Therapeutic Options™ provides human service and educational organizations the tools to keep people safe while maintaining their commitment to positive approaches in serving individuals who sometimes have extreme behavior.

Therapeutic Options™ has been instrumental in reducing the use of seclusion and restraint in service settings throughout North America, and is now the official crisis intervention and emergency behavior support curriculum of the Developmental Disabilities systems of Washington, Virginia, and Vermont.

Therapeutic Options™ is an effective, sensible, and less costly alternative to other comparable trainings in the marketplace today.

For more information, please visit our website:

www.therops.com

or contact us at:

Therapeutic Options, Inc
100 Delaplane Avenue
Newark, Delaware 19711
(302) 753-7115 phone
(302) 338-8148 fax
info@therops.com
This promises to be one of the all-time-great conferences. We are glad you have been able to join this celebration of community building, sharing strength and quality lives.

The theme of this year’s conference is Doing Right by People in Challenging Times. Surely the economic downturn has been tough but this year’s conference focuses on how the most forward thinking amongst us are not only weathering the economic crisis but using it as a fulcrum to improve quality and lives.

The Reinventing Quality conference is a chance to get away from the demands of day-to-day life and give something back to yourself — and in the process, to others. Whether this is your first Reinventing Quality conference or your eighth, you’ll find that this is not a conference at which you are the learner and others are teachers. Here, we are all both learners and teachers. Take time to meet people, reunite with old friends and explore new ideas.

We deeply appreciate the support of all the Sponsors, Exhibitors, Participants and Presenters who make this conference what it is. We hope you’ll take time to visit with our sponsors and with all of our exhibitors while you are here. We also thank the Administration on Developmental Disabilities for helping us assure that the conference is accessible to people with disabilities and their families.

Don’t miss the excellent plenary sessions both mornings, Monday Night at the Movies (with popcorn and an elegant dessert buffet sponsored by the ReelAbilities Film Festival), the Dance and the Tuesday Wrap-Up session where we’ll premier a film of conference events and where we save the very best door prizes for last (including two airline tickets to anywhere AirTran flies!).

We are glad you are here. If there is anything staff can do to make your conference experience smoother or more productive — grab any one of us wearing a green “Staff” ribbon. We’ll do everything we can to help. Enjoy the next few days — and take the energy of the conference home with you to sustain your spirit of change.

VALERIE BRADLEY
Human Services Research Institute

STEVEN EIDELMAN
National Leadership Consortium on Developmental Disabilities, University of Delaware

K. CHARLIE LAKIN
The RTC on Community Living, Univ. of Minnesota

NANCY THALER
The National Association of State Directors of Developmental Disabilities Services (NASDDDS)

NANCY WEISS
National Leadership Consortium on Developmental Disabilities, University of Delaware
WITH THANKS TO SO MANY...

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

PLANNING ORGANIZATIONS:

The National Association of State Directors of Developmental Disabilities Services
Alexandria, VA
www.nasddds.org

The Research and Training Center on Community Living at the University of Minnesota
Minneapolis, MN
http://rtc.umn.edu

The Human Services Research Institute
Cambridge, MA
www.hsri.org

The University of Delaware’s National Leadership Consortium
Newark, DE
www.nlccd.org

The Reinventing Quality Conference is funded in part by the Administration on Developmental Disabilities, Administration for Children and Families, U.S. Department of Health and Human Services. The planning organizations are very grateful for the assistance provided to maximize participation of individuals with disabilities and family members.

We thank this year’s conference partners for their help in getting word out about this event!

CONFFERENCE PARTNERS:

American Association on Intellectual and Developmental Disabilities

ANCOR
Arc Northern Chesapeake Region
The Arc of Baltimore
The Arc of Central Chesapeake Region
The Arc of Frederick County
The Arc of Howard County
The Arc of Maryland
The Arc of the United States
Association of University Centers on Disabilities (AUCD)

DC Developmental Disabilities Administration
The Delaware Division of Developmental Disabilities
The Delmarva Foundation
Maryland Administration on Developmental Disabilities
Maryland Association of Community Services (MACS)
Maryland Center for Developmental Disabilities at Kennedy Krieger Institute
Maryland Department of Disabilities
Maryland Department of Education

Maryland Department of Human Resources
Maryland Developmental Disabilities Council
Maryland Disability Law Center
Maryland Respite Care Coalition
NADD
National Association of Councils on Developmental Disabilities
People on the Go
Project Action
Virginia Department of Behavioral Health and Developmental Services

With sincere appreciation for the hard work of the Conference Planners

John Agosta
Angela Amado
Ruthie-Marie Beckwith
Val Bradley
John Butterworth
Shelly Christensen
Robin Cooper
Steve Eidelman

Jim Gardner
Amy Hewitt
Rie Kennedy-Lizotte
Leigh Ann Kingsbury
Charlie Lakin
Seryl Larson
Mike Mayer
Joe Meadours

Chas Moseley
Maggie Nygren
Holly Riddle
Patti Scott
Nancy Thaler
Liz Weintraub
Nancy Weiss
Special thanks also to an amazingly hardworking local committee. We have the local committee to thank for all the wonderful door prizes and for identifying an amazing corps of volunteers.

A conference of this magnitude is not possible without the help of dozens of terrific volunteers – we thank each of you! Thank you as well to ALL of our wonderful speakers for their participation... without their donation of time and knowledge there would be no Reinventing Quality Conference.
And finally, thanks to each and every one on you for participating in this wonderful event!
Administration on Developmental Disabilities,
US Department of Health and Human Services (ADD)
http://www.acf.hhs.gov/programs/add

The Administration on Developmental Disabilities (ADD) is the U.S. Government organization responsible for implementation of the Developmental Disabilities Assistance and Bill of Rights Act of 2000, known as the DD Act. ADD, its staff and programs, are part of the Administration for Children and Families, of the U.S. Department of Health and Human Services.

The Reinventing Quality Conference is funded in part by the Administration on Developmental Disabilities, Administration for Children and Families, U.S. Department of Health and Human Services. The planning organizations are very grateful for the assistance provided to maximize participation of individuals with disabilities and family members.

The Mandt System, Inc.
http://www.mandtsystem.com

The Mandt System, Inc. provides training and consultation services to build healthy relationships in order to prevent violence in the workplace. Our overall focus on improving the quality of human services by focusing on the true context of services -- staff to staff relationships -- has empowered many organizations to decrease and in some cases eliminate the use of restraint. They also report increases in the safety of individuals served and staff, increased staff retention and employee morale, and decreased workers compensation costs.

ALCO Pharmacy
http://www.alcopharmacy.com

ALCO Pharmacy specializes in serving group homes throughout Maryland. We are health care partners in the medication management component for our agencies and we work closely with staff to insure the clients' needs are properly met.

APS Healthcare
http://www.apshealthcare.com

At APS, we are passionate about changing behaviors of all constituents in the healthcare system. Our mission, quite simply, is to: Improve the health of those we serve. The outcome: improved clinical and financial results for our customers and their members.

The Coleman Institute for Cognitive Disabilities
http://www.colemaninstitute.org

The Coleman Institute for Cognitive Disabilities leverages ideas, opportunities and funding through faculty on the four campuses of the University of Colorado with the goal of improving the quality of life for people with cognitive disabilities. It is a catalyst to drive innovation and creativity through fostering partnerships with researchers, practitioners, policy makers, local, state and federal agencies, commercial businesses, and foundations. The Institute's principal activities include: 1) Research and development support and the promotion of commercialization of derivative intellectual property; 2) The Coleman Institute Fellowship Program for faculty and graduate/post-
doctrinal students; 3) The Annual Coleman Institute Conference on Cognitive Disability and Technology and funding support for related conferences; and 4) Public Policy Advocacy and Outreach about issues such as accessibility on the web. The Institute’s 10th Annual Conference, ALL TOGETHER NOW: The Power of Partnerships in Cognitive Disability and Technology, will be held on October 21, 2010. For information and to register, visit www.colemaninstitute.org/.

College of Direct Support
http://www.collegeofdirectsupport.com

Based on the Community Supports Skills Standards the College of Direct Support is a web based, dynamic learning and skills demonstration tool for the DSP workforce. A Project of National Significance, the CDS is a collaborative work of the University of MN institute on Community Integration and Elsevier.

Community Resource Alliance
http://www.craconferences.com

CRA is the home of 5 Star Quality and provides dynamic transformational training, consulting, and technical support services in human services using applied knowledge development approaches. Derrick Dufresne and Mike Mayer are the Senior Partners. Don’t Predict the Future – Invent It!

Liberty Healthcare
http://www.libertyhealthcare.com

Liberty Healthcare provides quality improvement services to States and to community based providers. These services include conducting state certification surveys, consulting and technical assistance.

Maryland Developmental Disabilities Administration
http://dhmh.maryland.gov/dda_md

The Maryland Developmental Disabilities Administration’s (DDAs) goals are to assist people to:
• direct their lives;
• have viable support options; and,
• have information to make decisions.

Precision Care, Inc.
http://www.precisioncare.com

PrecisionCare Software and Antone Aboud have created a product that combines best practice with cutting edge, user friendly technology which will streamline your Incident Management and Investigation processes. Help investigators create a final report that reflects a thorough and fair investigation and will produce a written investigative report in a format that will help others understand what happened and why.

The ReelAbilities Film Festival
http://www.reelabilities.com

The ReelAbilities Film Festival Traveling Program brings America’s most comprehensive disability film festival to your community.
Reinventing Quality
APPRECIATES THE SUPPORT OF OUR EXHIBITORS!

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

Acumen Fiscal Agent
http://www.acumenfiscalagent.com

Acumen Fiscal Agent was established for the sole purpose of helping people and families self-direct their support services. People who use Acumen as their fiscal agent enjoy access to friendly customer service, competent accounting and compliance to Department of Labor, State and Federal regulations. Acumen supports people to be proficient, organized and a good steward of public funding.

The Alliance for Full Participation
http://www.allianceforfullparticipation.org

The Alliance for Full Participation has a goal to double the number of people with intellectual and developmental disabilities who are competitively employed by the year 2015. We are hosting a Summit in Washington, DC November 17-19, 2011. Visit www.allianceforfullparticipation.org to learn more, join our network of state teams and get involved.

American Association on Intellectual and Developmental Disabilities (AAIDD)
http://www.aamr.org

AAIDD promotes progressive policies, sound research, effective practices and universal human rights for people with intellectual and developmental disabilities.

The American Network of Community Options and Resources (ANCOR)
http://www.ancor.org

The American Network of Community Options and Resources is a nonprofit trade association representing and advocating on behalf of the more than 800 private providers of services and supports for nearly 500,000 Americans with disabilities that employ over 400,000 direct support staff in 49 states and Washington, D.C.

Andies Candies and Collectibles
http://www.andiescandies.com
Business Owner: Andrea Freedman

APS Healthcare
http://www.apshealthcare.com

At APS, we are passionate about changing behaviors of all constituents in the health care system. Our mission, quite simply, is to: Improve the health of those we serve. The outcome: improved clinical and financial results for our customers and their members.

AWARE Inc. & Apostrophe Magazine
http://www.aware-inc.org
http://www.apostrophemagazine.com

Apostrophe is a self-advocacy magazine for people with disabilities published by AWARE Inc., the largest human services organization in Montana. Apostrophe provides entertainment and information promoting independence, inclusiveness and success for people with disabilities. Forget can’t and don’t.— We can and do.

Blankets by Brent
Business Owner: Brent Sullivan
brentsullivan510@gmail.com

Brookes Publishing Co.
http://www.brookespublishing.com

For over 30 years, Brookes Publishing has been a leading provider of resources on disabilities, autism, education, child development, early intervention, communication, language, behavior, and mental health. An independent company, Brookes Publishing is headquartered in Baltimore, Maryland.

