

A TWENTIETH ANNIVERSARY CELEBRATION OF BEST PRACTICES AND FUTURE DIRECTIONS



CONFERENCE HIGHLIGHTS

Dale DiLeo reflects on the past and the future

Breakfast Roundtables Panel Rooftop Reception Panel

Discussion - Heroes of the Movement: Tom Gilhool,

Teresa Moore, Beth Mount and John O'Brien

Moving Mountains Awards Sharon Lewis, Clarence

Sundram, Dave Hingsburger and Ricardo Thornton

Tuesday Wrap-Up Session and Door Prizes!

What is your dream?

At ANCOR, we know a lot about dreams.

Many of our members got their start because someone had the dream of a more fulfilling life for a family member or friend with a disability.

ANCOR itself was founded as collective of individuals and organizations who shared this dream.

But we know that the most important dreams are those of the individuals our members support. They dream of having a home, a job, a circle of friends. They dream of a life defined by their abilities, not their disabilities.

ANCOR members are leading the way in innovation and adoption of leading practice in service delivery. We've identified the benchmarks of quality outcomes in areas like staff

retention and stability, preventive health care, and the satisfaction of people receiving supports and their families.

Our goal is to offer quality supports and services that make dreams come true.

To learn more about how
ANCOR providers are
helping people with
disabilities realize their
dreams, stop by our
booth or visit us online at
www.ancor.org.



1101 King Street, Suite 380, Alexandria, VA 22314-2944 www.ancor.org

Welcome to the Twentieth Anniversary Celebration of the Reinventing Quality Conference!

Those of you who have been to a previous Reinventing Quality Conference know that you are in for an exciting few days – full of energy, information, new ideas and new contacts.

We appreciate the many organizations and individuals who have agreed to share their knowledge and experience with us this year. I know you will agree that we have a knockout line-up of speakers both for the not-to-be-missed plenary sessions and the breakout sessions.

The theme of this year's conference is, 'What are We Waiting For: A Twentieth Anniversary Celebration of Best Practices and Future Directions.' Some ask, 'after twenty years, isn't quality reinvented yet?' If we have learned anything, it is that there is always further to go toward quality and toward achieving included, valued lives for people with disabilities and their families. No matter where you are on the path there are more steps to take!

We want to thank our terrific sponsors who keep Reinventing Quality operating as an affordable and popular event, the fabulous and diverse array of speakers, and you for spending this time with us. We hope you'll take time to visit with our sponsors and with all of our exhibitors while you are here.

Have fun and enjoy all the fabulous door prizes collected by our amazing local committee. Don't miss the closing session on Tuesday where some of the best door prizes will be up for grabs!

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

Enjoy the conference!

VALERIE BRADLEY
Human Services Research Institute

STEVEN EIDELMAN
National Leadership Consortium on
Developmental Disabilities
University of Delaware

AMY HEWITT
The RTC on Community Living
University of MN

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

NANCY WEISS National Leadership Consortium on Developmental Disabilities University of Delaware

THANK YOU!

An event like this requires months of planning and assistance on the part of many people. Thank you to all of the wonderful individuals and organizations listed below.

They say it takes a village ... thank you for your role in creating the Reinventing Quality village this year!

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 on Developmental Disabilities

Newark, DE www.nlcdd.org

CONFERENCE PARTNERS

ANCOR

The Arc of Baltimore

The Arc of the Central Chesapeake Region

The Coordinating Center

DC Department on Disability Services

Delaware Division of Developmental Disabilities
Maryland Association of Community Services (MACS)

NADD

People on the Go - Maryland

Project ACTION!

CONFERENCE PLANNERS

Angela Amado Amy Hewitt Mary Lou Bourne Eric Jacobson David Braddock Diane McComb Val Bradley Derek Nord Robin Cooper Sheli Reynolds Diane Dressler Dawn Rudolph Steve Eidelman Chris Smith Karen Flippo Michael Smull

Jeff Strully Sarah Taub Lilia Teninty Nancy Thaler Liz Weintraub Nancy Weiss And a very special thank you to the members of our Local Arrangements Committee who have worked to bring in all the donated door prizes, who have organized the fabulous corps of volunteers, and who have done so much to welcome participants to Maryland and Baltimore!

LOCAL ARRANGEMENTS COMMITTEE

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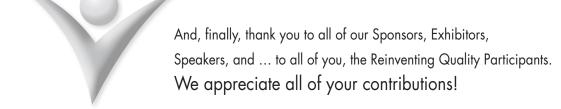
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SPONSORS

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

SILVER

The MENTOR Network

thementornetwork.com

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



BRONZE

Amerigroup Corporation

www.amerigroup.com

Amerigroup, a managed health care company, coordinates services for individuals in publicly funded health care programs. We serve 2.7 million members, of which 280,000 are seniors and people with disabilities. We seek to support our members individually and provide services and supports through individualized plans focusing on homeand community-based services, promoting choice and independent living. Our programs, services and Foundation efforts reflect our belief in ending the bias toward institutionalization by promoting independent living options.



COPPER

Benchmark Human Services

www.benchmark-hs.com

Benchmark Human Services specializes in solutions that reduce cost and increase quality for public agencies serving people with disabilities, including those with extensive behavioral and medical needs and forensics backgrounds. We also manage large-scale crisis management systems for behavioral and psychiatric emergencies and provide interim management of at-risk residential providers.



Delmarva Foundation

www.delmarvafoundation.org

Delmarva Foundation is a Quality Improvement Organization, dedicated for over 34 years to helping states improve the quality of disability, aging, and health systems. Delmarva Foundation has particular expertise in the areas of: quality improvement related discovery and remediation activities, technical assistance, data analysis, and CMS evidentiary reporting.



DirectCourse

www.directcourseonline.com

DirectCourse is a suite of online curricula, including the College of Direct Support and the new College of Employment Services. It's designed to educate, enrich and inspire professionals who support people with disabilities and is a collaboration of the University of Minnesota, the Institute for Community Inclusion and Elsevier.



Liberty Healthcare Corporation

www.libertyhealth.com

Liberty Healthcare Corporation is a national health and social services company that provides supports and services for people with intellectual and developmental disabilities. These include state-wide Home and Community-Based Serivices quality programs; total program management and staffing for medical, habilitative, residential and mental health services; and proven methods for supporting people with severe behavioral challenges. Liberty uses a collaborative approach to develop customized, cost effective services to meet the unique needs of public and private sector clients.



Maryland Developmental Disabilities Council

www.md-council.org

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



The Maryland Developmental Disabilities Administration www.dda.dhmh.maryland.gov

The Maryland Developmental Disabilities Administration provides a coordinated service delivery system so that individuals with developmental disabilities receive appropriate services oriented toward the goal of integration into the community. These services are provided through a combination of state residential centers (providing services to individuals with intellectual disability) and a wide array of community based services delivered primarily through a network of non-profit providers.



SPONSORING ORGANIZATIONS

Association of University Centers on Disabilities www.aucd.org

AUCD advances policy and practice for and with people with developmental and other disabilities and their families.



Coleman Institute for Cognitive Disabilities

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.



Community Resource Alliance

www.craconferences.com

Community Resource Alliance is a training and management consultation firm that was founded in 1982. Through our national team of experts, we are committed to building the bridges necessary to enable people who have disabilities, their friends, and their families to fully participate in and benefit from life within their communities with the assistance they require and desire. Our team of experts in their respective fields focus on training and consultation that leads to service excellence and full citizenship for people who have disabilities. We also design and develop supports and housing that enable people with disabilities to thrive in the mainstream of community life.



D.C. Quality Trust for Individuals with Disabilities www.dcqualitytrust.org

Quality Trust is an exciting, nonprofit-advocacy organization with an important mission. Our mission is to be an independent catalyst for change in the lives of people of all ages with developmental disabilities. Our vision is a community where everyone is respected, valued, contributes and belongs – regardless of their abilities or differences.



The Council on Quality and Leadership

www.thecouncil.org

For more than 40 years CQL has been a leader in working with human service organizations and systems to continuously define, measure and improve the quality of life of all people. Services that are person-centered ... that support each person to live his or her own life – to plan, to contribute, to participate, to choose; and to be respected and valued is WHAT REALLY MATTERS. CQL offers consultation, accreditation, training and certification services to organizations and systems that share our vision of dignity, opportunity and community for all people.



The Maryland Center for Developmental Disabilities at Kennedy Krieger Institute

www.mcdd.kennedykrieger.org

The Maryland Center for Developmental Disabilities is one of a national network of University Centers for Excellence (UCEDD) federally funded by the Administration on Intellectual and Developmental Disabilities. We are committed to helping people with developmental disabilities maximize their potential and enjoy success in community life.



Service Coordination, Inc.

ww.servicecoordinationinc.org

Service Coordination, Inc. is a private, nonprofit organization serving individuals with intellectual and developmental disabilities, those with mental health challenges, the elderly, transitioning youth, and court-involved individuals throughout Maryland. Service Coordination provides support to adults and children by connecting them with needed resources and services in their communities. With over 250 employees in 13 offices in 9 counties plus Baltimore City, Service Coordination serves almost 13,000 people around the state.



EXHIBITORS

Reinventing Quality appreciates the support of our exhibitors!

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

AAIDD

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

www.aaidd.org

Acumen

Acumen 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.

www.acumenfiscalagent.com

ANCOR

The American Network of Community Options and Resources is a national trade association representing more than 800 private providers of community living and employment supports and services to more than 400,000 individuals with disabilities. ANCOR represents its members before Congress and federal agencies, and provides organization, professional, leadership development and networking opportunities and services. ANCOR's Performance Excellence Initiative is a national benchmarking program that identifies and shares leading practice in the delivery of quality supports and services.

www.ancor.org

Antone Aboud Associates, Inc.

Antone Aboud Associates, Inc. provides value-added consulting and training services to organizations in the areas of human resource management, management, supervision and labor relations. Whatever we do, we expect to create a result that represents desirable and sustainable change.

www.aboud.com

Apostrophe Magazine

A quarterly magazine of, by and for people with developmental disabilities. Forget can't and don't. At Apostrophe, we can and do.

www.apostrophemagazine.com

Brookes Publishing Co.

Brookes is the premier publisher of practical, research-based resources that boost the learning and success of all people, with and without disabilities. For 30 years, we've partnered with top experts on trusted books and tools that improve lives—from the critical early years through adulthood.

www.brookespublishing.com

CARF International

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

www.carf.org

Center for Accessible Information

CAI is devoted to making information accessible to people with ID/DD and other disabilities, both through improved Web Design, clear and simple language, and user training. We conduct large-scale projects and also support disability-related and self-advocacy organizations with their information and training needs.

www.AccessibleInfo.org

Community Access Unlimited/New American Movement for People with Disabilities

The New American Movement for People with Disabilities is a movement committed to changing the social, political, and economic structure of our society so that all of us can live in it with pride as equals regardless of gender orientation, religion income or disability status. It is important to remember that in order to achieve greater equality for all, we must respect and fight for the rights of all people across the board. Community Access Unlimited is a multifaceted, human services agency that provides support services for atrisk youth and people with disabilities. Our mission is to provide community access through effective and comprehensive support services for atrisk youth and people with disabilities, giving them the opportunity to live independently and lead normal and productive lives as citizens integrated into the community.

www.caunj.org; www.nampwd.org

CPI

Since 1980, CPI has been training human service professionals to safely manage disruptive and assaultive behavior. To date, more than six million individuals have participated in CPI's Nonviolent Crisis Intervention® training program. CPI also offers on-site training, DVDs, posters and books.

www.crisisprevention.com

9

E.K. Shriver Center, **University of Massachusetts Medical School**

The Eunice Kennedy Shriver Center has a four-decade history of pioneering research, education, and service for people with intellectual and developmental disabilities (IDD) and their families. Founded in 1970, the Center was one of twelve original Intellectual and Developmental Disabilities Research Centers (IDDRCs) established by US Congress at that time and also one of the earliestestablished University Centers of Excellence in Developmental Disabilities (UCEDD). The Center was named after Mrs. Shriver to acknowledge her essential role in the development of these programs and her life-long commitment to improving the welfare of persons with intellectual and developmental disabilities.

www.umassmed.edu/shriver

Essential Learning

Essential Learning (EL) provides a comprehensive selection of web-based courses through an integrated system that saves time and money while increasing effectiveness. EL offers high quality, interactive courses designed for staff working in the developmental disabilities field. These courses are delivered through a web-based system which streamlines each aspect of staff training.

www.essentiallearning.com

Foothold Technology

Foothold Technology offers an enterprise-wide web-based software developed specificallyfor human services agencies and behavioral healthcare providers. The software, AWARDS, is being used by more than 600 agencies in 22 states and is ideal for many types of services: Mental Health, Alcohol & Substance Abuse, Developmental Disability, Housing, Employment & Training, Youth & Family, and more. AWARDS is a complete Electronic Health Record that also supports administrative activities, including facilities maintenance, human resources, ticklers and reminders, audit reports, and automated billing. AWARDS is certified for Meaningful Use. For more information, visit

www.footholdtechnology.com

In addition to our exhibitors, many of our sponsors will have exhibit tables!

