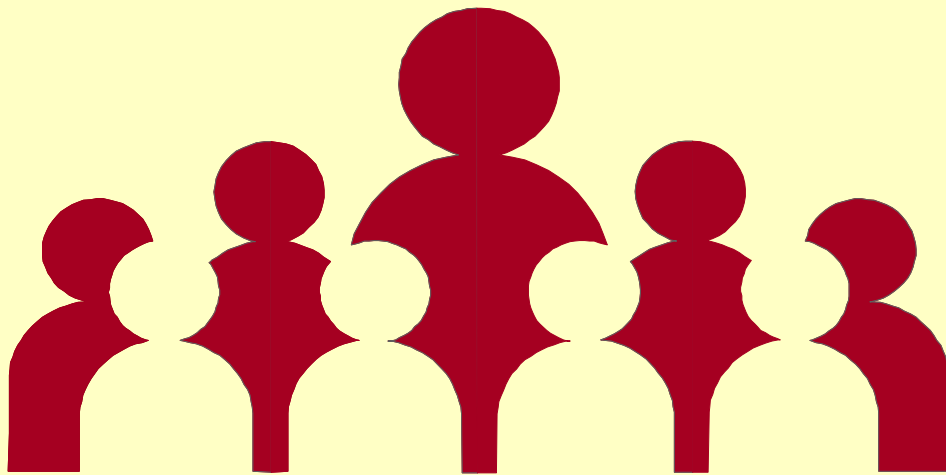


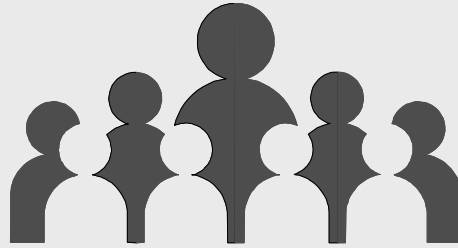
2004
Reinventing Quality Conference

*Developing and Integrating
Quality Initiatives to Improve Performance
and Enhance Inclusion*



MEETING PROGRAM

Doubletree Hotel Philadelphia
Philadelphia, Pennsylvania
August 8 - 10, 2004



The 2004 Reinventing Quality Conference

Sponsored By:

Human Services Research Institute
(HSRI)

Research & Training Center on Community Living,
Institute on Community Integration
at the
University of Minnesota
(RTC/ICI, UMN)

National Association of State Directors of
Developmental Disabilities Services
(NASDDDS)

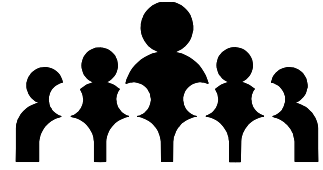
Co-Sponsored By:

Institute on Disability at Temple University
Pennsylvania Office of Mental Retardation
Pennsylvania Developmental Disabilities Council
Pennsylvania Protection & Advocacy, Inc.