College of Direct Support
http://www.collegeofdirectsupport.com

Based on the Community Supports Skills Standards the College of Direct Support is a web based, dynamic learning and skills demonstration tool for the DSP workforce. A Project of National Significance, the CDS is a collaborative work of the University of Minnesota Institute on Community Integration and Elsevier.

Communi-Symbols
Business Owners: Monique Morrison and Michael Raidt
Community Resource Alliance (CRA)
http://www.cra.com

CRA is the home of 5 Star Quality and provides dynamic transformational training, consulting, and technical support services in human services using applied knowledge development approaches. Derrick Dufresne and Mike Mayer are the Senior Partners. Don’t Predict the Future – Invent It!

Disability.gov
http://www.disability.gov

Disability.gov, a federal government website, offers comprehensive information about disability-related programs and services. Visitors are connected to thousands of resources from government agencies, educational institutions and non-profit organizations on topics that include benefits, civil rights, community life, education, emergency preparedness, employment, health, housing, technology and transportation.

End The Wait Now!
Maryland Waiting List Campaign
http://www.endthewait.com

Learn about Maryland’s Waiting List Campaign and how you can get involved! The Campaign is funded by the Maryland Developmental Disabilities Council and operated by The Arc of Maryland.

Essential Learning
http://www.EssentialLearning.com

Essential Learning (EL) is the largest provider of e-learning services for the human service industry. EL will reduce your employee training costs and ensure compliance with training mandates. We offer an extensive online course library on developmental disabilities, mental health, workforce development and compliance topics. Learn more at www.EssentialLearning.com or call 1-800-729-9198, ext. 284.

Glass Expressions by Paul
Business Owner: Paul Weller

Human Service Research Institute & The Riot!
http://www.hsri.org
http://www.theriotrocks.org

Since 1976, Human Services Research Institute has provided consultation and conducted research efforts at both the state and federal levels in the following focus areas: Intellectual & Developmental Disabilities, Child and Family Services, Mental Health and Substance Use.

The Riot! is an e-newsletter for self-advocates. We want to make you laugh and feel good about life. Every issue focuses on a timely theme, or a particular idea. The Riot! covers life topics such as dating, health and everyday fun. The Riot! comes out 4 times a year. It is written and put together mostly by self-advocates.

Internet Based Video Communications
Blue Fire Consulting, LLC
Contact: mark@mtadvocacy.com

Come see how broadband internet combined with off-the-shelf video cams can help you take advantage of the most innovative communication tools in the market today! Any individual, as well as large or small agencies, can tap into communication tools that only Fortune 500 companies could afford in the past. Adopting these tools now can help you increase your communication opportunities and reduce travel time and expenses. Take a moment to stop by our table to see a real time demonstration of how these new and inexpensive web tools can be used to create and manage: 1) small and large video web conferencing, 2) video online seminars, and 3) customized web based e-learning. These tools can save your organization money and increase the time you spend with your constituents, staff, and supporters.

Liberty Healthcare
http://www.libertyhealthcare.com

Liberty Healthcare provides quality improvement services to States and to community based providers. These services include conducting state certification surveys, consulting and technical assistance.

The Mandt System, Inc.
http://www.mandtsystem.com

The Mandt System, Inc. provides training and consultation services to build healthy relationships in order to prevent violence in the workplace. Our overall focus on improving the quality of human services by focusing on the true context of services – staff to staff relationships – has empowered many organizations to decrease and in some cases eliminate the use of restraint. They also report increases in the safety of individuals served and staff, increased staff retention and employee morale, and decreased workers compensation costs.
Maryland Developmental Disabilities Administration
http://dhmh.maryland.gov/dda_md

The Maryland Developmental Disabilities Administration’s (DDA’s) goals are to assist people to:
• direct their lives;
• have viable support options; and,
• have information to make decisions.

The National Alliance for Direct Support Professionals
http://www.nadsp.org/main

The National Alliance for Direct Support Professionals (NADSP) is a membership body of organizations and individuals who share a commitment to helping people who receive community human services to live self-determined lives. We recognize that people needing support are more likely to fulfill their dreams if they have well-trained, experienced, and motivated people at their side in long-term, stable compatible support relationships.

Welcome
To Maryland and to the Reinventing Quality Conference

Goals of the Maryland Developmental Disabilities Administration:
Help people with developmental disabilities
• direct their lives
• have viable support options, and
• have information to make decisions

The National Association of State Directors of Developmental Disabilities Services (NASDDS),
The National Core Indicators Program, and
The State Employment Leadership Network
http://www.nasddds.org
http://selnmembers.org
http://www.nationalcoreindicators.org

The National Association of State Directors of Developmental Disabilities Services promotes and assists states in developing effective, efficient service delivery systems that furnish high-quality services and supports to people with lifelong developmental disabilities. The Association’s principles reflect the belief of the membership that state service systems should ensure people with developmental disabilities’ rights to: be treated with respect and dignity; be independent and make individual choices; participate in family and community; have opportunities to maximize their full potential; and receive outcome-based services and supports.

The State Employment Leadership Network (SELN) is a technical assistance collaborative composed of state intellectual and developmental disability agencies that are committed to improving employment outcomes for adolescents and adults with developmental disabilities. Managed by the National Association of State Directors of Developmental Disabilities Services and the Institute on Community Inclusion at UMass./Boston, the project assists states in changing systems to promote employment among all persons with ID/DD receiving publicly financed support.

The National Core Indicators program (NCI) was launched in 1997 as a collaborative effort among NASDDS, the Human mental disabilities agencies. Designed to meet state developmental disabilities officials’ needs for valid and reliable tools to assess system performance, the NCI has become the most comprehensive data-set on developmental disabilities services in existence today.

National Organization to End Waitlists (NOEWAIT)
http://www.noewait.net

NOEWAIT is a grass-roots, national, social justice movement organized to ensure full opportunity, choices, freedom, and self-determination for people with intellectual and developmental disabilities in every community by eliminating waitlists for services in every state. This will be accomplished through public education, mobilizing people into action, and changing public policy.
NatureJems
Business Owner: Dori Grasso
dcgrasso1@yahoo.com; 410-561-1278

NatureJems prides itself on creating customized wearable art. The owner, a former science and special education teacher, specializes in jewelry that takes its inspiration from concepts found in science and nature. She began working at home so she could be available for her young adult daughter who cannot drive due to disability issues.

Precision Care, Inc.
http://www.precisioncare.com

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

Public Partnerships, LLC
http://www.publicpartnerships.com

Public Partnerships, LLC is a financial management services firm and Fiscal Employer/Agent based in Boston, MA. PPL was founded as a financial management services company in 1999 to provide financial management, customer services, support broker and related services to public agencies seeking to develop consumer-directed programs, focused on the needs of individual participants. PPL has contracts in 17 states, serving approximately 34,000 adults and children with developmental disabilities, persons with physical disabilities and chronic health problems, older adults at risk of nursing home placement, adults with traumatic brain injuries, children with autism (and their families), and others with support needs.

The Quality Mall
http://www.qualitymall.org/main

The Quality Mall is a website where you can find lots of free information about person-centered supports for people with intellectual/developmental disabilities. Each of the Mall Stores has departments you can look through to learn about positive practices that help people with intellectual/developmental disabilities live, work and participate in our communities and improve the quality of their supports. The Quality Mall is maintained by the Research and Training Center on Community Living and was started with support from the National Association of State Directors of Developmental Disabilities Services, the Human Services Research Institute and the Administration on Developmental Disabilities – U.S. Department of Health and Human Services.

Research and Training Center on Community Living (RTC),
University of Minnesota and the Disability History Wiki Project
http://rtc.umn.edu
http://www.disabilityhistorywiki.org

The Research and Training Center on Community Living provides research, evaluation, training, technical assistance and dissemination to support the aspirations of persons with developmental disabilities to live full, productive and integrated lives in their communities.

The Disability History Wiki project is a website that aims to bring together formatted multimedia information on the history of disability, in particular leadership in developmental disabilities, with the opportunity to contribute to this record of history through a wiki.

Ruthie-Marie Beckwith, Author
Contact: empfanatic@aol.com

Ruthie-Marie Beckwith will be signing her debut novel, “Seven Days at Oak Valley.” This is a newly released mystery novel about how Tony Ervin, a resident of a Tennessee institution, serves as an amateur sleuth and solves the murder of one of the institution’s staff. It is set in 1972 and is full of the misuse of power, politics, and southern intrigue of the times.

TheArcLink, Inc.
www.thearclink.org


Therap Services
http://www.therapservices.net

Therap Services is the industry leader in providing electronic records and documentation in long term care services for people with developmental disabilities. The Therap system provides web-based progress notes, individualized service planning and tracking, incident reporting, medical information management, and electronic MAR, attendance, staff scheduling, personal finance, direct billing, and more.
Samual Bagenstos, U.S. Department of Justice
We are thrilled to have Mr. Bagenstos, the Principal Deputy Assistant Attorney General of the U.S. Department of Justice’s Civil Rights Division, join us to speak about the Civil Rights Division’s Olmstead enforcement and human rights efforts. Since 1999, Bagenstos has been a law professor; he has taught at Harvard, Washington University in St. Louis, UCLA, and the University of Michigan. Bagenstos played a key role in defending the constitutionality of the Americans with Disabilities Act and its abrogation of state sovereign immunity. He represented individuals with disabilities in a number of cases in which defendants attacked the statute as unconstitutional. Over the past year new life has been breathed into the DOJ’s Civil Rights Division — come hear about the Division’s plans to improve the quality of life for people with disabilities in the United States.

THE MOVING MOUNTAINS AWARDS

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).

Don't miss this plenary session! Jerry Smith, award winning Director, will be premiering a new advocacy film about the importance of Direct Support Professionals in our communities and their vital involvement in promoting inclusive communities.

We will be honoring the 2009 and 2010 Award Recipients.

2009 MOVING MOUNTAINS AWARD RECIPIENTS:
South Dakota Association of Community Based Services
Accepting the award will be Christie Johnson and Eileen VanSoest.

Community Living Program, Catholic Community Services of Southern Arizona for their Starfish Program.
Accepting the award will be Sue Henning Mitchell.

2010 MOVING MOUNTAINS AWARD RECIPIENTS:
Adirondack Arc (New York) for their Direct Support Professional Master Worker and Career Path program.
Accepting the award will be Lester Parker and Arden Kleffmann.

Arc of Delaware County (New York) for their Life and Career Model Program.
Accepting the award will be Barbara Rothenberg.
Tuesday, August 10  

Barbara Coulter Edwards  
Barbara Coulter Edwards is the Director of the Disabled and Elderly Health Programs Group in the Center for Medicaid and State Operations at the Centers for Medicare and Medicaid Services (CMS). Barb has almost 30 years of public and private sector experience in health care financing. She is a nationally recognized expert in Medicaid policy, including managed care, cost containment, long-term care, and State and federal health care reform. Barb is a frequent national presenter on Medicaid trends and State health policy challenges. During her time as Ohio’s Medicaid Director, Barb led significant program reforms, including implementation of Ohio’s comprehensive strategy to promote access to home and community-based long-term services and supports. Ms. Edwards will speak about priorities for Medicaid and the Disabled and Elderly Health Programs Group within the context of Medicaid reform.