Health Risk Screening, Inc.

The Health Risk Screening Tool (HRST) is a web-based instrument developed to screen for health risks associated with developmental and intellectual disabilities. The HRST helps meet CMS health and safety requirements, assists with equitable resource allocation and enables less restrictive settings for individuals.

www.hrstonline.com

Institute on Community Integration/Quality Mall

The Research and Training Center on Community Living at the University of Minnesota 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 Quality Mall is a website where you can find lots of free information about person-centered supports for people with intellectual/developmental disabilities. 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.

www.rtc.umn.edu and www.qualitymall.org

Irwin Siegel Agency, Inc.

Irwin Siegel Agency, Inc. (ISA) offers unique insurance products and risk management solutions tailored to the distinctive needs of the human and social services industry. As a leader in the field for over 40 years, our insured clients have benefited from the industry knowledge, exceptional quality of service and ease of doing business that has become inherent when working with ISA. Involvement with current field related issues and analysis of program trends has allowed ISA to be proactive and responsive to the evolving needs of human service providers.

www.siegelagency.com

Managance Consulting and Coaching

Managance Consulting & Coaching guides all types of leaders in taking leaps to new levels of performance and results. Specialties include transformational planning, clarifying and problem solving coaching, revealing organizational culture, and innovative organization and board development. Satisfied clients since 2000 include all types of nonprofits, public agencies and philanthropies that support individuals with disabilities. Read more at www.managance.com.

www.managance.com

EXHIBITORS, cont'd from page 9

No Buttons Headset

We manufacture truly hands-free cell phone Bluetooth headsets and other Bluetooth devices that enable the user to make and receive cell phone calls without having to push any buttons. Our devices can also be used as a truly hands-free Bluetooth microphone and speaker for Dragon Naturally Speaking software and for streaming music from a Bluetooth enabled PC, music phone and other Bluetooth enabled music devices.

www.nobuttonsheadset.com

Public Partnerships, LLC

Public Partnerships, LLC (PPL) is a national leader providing consumer-directed services in 21 states and operations for 43 programs. PPL was founded in 1999 and is dedicated to providing a full-service financial management service firm dedicated solely to providing fiscal/employer agent, third party administrator, and related support services to public agencies. These services allow PPL to partner with public agencies to allow for a participant-directed service model giving participants the ability to make individual choices about which services they receive, how they are delivered, and by whom, within their budgets.

www.publicpartnerships.com

Search Beyond Adventures, Inc.

Search Beyond Adventures provides 130 supervised tours throughout North America and international for adults with developmental disabilities. Parents and care providers are welcome to participate at reduced rates.

www.searchbeyond.com

Therap Services

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

www.TherapServices.net

11

The Riot!

Where self-advocates speak up!



Check out the July voting issue! www.theriotrocks.org



PPL has designed a wide array of services that support consumer direction. Each program is designed to meet the needs of program participants and includes the financial controls required by public agencies. We currently serve more than 40,000 consumers in 21 states and Washington, D.C. How can we help you?





Hopes and dreams. Small words, big meaning. Emergency Funding | Educational Advocacy | Employment Training



For people with intellectual and developmental disabilities.

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Liberty Healthcare Corporation - 401 E. City Avenue - Suite 820 - Bala Cynwyd, PA 19004 - www.LibertyHealthcare.com

KEYNOTE SPEAKERS

MONDAY

WELCOME

Joshua Sharfstein, MD, Secretary Maryland Department of Health and Mental Hygiene

Frank Kirkland, Director
The Maryland Developmental Disabilities Administration





OPENING PLENARY



Dale DiLeo has provided training throughout the US, Canada, and Europe on community inclusion for persons with disabilities. He is the Past President of the Association for Persons in Supported Employment (APSE), and is the lead author of that organization's highly respected *Ethical Guidelines in Supported Employment*. He is the author of *Employment First: Building a Culture that Expects Job Success* and the founder of TRN, Inc. a company that provides training materials. His book, *Raymond's Room*, focuses on ending the shameful segregation of people with disabilities in community life. Here is what Al Condeluci, Executive Director of UCP of Pittsburgh said about Dale's book, *Raymond's Room:* "For far too long we've been willing to accept the small gains experienced by folks with disabilities as acceptable. *Raymond's Room*, by Dale DiLeo, kicks the door of acceptability back open. This book will cause all of us to rethink our roles in building full community opportunities for all people. This book puts reality right back in our faces. It raises consciousness, ignites passions and brings the spirit back into our work. If you have forgotten the story that got you interested in disability issues, this book will be your awakening." Dale will kick off the conference with his reflections on the past and inspiring views of the future of the movement toward fully included lives.

PANEL: HEROES OF THE MOVEMENT



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



Thomas Gilhool, JD, is a retired staff attorney from the Public Interest Law Center of Philadelphia (PILCOP). He has been the lead attorney in precedent-setting lawsuits on behalf of people with disabilities. Gilhool was an attorney with PILCOP for 27 years. He retired in 2006 after being active in the public interest community for 41 years. Gilhool's accomplishments include his pioneering representation of plaintiffs in PARC v. Commonwealth, which established the constitutional right of children with disabilities to a free, appropriate public education. This decision was the source of the first federal civil rights acts in this area: Section 504 of the Civil Rights Act of 1973 and what is now the Individuals with Disabilities Education Act (IDEA). In 1990 Gilhool developed a coalition of legal services organizations to enforce a new provision of the Social Security Act, which required states receiving federal funds to provide basic health care to children enrolled in Medicaid.



Teresa Moore is a long-time leader of the self-advocacy movement. She has been a member of the Board of Directors of Self-Advocates Becoming Empowered (SABE), a facilitator for Project Leadership, a coordinator of the MY Voice, My Choice Project, a Coordinator of the Vote Education and VOTE Projects. She works for the National Technical Assistance Center for Voting and Cognitive Access. Teresa is also Chief Editor of "The Riot!", a newsletter and blog housed at the Human Services Research Institute where self-advocates can share opinions, an online art gallery, toolkits, games and services to help individuals become stronger self-advocates.



Beth Mount is a national consultant working with programs throughout the United States to support others to see capacities in people with disabilities. Her groundbreaking work related to Personal Futures Planning promotes the positive futures and images of people with disabilities throughout the world and demonstrates that all of us count and all of us fit. In 1981, she founded her consulting organization, Graphic Futures, to establish transformational innovation projects that create new options for people through

personal, organizational, and policy change. For 40 years, Beth has worked toward the ideal that every person with a disability can be a valued member of community life. She has collaborated on more than 100 publications and artworks that tell stories of imagining and implementing positive futures for people with disabilities. Her efforts demonstrate that communities can support the contributions of people with disabilities, and that organizations can adapt to be more person-centered.



John O'Brien is a Principal of Responsive Systems Associates. He is a visionary leader working on projects involving a network of people who cooperate in building local capacity to include people with substantial disabilities in all aspects of community life. Projects focus on facilitating planning that improves our ability to listen and respond, for people and their families, agencies, service systems, and governments; assisting innovators to evaluate programs and policies that open new opportunities for community participation and choice; helping people reflect on the meaning of providing personal assistance and the work of designing and leading agencies that reveal and support capacities and mutual contributions; and supporting people to communicate what they are learning from their lives and their work.

TUESDAY

PLENARY



Sharon Lewis, Commissioner, Administration on Intellectual and Developmental Disabilities, Administration for Community Living, U.S. Department of Health and Human Services. Sharon Lewis was appointed by President Obama to serve as Commissioner of the Administration on Developmental Disabilities in March 2010, where she works on ensuring that people with disabilities have the opportunity to fully participate in all aspects of community living, including employment, education, and healthcare. Prior to her appointment, she served as the Senior Disability Policy Advisor to U.S. House Committee on Education & Labor, as a Kennedy Public Policy Fellow for U.S. Senate Subcommittee on Children & Families, and worked in Oregon on DD policy. She is parent to three daughters, one of whom experiences a developmental disability and is becoming a strong self-advocate in her own right. Public Policy Fellow for U.S. Senate Subcommittee on Children & Families. Sharon is the recipient of numerous awards, including the 2010 Distinguished Leadership in National Disability Policy Award and the Consortium for Citizens with Disabilities Chairman's Award.



Clarence J. Sundram, JD, is a nationally recognized expert on conditions in institutions and community programs for persons with disabilities. He is the Special Advisor to the Governor of New York for Vulnerable Persons and also serves as the Special Master & Court Monitor in class action lawsuits in Washington, DC involving the rights of persons with disabilities. For 20 years, Mr. Sundram served as the founding Chairman of the New York State Commission on Quality of Care and Advocacy for Persons with Disabilities, an independent state oversight agency charged with advising the governor and legislature, investigating deaths, financial fraud and abuse in programs serving persons with mental disabilities. Mr. Sundram has also served as Vice-Chairman of the New York State Developmental Disabilities Planning Council, and as a member of the Board of Directors the National Disability Rights Network. He has consulted in over 20 states and Canadian provinces, and for the U.S. Department of Justice on issues of protection from abuse, neglect and exploitation; restraint and seclusion; quality assurance and risk management. Clarence's presentation is titled, "With the Best of Intentions: The Unintended Consequences of Community Systems." He will discuss the infrastructure needed to assure quality as we move to more independent supports.



While it is true rights are protected by law and policy, David Hingsburger will speak about rights as something importantly personal. David works providing direct service to people with intellectual disabilities. He is the Director of Clinical and Educational Services for Vita Community Living Services and a primary consultant for the Sexuality Clinic at York Simcoe Behaviour Management Services. Dave also works in private practice as a consultant for schools, parents and agencies. He has published over 30 books and numerous articles in magazines, newspapers and journals. Dave wrote and narrated the controversial radio documentary "Life, Death and Disability" for the CBC. Dave lectures extensively. He has given keynote presentations nationally and internationally. In the fall of 2009, Dave was inducted into the Canadian Disability Hall of Fame.



Ricardo Thornton is an outspoken advocate for people's right to live lives of their own choosing and design. He is a clerk at the Martin Luther King, Jr. Memorial Library in Washington, D.C. Ricardo began by volunteering at the library 32 years ago as part of a special education program. Early on he worked with a job coach but soon he became a full-time paid employee. A vocal self-advocate, dedicated husband and father, athlete and ambassador, Ricardo speaks passionately about the importance of full participation and self-determination for people with developmental disabilities. He will challenge us to continue the move toward quality and full community inclusion for all.

CELEBRATING 20 YEARS

A History of the Reinventing Quality Conference

The first "Reinventing Quality Conference" was sponsored by the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Research and Training Center at the University of Minnesota in 1991 in Washington DC. This conference first arose as services and supports were evolving and becoming more person-centered, and as many states were starting to address new and emerging issues in quality of services and in quality assurance. The Administration on Developmental Disabilities provided a small amount of funding to the RTC to fund travel for speakers and self-advocates, and to develop and print a Reinventing Quality manual for those coming to the conference, which featured innovative projects and programs from around the country.

1991-2012

The first conference was small, with 115 people, and was primarily aimed at working discussions concerning innovations in quality assurance. It was attended largely by state agency personnel working on alternative quality assurance programs, people from the Council on Quality and Leadership, some CSM staff working on quality assurance in waiver programs, DD Council staff, ANCOR personnel, and researchers involved in outcomes research. A second conference was held in 1994 with ANCOR joining in as a hosting partner. For this conference, a second version of the Reinventing Quality manual was developed by the RTC and Gary Smith of the NASDDDS.