2004

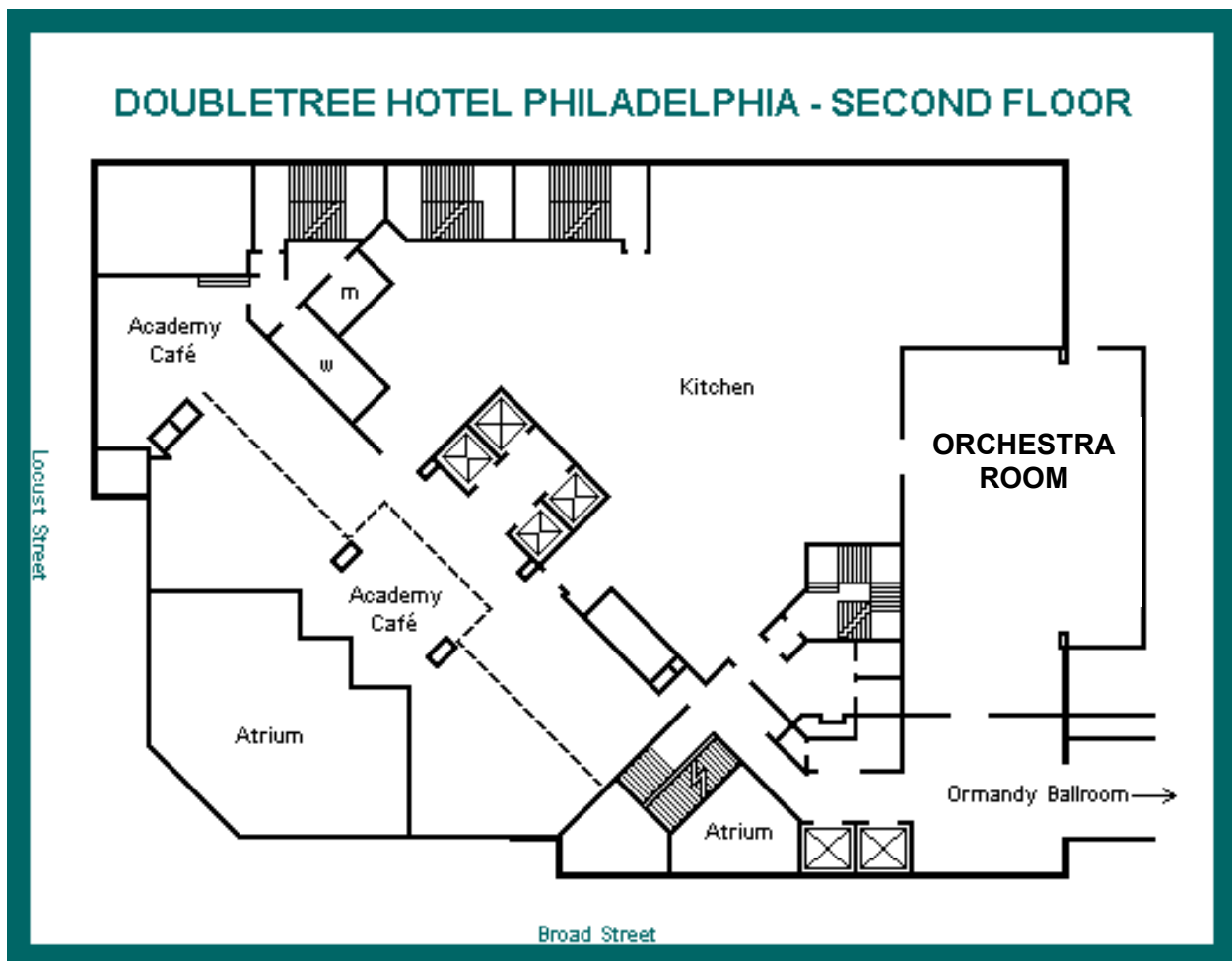
Reinventing Quality Conference

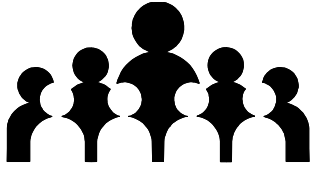
HOTEL FLOOR PLAN



SECOND FLOOR

ORCHESTRA ROOM: Reception & Breakout Sessions





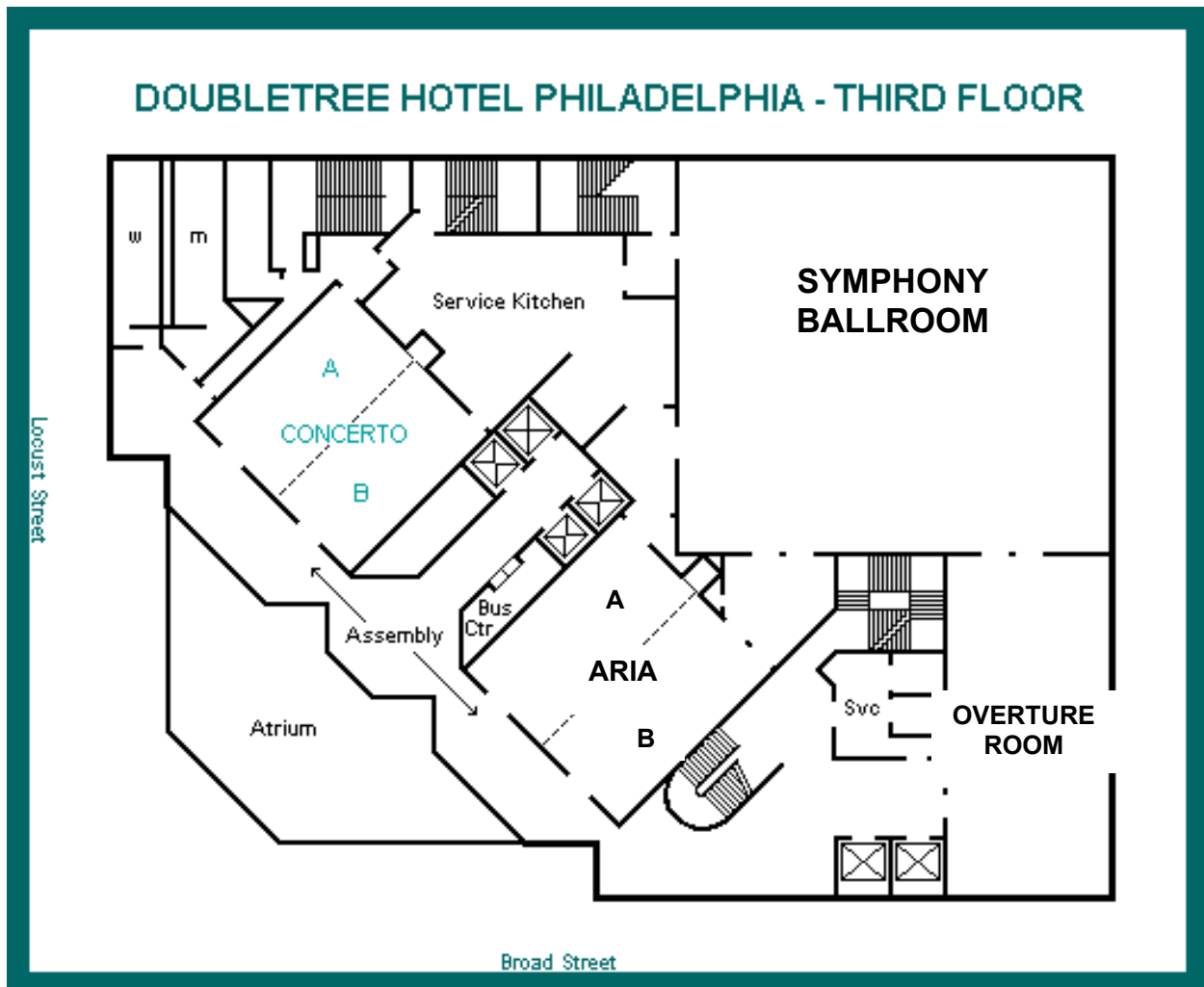
2004

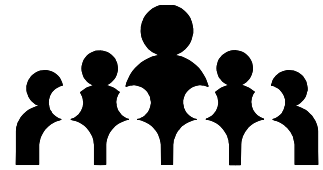
Reinventing Quality Conference

HOTEL FLOOR PLAN

THIRD FLOOR

OVERTURE ROOM:	Registration & Exhibits
SYMPHONY BALLROOM:	Plenary Sessions, Reception & Luncheons
ARIA A ROOM	Breakout Sessions
ARIA B ROOM:	Breakout Sessions

