.

Breakout Session C continued on page 28.

MONDAY | 3:30 – 5:00 pm | Breakout Session C, *continued***STRAND: Housing***Watertable Ballroom***Putting the “Home” in the Home and Community Waiver***Moderator: Christopher Smith, Maryland Center for Developmental Disabilities**George Braddock, Creative Housing Solutions, LLC; Sue Swenson, United States Department of Education*

Panelists will describe the importance of finding the right physical environment in which to support people with intellectual and developmental disabilities in order to maximize their independence, promote safety, and improve their quality of life.

STRAND: Creating and Managing a Culture of Quality*Maryland Salon C***Engaging Self Advocates in Data Analysis: How to Ensure That the Voices of Individuals With Disabilities are Part of the Quality Conversation***Moderator: Stephanie Giordano, Human Services Research Institute**Nicole Patterson, California Consumer Advisory Council; Tracey Mensch, California Consumer Advisory Council*

Self-advocates that have participated in data review as part of the National Core Indicators project will provide constructive suggestions on how to include self-advocates in conversations about quality and how to support them in understanding and using data on quality of life outcomes.

STRAND: Person-Centered Practice*Baltimore Salon B***The Process of System-Wide Change to Person-Centered Practices***Moderator: Michael Smull, Support Development Associates**Laura Doutre, Tennessee Department of Intellectual and Developmental Disabilities; Courtney Kelly, Tennessee Department of Intellectual and Developmental Disabilities; Gloria Pearson, South Dakota Department of Developmental Disabilities*

The processes involved in implementing state-wide, system-wide change will be described. For Tennessee and South Dakota, the panel will review the states' historical context, efforts to introduce and implement person-centered practices, and the results of these efforts to date. Panelist will discuss the direct and indirect impact and, challenges faced, and offer advice to other organizations, systems, and states.

STRAND: Direct Support Workforce*Maryland Salon F***Five-Year Longitudinal Training Study: Quality Training Leads to Quality Outcomes***Amy Hewitt, University of Minnesota; Derek Nord, University of Minnesota; Lori Sedlezky, University of Minnesota; Joe Macbeth, National Alliance for Direct Support Professionals*

Longitudinal research findings and perspectives of direct support professionals (DSPs) on training, ethics, and how to improve quality within your service organizations will be reviewed. A recent five-year longitudinal training intervention illustrating the success of a blended approach to competency-based training will be explored alongside stories of the reality of DSP daily experiences and the ethical decisions they must make.

MONDAY | 3:30 – 5:00 pm | Breakout Session C, *continued*

STRAND: Inclusive Communities

Maryland Salon E

Building Real Communities: The Work of Developmental Disabilities (DD) Councils

Moderator: Eric Jacobson, *Georgia Council on Developmental Disabilities*

Caitlin Childs, *Georgia Council on Developmental Disabilities*; Shelly Runkle, *Kentucky Council on Developmental Disabilities*

Panelists will describe a four-year effort of the Georgia Council on Developmental Disabilities, called the “Real Communities” project, which brings people with and without disabilities together to work on local community issues which affect the whole community, as well as similar projects in other states.

STRAND: Families

Maryland Salon D

What are We Learning from the Community of Practice with Six States on Supporting Families Across the Life Course

John Agosta, *Human Services Research Institute*; Yoshi Kardell, *Human Services Research Institute*; Mary Lee Fay, *National Association of State Directors of Developmental Disabilities Services*; Sheli Reynolds, *University of Missouri-Kansas City*

Participants will learn about the National Community of Practice on Supporting Families, which is focused on building capacity to create policies, practices, and systems to better assist and support families that include a member with intellectual disability across the life course. This session will provide an overview of the national framework and lessons learned from the six states that are participating in the National Community of Practice.