In 1999 the Administration on Developmental Disabilities funded NASDDDS for a three-year project for Quality Best Practices. This comprehensive project was named "Reinventing Quality: Fostering Promising Practices in Person-Centered Community Services and Quality Assurance for Persons with Developmental Disabilities," and Gary Smith was the project director. NASDDDS partnered with Human Services Research Institute and the RTC at the University of Minnesota for this initiative.

The project was aimed at accelerating the adoption of person-centered principles and practices in public systems, and fostering promising practices in person-centered community services and quality management initiatives.

It was intended to bring consumers and families together with government officials, service providers and advocates to develop a clear vision, blueprint and national implementation strategy for designing public systems based on person-centered principles. One element of the project was the selection of four states for case studies of comprehensive outcome-based plan development to move to person-centered services and quality assurance.

A big part of the project was providing interactive exchange and dissemination of information to promote person-centered supports. One of the main avenues of dissemination was the state-of-the-art "Quality Mall" website, which replaced the print manuals that had been developed in the 1990's. A second big avenue for dissemination was conferences, including a consensus conference for bringing together all stakeholders for the purpose of identifying essential features of public systems that employ person-centered principles. Two national Reinventing Quality conferences were held as part of this project.

After the three years of the project were completed, given the demand and enthusiasm for the conference, the three hosting partners continued to put on the conference every year or two. While having started out with several conferences in Chicago, the planning team started to rotate through other parts of the country, and conferences were also held in San Diego, Philadelphia, Minneapolis, Charleston, and Baltimore. As it was able to, the Administration on Developmental Disabilities continued to provide supplemental funding for the Quality Mall website and for self-advocate travel to the national conferences. The University of Delaware's Leadership Consortium joined in as a hosting partner in 2008.

Over the years, the Reinventing Quality conference has continued to be a conference which features speakers invited to share their work toward fulfilling the most innovative directions and best practices. It has continued to feature various types of person-centered programs and supports, sharing about experiences as programs shift directions to more person-centered supports, and person-centered directions in quality management and quality assurance.

Welcome to the 20th anniversary celebration of sharing these innovations!

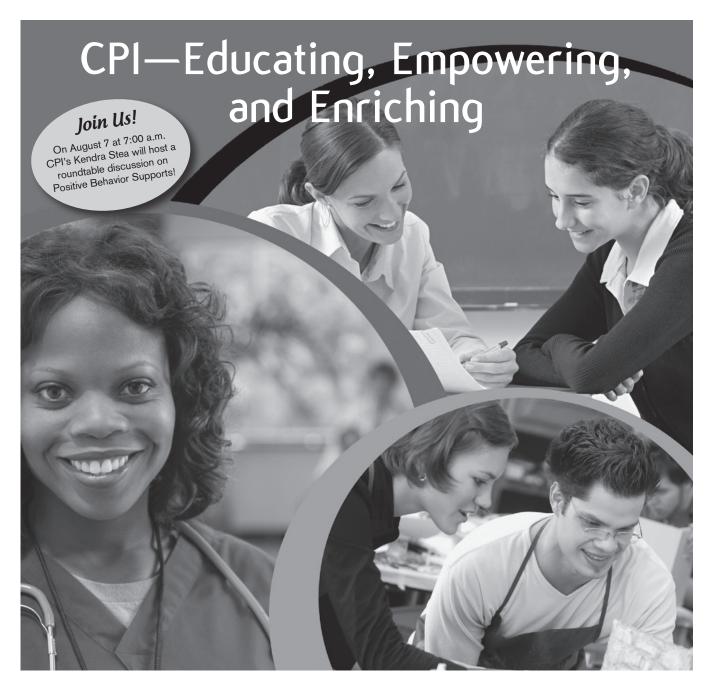
Don't miss the Welcome Reception!

Have some refreshments, check out our sponsor's exhibits, find old friends and make some new ones!

Enjoy the music of Ray Eicher. All are welcome!

Sunday, 5:30 – 7:00 pm in the Maryland Foyer (near registration)

15



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Priority Code:

STRANDS

These are the categories under which the sessions are organized.

Feel free to stick with one strand all day or sample sessions from several!

Monday

Supporting Communities That Welcome All People – Asset Based Community Development

If our communities are going to be inclusive, we need new and different ways of thinking. Several different community-wide projects around the country are using an approach called Asset-Based Community Development, first developed by John McKnight. These initiatives from Indianapolis, Cincinnati, and different Georgia communities will be shared.

STRAND CHAIRS: Angela Amado, University of Minnesota, Research and Training Center on Community Living; Eric Jacobson, Georgia Council on Developmental Disabilities

Quality Management Challenges and Solutions

Systems of support for people with intellectual and developmental disabilities are operating in a dynamic and challenging environment. Expectations regarding performance and efficiency are increasing while resources become more scarce. The sessions in this strand will highlight how states and providers are responding to these challenges by reforming and sharpening their quality oversight and setting standards more in keeping with person centered practices. Throughout these sessions, the importance of individual and valued outcomes will be stressed.

STRAND CHAIR: Val Bradley, HSRI

Person Centered Practice - It's Not What You Think!

The Developmental Disability systems from six states participated in a three year grant to implement person centered practices in all aspects of their systems. The results were surprising in some areas, and resulted in shifting of roles, processes and relationships. The learning involved State DD offices, regional offices, provider agencies, service coordination agencies, licensing/certification offices and Medicaid offices. Three key factors in the projects will be shared during this three session strand.

STRAND CHAIRS: Mary Lou Bourne, Support Development Associates; Michael Smull, Support Development Associates

Improving Quality through Managed Care

Is your state moving at the speed of light to re-configure the way it funds Medicaid services? Are you primed to respond to changes with agility? Are you a leader in your state's discussions about the opportunities under the implementation of the Affordable Care Act (ACA)? As the challenges of sustaining the Medicaid program rise to the forefront nationally, states are compelled to re-design the way they support Medicaid beneficiaries, including the very supports critical ensuring people with disabilities live meaningful lives in their communities. This strand will provide participants with an understanding of what states are discussing (and implementing in some cases) with regard to funding vehicles for long term services and supports for people with disabilities. Can our valued guiding principles for self-direction be infused into a managed care framework? Where do people with disabilities fit into states' efforts to redesign service structures for people who are eligible for both Medicaid and Medicare (dual eligible)?

STRAND CHAIRS: Diane McComb, Delmarva Foundation; Lilia Teninty, HSRI

Housing: The Key to Community Living

Housing is often the key to having a good life in the community – come hear great ideas and strategies for achieving person-controlled housing! The Housing strand will provide several perspectives on affordable supportive housing. Speakers will share information about national initiatives and collaborations; local partnerships with tested strategies for increasing the availability of affordable/accessible housing; and personal experience using existing resources to plan for, acquire and use affordable housing resources in conjunction with self-directed services.

STRAND CHAIRS: Diane Dressler, Maryland Center for Developmental Disabilities at Kennedy Krieger Institute; Chris Smith, Maryland Center for Developmental Disabilities at Kennedy Krieger Institute

Direct Support Workforce Issues

Strategies and evidence based practices to improve the competence, skills and ethical practice of people who provide direct support.

STRAND CHAIR: Amy Hewitt, University of Minnesota, Research and Training Center on Community Living

The Journey from Traditional Services to Person-Centered Supports

This strand will provide conference participants with different perspectives about the shift taking place across the United States and the world from traditional services to person-centered and individualized supports. This concept, usually referred to transformation and/or conversion, includes the shift away from day services and sheltered workshops to supported employment and from group homes and traditional residential services to supported living. Join us as we explore this important shift toward self-designed lives! We will discuss ways that organizations/agencies can be positively involved in helping to move from traditional services to personalized and individualized responses to people with disabilities and their families. The six agencies involved in these presentations have all shifted their thinking and assisted people who select to receive supports from them to lead successful and fully included lives.

STRAND CHAIR: Jeff Strully, Jay Nolan Community Services, Inc.

Supporting Individuals by Strengthening Families

The overall goal of supporting families, with all of their complexity and diversity, is to maximize their capacity, strengths, and unique abilities so they can best support, nurture, love and facilitate opportunities for the achievement of self-determination, interdependence, productivity, integration, and inclusion in all facets of community life for their family members.

STRAND CHAIRS: Sheli Reynolds, Institute for Human Development, UMKC; Nancy Thaler, NASDDDS

17

Employment Issues

For many Americans, employment is a key component to life. It provides opportunities to use and develop skills, meet new people and contribute to the economy. This strand will provide multiple perspectives about how to improve the employment outcomes for people with intellectual and developmental disabilities. Sessions will bring leaders together to discuss innovative practices being used to facilitate better jobs for better pay, strategies for system change and the need for further leadership, and how to collect and use data to improve existing service systems.

STRAND CHAIR: Derek Nord, University of Minnesota, Research and Training Center on Community Living

Tuesday

Technology

Identifying practices and strategies to improve quality through the use of technology.

STRAND CHAIRS: David Braddock, Univ. of Colorado, The Coleman Institute for Cognitive Disabilities; Amy Hewitt, University of Minnesota, Research and Training Center on Community Living

Shared Living

We will explore shared living and how it is a new take on supporting individuals through building and sustaining relationships. The strand will look at several states' approaches to developing and sustaining shared living arrangements – and in particular how shared living is more than a host home or foster care. The strand will include a state perspectives along with those of supporting provider organizations and those of lifesharer's as well.

STRAND CHAIR: Robin Cooper, NASDDDS

Transition Issues

Youth are the promise of this country's future. We are dependent upon their talents, educational prowess and skills to maintain the United States as a world economic leader. However, employment for youth with disabilities, particularly for youth with intellectual disabilities, lags far behind employment of their peers without disabilities. The two sessions in this strand will highlight three projects that hold promise for extensive change for post secondary education and state systems change leading to employment outcomes. All of these projects are built upon high expectations and personal and professional outcomes while acknowledging that changes must occur at multiple levels in order to achieve competitive employment in our communities across the country.

STRAND CHAIR: Karen Flippo, Institute for Community Inclusion, UMass Boston

Re-thinking Supports for Individuals with Behavioral Health Needs

Supporting individuals with behavioral health needs in addition to intellectual and developmental disabilities (I/DD) is a complex issue for systems, providers, and caregivers. Community-based crisis services, medication review processes, and environmental design principles are all examples of positive practices that can be used to maximize independence

and minimize reliance on restrictive behavioral interventions and overuse of psychotropic drugs. Presenters will discuss these and other current approaches to providing effective behavioral supports for adults receiving I/DD services.

STRAND CHAIR: Sarah Taub, HSRI

Evolving a Shared Research Agenda

Engaging in setting a research agenda related to quality outcomes for people with intellectual disabilities and their families.

STRAND CHAIR: Amy Hewitt, University of Minnesota, Research and Training Center on Community Living

Federal Initiatives to Expand and Improve Supports for People with Disabilities

With the federal government underwriting the costs of home and community services, federal agencies play a major role in developing opportunities for people with disabilities, securing their rights and enabling the Promise of the ADA and Olsmstead to become real. Sessions with several federal agencies will provide an opportunity to learn about the initiatives and plans for the future.

STRAND CHAIR: Nancy Thaler, NASDDDS

Quality Management Challenges and Solutions

Systems of support for people with intellectual and developmental disabilities are operating in a dynamic and challenging environment. Expectations regarding performance and efficiency are increasing while resources become more scarce. The sessions in this strand will highlight how states and providers are responding to these challenges by reforming and sharpening their quality oversight and setting standards more in keeping with person centered practices. Throughout these sessions, the importance of individual and valued outcomes will be stressed.

STRAND CHAIR: Val Bradley, HSRI

Self Advocacy

Self-advocates discuss critical issues facing their organizations across the country. Topics include support and resources for self-advocacy organizations, the role of advisors, working together for a bigger impact, outcomes of the national series of self-advocacy summits, and more. There will be plenty of opportunity for discussion.

STRAND CHAIRS: Dawn Rudolph, AUCD; Liz Weintraub, AUCD

Evidence Based Policy: What Does the Research Tell Us About Public Policy?