Sharon Lewis  
Sharon Lewis is the Commissioner of the Administration on Developmental Disabilities, Administration for Children and Families. Ms. Lewis has served as the Senior Disability Policy Advisor to U.S. House Committee on Education & Labor Chairman George Miller. In this capacity, she advised members of the Committee on legislative strategy and disability-related policy in education, employment and healthcare. Previously, she worked as a Kennedy Public Policy Fellow for U.S. Senate Subcommittee on Children & Families Chairman Chris Dodd. Prior to her work in Congress, Sharon served on the state level in various disability policy and program roles, and as a grassroots community organizer. Ms. Lewis will speak about new initiatives and directions at the Administration on Developmental Disabilities.

Making Integrated Employment the First Option: A State of the States Report  
Pat Rogan  
Pat Rogan is the Executive Associate Dean, Indiana University School of Education, Indianapolis. Supported employment and other forms of integrated employment have been in place for 30 years. However, most adults with disabilities who require support to get and keep employment still spend their days in sheltered facilities. This presentation will focus on the following questions:

- What is the current ‘state of the state’ in employment?
- How are some states moving forward with an Employment First agenda?
- What ‘best practices’ are resulting in positive employment outcomes?
- Where do we go from here?

Income Generation for All!  
Annette Downey, Daniel Perry, Ray Schuholz, and John Toppi  
Hear how people with developmental disabilities are earning income and making great things happen in their lives by self-directing their supports. Audience members will be encouraged to set high expectations and “think outside the box” when assisting people with disabilities in planning for their futures. Creative options for income generation will be explored, including the option of small business development. Come hear about how one group is focusing on helping people achieve active, rich, and respected lives as valued members of their community!

Annette Downey is the Executive Director of Community Living Services of Oakland County, Michigan. Daniel Perry, Ray Schuholz, and John Toppi receive employment services through Community Living Services of Oakland County.
## REINVENTING QUALITY 2010 SCHEDULE

### SUNDAY

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>2:00 - 5:00</td>
<td><strong>LEADERSHIP INSTITUTE REUNION</strong></td>
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<tr>
<td>5:30 - 7:00</td>
<td><strong>WELCOME RECEPTION</strong></td>
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</tbody>
</table>

### MONDAY

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:45 - 8:30</td>
<td><strong>CONTINENTAL</strong></td>
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| 8:30 - 10:30 | WELCOME: Michael Chapman, Director, Maryland Developmental Disabilities Administration  
PLENARY SESSION: Samuel Bogenstos, U.S. Department of Justice and The Moving Mountains Award Winners! |

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<tr>
<th>Room</th>
<th>BALTIMORE A</th>
<th>BALTIMORE B</th>
<th>MARYLAND A</th>
<th>MARYLAND B</th>
<th>MARYLAND D</th>
</tr>
</thead>
</table>
| Chairs     | Michael Mayer, Beth Mount, and Patti Scott  
Graphic Facilitators: Dave Hasbury and Jack Peppert | Vol Bradley and Jim Gardner | Ruthie-Marie Beckworth and Liz Waintroub | John Agosta and Holly Riddle | John Butterworth, Rie Kennedy-Lizotte and Joe Meddors |
| Speakers   | Michael Chapman, Derrick Dufresne, Mike Mayer, Beth Mount, Patti Scott, Pam Walker  
**Moderator:** Patti Scott | Alexandra Bonardi, Ken Cabral, Laura Nuss, Bill Allen, Eric Zigman | **Moderators:** Sarah Taub | John Agosta, Jon Fortune, Graham Mulholland | **Moderator:** John Agosta |
| **Speakers** | Carol Beatty, Michael Chapman, Carole Gothelf, Jennifer Holton, Joan Johnson, Cindy Kaufman, Sue Rattman, Joan Runenap, Larry Swabe, Ed Walsh  
**Moderators/Facilitators:** Mike Mayer and Beth Mount | Elyse Luka, Alision Olivier, Ray Pierce, Eddie Tewson  
**Moderator:** Chas Mosley | Shelly Christensen, Andy Gordon, Danny Gordon, Joe Lantos, Liz Waintroub  
**Moderator:** Shelly Christensen | Cola Feinstein, Charlie Lakin, Holly Riddle, Shelia Roman  
**Moderator:** Holly Riddle | **Moderator:** Rie Kennedy-Lizotte |
| Breakout 2 | Where We Are and How to Get There: Increasing the Investment in Innovation for Quality Supports  
**Speakers:** Carol Beatty, Michael Chapman, Carole Gothelf, Jennifer Holton, Joan Johnson, Cindy Kaufman, Sue Rattman, Joan Runenap, Larry Swabe, Ed Walsh  
**Moderators/Facilitators:** Mike Mayer and Beth Mount | Quality Improvement: Connecting the Dots  
**Speakers:** Elyse Luka, Alision Olivier, Ray Pierce, Eddie Tewson  
**Moderator:** Chas Mosley | Taking Our Place as Full Participants in Our Faith Communities | Taking Stock of Where We Are: Current Trends in Services and Spending | Building a Business: Em and Jeni’s Coffee Shop  
**Moderator:** Rie Kennedy-Lizotte |
| Breakout 3 | Leadership Challenges: How Leaders Can Encourage Innovation and Sustain Commitment Over Time  
**Speakers:** Carol Beatty, Michael Chapman, Carole Gothelf, Jennifer Holton, Joan Johnson, Cindy Kaufman, Sue Rattman, Joan Runenap, Larry Swabe, Ed Walsh  
**Moderators/Facilitators:** Derrick Dufresne, Patti Scott | The Provider Challenge: Managing Quality Across Multiple and Complex Systems  
**Speakers:** Gerry Morrissey, Anne Starr, Renée Patrząngel,  
**Moderator:** Jim Ginder | Quality According to Whom? People Designing and Carrying Out Their own Evaluation of Their Services  
**Speakers:** Alycia Burnoughs, Jim Conroy, Marian Frattarola-Saulino, Mark Friedman, Gino Scalzitti, Jim Searle  
**Moderator:** Marian Frattarola-Saulino | Creative and Successful Approaches in the Face of the Economic Downturn - Part One  
**Moderator:** John Agosta | Building an Employment First Strategy  
**Moderator:** Rie Kennedy-Lizotte |
| 5:30 - 7:00 | **RECEPTION** — Enjoy the Guitar Music of Ray Eicher |
| 6:30 - 8:00 | **CELEBRATION OF SELF ADVOCACY** |
| 8:00 - 10:00 | MONDAY NIGHT AT THE MOVIES — Great movies, popcorn, dessert buffet and discussion  
— OR —  
THE DANCE! — All invited! |
# Homeland Room

## Maryland Foyer

### BREAKFAST

<table>
<thead>
<tr>
<th>MARYLAND C</th>
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<td>Effective Community Supports for People with Complex and Challenging Needs</td>
<td>Supporting Individuals and Families as They Age and Addressing End-of-Life Issues</td>
<td>Assuring the Best Workforce: Supporting Quality Direct Support Professionals</td>
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<tr>
<td>Marian Frattarola-Saulino and Gail Godwin</td>
<td>Angela Amado, Chas Moseley and Charlie Lakin</td>
<td>Leigh Ann Kingsbury and Maggie Nygren</td>
<td>Amy Hewitt and Sheryl Larson</td>
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<td>Individualized Budgeting: Making Good Lives Work... and CMS Perspectives</td>
<td>State-Level Comprehensive Approaches for Emergency Response and Crisis Support Services</td>
<td>Addressing Health Care and End-of-Life</td>
<td>National Perspective and Activities Related to the Direct Support Workforce</td>
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<tr>
<td>Ken Capone, Paul Saulino, Anita Yuskauskas, Pat Carver</td>
<td>Joan Beasley, Lisa Wolfe, Dianne Turner</td>
<td>Leigh Ann Kingsbury, Judy Levy, Ninny Morrell</td>
<td>Carrie Blakeway, Laura Ginsburg, Renee Pattrinigo, Mary Sowers, Joe MacBeth</td>
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<tbody>
<tr>
<td>Judy Durand, Mark Friedman, Rosalind Gregory, Robert Jones, Beth Munro, Bruce Myhaver, Dorothy Ports, Mahlyn Robinson, Paul Saulino, Anthony Williams and members of the Values Into Action - NJ Supports Coordination Team</td>
<td>Keith Bourdon, William Pockard, Steven Turner, James Young</td>
<td>Tawora Goode, Liz Perkins</td>
<td>Christie Johnson, Eileen VanSest, Michele Belanos, Sue Hennig-Mitchell</td>
<td>Michael Small, Mary Lou Bourne</td>
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<tr>
<td>Moderator: Marian Frattarola-Saulino</td>
<td>Moderator: Angela Amado</td>
<td>Moderator: Maggie Nygren</td>
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<tbody>
<tr>
<td>Living My Life, My Way!</td>
<td>Two Approaches to Problem Behavior: Using Positive Behavior Supports for Youth in the Community and EMDR Treatment for People who Have Experienced Trauma</td>
<td>Evaluating Olmstead Compliance</td>
<td>Excellence in Direct Support: Moving Mountains Award Winners, 2010</td>
<td>Medicaid Options Promoting Home and Community-Based Services</td>
</tr>
<tr>
<td>Diane Belnovics, Oscar Drummond, Jennifer Howell, Joan Seate, Brent Sullivan</td>
<td>Dan Baker, Gail Ford, Jan Schaad</td>
<td>Tony Records</td>
<td>Lester Parker, Arden Kleffmann, Angela Edwards, Walter LeRoy, Molly Little, Barbara Rothenberg</td>
<td>Suzie Bosstick, Kathy Poisal, Mary Sowers, Anita Yuskauskas</td>
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<td>Moderator: Gail Godwin</td>
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<td>Moderator: Sheryl Larson</td>
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## Maryland Foyer

### Fells Point Room

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<th>Maryland C</th>
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**Tuesday**

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<tr>
<th>Time</th>
<th>Location</th>
<th>Session</th>
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<tbody>
<tr>
<td>7:45 - 8:30</td>
<td>Continental</td>
<td><strong>Plenary Session:</strong> Barbara Coulter Edwards, CMS; Sharon Lewis, ADD, Pat Rogan, Indiana University School of Education, Annette Downey, Daniel Perry, Ray Schuholz, and John Toppi — all of Community Living Services of Oakland County, Michigan</td>
</tr>
<tr>
<td>8:30 - 10:30</td>
<td>BALTIMORE A/B</td>
<td><strong>Innovation in Individualized Supports:</strong> Providers Describe their Journeys Toward Change</td>
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<td>BALTIMORE B</td>
<td><strong>Quality Improvement Systems for Home and Community Based Waivers:</strong> What CMS Expects</td>
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<td>MARYLAND A</td>
<td><strong>All about Co-ops! Ways to Get Something Different than What Exists</strong></td>
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<td>MARYLAND B</td>
<td><strong>Creative and Successful Approaches in the Face of the Economic Downturn - Part Two</strong></td>
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<td>MARYLAND D</td>
<td><strong>Vision for Employment 2010: City of Philadelphia’s Employment Initiative</strong></td>
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**Breakout 4**

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<tr>
<th>Time</th>
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<tr>
<td>10:45 - 12:15</td>
<td>BALTIMORE A/B</td>
<td><strong>Innovation in Individualized Supports:</strong> Providers Describe their Journeys Toward Change</td>
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<td>BALTIMORE B</td>
<td><strong>Quality Improvement Systems for Home and Community Based Waivers:</strong> What CMS Expects</td>
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<td>MARYLAND D</td>
<td><strong>Vision for Employment 2010: City of Philadelphia’s Employment Initiative</strong></td>
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</tbody>
</table>