STRAND: Rights

Maryland Salon A

Self-Advocacy Rights Education and Training

Moderator: Celia Feinstein, *Temple University*

Savannah Logsdon-Breakstone, *Self-Advocates United as 1*; Oscar Drummond, *Self-Advocates United as 1*; Sara Wolff, *ARC of Northeastern Pennsylvania*

Two successful initiatives run by self-advocates to educate people with disabilities about their rights will be explored.

STRAND: Employment

Homeland

Employment Innovations: A Provider Perspective

Moderator: Rie Kennedy-Lizotte, *National Association of State Directors of Developmental Disabilities Services*

Jeannine Pavlak, *New England Business Associates*; Jolene Thibedeau Boyd, *Community Involvement Programs*; Gail Fanjoy, *KFI Maine*

Providers will describe their experiences designing and implementing cutting edge supports, such as customized employment and self-employment. Information about the challenges they experience in sustaining innovations and strategies they use to move their work forward in complex and changing environments will also be reviewed.

5:00 – 6:30 pm

Reception

Maryland Foyer

Schedule continued on page 30.

TUESDAY

7:30 – 8:30 am

Continental Breakfast

Maryland Foyer

8:30 – 10:00 am

Plenary Session

Maryland Ballroom

PLENARY Ensuring Quality in Rapidly Changing Times: *Projects of National Significance*

Speakers: Amy Hewitt, PhD, University of Minnesota; John Butterworth, PhD, University of Massachusetts – Boston; Sherri Larson, PhD, University of Minnesota; Rick Hemp, PhD, University of Colorado; Val Bradley, MA, Human Services Research Institute; Mary Lee Fay, National Association of State Directors of Developmental Disabilities Services; Aaron Bishop, MSW, Administration on Intellectual and Developmental Disabilities

10:00 – 10:15 am

Break

10:15 – 11:45 am

Breakout Session D

STRAND: Employment

Baltimore Salon A

Federal Initiatives to Increase and Improve Systems Supporting Employment First Practice

Moderator: Nancy Thaler, National Association of State Directors of Developmental Disabilities Services

Ralph Lollar, Centers for Medicare and Medicaid Services; Sue Swenson, Department of Education, Administration for Community Living, Office of Disability Employment Policy, Department of Justice officials (invited)

Panelists will review federal policy initiatives and activities related to supporting integrated community employment for people with intellectual and developmental disabilities.

STRAND: Managed Care

Maryland Salon B

Managed Care or Mangled Care?

Moderator: Mary Sowers, National Association of State Directors of Developmental Disabilities Services

Lilia Teninty, Human Service Research Institute; Diane McComb, Delmarva Foundation for Medical Care (DFMC)

Panelists will discuss state decisions around funding vehicles for long-term services and supports for people with disabilities.

STRAND: Housing

Watertable Ballroom

A Porch, a Rocking Chair, and a Home of Your Own

Moderator: Christopher Smith, Maryland Center for Developmental Disabilities

Cassie Hicks, University of Southern Mississippi

The Mississippi Home of Your Own program, which assists people with disabilities become more independent, productive, and included in their communities, will be described along with in-depth information on housing issues relevant to the unique needs of people with disabilities, including homebuyer education, collaboration of services, person-centered planning, barriers to home ownership, overcoming barriers, sources of financing, financial resources, non-traditional credit histories, legal issues, post-purchase issues, foreclosure prevention, marketing, fair housing, and advocacy.

TUESDAY | 10:15 – 11:45 am | Breakout Session D, *continued***STRAND: Creating and Managing a Culture of Quality**

Maryland Salon C

Assessing Quality in Managed Long Term Services and Supports: What Have We Learned?*Moderator: Chas Moseley, National Association of State Directors of Developmental Disabilities Services**Beth Jackson, Truven Health Analytics; Pat Rivard, Truven Health Analytics; Dana Cyra, Community Care of Central Wisconsin*

Panelists will outline the recommended principles governing managed care for people with disabilities and explore the results of a national review of quality management requirements and practices in Medicaid Managed Long Term Services and Support programs. A representative of a managed care organization will describe the ways in which they assess the quality of their providers and the satisfaction of their members.