In 2010, the National Association of State Director of Developmental Disabilities Services (NASDDDS) and the Association of University Centers on Disability (AUCD) agreed to collaborate in developing products and activities promoting the responsible application of the best available research evidence in the design, administration and reform of services. The initiative is designed to stimulate the preparation of critical research reviews on topics of importance in developing and implementing sound public policy affecting individuals with developmental disabilities and their families.

STRAND CHAIR: Chas Moseley, NASDDDS

BREAKFAST ROUNDTABLES - TUESDAY Join one of these all inclusive,

open discussions on Tuesday morning, 7:00 – 8:15 am in the Baltimore Ballroom for a chance to delve further into topics that interest you!

Allies in Self-Advocacy Summits - Now What?

Let's discuss what has...or hasn't...happened in your state after the self-advocacy summits took place. We can share ideas and resources, talk about support that would be helpful, and problemsolve challenges that may be in place.

DAWN RUDOLPH, drudolph@aucd.ora LIZ WEINTRAUB, lweintraub@aucd.org AUCD, www.aucd.org

Table 2 Be Part of the Change! Effecting Important Public **Policy Changes in Your State**

What are the best ways for people who work in the field, people with disabilities, family members and other advocates to have an influence on public policy? Join this lively discussion about the public policy issues you view as most critical and the best ways to have your voice heard!

STEVE EIDELMAN, sme@udel.edu University of Delaware, www.nlcdd.org

Table 3 Direct Support Professionalism

Many have noted that the quality of supports and services for people with disabilities can be defined at the point of interaction between the person and his or her direct support worker. There is growing attention among service providers and policy makers toward competency-based training, career ladders and credentialing. Come discuss ways to select, develop and keep the very best of our direct support workforce.

JOSEPH MACBETH, jmacbeth@nysacra.org NADSP, www.nadsp.org

Employment First: Making it "Work" for Everyone.

If we say that we are 'employment first,' that hopefully means for everybody! We want your ideas and thoughts - join this discussion on concrete ways that we can make employment work for everybody, including those of us with the most significant disabilities.

RACHEL KNIGHT, rachel knight@cisworks.org Community Integrated Services, www.cisworks.org

Evaluation - Making it Make Sense!

Come participate in this discussion of current methods and practices in the I/DD field, especially around quality. Let's discuss a host of observations around what is working, what is not working, and any barriers that can be addressed. We will discuss things like organizational capacity, technology, and funder demands - how are people handling these sometimes conflicting demands!?

CHRIS SMITH, SmithChr@kennedykrieger.org Kennedy Krieger Institute, www.mcdd.kennedykrieger.org

Family Involvement and Managed Care

Assuring Meaningful Family Engagement: Come discuss ways to assure that families and individuals with disabilities are directly involved in service choices and delivery and how Person Centered Planning can be used within Managed Care environments.

MAX DONATELLI, mdonatelli@olv-bvs.org Developmental Disability Alliance of Western New York Board www.ddawny.org

Got Data? Now What?

Participants will discuss the challenges of collecting, analyzing and using data collected through quality assurance efforts. We will discuss ways to graphically represent data to understand what it means and communicate with others. Examples will be provided to stimulate conversation and share ideas.

CHRISTOPHER BAGLIO, cbaglio@LibertyHealth.com Liberty Health, www.libertyhealth.com

Table 8 Homeward Bound!

People want to live as independently as possible. Our I/DD congregate care system is unsustainable and out of touch with the needs of people with

I/DD. How can we shift the policy and practice of our I/DD systems to better reflect housing needs and highlight the non-"I/DD system" resources that are available federally and locally. How do people from different states address the issues?

JOHN MALTBY, JMaltby@wihd.org Westchester Institute for Human Development, www.wihd.org

How to Support the Self-Determination of Individuals While They are Living with their Families

More and more adults with disabilities live with their families. How do we assure that both the person with the disability and their family members have meaningful lives of their own? Come share your thoughts about the challenges inherent in adults living at home and ways to make it work for everyone!

NANCY THALER, nthaler@nasddds.org NASDDDS, www.nasddds.org

Table 10 Including Self Advocates on Committees and Boards in **Meaningful Ways**

We all support the idea of "nothing about us without us" - but sometimes people with disabilities are included but are not supported to play meaningful roles. Come discuss ways to be sure that people with disabilities are included on boards, committees and in other important roles without tokenism. Everyone is invited to join this conversation which will be full of ideas to take back!

BILL KREBS, mr.trouble64@yahoo.com

19

Table 11 The Promise of Youth – Employment and Higher Education

Our roundtable discussion participants will share the practices and policies that are working in their communities and statehouses to create and realize expectations for employment and higher education outcomes for youth and young adults with disabilities. Transition is a value, a coordinated set of services, funding streams, and outcomes. We'll talk about each of these as we inspire one another to help affect positive change.

KAREN FLIPPO, Karen.Flippo@umb.edu Institute for Community Inclusion, www.communityinclusion.org

Table 12 Quality in Managed Care Programs – How Can We Be Sure that Personal Outcomes are Achieved?"

Does the move toward managed care threaten the commitment to person centered supports? Can quality in managed care systems be measured in ways that still focus on the outcomes that are important to people receiving supports? Join Ralph Lollar, Director of the CMS Disabled and Elderly Health Program Group as we discuss this important issue!

RALPH LOLLAR, Ralph.Lollar@cms.hhs.gov CMS, www.cms.gov

Table 13 Self-Directed Services: A Discussion for Families

Are you or your family member using self-directed services? Join us to share your knowledge and experience. We'll talk about training and hiring staff, finding paid and volunteer jobs, developing creative housing solutions, and expanding real community participation. Our goal is to see what's working and to exchange effective solutions to some of the challenges we face, as individuals and on a statewide basis.

SUSAN PLATKIN, nyselfd@gmail.com

JOE GERARDI, JGLIFX@aol.com

New York Self-Determination Coalition, www.nyselfd.org

Table 14 Supporting People with Significant Behavioral Issues in Fully Included Ways

Having a full, included community life should be the right of everyone. Some people think it is a privilege reserved for those who are less challenging. This will be a terrific, inclusive discussion of ways to offer full participation to those we find most challenging.

MIKE MAYER, Mike@acctcra.com
Community Resource Alliance, www.craconferences.com

Table 15 Supporting the Supporters

What is needed to encourage and enable true partnerships among people using services, their families and paid supporters? Join this lively discussion to exchange ideas that work to promote healthy life and work experiences for all involved!

MARIAN SAULINO, marians@viapa.org Values Into Action, www.valuesintoaction.org

Table 16 Technology: One Key to Offering and Assuring More Independence and Higher Quality Lives

How are people using technology to both offer and assure quality lives?

As 24/7 staffing becomes not only less sustainable but, in many cases, less preferable what are some creative options? How do we assure also that the right data is collected and used to reduce risk and assure quality? Come discuss a multitude of good ideas and take home ideas for resources you can use!

PETER O'MEARA, peter.omeara@therapservices.net Therap Services, www.therapservices.net

Table 17 Telling Your Story: Would you like to write an article for a great magazine?

Apostrophe, a magazine for, about and by people with intellectual disabilities, helps turn "can't" and "don't" into "can" and "do." Every story, column and section in the magazine relates to eliminating apostrophes in peoples' lives. Please join us and participate in a roundtable discussion that could result in an article or column in Apostrophe and a chance to share your story with readers across the country.

JIM TRACY, jtracy@aware-inc.org
Apostrophe Magazine, www.apostrophemagazine.com

Table 18 Understanding and Minimizing the Effects of Trauma on the People We Support

Many of the people who choose to accept supports from our organizations have histories of trauma. Join CPI for a discussion about the

different types of trauma and strategies for ensuring that the supports we offer are trauma-informed and person-centered to minimize the recurrence of trauma.

KENDRA STEA, kstea@CrisisPrevention.com Crisis Prevention Institute, www.crisisprevention.com

Table 19 What You Can Learn from Your State's National Core Indicators

The National Core Indicators have much to reveal about how your state is doing in assuring quality services for all. Join Nancy and Chas in this lively conversation about all that can be learned about the states represented by participants at this Roundtable!

CHAS MOSELEY, cmoseley@nasddds.org NASDDDS, www.nasddds.org

SARAH TAUB, STaub@hsri.org HSRI, www.hsri.org

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Jean Frazier, MD— Climbing Every Mountain: Efforts to Improve Clinical Outcomes & Quality of Life for Individuals with Autism Spectrum Disorders

David Braddock, PhD- Cognitive Disability, Dual Diagnosis & Emerging Technologies in an Era of Economic Uncertainty

Accreditation and Certification Programs: Standards for Quality Services

NADD in association with NASDDDS has developed three programs designed to improve services for people who have IDD and MI:

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do you tweet?

Help spread the word about what's happening at the Conference!

The person who sends the most meaningful tweets will be recognized at the closing session.

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Use hash tag: #ReinventingQuality



Welcome to Maryland!

Maryland Department of Health and Mental Hygiene Developmental Disabilities Administration Martin O'Malley. Governor Anthony G. Brown, Lt. Governor Joshua M. Sharfstein, M.D., Secretary Frank W. Kirkland, Executive Director



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Bob Foley, VP Disability Services Division

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meet the stars under the stars

Tuesday evening's Reception and MICROENTERPRISE SHOWCASE will be held on the 7th floor rooftop (weather permitting). Check out displays by some microenterprise entrepreneurs!

5:30 - 7:00 pm

If the weather doesn't cooperate, the reception will be held in the Maryland Foyer.

SCHEDULE OVERVIEW

		Monday, August 6	Tuesday, August 7	Wednesday, August 8	
		7:45 – 8:30 Continental Breakfast in Maryland Foyer	7:00 – 8:15 Breakfast Roundtables in the Baltimore Ballroom 8:30 – 10:00		
MORNING		8:30 – 10:15 PLENARY Dale DiLeo and the Heroes of the Movement Panel: Tom Gilhool, Teresa Moore, Beth Mount and John O'Brien Location: Maryland B/C	8:30 – 10:00 BREAKOUT 4		
WO		Location: Maryland B/C PLUS! Moving Mountains Awards	BREAK		
ı	9:30 – 4:30 Full Day Shared Living Pre-Conference in the Baltimore Ballroom	BREAK	10:15 – 12:15 PLENARY Sharon Lewis, Clarence		
		10:45 – 12:15 BREAKOUT 1	Sundram, Dave Hingsburger, Ricardo Thornton Location: Maryland B/C	8:30 – 4:00 National Core Indicators Steering Committee Meeting Location: Homeland	
		12:15 – 1:45 Lunch on your own	12:15 – 1:45 Lunch on your own	Eccurion: Homerana	
AFTERNOON	2:00 – 5:00 Leadership Institute	1:45 – 3:15 BREAKOUT 2	1:45 – 3:15 BREAKOUT 5		
	Reunion Location:	BREAK	BREAK		
	Homeland	3:30 – 5:00 BREAKOUT 3	3:30 – 4:15 Wrap up – Door Prizes Location: Maryland C		
	REG				
EVENING	5:30 – 7:00 Welcome Reception in the Maryland Foyer	5:30 – 7:00 Rooftop Reception (weather permitting) and Microenterprise Showcase			