**Speakers**

- Carol Beatty, Carole Getholf, Cindy Kaufman, Sue Rottman, Pam Walker
- Anita Yuskavskas
- Elizabeth Cason, Jeannette Gray, David Lankford, Jill Rodgers
- Dennis Hanks, Michael Norris, Paolo Sotnik
- Diane Kehoe, Shauna Roman, Ann Marie Campbell, Leonard Kravitz, Kathy Sykes, Susan Schonfeld

**Moderators**

- Patti Scott
- Val Bradley
- Ruthie-Marie Beckwith
- Steve Eidelman
- John Buttersworth

**Lunch on Your Own**

<table>
<thead>
<tr>
<th>Time</th>
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<tbody>
<tr>
<td>12:15 - 1:45</td>
<td>BALTIMORE A/B</td>
<td><strong>Innovation and Hope and Thinking in Possibility:</strong> Leadership Implications</td>
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<td>BALTIMORE B</td>
<td><strong>Centers for Medicare &amp; Medicaid Services Open Forum</strong></td>
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<td>MARYLAND A</td>
<td><strong>It’s My Life, My Choice, and My Right to Be Abuse Free</strong></td>
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<td>MARYLAND B</td>
<td><strong>Think College: Postsecondary Education Options for Students with Intellectual Disabilities</strong></td>
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<td>MARYLAND D</td>
<td><strong>It’s My Life, My Choice, and My Right to Be Abuse Free</strong></td>
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</tbody>
</table>

**Speakers**

- Lynda Kahn, Jack Pearpoint
- Suzie Basick, Kathy Pfeil, Mary Sowers, Anita Yuskavskas
- Shelly Anderson, Mark Buzzo, Beverly Frantz, Carolyn Morgan, Tommy Torum
- Meg Grigal, Debra Hart

**Moderators**

- Patti Scott
- Val Bradley
- Nancy Tinsley
- Steve Eidelman

**Wrap-Up**

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<tr>
<th>Time</th>
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<tr>
<td>3:30 - 4:15</td>
<td>BALTIMORE A/B</td>
<td><strong>Wrap Up!</strong> Come watch a film of conference events and Door Prizes!</td>
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<td>BALTIMORE B</td>
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**Wrap-Up**

- **Wrap Up!** Come watch a film of conference events and Door Prizes! (Maryland B)

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**What’s a Talking Wall?**

It’s an opportunity to make a short film about what you think and feel! Post it on YouTube or become part of a growing body of films of people speaking out about what they believe!

We’re looking for people who would like to be captured on film saying something about any one of the following:

- What do you think about people still using the “R Word”?
- What’s better about your life than the way your life was before?
- Is there something else you would like to talk about?

Don’t miss the Wrap Up to catch yourself on film and for the best door prizes of the conference!
### SCHEDULE — TUESDAY

#### REINVENTING QUALITY CONFERENCE 2010    Doing Right by People in Challenging Times

#### Breakfast

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<tr>
<td>Stephanie Bell, Gail Godwin, Beth Mount</td>
<td>Kevin Aldridge, Patrick Frawley, Lara Palay</td>
<td>Richard Devylder, Frank Latham, William Lynch, Marcie Roth</td>
<td>John Agosta, Robin Cooper, Julie Petty, Kathy Swanson, Ryan Swanson, Sue Swenson, Nancy Thaler, Betsy Valnes</td>
<td>Moderator: Gail Godwin</td>
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<tr>
<th>The Star Raft</th>
<th>What Are We Learning? Using Person-Centered Practices to Support Everyone in the Community</th>
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<td>David Wetherow</td>
<td>Mary Lou Bourne; Michael Small</td>
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**A Celebration of Self Advocacy!**

**Let Your Voice Be Heard**

Councils on Developmental Disabilities are about supporting self advocates and self advocacy...

Councils are about coming up with new ideas!

This year the Councils are re-writing their state plans ... they want to hear from self advocates

— What would you like to see Councils on Developmental Disabilities do (or do more of)?
— What would you like to see them include in their state plans?

All Are Welcome to this Celebration and Lively Discussion!

**Light Dinner Provided**

**Monday Evening**

6:30 – 8 pm

Fells Point Room (5th floor)

**Sponsored by**

Community Resource Alliance (CRA)
College Of Direct Support

Building Careers, Supporting Lives

Direct Support Professionals
200,000 Learners

7,054,894 CDS Lessons Completed

32 Courses • 133 Lessons
Core CDS Curriculum • College of Frontline Supervision & Management
Disability Intensive Courses • Film For Thought
Connecting The Entire Support System In A Common Language & Vision

University of Minnesota
Driven to Discover™

DIRECT SUPPORT
An Internet-based Curriculum for Direct Support Professionals
www.collegeofdirectsupport.com • toll free (877) 353-2767
MONDAY NIGHT AT THE MOVIES

Come meet the folks from the ReelAbilities Film Festival and get a taste of a New York Film Festival Right here at the Reinventing Quality Conference!

See two amazing movies, enjoy some fresh-popped popcorn and top off a great day with a fabulous dessert buffet.

Shameless: The Art of Disability 76 minutes. Art, activism and disability are the starting point for what unfolds as a funny and intimate portrait of five surprising individuals. Packed with humor and raw energy, SHAMELESS: the ART of Disability is a revelation of a film: honest, vulnerable and filled with unexpected beauty (National Film Board of Canada).

Among the Giants 23 minutes. This is a great film about a non-profit that manufactures cardboard adaptive technology and the people who use their products. The Director says of this film, “in Among the Giants, ‘disability’ becomes a fact of life which leads to … obstacles and discoveries. The individuals featured in the film are thus no less capable, rather they are filled with an incredible sense of unstoppable will and determination and deal with issues that [no matter what we do everyday] usually dwarf many of our daily problems or complaints.”

Monday, 8:00 – 10:00 Maryland B & C

Our thanks to the ReelAbilities Film Festival for their sponsorship and for bringing a taste of their New York Film Festival to the Reinventing Quality Conference. Our thanks to Shelly Christensen for organizing this event!

The JCC in Manhattan presents THE THIRD ANNUAL REELABILITIES NY DISABILITIES FILM FESTIVAL

Now Available for Your Community!

Dedicated to promoting awareness and appreciation of the lives, stories and artistic expressions of people with different abilities.

Save the Dates!
Feb 3-8, 2011 in multiple locations throughout NY

To learn more, visit REELABILITIES.ORG or contact reelabilities@jccmanhattan.org

Don’t Miss the Receptions!
Sunday & Monday evenings from 5:30 – 7:00 in the Maryland Foyer!

Catch up with old friends and make some new ones!
## SUNDAY

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<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tr>
<td>2:00 – 5:00 pm</td>
<td>LEADERSHIP INSTITUTE REUNION</td>
<td>Homeland Room</td>
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<tr>
<td>5:30 – 7:00 pm</td>
<td>WELCOME RECEPTION</td>
<td>Maryland Foyer</td>
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## MONDAY

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<tr>
<td>7:45 – 8:30</td>
<td>CONTINENTAL BREAKFAST</td>
<td>Maryland Foyer</td>
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<tr>
<td>8:30 – 10:30</td>
<td>PLENARY SESSION</td>
<td>Maryland B and C</td>
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**WELCOME**
Michael Chapman, **DIRECTOR, MARYLAND DEVELOPMENTAL DISABILITIES ADMINISTRATION**

**KEYNOTE SPEAKER**
Samuel Bagenstos, **U.S. DEPARTMENT OF JUSTICE**

Mr. Bagenstos, the Principal Deputy Assistant Attorney General of the U.S. Department of Justice's Civil Rights Division, will speak about the Civil Rights Division’s Olmstead enforcement and human rights efforts. Bagenstos played a key role in defending the constitutionality of the Americans with Disabilities Act and its abrogation of state sovereign immunity.

**THE MOVING MOUNTAINS AWARDS**
The Moving Mountains Awards are presented to organizations 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). Don’t miss this plenary session! Jerry Smith, award winning film Director, will be premiering a new advocacy film about the importance of Direct Support Professionals in our communities and their vital involvement in promoting inclusive communities.

**2009 AWARD RECIPIENTS**
**South Dakota Association of Community Based Services** for their project: The Direct Support Workforce: Building a Collaborative Strategy for Recruitment, Retention, Training, and Utilization. Accepting the award will be Christie Johnson and Eileen VanSoest.

**Community Living Program, Catholic Community Services of Southern Arizona** for their Starfish Program. Accepting the award will be Sue Henning Mitchell.

**2010 AWARD RECIPIENTS**
**Adirondack Arc (New York)** for their Direct Support Professional Master Worker and Career Path program. Accepting the award will be Lester Parker and Arden Kleffmann.

**Arc of Delaware County (New York)** for their Life and Career Model Program. Accepting the award will be Barbara Rothenberg.

### 10:45 – 12:15 BREAKOUT 1 – MONDAY

**STRAND: Innovation in Individualized Supports: Three States’ Success Stories**

Making the shift to individual supports: what works and reflections on lessons learned

Come hear from people from across the country who are making the change to individual supports a reality! A discussion of how opportunities for sharing the learning have been created in Maryland, New York and North Carolina. We’ll share ways that commitment and investments have been built and the distinguishing features of each of the three initiatives including U theory, Lives of Distinction, Innovation Generator Design Teams, Leadership Learning Logs, Partnership, Circles, Community of Practice, and Community Focus.

**SPEAKERS:** Michael Chapman, **MD Developmental Disabilities Administration**; Derrick Dufresne, **Community Resource Alliance**; Mike Mayer, **Community Resource Alliance**; Beth Mount, **Capacity Works**; Patti Scott, **Neighbours, Inc.**; Pam Walker, **Center on Human Policy, Syracuse University**

**MODERATOR:** Patti Scott, **Neighbours, Inc.**
STRAND: Systematic Quality Improvement: More Important Now than Ever

KEEPING PEOPLE HEALTHY AND SAFE: DATA DRIVEN RISK MANAGEMENT
This session will look at new approaches to aggregating health and safety data and what we can learn from these data to improve quality. The session will feature state quality management staff and consultants from around the country who are working to improve the application of health, incident, and other data to improve the well-being of people with intellectual and developmental disabilities.

SPEAKERS: Alexandra Bonardi, Center for Developmental Disabilities Research, UMASS Medical Center; Ken Cabral and Laura Nuss, DC Developmental Disabilities Administration; Bill Allen and Eric Zigman, Bay Area Quality Management System
MODERATOR: Sarah Taub, Human Services Research Institute

Maryland A
10:45 – 12:15

STRAND: Promoting Opportunities for Independence and Choice

SOUND OFF ABOUT QUALITY
Having a voice in the development and operation of services and supports is one of the most important ways people with disabilities and their families can ensure quality. We want to hear from you (and be sure you hear from people who receive supports)! Come take part in this open mike session that will give us all a chance to discuss what quality really means and how it can be achieved.

MODERATORS: Mark Friedman, Blue Fire Consulting and Liz Weintraub, The Council on Quality and Leadership

Maryland B
10:45 – 12:15

STRAND: Funding Crisis: Opportunities for System Reform

INVESTING WISELY IN THE FUTURE — STRATEGIC INVESTMENTS AND RESOURCE ALLOCATION
Service systems for citizens with developmental disabilities must be re-designed to make the most efficient use of state resources and assure that the needs of individuals are addressed. Join us to learn about practices being applied across several states to redesign systems. Three presentations are offered. The first illustrates what State Planning Councils are doing to promote innovative change and respond strategically to the current funding crisis. The second describes use of a “gap analysis” to examine state performance, coupled with development of a series of strategic action steps in response. Third, an extensive process is described for establishing “individualized service budgets” for individuals. The process involves assessing individual support needs and reforming service reimbursement rates. This process literally is changing service systems. Come see how.