STRAND: Technology

Baltimore Salon B

Integrated Data Systems To Improve Quality*Moderator: Renee Pietrangelo, American Network of Community Options and Resources*

Ann Hardiman, New York State Association of Community and Residential Agencies; Katherine Bishop, New York State Office for People with Developmental Disabilities; Beth Mathis, The Council on Quality and Leadership; Tiffany Mecan, Liberty ARC; Carrie-Ann Schmidt, Liberty ARC; Crystal Officer, National Children's Center; Jamal Malone, National Children's Center; Greg Wellems, Imagine Colorado; Charmaine Pillay, Delmarva Foundation

Panelists will review the diverse efforts nationwide to use integrated, measurable outcomes data to improve and enhance quality of life for people served.

STRAND: Behavioral Health Supports

Maryland Salon F

Positive Strategies for Supporting People with Challenging Conditions*Moderator: Jeanine Zlockie, National Association of State Directors of Developmental Disabilities Services*

Jeff Cross, Benchmark Human Services; James Wiltz, Benchmark Human Services; George Harris, Benchmark Human Services; Teresa Rodgers, Missouri Department of Mental Health; Julia LePage, Missouri Department of Mental Health

A successful provider organization will review the planning, development, risk prevention, and ongoing communication and commitment needed to keep people safe, promote meaningful lives, and maintain strong systems accountability. Missouri's initiative to expand training, support, and oversight of positive behavior support services will also be described.

STRAND: Supported Decision-Making

Maryland Salon E

Supported Decision-Making: Respecting Ability, Promoting Self-Determination*Moderator: Bernard Crawford, Project ACTION!**Tina Campanella, Quality Trust for Individuals with Disabilities; Jonathan Martinis, Quality Trust for Individuals with Disabilities*

Panelists will explore the underpinnings of supported decision-making and how it can lead to increased community integration and quality of life.

Breakout Session D continued on page 32.

TUESDAY | 10:15 – 11:45 am | Breakout Session D, *continued***STRAND: Families**

Maryland Salon A

Recognizing the Role of Family in Achieving Employment Outcomes for Family Members with IDD

Rie Kennedy-Lizotte, *National Association of State Directors of Developmental Disabilities Services*;
 Suzanne Freeze, *University of Massachusetts-Boston*; Sheli Reynolds, *University of Missouri-Kansas City*;
 Mary Lee Fay, *National Association of State Directors of Developmental Disabilities Services*

Panelists will explore the direct and indirect role families play in impacting the trajectory towards positive adult outcomes and will discuss specific tools and strategies that states are using to engage families in employment outcomes.

STRAND: Transition Issues

Maryland Salon D

A Collaborative Interdisciplinary, Interagency Approach to Transition from Adolescence to Adulthood

Tony Antosh, *Rhode Island College*

A monograph developed by AUCD to promote a dialogue among key stakeholders related to transition will be presented along with a summary of the literature pertinent to its key concepts, recommendations for policy and practice, and examples of initiatives and resources from multiple states and national organizations.

STRAND: Changing Demographics

Homeland

An Organizational Journey Towards Cultural Competency

Moderator: Barbara Brent, *National Association of State Directors of Developmental Disabilities Services*

Leslie Cohen, *University of Arizona*; Dawn Rudolph, *Association of University Centers on Disabilities (AUCD)*; Tanisha Clarke, *AUCD*

Panelists will explore the work developed by AUCD and its network centers in the area of cultural competency.

11:45 – 1:15 pm

Lunch on your own

1:15 – 2:45 pm

Breakout Session E

STRAND: Employment

Baltimore Salon A

Prioritizing Employment Outcomes through the Financing of Services: State Employment Leadership Network (SELN)

Moderator: Suzanne Freeze, *University of Massachusetts-Boston*

John Butterworth, *University of Massachusetts-Boston*; Rie Kennedy-Lizotte, *National Association of State Directors of Developmental Disabilities Services*; Jean Winsor, *University of Massachusetts-Boston*

Representatives from the State Employment Leadership Network will share lessons learned in rethinking the methodologies for financing employment services as states address implementation of employment first practices.