SCHEDULE - SUNDAY & MONDAY

9:30 - 4:30	Full Day Shared Living Pre-Conference in the Baltimore Ballroom						
2:00 — 5:00	Leadership Institute Reunion in Homeland						
2:00 — 7:00	Registration						
5:30 - 7:00	Welcome Reception in the Maryland Foyer						
MONDA	Υ						
7:45 — 8:30	Continental Breakfast in the Maryland Foyer						
8:30 — 10:15	Plenary Session: Dale DiLeo/Heroes of the Movement: Tom Gilhool, Beth Mount, John O'Brien, Teresa Moore, Moderator: Val Bradley Location: Maryland B/C Moving Mountains Awards Location: Maryland B/C						
Strand	Supporting Communities That Welcome All People - Asset Based Community Development	Quality Management Challenges and Solutions	Person Centered Practice — It's Not What You Think!	Improving Quality through Managed Care	Housing: The Key to Community Living		
Strand Chairs	Angela Amado, Eric Jacobson	Val Bradley	Mary Lou Bourne, Michael Smull	Lilia Teninty, Diane McComb	Diane Dressler, Chris Smith		
Room	Maryland A	Maryland B	Maryland C	Maryland D	Maryland E		
BREAKOUT 1 10:45 - 12:15	Building Real Communities	Reforming and Enhancing Quality Assurance and Improvement Systems	Person Centered Practice — Far More than a Person Centered Plan	Federal Panel on Managed Care	No Cooking Skills Needed: Using Existing Resources to Put Together a Self-Directed Life		
Speakers	Eric Jacobson, Caitlin Childs, Joe Erpenbeck, De'Amon Harges, Anne Mitchell	Commissioner Courtney Burke, Pat Nichols	Mary Lou Bourne, Marilee Bell, Laura Doutre, Mary Lee Fay, Lee Price	Julie Carroll, Nancy Klimon, Tim Engelhardt	Diane Dressler, Annie Heinlein, Mary Scott		
12:15 — 1:45	Lunch on your own						
BREAKOUT 2 1:45 — 3:15	Communities Include Everyone	The Impact of Olmstead Lawsuits on State Quality Management Systems	Leadership Roles and Person Centered Thinking Coaches	Planning the People First Waiver in New York: One State's Experience and Lessons	Power of Partnerships in Creating Person Centered Housing Resources		
Speakers	De'Amon Harges, Caitlin Childs	Marion Olivier, Lee Price, Eddie Towson	Mary Lou Bourne, David Meadows, Michael Smull, Barry Seaver, Jo Viars, Kathy Witt	Commissioner Courtney Burke, Max Donatelli, John Maltby, Peter Pierri, Lisa Severino, Steven Vernikoff	Joe Wykowski		
BREAKOUT 3 3:30 — 5:00	Neighborhoods, Connections and Care — the Practices that Help Us Connect	Enhancing Performance at the Provider Level: Health, Safety and Human Security	Building a Person Centered System: The Importance of Alignment	Improving Managed Care Outcomes Through Advocacy	Using Research Data to Build and Implement Effective Public Policy (Note: This is part of strand titled: Evidence Based Policy: What Does the Research Tell Us about Public Policy?)		
			Parthy Dinora, Laura Doutre,	Dennis Heaphy, Leo Sarkissian	Amy Hewitt, Chas Moseley,		

					SUNDAY	
Full Day Shared Living Pre-Conference in the Baltimore Ballroom						
	Leadership Institute Reunion in Homeland					
				Registration	2:00 - 7:00	
			Welcome	Reception in the Maryland Foyer	5:30 - 7:00	
				٨	MONDAY	
			Continental	Breakfastin the Maryland Foyer	7:45 - 8:30	
				Plenary Session	8:30 - 10:15	
	Direct Support Workforce Issues	The Journey from Traditional Services to Person-Centered Supports	Supporting Individuals by Strengthening Families	Employment Issues	Strand	
	Amy Hewitt	Jeff Strully	Nancy Thaler, Sheli Reynolds	Derek Nord	Strand Chairs	
	Maryland F	Baltimore A	Baltimore B	Watertable	Room	
	Quality Services = Quality DSPs	The Next Generation of Supports: In Partnership with People with Disabilities, Their Families and Communities	Strategies for Families for Discovery and Navigation	Employment: What Do We Know About How It's Working? Using Data to Improve Effectiveness	BREAKOUT 1 10:45 — 12:15	
	Amy Hewitt, Joe MacBeth	Gail Godwin, Marian Saulino	John Dickerson, Sheli Reynolds	John Butterworth, Linda Rolfe, Sarah Taub	Speakers	
				Lunch on your own	12:15 — 1:45	
	2010 Moving Mountains: Best Practices in Direct Support Workforce	Transforming to Support People to Live Real Lives as Citizens	Families Connecting and Networking with Other Families	Advancing Innovations in Employment Supports through State Leadership	BREAKOUT 2 1:45 — 3:15	
	Jennifer Cottingham, Kris Foss, Trish Walter	Pat Fratangelo, Patti Scott	Dana Yarbrough	Jane Gallivan, Frank Kirkland, Adam Sass; Rie Kennedy-Lizotte, <i>Moderator</i>	Speakers	
	2011 Moving Mountains: Best Practices in Direct Support Workforce	How to Eat a Dinosaur: Changing the Culture of an Organization to Move Towards Personalization and Individualization	Supporting Families Who Provide Day to Day Supports	Innovative Employment Practices: What's Working!?	BREAKOUT 3 3:30 — 5:00	
	Julie Price, Lynn Rivas, Carrie Turner	Carol Beatty, Steve Blanks, Mike Mayer	Isabel Hodge, Jill Kagan	Rachel Knight, Marie Parker; Derek Nord, Moderator	Speakers	
	Rooftop	Reception and Microenterprise S	howcase Location: 7th Floor Roo	oftop Patio (weather permitting)	5:30 - 7:00	

SCHEDULE - TUESDAY & WEDNESDAY

TUESDA	.Y						
7:00— 8:15	Breakfast Roundtables in the Baltimore Ballroom						
Strand	Technology	More from Our Plenary Speakers!	Shared Living	Transition Issues	Re-thinking Supports for Individuals with Behavioral Health Needs		
Strand Chairs	Amy Hewitt, David Braddock		Robin Cooper	Karen Flippo	Sarah Taub		
Room	Maryland A	Maryland B	Maryland C	Maryland D	Maryland E		
BREAKOUT 4 8:30 — 10:00	Recent Advancements in Technology Applications in Developmental Disabilities	Giving Voice to Quality Lives: Telling Our Best Stories	Shared Living: A New Way of Providing Supports that's as Old as Time!	The Opportunities of Post Secondary Education	Behavioral Supports Policies and Practices Across States		
Speakers	Enid Ablowitz, Steven Stock	Beth Mount	Jack Kinsler, Rebecca Kreischer, Jim Malesky, Jeanne Parisi, Bobbi Segin, Carole Varner; Robin Cooper, <i>Moderator</i>	Debra Hart	Alexandra Bonardi, Chas Moseley, David Rotholz		
10:15 — 12:15	Plenary Session: Clarence Sunddram, Dave Hingsburger, Ricardo Thornton Location: Maryland B/C						
12:15 — 1:45	Lunch on your own						
BREAKOUT 5 1:45 — 3:15	Implications and Use of Innovative Technologies in Services and Supports for People with Disabilities	Person-Centered Support as a Process of Social Invention	Shared Lives: Hearing from Those Providing and Partaking of Shared Living	Partnerships in Employment: Perspectives about Systems Change	Supporting People with Behavioral Health Needs at Home: Best Practices at the System and Individual Level		
Speakers	Enid Ablowitz, Clayton Lewis, Greg Wellems	John O'Brien	Gerry Morrissey, Katherine Thompson, Susan Robertson; Robin Cooper, <i>Moderator</i>	John Butterworth, Karen Flippo, Rie Kennedy-Lizotte	Marylee Fay, Eddie Towson, Clint Trusty		
Wrap-Up, Door Prizes 3:30 — 4:15	Location: Maryland C						

Start the Day Right!

National Core Indicators Steering Committee Meeting Location: Homeland

WEDNESDAY

8:30 - 4:00



Grab some breakfast at the free buffet and join one of the Breakfast Roundtables for a chance to delve further into topics that interest you! These are open discussions inclusive of all. Make your voice heard!

Topics and facilitators are listed on page 16.

					TUESDAY	
Breakfast Roundtables in the Baltimore Ballroom						
	Evolving a Shared Research Agenda	Federal Initiatives to Expand and Improve Supports for People with Disabilities	Quality Management Challenges and Solutions (cont'd - one session)	Self Advocacy	Strand	
	Amy Hewitt	Nancy Thaler	Val Bradley	Dawn Rudolph, Liz Weintraub	Strand Chairs	
	Maryland F	Baltimore A	Baltimore B	Homeland	Room	
	The State of the Science in ID/ DD: Seeking Perspectives from Policy Makers and Advocates	The Role of Medicaid: A Chance to Dialogue with Senior CMS Officials	The CQL Personal Outcome Measures®: 20 Years of Accomplishments	Allies in Self-Advocacy — What Does it Take?	BREAKOUT 4 8:30 — 10:00	
	Amy Hewitt, Lori Sedlezky	Ralph Lollar Nancy Thaler: <i>Moderator</i>	Cathy Ficker-Terrill, Becky Hansen, Jim Gardner	Ken Capone, Liz Weintraub; Dawn Rudolph <i>, Moderator</i>	Speakers	
Plenary Session: Clarence Sunddram, Dave Hingsburger, Ricardo Thornton Location: Maryland B/C						
				Lunch on your own	12:15 — 1:45	
	The State of the Science in ID/DD: Seeking Provider Perspectives	HUD and CMS Collaborations to Create Affordable Housing Resources	(MANAGED CARE STRAND) Shaping the Funding Reform Discussion in Your State	Key Issues in Self-Advocacy Organizations	BREAKOUT 5 1:45 — 3:15	
	Angela Amado, Sheryl Larson	Kathryn King, Benjamin Metcalf, Lisa Sloane, Susannah Still; Nancy Thaler: <i>Moderator</i>	Diane McComb, Lilia Teninty	Barbara Coppens, Amy Doherty, Teresa Moore, Ricardo Thornton; Liz Weintraub, <i>Moderator</i>	Speakers	
Location: Maryland C						
WED						
National Core Indicators Steering Committee Meeting Location: Homeland						

Don't Miss the Closing Session!

Tuesday, 3:30 — 4:15 in Maryland C

We will gather to reflect upon all the exciting conference events and outcomes. You won't want to miss this fun-filled session where the BIGGEST door prizes will be given including weekend Getaways and

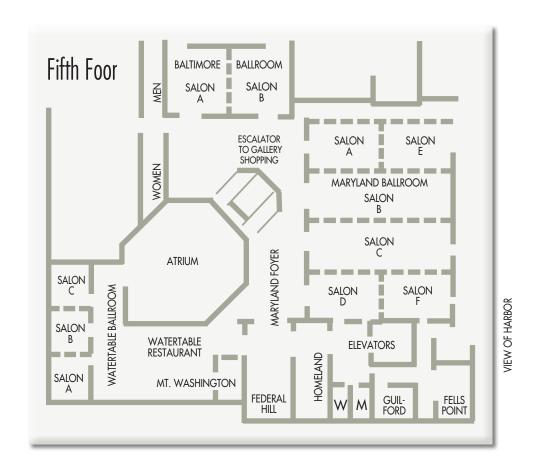
2 nights/3 days at the Choptank Cottage - a Waterfront Property!

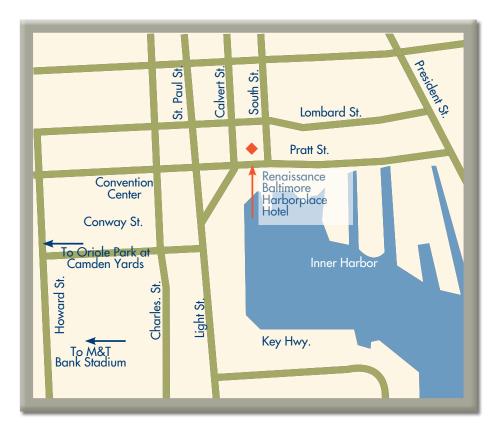
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A Twentieth Anniversary Celebration of Best Practices and Future Directions







Research & Training Center on Community Living





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Congratulations

Moving Mountains Award Winners

- ARC Broward Learning Institute, Sunrise, Florida (2012)
- East Bay Innovations and SEIU Management Training and Career Ladder Development Program, San Leandro, California (2012)
- NADSP/College of Direct Support Credentialing Project through Mat-Su Services for Children and Adults, Wasilla, Alaska (2011)
- Pathways to Excellence Program through Ability Beyond Disability, Bethel, Connecticut (2011)



Research & Training Center on Community Living

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nadsp.org/mountains

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

We celebrate your achievements!