SPEAKERS: John Agosta and Jon Fortune, Human Services Research Institute; Graham Mulholland, PA Council on Developmental Disabilities
MODERATOR: John Agosta, Human Services Research Institute

Maryland C
10:45 – 12:15

STRAND: Making Paid Work a Priority

CREATIVE AND CUSTOMIZED EMPLOYMENT OPTIONS
This session will focus on customized employment strategies that lead to creative wage jobs including the use of job negotiation, resource ownership, and self-employment. Topics will include the discovery process and using an array of traditional and non-traditional funding sources including economic development options to support job outcomes.

SPEAKERS: Mike Menio, Polka Mike DJ Service; Corey Smith, VIA, Bethlehem; Paul Weller, Glass Expressions by Paul
MODERATOR: John Butterworth, Institute for Community Inclusion, University of Massachusetts

continued
STRAND: Offering Personalized Supports: Evolving and Enduring Lessons

Maryland C
10:45 – 12:15

INDIVIDUALIZED BUDGETING: MAKING GOOD LIVES WORK... AND CMS PERSPECTIVES

Often we hear – “if only I could use my money in the way that makes sense for me, I would be able to…” Hear personal experiences, agency operatives and federal perspectives about how individualized budgeting is enabling people to design and implement services their way. Converting from program to individualized budgets is being done successfully. With continued innovation and use of assistive technology at the individual, government and provider level, more people can access full community and lead self-determined lives!

The presenters will discuss how The Centers for Medicare and Medicaid Services’ expectations regarding choice of provider and the use of individualized budget allocations are enabling people to design and implement services their way. Leave with an action plan easy enough to start tomorrow and implement over time!

SPEAKERS: Ken Capone, People on the Go of Maryland; Pat Carver, Community Drive Inc; Kathy Poisal, Centers for Medicare and Medicaid Services (CMS); and Paul Saulino, Values Into Action
MODERATOR: Marian Frattarola-Saulino, Values Into Action – Pennsylvania

STRAND: Effective Community Supports for People with Complex and Challenging Needs

Maryland F
10:45 – 12:15

STATE-LEVEL COMPREHENSIVE APPROACHES FOR EMERGENCY RESPONSE AND CRISIS SUPPORT SERVICES

The START program is a systems linkage approach to the provision of services and supports in the community for individuals with intellectual disabilities/mental illness and other developmental and behavioral health needs. The focus is on collaboration and enhancement of the service system while developing services to fill in service gaps including crisis intervention and family respite. Findings indicate that the model is cost effective and reduces the need for crisis services over time, while improving experiences and the ability to provide more effective services to those in need. Outcomes from Massachusetts and other states will be presented and Lisa Wolfe will present the outcomes associated with the first year of operation in North Carolina. In the second part of this session, Dianne Turner will present Growing Resources (GRO) highlighting strategies and resources developed in Oregon related to crisis services, prevention and creating system capacity to support individuals with complex needs.

SPEAKERS: Joan Beasley, Center for START Services; Lisa Wolfe, NC START East; Dianne Turner, Oregon Technical Assistance Corporation
MODERATOR: Charlie Lakin, Research & Training on Community Living, University of Minnesota

STRAND: Supporting Individuals and Families as They Age and Addressing End-of-Life Issues

Homeland
10:45 – 12:15

ADDRESSING HEALTH CARE AND END-OF-LIFE

Come join this lively panel discussion that focuses on ethics, decision making, and using person centered practices for age-related health and behavioral support needs, end-of-life care and other issues. The discussion will address family and caregiver dynamics and strategies for supporting people's health care needs and wants by tapping community resources.

SPEAKERS: Leigh Ann Kingsbury, Innovation in Leadership and Supports; Judy Levy, Kennedy Krieger Institute; Mindy Morrell, The Arc of Frederick County
MODÉRATOR: Leigh Ann Kingsbury, Innovation in Leadership and Supports

STRAND: Assuring the Best Workforce — Supporting Quality Direct Support Professionals

Federal Hill
10:45 – 12:15

NATIONAL PERSPECTIVES AND ACTIVITIES RELATED TO THE DIRECT SUPPORT WORKFORCE

One of the greatest challenges facing states is figuring out how to serve more people with less money and an ever-shrinking pool of potential workers. This panel will give participants an overview of resources, promising practices and initiatives that are occurring at the national level through the Direct Service Workforce Resource Center, Department of Labor (DOL) and Centers for Medicare and Medicaid Services (CMS). Opportunities for discussion with federal and national panelists will be provided.

SPEAKERS: Carrie Blakeway, DSW Resource Center; Laura Ginsburg, DOL/ETA; Renee Pietrangelo, ANCOR; Mary Sowers, Centers for Medicare and Medicaid Services (CMS); Joe MacBeth, NADSP
MODERATOR: Amy Hewitt, Research & Training Center on Community Living, Univ. of Minnesota
# REINVENTING QUALITY CONFERENCE 2010

**Doing Right By People in Challenging Times**

**BALTIMORE MARYLAND**

<table>
<thead>
<tr>
<th>Sunday, August 8</th>
<th>Monday, August 9</th>
<th>Tuesday, August 10</th>
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<td><strong>Registration:</strong> 7:30 – 11:00</td>
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<td><strong>8:30 – 10:30</strong> Plenary 1: Welcome: Michael Chapman; Sam Bagenstos &amp; Moving Mountains Award Presentation Maryland B &amp; C</td>
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<td><strong>15 MIN. BREAK</strong></td>
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<td><strong>12:15 – 1:45</strong> Lunch On your own</td>
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<tr>
<td><strong>2:00 – 5:00</strong> Leadership Institute Reunion Homeland Room</td>
<td><strong>1:45 – 3:15</strong> Breakout 2</td>
<td><strong>1:45 – 3:15</strong> Breakout 2</td>
<td><strong>3:30 – 4:15</strong> Wrap Up – Door Prizes &amp; ‘RQ, the Movie’ Maryland B</td>
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<td><strong>3:30 – 4:15</strong> Wrap Up – Door Prizes &amp; ‘RQ, the Movie’ Maryland B</td>
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<td><strong>5:30 – 7:00</strong> Welcome Reception Maryland Foyer</td>
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<td><strong>6:30 – 8:00</strong> Celebration of Self Advocacy Fells Point Room</td>
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<td><strong>8:00 – 10:00</strong> The Dance! All invited!... Watertable Ballroom AND/OR Monday Night at the Movies (Great movies, popcorn, fabulous dessert buffet &amp; and discussion) Maryland B &amp; C</td>
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**Special Events:**

- **Monday Night at the Movies:**
  - Great movies, popcorn, fabulous dessert buffet & and discussion.

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**Venue:**

- Maryland Foyer
- Homeland Room
- Maryland B & C
Renaissance Baltimore Harborplace Hotel

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

TOWARD THE ELIMINATION OF RESTRAINT: HOW POSITIVE BEHAVIOR SUPPORTS
HAVE PAVED THE ROADS AHEAD AND ONE STATE’S EXPERIENCE WITH A STATEWIDE EFFORT
Positive Behavior Support is more than the application of behavioral interventions in a "positive" way. It is a set of beliefs and principles that focuses on empowering people affected by disabilities to direct their own journey away from coercion and toward the time when there is no longer a need for the use of restraint. The presenters will share how organizations have incorporated a wide variety of approaches to support people, not just their behavior. We will discuss the statewide efforts of the Maryland Developmental Disabilities Administration (DDA) in partnership with the Maryland Association for Community Services (MACS) toward eliminating the need for restraint.

SPEAKERS: Bob Bowen, The Mandt System, Inc.; Arnie Dordick, Langton Green, Inc.; Diane Dressler, Maryland Developmental Disabilities Administration
MODERATOR: Nancy Thaler, the National Association of State Directors of Developmental Disabilities Services

12:15 – 1:45 LUNCH ON YOUR OWN
1:45 – 3:15 BREAKOUT 2 – MONDAY

STRAND: Innovation in Individualized Supports: Three States’ Success Stories

WHERE WE ARE AND HOW TO GET THERE:
INCREASING THE INVESTMENT IN INNOVATION FOR QUALITY SUPPORTS
Come take part in this discussion of the themes that three state initiatives toward individualized supports have found to be important in order for people, agencies and state systems to create change. Speakers will reflect on their own assessment of where they are in the process of achieving individualized supports for all, and reflect on the next steps in the process.

SPEAKERS: Carol Beatty, ARC Howard, MD; Michael Chapman, DDA, MD; Carole Gothelf, AHRC – NY City; Jennifer Helton, Ralph Scott Life Services, Inc., NC; Joan Johnson, Beyond Academics, NC; Cindy Kauffman, DDA, MD; Sue Rattman, ARC NCR, MD; Joan Rumenap, Abilities, MD; Larry Swabe, NC Council on DD; Ed Walsh, RHA Howell, NC
MODERATORS: Mike Mayer, Community Resource Alliance and Beth Mount, Capacity Works

STRAND: Systematic Quality Improvement: More Important Now than Ever

QUALITY IMPROVEMENT: CONNECTING THE DATA DOTS
This panel will include individuals at the state level involved in the collection, review and analysis of performance data. States will share how they have developed external quality councils that include a range of stakeholders and how they have used data aggregation and analysis for quality improvement.

SPEAKERS: Marion Olivier, Delmarva Foundation; Ray Pierce, New York Office of Mental Retardation; Elyse Luke, Texas Department of Aging and Developmental Disabilities Services; Eddie Towson, Quality Assurance Director, Georgia Division of Developmental Disabilities
MODERATOR: Chas Moseley, the National Association of State Directors of Developmental Disabilities Services

STRAND: Promoting Opportunities for Independence and Choice

TAKING OUR PLACE AS FULL PARTICIPANTS IN OUR FAITH COMMUNITIES
Not being able to participate in important milestones in your faith often makes people with disabilities feel like second-class members of their churches and synagogues. Presenters will talk about the dream they had for completing their bar/bat mitzvah and how Jewish synagogues are supporting the full participation of people with disabilities.

SPEAKERS: Shelly Christensen, Jewish Community Inclusion Program; Andy Gordon and Danny Gordon both of The Jewish Foundation for Group Homes; Joe Landis, Peaceful Living; Liz Weintraub, The Council on Quality and Leadership
MODERATOR: Shelly Christensen, Jewish Community Inclusion Program

continued
TAKING STOCK OF WHERE WE ARE: CURRENT TRENDS IN SERVICES AND SPENDING

Demand is steadily increasing for developmental disability services. Meanwhile, states are working through funding cuts and having trouble finding resources to address growing wait lists. Before considering what we may do in response to these challenges, take a moment to take stock of our current circumstances. Two presentations are offered. The first utilizes a national data base to describe trends in services and expenditures. Next, information is provided pertaining to wait lists nationally and their implications. Finally, two directors of state Councils on Developmental Disabilities will react to the presentations, inviting audience participation.

SPEAKERS: Celia Feinstein, Institute on Disabilities, Temple University; Charlie Lakin, The RTC on Community Living, Univ. of MN; Holly Riddle, NC Council on Developmental Disabilities; Sheila Romano, Illinois Council on Developmental Disabilities
MOTERATOR: Holly Riddle, NC Council on Developmental Disabilities

BUILDING A BUSINESS: EM AND JERRI’S COFFEE SHOP

Emilea and members of her support network including her mom, sister, and support professionals will discuss the planning and development of Em and Jerri’s Coffee Shop, a local business in Independence, Iowa. The Coffee Shop was designed to fill a community need and also provides space for community functions and gatherings. The team will discuss the decision to take this path, financing and equipping the business, and day-to-day management.