TUESDAY | 1:15 – 2:45 pm | Breakout Session E, *continued*

STRAND: Managed Care

Maryland Salon B

Participant Direction in Managed Long Term Services and Supports

Moderator: Lilia Teninty, *Human Services Research Institute*

Suzanne Crisp and Casey DeLuca, *National Resource Center on Participant-Directed Services (NRCPPDS)*

Panelists will present new research findings and recommendations to ensure that essential elements of participant direction are being preserved in a managed care environment, including assessing the level of flexibility offered, identifying populations served, managing the provision of participant-directed supports, and examining quality performance measures including data collection strategies.

STRAND: Housing

Watertable Ballroom

Putting It All Together: Making Housing Work in Real Lives

Moderator: Diane Dressler, *Community Life Resources*

Ken Capone, *People On the Go of Maryland*; Mary Scott, *Baltimore County Public Schools*

Panelists will explore the stories of two people with developmental disabilities—one a homeowner and one a tenant—who have successfully navigated the world of housing.

STRAND: Wellness

Maryland Salon C

Promoting Optimal Wellness for Everyone

Moderator: Renee Pietrangello, *ANCOR*

Sue Walker, *Hammer Residences*; Kathy Kelly, *United Cerebral Palsy of New York City*; Stephanie Kohl, *Mt. Olivet Rolling Acres*; Gail McPeake, *Koinonia Homes*; Patti Matzinger, *Koinonia Homes*

Presenters will discuss strategies for creating a culture of person-centered, healthy living practices within provider organizations to give individuals with disabilities positive control over their health.

STRAND: Technology

Baltimore Salon B

Putting Technology in the Hands, Home, or Community of People with Intellectual and Developmental Disabilities to Improve Quality of Life

Steve Stock, *AbleLink*; Sandy Henry, *Sengistix*

Panelists will present stories and information about technology that can be used by people with intellectual and developmental disabilities to improve their community participation and engagement in community life.

STRAND: Behavioral Health Supports

Maryland Salon F

Positive Behavior Support: How We Define It and Implications for State Policy and Practice

Moderator: Chas Moseley, *National Association of State Directors of Developmental Disabilities Services (NASDDDS)*

David Rotholz, *University of South Carolina*; Rachel Freeman, *The University of Kansas*

This session will be a research-to-practice overview of a recent landmark study on positive behavior support definitions, practices, and strategies being used by several state developmental disabilities agencies, in collaboration with NASDDDS, to improve policy and practice. Participants will hear about the documented need for change and positive behavior support strategies and approaches being used by states to improve positive behavior support delivery such as state-to-state collaboration to improve technical assistance and the alignment of evaluation strategies.

TUESDAY | 1:15 – 2:45 pm | Breakout Session E, *continued***STRAND: Beyond Tokenism**

Maryland Salon E

Board Inclusion: Supporting People with Developmental Disabilities as Effective Members of Boards of Directors, Councils, and Advisory GroupsMark Friedman, *Blue Fire, Inc.*; Liz Weintraub, *Association of University Centers on Disabilities*

This research-based presentation will help organizations more effectively include people with developmental disabilities on their boards of directors, Developmental Disabilities Councils, advisory groups, and committees. Attendees will learn the best practices in use around the country and view a new video: *Beyond Tokenism: Serving on Boards and Councils*.

STRAND: Families

Maryland Salon D

Applying a Framework for Policy and Practice that Supports Families Across the LifeCourseSheli Reynolds, *University of Missouri-Kansas City*; Mary Lee Fay, *National Association of State Directors of Developmental Disabilities Services*

This session will offer practical strategies for developing policy and implementing practices that support the roles families play in fostering an individual's self-determination. The LifeCourse framework focuses on life experiences and trajectory of expectations that start early in life and impact adult outcomes.