SCHEDULE WITH SESSION DESCRIPTIONS

Sunday

9:30 - 4:30

FULL DAY SHARED LIVING PRE-CONFERENCE

Location: Baltimore Ballroom

2:00 - 5:00

LEADERSHIP INSTITUTE REUNION

Location: Homeland

5:30 - 7:00

WELCOME RECEPTION

Location: Maryland Foyer

Monday

7:45 - 8:30

CONTINENTAL BREAKFAST

Location: Maryland Foyer

8:30 - 10:15

PLENARY SESSION

Location: Maryland B/C

10:45 - 12:15

BREAKOUT SESSION 1



STRAND: Supporting Communities That Welcome All People – Asset Based Community Development

Building Real Communities

This session will provide an overview of Asset Based Community Development based on the work of John McKnight. This approach is an innovative and exciting way to think about transforming communities. In the disability community, person-centered approaches have taught us the importance of focusing on an individual's strengths and talents. In community centered approaches, tools such as Asset Based Community Development help us to focus on what already exists in communities and build off strengths in the areas of people, associations, institutions, economics and physical components. This approach fits seamlessly with person-centered planning and allows us to think about how individuals fit into the larger collective idea of community.

SPEAKERS: Eric Jacobson, Georgia Council on Developmental Disabilities; Caitlin Childs, Georgia Council on Developmental Disabilities; Joe Erpenbeck, ABCD Cincinnati Coordinator; De'Amon Harges, Broadway United Methodist Church; Anne Mitchell, Tesserae Learning

BREAKOUT 1 Monday

10:45 - 12:15

Maryland A



STRAND: Quality Management Challenges and Solutions

Reforming and Enhancing Quality Assurance and Improvement Systems

This panel will include presentations from two states that have used quality challenges as a catalyst to reform and improvement their quality oversight and monitoring. One state, Tennessee, began this work several years ago. The other state, New York, is in the process of making important and positive changes in their quality management practices.

SPEAKERS: Commissioner Courtney Burke, NY Office of Persons with Developmental Disabilities; Pat Nichols, TN Department of Intellectual and Developmental Disabilities

BREAKOUT 1 Monday

10:45 - 12:15

Maryland B



STRAND: Person Centered Practice - It's Not What You Think!

Person Centered Practice - Far More than a Person Centered Plan

Basic questions of about the six-state Person Centered Practice project will be answered, including: What was involved in the change project? How did it cross the full DD system? Examples will be shared from intake and eligibility to crisis management to supervisor's training, employee evaluations, and monitoring, licensing and quality management. Discussions regarding what states actually changed and how they made the changes happen will reveal what it takes to move from transactional to transformational change.

SPEAKERS: Mary Lou Bourne, Support Development Associates; Marilee Bell, Oregon Department of Human Services, Developmental Disability Services; Mary Lee Fay, TN Department of Human Services, Developmental Disability Services; Lee Price, VA Office of Developmental Services

BREAKOUT 1 Monday

10:45 - 12:15

Maryland C



STRAND: Improving Quality through Managed Care

Federal Panel on Managed Care

Representatives from the Centers for Medicare and Medicaid Services (CMS) and the National Council on Disability (NCD) will present on current topics and trends in managed care.

SPEAKERS: Julie Carroll, National Council on Disability; Nancy Klimon, CMS and Division of Elderly Health Programs Group; Tim Engelhardt, Federal Coordinated Health Care Office, CMS

BREAKOUT 1 Monday

10:45 - 12:15

Maryland D



STRAND: Housing: The Key to Community Living

No Cooking Skills Needed: Using Existing Resources to Put Together a Self-Directed Life

The transition from living with the family to living independently can be stressful for everyone involved. Families struggle with knowing when the planning process should start, choosing the best housing option, making independent housing affordable, addressing healthcare and independent living needs, and identifying people who can help with the process. Parents wonder...will we sleep at night? This presentation answers all these questions and more!

SPEAKERS: Diane Dressler, Maryland Center for Developmental Disabilities at Kennedy Krieger Institute; Annie Heinlein, self-advocate; Mary Scott, Baltimore County Public Schools Transition Resource Teacher

BREAKOUT 1 Monday

10:45 - 12:15

Maryland E



STRAND: Direct Support Workforce Issues

Quality Services = Quality DSPs

In response to the recent difficulties in New York related to quality and incidences of abuse and neglect, NADSP and its affiliate chapter, DSPNYS, have worked to uplift the profession of DSPs in NY by implementing ethics training and advocating for credentialing and improved training practices. This session will provide an overview of this effort and other systems change initiatives to improve support to people with disabilities by improving the quality and competence of the direct support workforce. Additionally the results of a comprehensive training intervention study that measures outcomes for people with disabilities and their workers conducted in Minnesota by the University of Minnesota's Research and Training Center on Community Living will be provided.

SPEAKERS: Amy Hewitt, University of MN, RTC on Community Living; Joe MacBeth, National Alliance for Direct Support Professionals

BREAKOUT 1 Monday

10:45 - 12:15

Maryland F

STRAND: The Journey from Traditional Services to Person-Centered Supports

The Next Generation of Supports: In Partnership with People with Disabilities, Their Families and Communities

This session will offer practical information as well as insights on the lessons being learned from people with disabilities who are leading their services. Focus will be on sharing the ways of fostering and sustaining true partnerships with people who use services, their chosen allies and communities. Participants will leave with a deeper understanding about how to offer support that enables people to control their services so that ultimately they are living lives of their choosing.

SPEAKERS: Gail Godwin, Shared Support Maryland; Marian Saulino, Values Into Action

BREAKOUT 1 Monday

10:45 - 12:15

Baltimore A



STRAND: Supporting Individuals by Strengthening Families

Strategies for Families for Discovery and Navigation

Families need to see the reality and possibility for the future, starting early in the child's life and continuing through the lifespan. This is a continuous process of family growth - learning about what is possible, what is innovative, and what has been successful in supporting families and individuals throughout the lifespan and navigating the future for their family. This session will highlight different strategies for supporting families as they begin their journey and plan for the future.

SPEAKERS: John Dickerson, The Arc of Indiana; Sheli Reynolds, Institute for Human Development, UMKC

BREAKOUT 1 Monday

10:45 – 12:15

Baltimore B



STRAND: Employment Issues

Employment: What Do We Know About How It's Working? Using Data to Improve Effectiveness

Data plays an important role in developing and assessing effective employment systems for people with intellectual and developmental disabilities. Currently, data is being collected across the country through a variety of mechanisms. This presentation will provide information about these data collection activities and report findings on employment system effectiveness. The presentation will also provide perspectives from state leaders on how these data can be used to inform system-level decisions.

SPEAKERS: John Butterworth, Institute for Community Inclusion, Umass Boston; Linda Rolfe, Washington Division On Developmental Disabilities; Sarah Taub, HSRI

BREAKOUT 1 Monday

10:45 - 12:15

Watertable

12:15 - 1:45LUNCH ON YOUR OWN

1:45 - 3:15

BREAKOUT SESSION 2



STRAND: Supporting Communities That Welcome All People – Asset Based Community Development

Communities Include Everyone

In Indianapolis, Broadway United Methodist Church has created a community where people's strengths and passions are used to create a community that supports all its members. Broadway United Methodist Church is a congregation that has deep roots in the community. It sees its role as being a good neighbor by seeking and utilizing the gifts of each and every person in its parish in ways that build community, the economy, and mutual Delight! Meet De'Amon Harges, Broadway's Roving Listener and learn what it means to hear the voices of community. The Georgia Council on Developmental Disabilities is changing the way it thinks about its role and how it will achieve its mission. Its Real Communities initiative is supporting seven communities around the state to create places that welcome all people including people with disabilities. By using Asset Based Community Development and developing strong relationships among a diverse group of stakeholders, The Georgia Council is creating bridges between people with and without disabilities as a means for making local communities a better place for everyone. Caitlin Childs, The Georgia Council's Director of Community Organizing will present on the work of this organization.

SPEAKERS: De'Amon Harges, Broadway United Methodist Church; Caitlin Childs, Georgia Council on Developmental Disabilities

BREAKOUT 2 Monday

1:45 - 3:15

Maryland A



STRAND: Quality Management Challenges and Solutions

The Impact of Olmstead Lawsuits on State Quality Management Systems

The Olmstead case and subsequent litigation in a number of states has been a powerful goad to states to both expand community options but also to improvement quality management systems. Two states, GA and VA, will describe the ways in which they have responded to Olmstead litigation to enhance quality monitoring - GA beginning a few years and ago and VA very recently.

SPEAKERS: Marion Olivier, Georgia Quality Management System and Delmarva Foundation; Lee Price, Office of Developmental Services; Eddie Towson, Division of Developmental Disabilities, GA.

BREAKOUT 2 Monday

Maryland B



STRAND: Person Centered Practice -- It's Not What You Think!

Leadership Roles and Person Centered Thinking Coaches

Building in the support and capacity to change the paradigm in your full organization requires leadership at all levels of the agency. Some of the questions that will be answered include: What do leaders need to do? What is a person centered thinking Coach? Three levels of change were undertaken: Level One were changes implemented by support teams, involving what could be done differently today. Level Two Changes were operational changes in organizational policy, procedure or practice. Level Three changes involved statewide policy, procedure or practice – changes requiring approval from a state system management office. How the changes were identified and implemented will be shared.

SPEAKERS: Mary Lou Bourne, Support Development Associates; David Meadows, VA Department of Behavioral Health and Disability Services; Michael Smull, Support Development Associates; Barry Seaver, VA Department of Behavioral Health and Disability Services; Jo Viars, Mount Rogers Community Services Board; Kathy Witt, VA Department of Behavioral Health and Disability Services

BREAKOUT 2 Monday

1:45 - 3:15

Maryland C



STRAND: Improving Quality through Managed Care

Planning the People First Waiver in New York: One State's Experience and Lessons

Commissioner Courtney Burke is leading the New York Office of People with Developmental Disabilities (OPDDW) in a significant, system-wide effort to improve quality, focus on personal outcomes and enhance the coordination of care for people with disabilities. This discussion will include an overview and update on the planning and process used to develop the People First Waiver (1115).

SPEAKERS: Commissioner Courtney Burke, NY Office of Persons with Developmental Disabilities; Max Donatelli, Baker Victory Services; John Maltby, Westchester Institute for Human Development; Peter Pierri, People First Steering Committee and Provider Association Representative; Lisa Severino, self-advocate; Steven Vernikoff, Center for Family Support

BREAKOUT 2 Monday

1:45 - 3:15

Maryland D



STRAND: Housing: The Key to Community Living

Power of Partnerships in Creating Person Centered Housing Resources

We are challenged to create housing opportunities that are truly individualized; where the person experiencing a disability is the leaseholder or deed holder of their home. In order to increase the availability of affordable/accessible housing resources, it is critical to work closely with local and state housing developers and financiers. This session will provide an array of proven strategies and methods utilized throughout the United States for creating personcontrolled community based rental housing and homeownership opportunities while highlighting the essential community partnerships necessary for success.

SPEAKERS: Joe Wykowski, Community Vision

BREAKOUT 2 Monday

1:45 - 3:15

Maryland E



STRAND: Direct Support Workforce Issues

2010 Moving Mountains: Best Practices in Direct Support Workforce

This session will provide an overview of two Moving Mountains award winners who will share the implementation, maintenance and outcomes of their award winning direct support workforce intervention. The presenters will engage the participants in discussion around how to replicate and implement similar strategies in their support services. The two award winners for this session are: 1) Pathways to Excellence, implemented through Ability Beyond Disability, and 2) NADSP/CDS Credentialing Project, implemented through Mat-Su Services for Children and Adults.

SPEAKERS: Jennifer Cottingham, Mat-Su Services for Children and Adults; Kris Foss, Ability Beyond Disability;

Trish Walter, Mat-Su Services for Children and Adults

BREAKOUT 2 Monday

1:45 - 3:15

Maryland F

STRAND: The Journey from Traditional Services to Person-Centered Supports

Transforming to Support People to Live Real Lives as Citizens

This session will share the journeys of Onondaga Community Living, an organization that transformed over 20 years ago from traditional services to fully individualized supports; and Neighbours Inc an organization started in 1995 to provide only individualized supports. The mission, practices, processes, policies and culture that make it work – the "nuts and bolts" of how it works in transitioning an agency and also starting new with a agency – will be discussed. We will share where investments have been made that enable people to live real lives as citizens of their local community. We will also share information on efforts both agencies have recently undertaken to support other organizations interested in transforming their traditional services.

SPEAKERS: Pat Fratangelo, Onondaga Community Living; Patti Scott, Neighbours, Inc.