SPEAKERS: Tami Fenner, Emilea Hillman, Ashlea Lantz, Jerri Reisner, and Sheila Stoeckel, all of Em and Jerri’s Coffee Shop
MOTERATOR: Rie Kennedy-Lizotte, the National Association of State Directors of Developmental Disabilities Services

THE COST OF FREEDOM…KEEPING YOUR EYES ON THE PRIZE

People living in developmental centers in New Jersey have created their own support group, aptly named the GO (Get Out!) Team. This group has transformed itself from being a forum for listening to an organized body of elected officers who are now working on incorporating as a non-profit organization. Meet these inspirational people and those who have advised and supported them and learn what is possible when the people have the power.

Friends & Family TIES of Maryland will discuss the family experience of transition from institution to community supports and services. We will discuss ways that planning can occur so that families and individuals are supported as they transition from institution to real lives in the community. Presenters will discuss lessons learned from families through the closure process and family members will discuss their own challenges and successes.

SPEAKERS: Judy Durand, Rosalind Gregory and Beth Munro, all of Friends & Family TIES of Maryland; Mark Friedman, Blue Fire Consulting; Robert Jones, Bruce Myhaver, Dorothy Ports, Melvyn Robinson and Anthony Williams, all members of the GO Team; Paul Saulino, Values Into Action; and members of the Values Into Action-New Jersey Supports Coordination Team
MOTERATOR: Marian Frattarola-Saulino, Values Into Action – Pennsylvania

AN EFFECTIVE JAIL DIVERSION PROGRAM FOR PEOPLE WHO HAVE COMMITTED A CRIME

What happens when a person with an intellectual or mental health disability commits a crime? What should be the role of the police and the court system? Southeast Massachusetts has developed an effective inter-agency program called the Community Crisis Intervention Team. This panel presentation, including police officers, will explain how they have brought police, courts, mental health/developmental disability agencies, providers, hospital personnel and crisis team members together for training and program development aimed at helping participants understand each other’s mission, capabilities and limitations. The common goal is the pre-arrest diversion and treatment of consumers who suffer a mental health crisis.

SPEAKERS: Keith Bourdon, Taunton, MA District Court; William Packard, MA Department of Developmental Services; Steven Turner, Taunton Police Department; James Young, Taunton State Hospital
MOTERATOR: Angela Amado, Research & Training Center on Community Living, Univ. of MN
PUBLIC PARTNERSHIPS, LLC

Providing solutions that balance consumer direction with fiscal accountability.

We empower more than 32,000 individuals with disabilities and their families in 16 states to manage their own care, supports, and finance. Program participants served by PPL include:

- Adults and children with developmental disabilities
- Children with autism and their families
- Adults and children with physical disabilities and chronic health problems
- Older adults at risk of nursing home placement
- Adults with HIV/AIDS
- Adults with acquired and traumatic brain injuries
- Veterans who require long term care
- Money Follows the Person Program participants
- Persons in Administration on Aging (AoA) Community Living grant programs

For more information visit: www.publicpartnerships.com

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Specialized Incident Management/Investigation Software designed specifically for you!

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**PrecisionCare Offers:**

- Identify and track recommendations for improvement; the ultimate objective of all incident management processes.
- Use summary and trend reports to help anticipate serious incident before they occur.
- Track and report on contacts and notifications made.
- Manage all aspects of Incident Reviews.
- Receive reminders for follow up.
- Generate Redacted Reports.
- Create customized forms and reports to meet each agency's needs.
- Create final investigative reports that reflect a thorough and fair investigation.

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HSRI WELCOMES YOU TO THE 2010 REINVENTING QUALITY CONFERENCE

**HSRI offers consultation and research to assist public managers to enrich people's lives in the fields of:**

- Intellectual and developmental disabilities
- Mental health
- Substance use prevention, and
- Child and family services

Human Services Research Institute
**STRAND: Supporting Individuals and Families as They Age and Addressing End-of-Life Issues**

**Homeland**

1:45 – 3:15

**PEOPLE WHO ARE AGING: SUPPORTING THEM WELL IN MULTIPLE CONTEXTS**

This session focuses on issues of aging and end-of-life in the context of family dynamics, aging caregivers, spirituality, and cultural perspectives. The discussion will address person centered practices, multicultural perspectives on aging, perceptions on spiritual expression and fulfillment, and changing family dynamics as parents and siblings age. Strategies for supporting people who are aging by tapping aging networks, hospice services, cultural resources, faith-based communities, as well as DD service systems, will be discussed.

**SPEAKERS:** Tawara Goode, Georgetown UCEDD; Liz Perkins, University of South Florida

**MODERATOR:** Maggie Nygren, AAIDD

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**STRAND: Assuring the Best Workforce — Supporting Quality Direct Support Professionals**

**Federal Hill**

1:45 – 3:15

**EXCELLENCE IN DIRECT SUPPORT: INNOVATIVE STRATEGIES TO SUPPORT THE DIRECT SUPPORT WORKFORCE — 2009**

**2009 MOVING MOUNTAINS WINNERS**

The 2009 winners will share information about, and outcomes of, their innovative approaches to training and retaining direct support professionals. They will provide specific strategies that other states and initiatives can replicate. The Direct Support Workforce: Building a Collaborative Strategy for Recruitment, Retention, Training, and Utilization initiative through the South Dakota Association of Community Based Services (SDACBS) has been transformative in the improvement of direct support workforce outcomes and practices statewide. The Starfish Program through the Community Living Program, Catholic Community Services of Southern Arizona provides an innovative example of how Direct Support Professionals become empowered when they are given the tools for understanding the business of providing community supports and when offered recognition for their role in creating a fiscally sound, consumer-centered community services organization.

**SPEAKERS:** Christie Johnson, SDACBS; Eileen VanSoest, Center for Disabilities, Sanford School of Medicine and Michele Betanco and Sue Henning Mitchell, both of the Starfish Program - Community Living Program, Catholic Community Services of Southern Arizona

**MODERATOR:** Joe MacBeth, NADSP

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**STRAND: Effective Community Supports for People with Complex and Challenging Needs**

**Maryland E**

1:45 – 3:15

**SUPPORTING PEOPLE WITH CHALLENGING BEHAVIOR: THE ROLE OF PERSON CENTERED THINKING SKILLS AND PRACTICES**

The basic principles of Person-Centered Planning and Person-Centered Thinking, when implemented with honesty, make a powerful and effective difference for those individuals who are the most challenging and complex. Michael Smull, one of the developers of Essential Lifestyle Planning and a world-wide consultant, will review what we are learning about using person-centered planning to support some of the most challenging individuals to have good lives. Examples of the application of person-centered supports will be presented regarding individuals such as sex offenders, criminals, people with significant and dangerous behavioral issues, and people with complex medical issues.

**SPEAKERS:** Michael Smull and Mary Lou Bourne, both of the Learning Community for Person Centered Practices

**MODERATOR:** Charlie Lakin, Research & Training Center on Community Living, Univ. of Minnesota
3:30 – 5:15  BREAKOUT 3 – MONDAY

STRAND: Innovation in Individualized Supports: Three States’ Success Stories  

LEADERSHIP CHALLENGES: HOW LEADERS CAN ENCOURAGE INNOVATION AND SUSTAIN COMMITMENT OVER TIME
A discussion of what is needed to achieve change and how successful providers keep moving forward in the face of the many barriers to achieving individualized supports for all. The gap between where agencies are now and where they want to be can be overwhelming... what sustains this work over time? Come hear shared stories and reflect on where your agency is now, where you have been and what you've learned along the way. Circle building and other tools for achieving meaningful change will be discussed.

SPEAKERS: Carol Beatty, ARC Howard, MD; Michael Chapman, DDA, MD; Carole Gothelf, AHRC – NY City; Jennifer Helton, Ralph Scott Life Services, Inc., NC; Joan Johnson, Beyond Academics, NC; Cindy Kauffman, DDA, MD; Sue Rattman, ARC NCR, MD; Joan Rumenap, Abilities, MD; Larry Swabe, NC Council on DD; Ed Walsh, RHA Howell, NC
MODERATORS: Derrick Dufresne, Community Resource Alliance and Patti Scott, Neighbours, Inc.

STRAND: Systematic Quality Improvement: More Important Now than Ever

THE PROVIDER CHALLENGE: MANAGING QUALITY ACROSS MULTIPLE AND COMPLEX SYSTEMS
This panel will include presentations by Renee Pietrangelo, ANCOR; Gerry Morrissey, MENTOR Network; and Anne Starr, Mosaic. All three leaders will offer insights and perspectives on the provision of services and support in multiple locations, through different affiliates and diverse agencies, and across different geographical and political boundaries. The session will enable participants to learn from large intrastate systems the key elements in measuring and improving quality. The provider panelists will discuss different quality assurance strategies and describe their particular systems and approaches for dealing with complexity in multiple locations.

SPEAKERS: Gerry Morrissey, MENTOR Network; Renee Pietrangelo, ANCOR; Anne Starr, Mosaic
MODERATOR: Jim Gardner, The Council on Quality and Leadership

STRAND: Promoting Opportunities for Independence and Choice

QUALITY ACCORDING TO WHOM? PEOPLE DESIGNING AND CARRYING OUT THEIR OWN EVALUATION OF THEIR SERVICES
Values into Action in Media, PA wanted to know how satisfied people who use their services are with the quality of their supports. The individuals who use the agency’s services didn’t want to fill out yet another satisfaction survey, so they designed their own innovative tool! Presenters will describe how they developed their own agency report card and the difference it made in providing real input into the way Values into Action can improve supports in the ways people who receive supports want them. People who participate in this session will think through what questions they would want on their report card questionnaire.

SPEAKERS: Alycia Burroughs, Marian Frattarola-Saulino, Gino Scalzitti and Jean Searle, all of Values Into Action –PA; Jim Conroy, Center for Outcome Analysis; Mark Friedman, Blue Fire Consulting
MODERATOR: Marian Frattarola-Saulino, Values Into Action –PA

STRAND: Funding Crisis: Opportunities for System Reform

CREATIVE AND SUCCESSFUL APPROACHES IN THE FACE OF THE ECONOMIC DOWNTURN — PART ONE
Going forward, the public sector cannot easily address the needs of all its citizens with disabilities. Medicaid funded services are essential, but it can’t all be about Medicaid. What else can be done? Come join us to hear discussion on these circumstances and descriptions of promising practices in response. This session offers information on innovative practices supported by state Planning Councils on Developmental Disabilities. In addition, presentations focus on what individuals and families can do to work together within cooperatives or peer support networks to help one another. Featured will be cooperatives and peer networks that are up and running. Come see how they work!

MODERATOR: John Agosta, Human Services Research Institute

continued
STRAND: Making Paid Work a Priority

BUILDING AN EMPLOYMENT FIRST STRATEGY
Improving employment outcomes at the state level requires a holistic approach that communicates a clear message and incorporates policy change, funding, capacity development, interagency partnerships, outcome measurement, and service innovation. This session will describe the model used by state members of the State Employment Leadership Network. Network members will describe their experiences in developing strategy and promoting employment as a priority outcome.