STRAND: Transition Issues

Maryland Salon A

Transition Efforts in the Field: Post-secondary Models Deployed by Community-Based OrganizationsJonathan Lucas, *The Arc of the US*

This session will describe The Arc's School-to-Community Transition Initiative designed for youth with intellectual and developmental disabilities, aged 12–23, that receive special education services and are preparing to transition from school to adult life.

STRAND: Systems Change

Homeland

What it Takes to Turn Around A SystemLaura Nuss, *District of Columbia Department on Disability Services*; Amy Brooks, *RCM of Washington*; Bernard Crawford, *Project ACTION!*

This presentation will include a discussion of how the District of Columbia put in place the infrastructure necessary to allow for and measure success, how the private sector provider community partnered with new leadership or took the lead in changing the type and quality of services offered, and how the self-advocates who took advantage of the new opportunities have helped others seek the same, and never let the government get too comfortable or think that the work is done.

2:45 – 3:00 pm

Break

3:00 – 3:45 pm

Closing Plenary Session

Maryland Ballroom

CLOSING PLENARY Ensuring Quality in Rapidly Changing Times: *Changing Demographics*Speaker: Barbara Wheeler, PhD, *Associate Director for the University of Southern California UCEDD*

We hope your experience at the 2014 Reinventing Quality Conference is an informative and enjoyable one. Thank you for being here!



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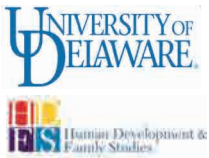
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For questions, or to be notified of future Leadership Institutes, please send an email to info@nlcdd.org



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- The Resource Center: People Achieving Certification Together, Jamestown, New York (2014)
- Monarch, NC: Helping Dreams Take Flight, Albemarle, North Carolina (2014)



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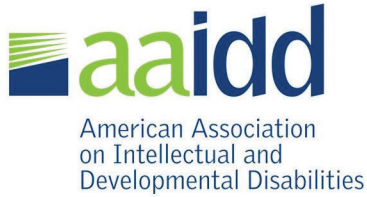
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Notes, new contacts and inspired ideas!

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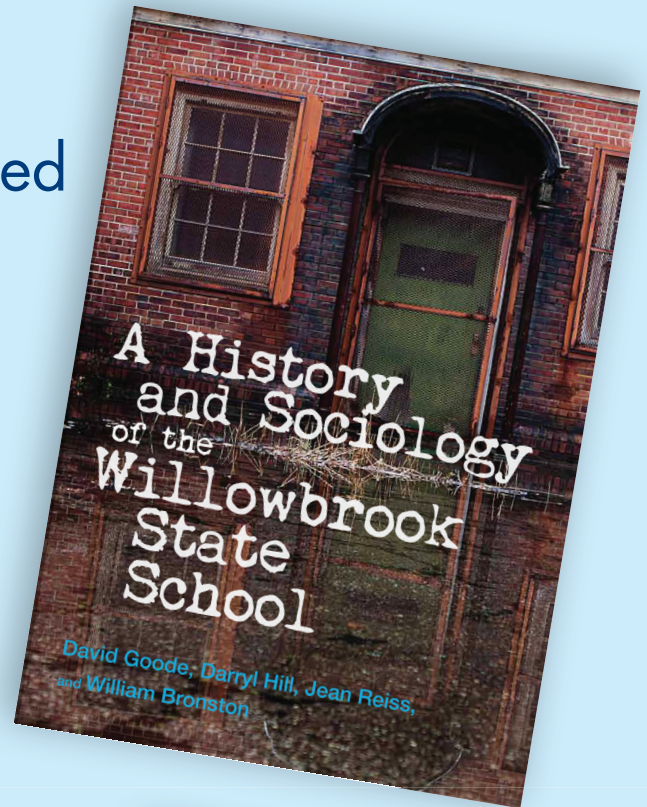
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