BREAKOUT 2 Monday

1:45 - 3:15

Baltimore A



STRAND: Supporting Individuals by Strengthening Families

Families Connecting and Networking with Other Families

Connections with other families, connections with family groups, and connections with self-advocates help to empower families and the individual with a disability and increase their social capital. These types of connections increase the likelihood that families will have the opportunity to think about a vision for the future. Listen to how organizations and networks around the country are supporting families to create an "enviable life" for all of their family members.

SPEAKERS: Dana Yarbrough, National Parent-to-Parent

BREAKOUT 2 Monday

1:45 - 3:15

Baltimore B



STRAND: Employment Issues

Advancing Innovations in Employment Supports through State Leadership

Employment is a priority for many people with intellectual and developmental disabilities. Service and support systems must respond with effective mechanism to connect people with quality services. This presentation brings together various state leaders to discuss the importance of leadership and use of best practices to improve employment services and outcomes. State leaders will provide information about specific strategies they used to improve the employment systems in their states.

SPEAKERS: Jane Gallivan, Division of Developmental Disabilities Services Delaware Health and Social Services; Frank Kirkland, Maryland Developmental Disabilities Administration; Adam Sass, Commonwealth of Virginia Department of Behavioral Health and Developmental Services; Rie Kennedy-Lizotte, NASDDDS, Moderator

BREAKOUT 2 Monday

1:45 - 3:15

Watertable

3:30 - 5:00

BREAKOUT SESSION 3



STRAND: Supporting Communities That Welcome All People – Asset Based Community Development

Neighborhoods, Connections and Care - the Practices that Help Us Connect

Learn ways that Asset Based Community Development principles can be implemented and how we all are changed when we share our gifts with others. Joe Erpenbeck will present a miraculous story of how a small group of staff began having a different type of conversation. This has resulted in people becoming active citizens, having more friends, and helping neighborhoods become more alive and inclusive. Explore simple ways that we can change the way that we do our work so that we are connectors not caretakers. Anne Mitchell will offer practices that people can use in their homes, neighborhoods, communities and workplaces to cultivate a true sense of BELONGING. Once we feel that we belong, when we have that sense of "THIS is where I should be; THIS is

what I should be doing" and when that sense is shared with others, we can much more easily create inclusive opportunities for ourselves and the people we support. There are many practices we can use and this session will highlight some of them so that participants can use them wherever and however they choose. Roger Stancliffe will discuss transition to retirement in Australia and social inclusion alternatives for individuals as they move to retirement age.

Roger Stancliffe will present an innovative program that was started in Australia to support aging individuals to move into volunteering or joining mainstream community groups.

SPEAKERS: Anne Mitchell, Tesserae Learning; Joe Erpenbeck, ABCD Cincinnati Coordinator; Roger Stancliffe, The University of Sidney

BREAKOUT 3 Monday

3:30 - 5:00

Maryland A



STRAND: Quality Management Challenges and Solutions

Enhancing Performance at the Provider Level: Health, Safety and Human Security

This panel will include presentations from providers that have adopted cutting edge quality improvement strategies and will discuss the impact that those strategies have had on their agencies and the people and families that they serve.

SPEAKERS: Jennifer Becher, Bethesda Lutheran Communities; Richard Edwards, Easter Seals, UCP, North Carolina;

Jim Gardner, CQL 1The Council on Quality and Leadership;

Ronda Schelske, Dakota Milestones

BREAKOUT 3 Monday

3:30 - 5:00

Maryland B



STRAND: Person Centered Practice -- It's Not What You Think!

Building a Person Centered System: The Importance of Alignment

When parts of a system are in opposition or competition with each other, what's the result? Building collaborative partnerships across agencies is the key to developing the collective innovation necessary to change practices system-wide. One key aspect to building the capacity for a full systems change is focusing on the role of advocates. Using a business model to assess five areas of the system (leadership, knowledge management, process management, and customer and employee focus) to demonstrate alignment expands the capabilities of the full system. This capability is seen when systems move from quality management based in corrective action plans to one that is based in shared learning and opportunities for improvement requires a culture change for the full DD system.

SPEAKERS: Parthy Dinora, Virginia Commonwealth University, Partnership for People with Disabilities; Laura Doutre, TN Department of Intellectual and Developmental Disabilities; Mary Lee Fay, Oregon Department of Human Services, Developmental Disability Services;

Michael Smull, Support Development Associates

BREAKOUT 3 Monday

3:30 - 5:00

Maryland C



STRAND: Improving Quality through Managed Care

Improving Managed Care Outcomes Through Advocacy

This session will share the goals and processes that advocates have undertaken to shape the dual eligible pilot project in Massachusetts.

SPEAKERS: Dennis Heaphy, Boston Disability Policy Consortium; Leo Sarkissian, The Arc of Massachusetts

BREAKOUT 3 Monday

3:30 - 5:00

Maryland D



STRAND: Evidence Based Policy: What Does the Research Tell Us about Public Policy?

Using Research Data to Build and Implement Effective Public Policy

In 2010, the National Association of State Director of Developmental Disabilities Services (NASDDDS) and the Association of University Centers on Disability (AUCD) agreed to collaborate in developing products and activities promoting the responsible application of the best available research evidence in the design, administration and reform of services. The initiative is designed to stimulate the preparation of critical research reviews on topics of importance in developing and implementing sound public policy affecting individuals with developmental disabilities and their families. This session will describe the focus of the project, its implications for the development of data-driven state and federal DD policy. Examples will feature the use of data from the RISP, NCI and other sources on the relationship of residential setting size on costs and outcomes. Additional presentations will describe Kentucky's use of outcome data in public policy and practice decisions.

SPEAKERS: Amy Hewitt, University of MN, RTC on Community Living; Chas Moseley, NASDDDS; Kathy Sheppard-Jones, University of Kentucky

BREAKOUT 3 Monday

3:30 - 5:00

Maryland E

STRAND: Direct Support Workforce Issues

2011 Moving Mountains: Best Practices in Direct Support Workforce

This session will provide an overview of two Moving Mountains award winners who will share the implementation, maintenance and outcomes of their award winning direct support workforce intervention. The presenters will engage the participants in discussion around how to replicate and implement similar strategies in their support services. The two award winners for this session are: 1) The Arc Broward Learning Institute: a DSP and community training and technical assistance intervention, and 2) East Bay Innovation Services: Collaboration to Develop, Implement and Evaluate a Training and Career Ladder Program for DSPs.

SPEAKERS: Julie Price, ARC Broward; Lynn Rivas, East Bay Innovation Services; Carrie Turner, ARC Broward

BREAKOUT 3 Monday

3:30 - 5:00

Maryland F



STRAND: The Journey from Traditional Services to Person-Centered Supports

How to Eat a Dinosaur: Changing the Culture of an Organization to Move Towards Personalization and Individualization This session will look at how agencies work to transform themselves from providing traditional services to striving to provide individualized and personalized services. Organizations approach this from different perspectives with different cultures but all struggle to move towards a person-centered approach. Come and listen to how organizations move forward with providing a different type of support.

SPEAKERS: Carol Beatty, The Arc Howard County; Steve Blanks, Seeking Equality, Empowerment, and Community; Mike Mayer, Community Resource Alliance, Inc.

BREAKOUT 3: Monday

3:30 - 5:00

Baltimore A



STRAND: Supporting Individuals by Strengthening Families

Supporting Families Who Provide Day to Day Supports

Families play in important role in providing the day-to-day support to their family member with I/DD across the entire lifespan. The type of supports for families varies depending on their individual needs and includes services and goods such as planning for current and future needs, respite, in-home supports, crisis prevention and intervention, home modifications, and health/wellness management. This session will highlight strategies within and outside of the traditional disability options for supporting families in these roles.

SPEAKERS: Isabel Hodge, Dept of Defense, Office of Community for Military Families with Special Needs; Jill Kagan, National Respite Network

BREAKOUT 3: Monday

3:30 - 5:00

Baltimore B

Watertable



STRAND: Employment Issues

Innovative Employment Practices: What's Working!?

To improve employment outcomes for people with intellectual and developmental disabilities it is necessary to use effective practices when provide supports. This presentation will highlight innovative support practices and approaches being used throughout the country. This presentation will provide attendees with information about specific models of support (including starting your own business) and practices used to facilitate job placement and provide ongoing support.

SPEAKERS: Rachel Knight, Community Integrated Services; Marie Parker, TransCen; Derek Nord, University of MN, RTC on Community Living, Moderator

BREAKOUT 3: Monday 3:30 - 5:00

5:30 - 7:00

ROOFTOP RECEPTION AND MICROENTERPRISE SHOWCASE

Location: 7th Floor Rooftop Patio (weather permitting)

7:00 - 8:15

BREAKFAST ROUNDTABLES

Location: Baltimore Ballroom

8:30 - 10:00

BREAKOUT SESSION 4

STRAND: Technology

Recent Advancements in Technology Applications in Developmental Disabilities

This session will provide an overview and personal stories about how the advances in technology have affected the lives of people with disabilities. Technologies will be described and illustrated and their uses with people with developmental disabilities shared.

SPEAKERS: Enid Ablowitz, Univ. of Colorado, Coleman Institute for Cognitive Disabilities; Steven Stock, AbleLink Technologies

BREAKOUT 4: Tuesday

8:30 - 10:00

Maryland A



STRAND: More from Our Plenary Speakers!

Giving Voice to Quality Lives: Telling Our Best Stories

Now more than ever we need to give voice to powerful and life giving stories so that people with disabilities might take their place in history as valuable contributors to a world that works for everyone. Telling our best stories helps to shift mindsets, inspire imaginative possibilities, and mobilize collective action. This session helps participants sharpen thinking about quality by exploring five important aspects of story telling that brings inclusion to life. We will also think about creative ways to get these stories out into the world.

SPEAKERS: Beth Mount, Founder, Graphic Futures, Inc.

BREAKOUT 4: Tuesday

8:30 - 10:00

Maryland B



STRAND: Shared Living

Shared Living: A New Way of Providing Supports that's as Old as Time!

Join us to hear an overview of shared living at the national level and then focus in depth on Pennsylvania's experience with developing and supporting shared living including how the state administers the program, the types of supports provided to those who offer supports, the role of agencies in shared living and perspectives from those who are sharing their lives.

SPEAKERS: Jack Kinsler, Keystone Human Services; Rebecca Kreischer, Keystone Human Services; Jim Malesky, Keystone Human Services; Jeanne Parisi, PA Department of Public Welfare; Bobbi Segin, Dauphin County MH/ID; Carole Varner, Keystone Human Services; Robin Cooper, NASDDDS, Moderator

BREAKOUT 4: Tuesday 8:30 - 10:00 Maryland C



STRAND: Transition Issues

The Opportunities of Post Secondary Education

Youth with intellectual disabilities are experiencing exciting futures. Think College focuses on postsecondary education for students with intellectual / developmental disabilities. Changes to the Higher Education Opportunities Act of 2008 and the model demonstrations funded by the Department of Education, Office of Postsecondary Education will be reviewed with year-one data from the model projects highlighted. A Standards-based Conceptual Framework will be presented as a tool to help enhance existing practice, guide development of new inclusive postsecondary education opportunities, and to assist families and students in their search for an authentic college initiative.

SPEAKERS: Debra Hart, Institute for Community Inclusion, Umass Boston

BREAKOUT 4: Tuesday

8:30 - 10:00

Maryland D

STRAND: Re-thinking Supports for Individuals with Behavioral Health Needs

Behavioral Supports Policies and Practices Across States

What strategies are states using to address behavioral support needs? Presenters will share the results of the first survey to assess, on a national scale, key policy and practice information on how behavioral supports are provided to people served in the adult ID/DD system in the United States, as well as findings from an analysis of medication trends in Massachusetts.

SPEAKERS: Alexandra Bonardi, Center for Developmental Disabilities Evaluation and Research University of Massachusetts Medical School; Chas Moseley, NASDDDS; David Rotholz, Center for Disability Resources, University of South Carolina School of Medicine

BREAKOUT 4: Tuesday

8:30 - 10:00

Maryland E



STRAND: Evolving a Shared Research Agenda

The State of the Science in ID/DD: Seeking Perspectives from Policy Makers and Advocates

This session will engage policy makers and advocates in a conversation about research and research translation for effective policies. This working session will provide opportunities for policy makers and policy advocates to shape the future research agenda in the field of developmental disabilities. Information from the State of the Science in DD will be shared and serve as a discussion point for participants.