SPEAKERS: John Butterworth, Institute for Community Inclusion, University of Massachusetts; Ken Cabral, DC Developmental Disabilities Administration; Rie Kennedy-Lizotte, the National Association of State Directors of Developmental Disabilities Services (NASDDDS); Colleen Gauruder, MD Developmental Disabilities Administration; Jeanne Parisi, PA Office of Developmental Programs
MODERATOR: Rie Kennedy-Lizotte, the National Association of State Directors of Developmental Disabilities Services

STRAND: Offering Personalized Supports: Evolving and Enduring Lessons

LIVING MY LIFE, MY WAY!
People and their supporters will discuss how they designed the services they want and need and were supported by their circle, team and/or organization to realize success in everyday living. Whether it’s with a broker, team, agency department, microboard or the creation of a new organization, everyone’s needs and dreams can be accommodated. Hear from people who are making it happen for themselves! This session will focus on the day-to-day actions of the person’s team, circle, organization and system to support a uniquely designed support structure for someone. Questions to be considered are: to use an organization or not? If not, how is support given and by whom? How are decisions made? When decisions an individual makes are in conflict with policies, procedures and/or regulations — what’s the process for resolution? What vital part does an organization’s Board of Directors play? Leave with a list of straightforward ways to create a flexible environment so that unique support is a reality.

SPEAKERS: Diane Belnavis, Supporter of Brent and Innovator; Oscar Drummond, Self Advocates United as 1; Jennifer Howell, PA Microboard Association; Jean Searle, Co-President of Pennhurst Memorial and Preservation Alliance/VIA service user; Brent Sullivan, Owner, Blankets by Brent
MODERATOR: Gail Godwin, Shared Support Maryland, Inc.

STRAND: Effective Community Supports for People with Complex and Challenging Needs

TWO APPROACHES TO PROBLEM BEHAVIOR: USING POSITIVE BEHAVIOR SUPPORTS FOR YOUTH IN THE COMMUNITY AND EMDR TREATMENT FOR PEOPLE WHO HAVE EXPERIENCED TRAUMA
The old saying “What you don’t know can’t hurt you” is absolutely wrong when it comes to supporting youth with intellectual/developmental disabilities and problem behaviors. In the first part of this session, Dan Baker will present simple, team-driven strategies for identifying the reasons for problem behaviors and subsequently designing interventions. In the second part of the session, an effective program for persons who have experienced trauma will be presented. Treatment of trauma with EMDR (Eye Movement Desensitization and Reprocessing) is an effective approach for people with intellectual and developmental disabilities. Often, these individuals are overlooked in the identification of trauma symptoms, yet this population is more vulnerable to experiencing and living with symptoms of trauma. Often problems of behavior will abate when trauma is directly addressed and alleviated.

SPEAKERS: Dan Baker, Elizabeth M. Boggs Center on Developmental Disabilities; Gail Ford and Jan Schaad, EMDR Humanitarian Assistance Programs
MODERATOR: Chas Moseley, the National Association of State Directors of Developmental Disabilities Services
**STRAND: Assuring the Best Workforce — Supporting Quality Direct Support Professionals**

**Federal Hill**  
3:30–5:15

**EXCELLENCE IN DIRECT SUPPORT: MOVING MOUNTAINS AWARD WINNERS, 2010**

Adirondack Arc received the Moving Mountains award to recognize their exemplary practice of creating a career ladder for Direct Support Professionals (DSPs). This session will provide an opportunity for you to learn how this organization uses a multitude of training, including a Master Worker curriculum that is completed collaboratively by DSPs and the individuals they support. Adirondack Arc has developed a more skilled and person-centered workforce. DSPs who complete the Master Worker program may receive credentials from NADSP, a monetary raise, and college credit, while the organization has observed higher quality service and reduced turnover rates among participating DSPs.

The Arc of Delaware County received the Moving Mountains award in honor of their work to develop the Life and Career Model. This presentation will provide an overview of their innovative model which includes a dozen tiers of DSPs, called Life Coaches, each with specific levels of competence, job duties, and compensation. The development of a highly specified career path helps DSPs to envision their long-term professional development, and integrates strong workforce development principles in the organization’s human resources and training policies and procedures.

**SPEAKERS:** Lester Parker and Arden Kleffmann, both of Adirondack Arc; Barbara Rothenberg, Walter LeRoy, Molly Little, Angela Edwards, all of The Arc of Delaware County  
**MODERATOR:** Sheryl Larson, Research & Training Center on Community Living, Univ. of MN

**INDIVIDUAL SESSION:**

**EVALUATING OLMESTAD COMPLIANCE**

It is more than ten years after the Olmstead decision; how is your state doing? This session will discuss important evaluation questions that can be asked by stakeholders, including individuals with disabilities, families, advocates, providers and state staff to determine whether states are taking the necessary measures to ensure people are being supported in the most integrated setting. Tony Records has more than 36 years of experience and has evaluated Olmstead activities and planning in numerous states and has consulted with the US Departments of Health and Human Services and Justice as an expert on Olmstead compliance. Mr. Records has served as a Special Master and Court Monitor in class action litigation involving people with disabilities.

**SPEAKER:** Tony Records, TRA Consulting

**INDIVIDUAL SESSION:**

**MARYLAND E**  
3:30–5:15

**MEDICAID OPTIONS: PROMOTION HOME AND COMMUNITY-BASED SERVICES**

Everything States, advocates and providers need to know about what’s new at the Centers for Medicare and Medicaid Services. Come hear about CMS’s expectations and new directions, how states are now allocating resources, and changes in state-reporting requirements that may affect us all. This session will cover options for funding HCBS services including 1915(c), (i) and (j) along with information on other approaches including managed care options under 1915(a) and 1915(b) (c) combinations. CMS will provide information on how states are using these options to provide for home and community-based services, including options for participant-directed services.

**SPEAKERS:** Suzie Bosstick, Kathy Poisal, Mary Sowers, Anita Yuskaukas, all representing the Centers for Medicare and Medicaid Services (CMS)  
**MODERATOR:** Robin Cooper, the National Association of State Directors of Developmental Disabilities Services

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**WE MAY STILL BE REINVENTING QUALITY BUT WE KNOW HOW TO THROW A PARTY!**

Come to the Dance!

Everyone is invited to end the night with some music and fun!

Dance to the Tunes of Polka Mike, DJ

Monday Evening  8:00 – 10:00

Watertable Ballroom (5th floor)
MONDAY EVENING

6:30 – 8:00  CELEBRATION OF SELF-ADVOCACY  
All Are Welcome to this Celebration and Lively Discussion!  
Fells Point

SPONSORED BY: Community Resource Alliance

8:00 – 10:00  MONDAY NIGHT AT THE MOVIES  
See two amazing movies, enjoy some fresh-popped popcorn and top off a great day with a fabulous dessert buffet!  
Maryland B & C

Our thanks to the ReelAbilities Film Festival for their sponsorship and for bringing a taste of their New York Film Festival to the Reinventing Quality Conference.

8:00 – 10:00  DANCE  
Everyone is invited to end the night with some music and fun! Dance to the Tunes of Polka Mike, DJ  
Watertable Ballroom

TUESDAY

7:45 – 8:30  CONTINENTAL BREAKFAST  
Maryland Foyer

8:30 – 10:30  PLENARY SESSION  
Maryland B & C

BARBARA COULTER EDWARDS is the Director of the Disabled and Elderly Health Programs Group in the Center for Medicaid and State Operations at the Centers for Medicare and Medicaid Services (CMS). She is a nationally recognized expert in Medicaid policy, including managed care, cost containment, long-term care, and State and federal health care reform. Ms. Edwards will speak about CMS’s current trends and directions.

SHARON LEWIS is the Commissioner of the Administration on Developmental Disabilities, Administration for Children and Families. Ms. Lewis has served as the Senior Disability Policy Advisor to U.S. House Committee on Education & Labor Chairman George Miller. Ms. Lewis will speak about new initiatives and directions at the Administration on Developmental Disabilities.

MAKING INTEGRATED EMPLOYMENT THE FIRST OPTION: A STATE OF THE STATES REPORT
Pat Rogan, the Executive Associate Dean, Indiana University School of Education will help us to understand our accomplishments and challenges when it comes to employment. What is the current ‘state of the state’ in employment? How are some states moving forward with an Employment First agenda? What ‘best practices’ are resulting in positive employment outcomes? And, where do we go from here?

INCOME GENERATION FOR ALL!
Hear how people with developmental disabilities are earning real wages and making great things happen in their lives by self-directing their supports. Creative options for income generation will be explored, including the option of small business development. We focus on helping people achieve active, rich, and respected lives as valued members of their communities.

SPEAKERS: Annette Downey, Daniel Perry, Ray Schuholz, and John Toppi, all of Community Living Services of Oakland County, MI.

continued
Before You Say Goodbye …

**Come to the Wrap Up Session!**

We’ll be **premiering a film** of the highlights of this conference!

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**Couldn’t be everywhere?**

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**Come see what else went on!**

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Don’t miss a chance to **catch yourself on film** and for the best door prizes of the conference – including a pair of airline tickets to anywhere AirTran flies!

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**Tuesday 3:30 – 4:15 Maryland B**

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**Congratulations**

**Moving Mountains Award Winners**

- South Dakota Association of Community Based Services (2009)
- Community Living Program of Catholic Community Services of Southern Arizona (2009)
- The Arc of Delaware County (2010)
- The Adirondack Arc (2010)

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Your commitment to excellence in workforce development makes a difference for all DSPs and people who receive direct support.

**We celebrate your achievements!**
10:45 – 12:15   BREAKOUT 4 – TUESDAY

STRAND: Innovation in Individualized Supports: Three States’ Success Stories   Baltimore A

INNOVATION IN INDIVIDUALIZED SUPPORTS: PROVIDERS DESCRIBE THEIR JOURNEYS TOWARD CHANGE
Three state teams (MD, NY and NC) will tell their stories about the changes within their state through both personal presentations and via video story. Pam Walker will reflect on shared themes and lessons learned.

SPEAKERS: Carol Beatty, ARC Howard, MD; Carole Gothelf, AHRC – NY City; Cindy Kauffman, DDA, MD;
Sue Rattman, ARC NCR, MD; Pam Walker, Center on Human Policy, Syracuse University
MODERATOR: Patti Scott, Neighbours, Inc.

STRAND: Systematic Quality Improvement: More Important Now than Ever   Baltimore B

QUALITY IMPROVEMENT SYSTEMS FOR HOME AND COMMUNITY BASED WAIVERS: WHAT CMS EXPECTS
Anita Yuskauskas from the Centers for Medicare and Medicaid Services (CMS) will be the featured speaker for this session. Ms. Yuskauskas will discuss CMS expectations for the production of data and remediation and improvement as part of quality improvement systems in Home and Community Based Waivers. Audience members will be encouraged to ask questions about the quality improvement strategies for home and community-based waivers and to participate in a discussion on these issues.

SPEAKER: Anita Yuskauskas, Centers for Medicare and Medicaid Services
MODERATOR: Val Bradley, Human Services Research Institute

STRAND: Promoting Opportunities for Independence and Choice   Maryland A

ALL ABOUT CO-OPS! WAYS TO GET SOMETHING DIFFERENT THAN WHAT EXISTS
When a group of people in Tennessee were dissatisfied with the services they were receiving they decided to get together and form their own organization to provide services! Owner members of the Achiever’s Co-op, Inc. will share their experiences and the steps that were required in forming their own service providing agency. They will describe how they started their co-op board in partnership with local community leaders and completed the government paperwork to become a Medicaid waiver service-providing agency.

SPEAKERS: Elizabeth Corson, Jeanette Gray, David Lankford, Jill Rodgers, all of Achiever’s Co-op
MODERATOR: Ruthie-Marie Beckwith, Tennessee Microboards Assoc.