SPEAKERS: Amy Hewitt, University of MN, RTC on Community Living; Lori Sedlezky, University of MN, RTC on Community Living

BREAKOUT 4: Tuesday

8:30 - 10:00

Maryland F



STRAND: Federal Initiatives to Expand and Improve Supports for People with Disabilities

The Role of Medicaid: A Chance to Dialogue with Senior CMS Officials

The role of Medicaid in the provision of community services is extensive. New program options, funding formulas, rules and regulations and grant opportunities all affect the lives of people with disabilities. This session is an opportunity to hear from and dialogue directly with the leadership of CMS responsible for home and community services. Come take part in this opportunity to dialogue with senior officials from the Centers for Medicare and Medicaid Services (CMS).

SPEAKERS: Ralph Lollar, CMS Disabled and Elderly Health Program Group, Division of Long Term Services and Supports; Nancy Thaler, NASDDDS, Moderator

BREAKOUT 4: Tuesday

8:30 - 10:00

Baltimore A



STRAND: Quality Management Challenges and Solutions

The CQL Personal Outcome Measures®: 20 Years of Accomplishments

Jim Gardner, President and CEO of CQL, The Council on Quality and Leadership, and panel colleagues will explore the impact of the Council's Personal Outcome Measures® on system reform, services, and personal quality of life – successes, failures, lessons learned, and next steps.

SPEAKERS: Cathy Ficker-Terrill, Institute for Public Policy for People with Disabilities; Becky Hansen, South Dakota Achieve;

Jim Gardner, The Council on Quality and Leadership

BREAKOUT 4: Tuesday 8:30 - 10:00Baltimore B



STRAND: Self-Advocacy

Allies in Self-Advocacy - What Does it Take?

This session will review the findings from a series of self-advocacy summits that took place between 2010-2012 and involved all U.S. states and territories. Speakers will discuss trends in state self-advocacy activities, resources, challenges and plans; as well as the supports that would help strengthen self-advocacy organizations. We will also share lessons learned from the experience of creating teams of self-advocates and professionals who might not have worked together before.

SPEAKERS: Ken Capone, People On The Go; Liz Weintraub, AUCD; Dawn Rudolph, AUCD, Moderator

BREAKOUT 4: Tuesday 8:30-10:00 Homeland 10:15 – 12:15 PLENARY SESSION

Location: Maryland B/C

12:15 – 1:45 LUNCH ON YOUR OWN

1:45 – 3:15 BREAKOUT SESSION 5

STRAND: Technology

Implications and Use of Innovative Technologies in Services and Supports for People with Disabilities

This session will provide an overview of strategies and exciting uses of cloud technologies to enhance the quality of life and services for people with disabilities and will identify strategies and tools that can be used to implement and successfully use various state of the art technologies within organizations that support individuals with disabilities.

SPEAKERS: Enid Ablowitz, Univ. of Colorado, Coleman Institute for Cognitive Disabilities; Clayton Lewis, National Institute for Disability and Rehabilitation Research (NIDRR); Greg Wellems, Imagine!

BREAKOUT 5: Tuesday 1:45 – 3:15 Maryland A

STRAND: More from Our Plenary Speakers!

Person-Centered Support as a Process of Social Invention

Progress toward realizing the promise of the UN Convention on the Rights of Persons with Disabilities, especially the guarantees of community inclusion and open employment, requires organizations capable of collaborating with people and their families to generate social inventions. Much investment in personcentered planning stops short of social invention and focuses on a better fit between existing offerings and individual preferences. This is desirable, but not enough to shift the range of valued social roles available to people with developmental disabilities. We'll explore some of the commitments and conditions associated with creating new paths to contributing citizenship.

SPEAKERS: John O'Brien, Responsive Systems Associates

BREAKOUT 5: Tuesday 1:45 – 3:15 Maryland B

STRAND: Shared Living

Shared Lives: Hearing from Those Providing and Partaking of Shared Living

Hear from a number of states and provider agencies about their approaches to shared living with presentations from an organization providing support to those who share their lives along with perspectives from individuals who are currently sharing their lives.

SPEAKERS: Gerry Morrissey, The MENTOR Network; Katherine Thompson, RI MENTOR Shared Living; Susan Robertson, RI MENTOR Shared Living; Robin Cooper, NASDDDS, Moderator

BREAKOUT 5: Tuesday 1:45 – 3:15 Maryland C

STRAND: Transition Issues

Partnerships in Employment: Perspectives about Systems Change

Employment for Youth and Young Adults with ID/DD requires extensive collaboration among state agencies for education, developmental disabilities and vocational rehabilitation. Differing interpretations of definitions, diverse funding streams and regulations pose significant barriers to young adults as they exit school systems. Six states are responding to the challenges through a new project, funded by the Administration on Developmental Disabilities. Through Consortia consisting of self-advocates, family members, state agency leaders, policy makers, educators, and business representatives, the state projects in California, New York, lowa, Missouri, Mississippi and Wisconsin are addressing policy and practices to effect systemic change that will result in improved employment and post-secondary outcomes for youth and young adults in these states. Come hear about these exciting initiatives and ideas your state can use!

SPEAKERS: John Butterworth, Institute for Community Inclusion, Umass Boston; Karen Flippo, Institute for Community Inclusion, Umass Boston; Rie Kennedy-Lizotte, NASDDDS

BREAKOUT 5: Tuesday

1:45 - 3:15

Maryland D



STRAND: Re-thinking Supports for Individuals with Behavioral Health Needs

Supporting People with Behavioral Health Needs at Home: Best Practices at the System and Individual Level

This session will discuss two different approaches to reducing the need for behavioral interventions. A presentation on a new model of in-home crisis supports in Georgia will provide a system-level perspective, while the second presentation will discuss principles of environmental design and that can be used at the individual planning level to increase independence and reduce the need for services.

SPEAKERS: Marylee Fay, Oregon Dept. of Human Services, Developmental Disability Services; Eddie Towson, Division of Developmental Disabilities, GA; Clint Trusty, Georgia Division of Developmental Disabilities

BREAKOUT 5: Tuesday

1:45 - 3:15

Maryland E



STRAND: Evolving a Shared Research Agenda

The State of the Science in ID/DD: Seeking Provider Perspectives

This session will engage service providers in a conversation about research and research translation. This working session will provide opportunities for the providers of services to shape the future research agenda in the field of developmental disabilities. Information from the State of the Science in DD will be shared and serve as a discussion point for participants.

SPEAKERS: Angela Amado, University of MN, RTC on Community Living; Sheryl Larson, University of MN, RTC on Community Living

BREAKOUT 5: Tuesday

1:45 - 3:15

Maryland F



STRAND: Federal Initiatives to Expand and Improve Supports for People with Disabilities

HUD and CMS Collaborations to Create Affordable Housing Resources Affordable housing is essential for people with disabilities to live a self-determined life in the community. The HHS Community Living Initiative, an effort to advance the directive of the 1999 Olmstead decision, includes a partnership with HUD to create more affordable, accessible housing resources for people in need of long-tern supports and services. This session will provide an overview of this collaboration and of the affordable housing resources that have been created to date. Updates on the Non-Elderly Disabled (NED) Category II Housing Choice vouchers (Section 8) and HUD 811 Project Rental Assistance (PRA) program created by the Frank Melville Act of 2010 will be included, as well as strategies for taking advantage of these resources in your state.

SPEAKERS: Kathryn King, CMS; Benjamin Metcalf, HUD Office of the Acting FHA Commissioner/Assistant Secretary for Housing; Lisa Sloane, Technical Assistance Collaborative; Susannah Still, HUD – Housing Voucher Management and Operations Division

BREAKOUT 5: Tuesday

1:45 - 3:15

Baltimore A



STRAND: Improving Quality through Managed Care

Shaping the Funding Reform Discussion in Your State

Curious about the path of funding reform as it relates to long term services and supports for people with IDD? IDD stakeholders have a vested interest in those outcomes, but are often unfamiliar with the language and systems of a managed care framework. Participants in this session will get a behind the scenes look at what state governments may be dealing with as they pull out of the deepest recession experienced in our lifetime and their motivation to move to capitated funding models to curb unsustainable costs. Join HSRI consultant and former state DD Director, Lilia Teninty and Diane McComb, ANCOR State Association Liaison for a discussion of how the ANCOR Funding Reform Checklist can assist stakeholders in leading the dialogue in their respective states.

SPEAKERS: Diane McComb, Delmarva Foundation, ANCOR; Lilia Teninty, HSRI BREAKOUT 5: Tuesday 1:45 - 3:15



STRAND: Self-Advocacy

Key Issues in Self-Advocacy Organizations

Many self-advocacy organizations exist in support of people experiencing a wide range of abilities. This panel of leaders from different self-advocacy organizations will share their thoughts and different perspectives on key questions facing the self-advocacy movement, including, (1) what are your organization's goals? (2) how can self-advocacy organizations work together to achieve common goals regarding rights and access for people with disabilities? (3) how can advisors/facilitators/allies best support self-advocacy organizations to reach their goals? (4) how does your organization get the support needed to work effectively?

SPEAKERS: Barbara Coppens, The Arc National Council of Self-Advocates; Amy Doherty, National Youth Leadership Network; Teresa Moore, People First of Arizona; Ricardo Thornton, Project ACTION; Liz Weintraub, AUCD, Moderator

BREAKOUT 5: Tuesday 1:45 - 3:15Homeland

3:30 - 4:15WRAP-UP SESSION

Location: Maryland C

Wednesday

8:30 - 4:00NATIONAL CORE INDICATORS STEERING COMMITTEE MEETING

Location: Homeland

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43

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45

Special Thanks to the Fabulous Local Committee

who we thank for gathering all the wonderful door prizes and for so much more behind-the scenes work. Your commitment to the conference year after year is so appreciated!

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The following resources are available to view, download or order free of charge from the Council at www.md-council.org or call 1.800.305.6441.

Departing Rosewood, A short documentary follows one man's journey from an institution to a home of his own in the community.

What's Possible: 9 Stories of Changed Lives, tells the stories of people who now call community home after living in an institution for decades.

Planning Now: A Futures and Estate Planning Guide for Families of Children and Adults with developmental Disabilities-Spanish PDF also available.







Introducing DirectCourse

DirectCourse is an innovative suite of online curricula, including the renowned College of Direct Support and the new College of Employment Services. It's designed to educate, enrich and inspire professionals who work with and support people with disabilities.

DirectCourse is the culmination of the collaboration between University of Minnesota, the Institute for Community Inclusion and Elsevier.



For more information, call 888-526-8756 or email directcourse@elsevier.com.

NASDDDS

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

Guiding Principles

The association's goal is to promote and assist states in developing effective, efficient service delivery systems that furnish high-quality services and supports to people with lifelong developmental disabilities. State service systems should be based on the principle that people with developmental disabilities have a right to:

- be treated with respect and dignity;
- be independent and make individual choices;
- participate in family, community, and work life;
- have opportunities to maximize their full potential; and
- receive outcome-based services and supports.

National Programs Improving State System Performance, Individual & Employment Outcomes:



National Core Indicators

Measuring the outcomes and performance of state developmental disabilities systems

- Over 100 outcome and performance indicators covering key areas such as Employment, Health and Safety, Choice, and Community Inclusion
- Data on over 22,000 individuals and families in 2009-2010.
- A voluntary collaboration of 29 state agencies and growing.
- Annual collection of statewide outcome and performance data providing evidence for improving practice, influencing policy, and enriching the knowledge base of the field.

www.nationalcoreindicators.org

NCI is a joint program of the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI) and participating state DD agencies.

For more information, please see our exhibits or contact NASDDDS or HSRI.

The State Employment Leadership Network (SELN)

A community of practice improving integrated employment outcomes for people with intellectual and developmental disabilities. It's easy to talk about Employment First and individual self-sufficiency — it is much harder to make those goals a reality. The 25 SELN member state agencies are working to make these goals a reality in their states.

The SELN brings state agencies together to improve employment outcomes for people with intellectual and developmental disabilities. The network supports agencies as they:

- share information and strategies
- collect accurate data
- help each other stay focused and inspired
- work toward long-term goals
- measure their progress

www.seln.org

SELN is a joint program of the National Association of State Directors of Developmental Disabilities Services and the Institute for Community Inclusion at UMass Boston.



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