STRAND: Funding Crisis: Opportunities for System Reform   Maryland B

CREATIVE AND SUCCESSFUL APPROACHES IN THE FACE OF THE ECONOMIC DOWNTURN — PART TWO
Speakers will discuss innovative practice that utilizes Medicaid within a “self-directed” HCBS waiver in Wisconsin. In addition, means are described for helping people with disabilities build assets or wealth, including through the use of “Individual Development Accounts.” Opportunities for individuals to contribute to their communities through service in Americorps, VISTA or Learn to Serve will also be discussed.

SPEAKERS: Dennis Harkins, A Simpler Way; Michael Morris, National Disability Institute; Paula Sotnik, Institute for Community Inclusion
MODERATOR: Steve Eidelman, National Leadership Consortium on Developmental Disabilities, University of Delaware

continued
**STRAND: Making Paid Work a Priority**

**Maryland D**

10:45–12:15

**VISION FOR EMPLOYMENT 2010: THE CITY OF PHILADELPHIA’S EMPLOYMENT INITIATIVE**

Vision for Employment 2010 is a four-year long systems change effort, guided by a PATH, initiated by a committed group of stakeholders in Philadelphia, who developed strategies for promoting employment. Strategies are to create a culture in which all people who want to work have that opportunity, improve employment practices, assure better outcomes and ultimately, increase the number of people with disabilities who are working. We will discuss transition planning and the development of a data system that allows us to measure and manage outcomes. Capacity building activities have included training with supports coordinators, a provider practice survey, mini-grants to encourage creativity and promote employment, and technical assistance with providers. We have a video that we developed to market our workforce to employers, along with success booklets to promote employment.

**SPEAKERS:** Diane Kehoe and Shauna Roman, Networks for Training & Development; Ann Marie Campbell, Leonard Kravitz, and Kathy Sykes, all of MRS, Philadelphia; and Susan Schonfeld, Community Integrated Services

**MODERATOR:** John Butterworth, Institute for Community Inclusion, University of Massachusetts

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**STRAND: Offering Personalized Supports: Evolving and Enduring Lessons**

**Maryland C**

10:45–12:15

**MAKING A DIFFERENCE**

Learn about how one state’s use of Beth Mount’s and John O’Brien’s curriculum for developing and supporting staff has impacted direct support service work, the people supported, and the agencies that support them. Make a Difference is a collaboration of people with developmental disabilities, their families, their direct support workers and managers. The Make a Difference approach to positive change supports action-learning about relationship building, planning with people in a person-centered way, supporting choice, and building community inclusion. This flexible curriculum and learning approach promotes discovery of meaning in the work of offering direct support; encourages inquiry into the effects of beliefs and values on quality; promotes reflection on day-to-day practice to guide improvement; and fosters the use of imagery, music and art as aids to reflection and action planning. We will discuss ways this work can be used in your organization and the ways in which it honors the accomplishments of people with developmental disabilities and their direct support workers by presenting their stories & reflections. Win a Make a Difference Toolkit while you are here!

**SPEAKERS:** Stephanie Bell, The Arc of Carroll County; Gail Godwin, Shared Support Maryland, Inc.; Beth Mount, Capacity Works

**MODERATOR:** Gail Godwin, Shared Support Maryland

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**STRAND: Effective Community Supports for People with Complex and Challenging Needs**

**Maryland F**

10:45–12:15

**COMPREHENSIVE STATE STRATEGIES FOR SUPPORTING INDIVIDUALS WITH CHALLENGING BEHAVIORAL AND PSYCHIATRIC NEEDS: TREATMENT AND EMERGENCY RESPONSE**

Come hear about Ohio’s inter-disciplinary approach to supporting persons with dual diagnosis, in collaboration with the state Developmental Disabilities Council and the Nisonger Center. The Coordinating Center of Excellence for Mental Illness and Developmental Disabilities offers a coordinated approach for bringing together the dual diagnosis system and effective approaches for persons with challenging behavior. Representatives will describe the center’s three components (assessment, education and community development) and discuss the use of intensive treatment teams, deinstitutionalization and other county-based collaborations.

In the second part of the session, the Vermont Crisis Intervention Network will present on its two decades of success. VCIN is a state-wide program providing an array of services to individuals with developmental disabilities and the agencies that support them, including training in a variety of clinical topics, psychological and psychiatric consultation and residential crisis services.

**SPEAKERS:** Kevin Aldridge and Lara Palay, Ohio Department of Developmental Disabilities; Patrick Frawley, Vermont Crisis Intervention Network

**MODERATOR:** Chas Moseley, the National Association of State Directors of Developmental Disabilities Services

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**INDIVIDUAL SESSION:**

**Homeland**

10:45–12:15

**PREPARING FOR DISASTERS — INTEGRATING AND COORDINATING EMERGENCY PREPAREDNESS, RESPONSE AND RECOVERY TO INCLUDE PEOPLE WITH ACCESS AND FUNCTIONAL NEEDS IN EVERY COMMUNITY**

Did you know meteorologists are calling for a much more active 2010 hurricane season with above-normal threats on the U.S. coastline? One meteorologist (and we swear this is his real name), Bastardi, says, “This year has the chance to be an extreme season.” Bastardi is forecasting seven hurricanes this year -- two or three of which he predicts to be major landfalls for the U.S. As we’ve learned all too well in recent months, hurricanes are not the only type of disaster that can befall us. How will your family or the people you support and
your staff fare if disaster strikes your area? What federal and state policies and planning is in place and what should your family and agency be doing now to coordinate with other local agencies to best weather the challenges that may be ahead? Come hear from these experts as they discuss policies in place and what your family and agency can be doing now to prepare for future potential disasters.


**MODERATOR:** Marcie Roth, *Department of Homeland Security/FEMA*

### INDIVIDUAL SESSION:

#### THE NEXT GENERATION OF FAMILY SUPPORT AND SELF-ADVOCACY

What is “family support?” Where is the family support field headed? Working through these issues has grown complicated in part because states are increasingly looking for ways to provide adults “in home” supports that involve services offered within the family home. Is this the same as “family support?” Should family members be paid to offer day-to-day support to adults living at home? How do past themes that emphasize family empowerment work within new service models that encourage self-direction and self-advocacy? Come join us to learn how these and other issues are being addressed nationally, and for lively discussion concerning the “next generation of family support and self-advocacy.”


**MODERATOR:** John Agosta, *Human Services Research Institute*

### Federal Hill

#### 10:45 – 12:15

**LUNCH ON YOUR OWN**

**1:45 – 3:15**

### Baltimore A

#### Innovation, Hope and Thinking in Possibility.....Leadership Implications

“Conversations are action — the very heartbeat and lifeblood of social systems like organizations, communities and cultures.” *Thomas Hurley and Juanita Brown, ‘Conversational Leadership: Thinking for a Change’*

Innovative leadership sees conversation as a core process for effecting positive, meaningful change. How do leaders contribute to, or take away from this process? In this session we will explore the power of thinking together and intentional conversation in response to powerful questions, including frameworks for creating engagement and commitment. How are we creating space to do more of the things we care about; space for co-creation and innovation; for creating the futures we want? What are we learning about change and the capacities, skills and qualities of leadership?

**SPEAKERS:** Lynda Kahn and Jack Pearpoint, *Inclusion Press International*

**MODERATOR:** Patti Scott, *Neighbours, Inc.*

### Maryland A

#### It’s My Life, My Choice — and My Right to Be Abuse Free

Self-Advocates in Northern California are leading the charge to create abuse-free lives for themselves and other people with developmental disabilities. They do this through self-advocacy projects that teach abuse prevention, self-advocacy, healthy relationships and sexuality and by teaching support persons and professionals about how to end the cycle of abuse. Self-advocates also go into public schools to teach children how to stop bullying and teasing so that they may grow up in a kinder, more tolerant world. The presenters will discuss how they are making a difference in the lives of persons with developmental disabilities in Northern California. Carolyn Morgan will discuss ways to empower self-advocates to End the Silence against sexual abuse towards people with disabilities. As a woman with a disability who is familiar with the effects of sexual abuse, Carolyn has led the fight to create awareness, build capacity, and impact systemic change to prevent sexual abuse against people with disabilities. By working together, Speaking for Ourselves, Self-Advocates United as 1 and the Institute on Disabilities have written and presented materials on issues of personal safety and how to develop safety plans.


**MODERATOR:** Celia Feinstein, *Institute on Disabilities, Temple University*
Think College: Postsecondary Education Options for Students with Intellectual Disabilities

This will be an interactive workshop that will provide participants with what the key benefits students with intellectual disabilities, and of a postsecondary education are, a national perspective of postsecondary education options for potential funding sources. The Higher Education Opportunity Act (2008) and related activities will also be discussed. Additionally, the Think College DVD which highlights a statewide dual enrollment initiative will be shown. Following the DVD, strategies for ‘getting started’ will be reviewed and additional resources will be provided.

SPEAKERS: Meg Grigal, TransCen, Inc.; Debra Hart, Institute for Community Inclusion, Univ. of Massachusetts
MODERATOR: Steve Eidelman, National Leadership Consortium on Developmental Disabilities, University of Delaware

Centers for Medicare & Medicaid Services Open Forum

This interactive session will provide conference participants an opportunity to ask CMS officials questions about Medicaid HCBS funding options. Participants will have an opportunity to ask questions and to get information directly from CMS about topics such as quality assurance, participant direction, new federal initiatives, and more.

SPEAKERS: Suzie Bosstick, Kathy Poisal, Mary Sowers, Anita Yuskauskas, all from the Centers for Medicare and Medicaid Services (CMS)
MODERATOR: Nancy Thaler, the National Association of State Directors of Developmental Disabilities Services

What Are We Learning?
Using Person-Centered Practices to Support Everyone in the Community

The challenge of this decade is to help the people we support live the lives that they want within the resources that are available. Demand is increasing and resources are not keeping up — we need to become more effective and efficient. A systematic effort toward increasing effectiveness and efficiency has been used in six states. The learning from these states and the implications for organizations are reviewed. Some of the key findings are:

• Changes in rules and practice should be driven by learning what is and is not working in supporting individuals;
• Using a small set of value based skills consistently at all levels of the system will drive change throughout the system;
• Using these skills in conjunction with selected quality management and organizational development tools will improve quality of life and increase organizational effectiveness and efficiency;
• Sustained, enthusiastic, and informed engagement from leadership is the greatest predictor success.

The six state project and lessons learned will be discussed.

SPEAKERS: Mary Lou Bourn e; Michael Smull, both of The Learning Community for Person Centered Practices
MODERATOR: Charlie Lakin, Research & Training Center on Community Living, Univ. of Minnesota

The Star Raft

The Star Raft is an action workshop presented by David Wetherow. Star Raft offers a robust set of tools and strategies for developing and maintaining action-oriented personal support networks that are:

• asset-based,
• family-friendly, and
• anchored in community relationships.

Using the metaphor of a ‘star raft’ (a pattern used by sailors to anchor in community), participants will learn how to identify, invite and mobilize a rich array of people, places and resources to build and maintain a network of supports. Following the workshop, each participant will be encouraged to start a network for someone who is important in their lives. Everyone who starts or joins an active network will be invited to join a web-based community for ongoing support. David Wetherow has long been involved in innovative service development, training, management consultation and facilitation in the field of community living.

SPEAKER: David Wetherow, participating from British Columbia, Canada through an exciting new video communication tool!

3:30 – 4:15 WRAP-UP

Take part in a wrap-up discussion and watch a film of conference highlights. Catch yourself on film and see conference events you may have missed. Have a chance at the best Door Prizes of the conference including 2 tickets to wherever AirTran flies!
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“If you need a reminder of why you wake up in the morning attend this Institute!”

Assuring the quality and commitment of the next generation of leaders for government and nonprofit organizations serving people with developmental disabilities
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