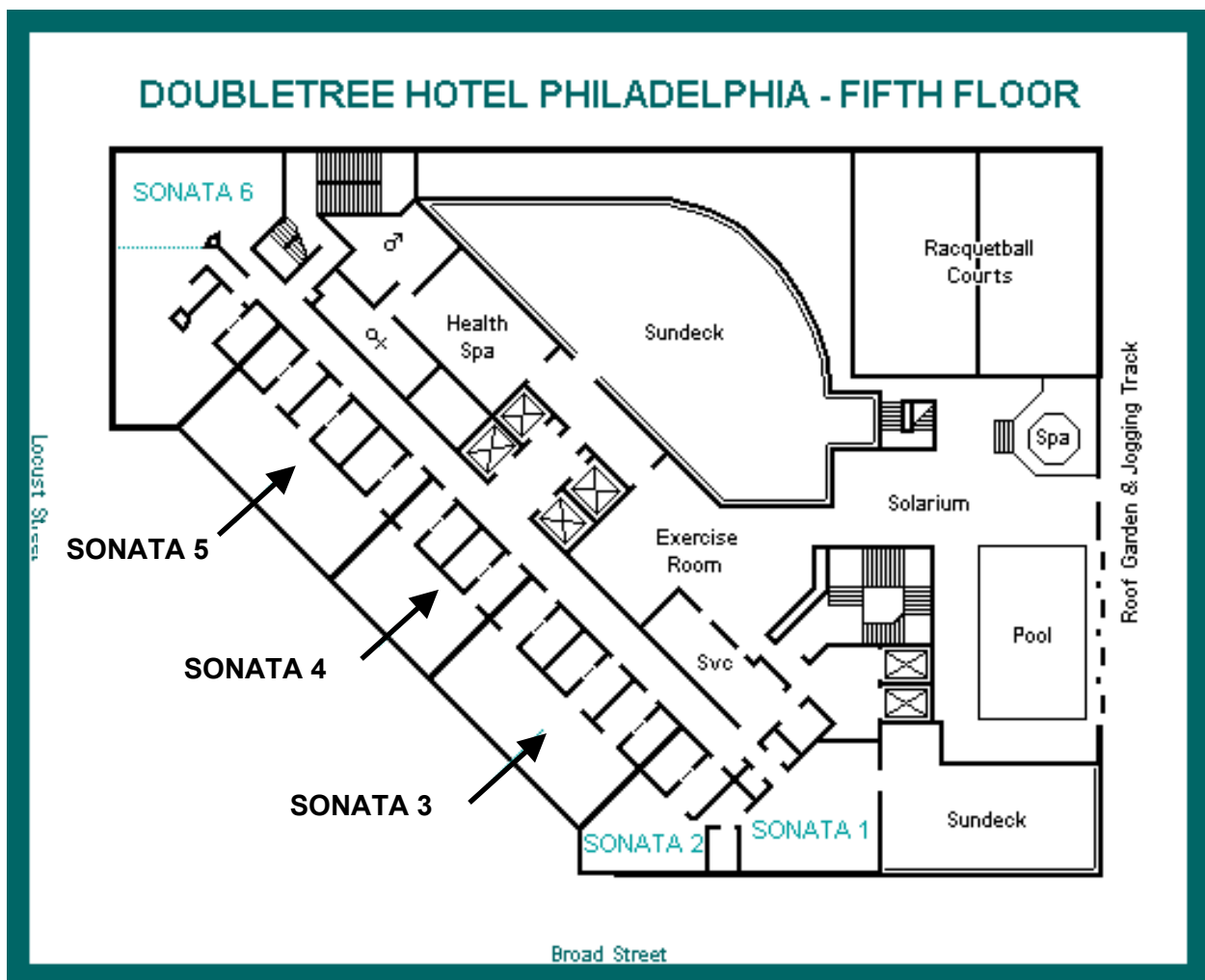


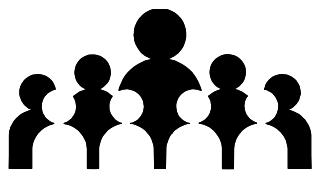


HOTEL FLOOR PLAN

FIFTH FLOOR

- SONATA 3 ROOM: Breakout Sessions
- SONATA 4 ROOM: Breakout Sessions
- SONATA 5 ROOM: Breakout Sessions





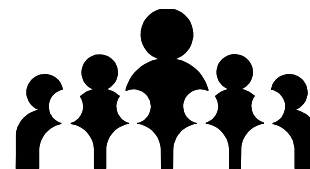
2004

Reinventing Quality Conference

PROGRAM AT A GLANCE

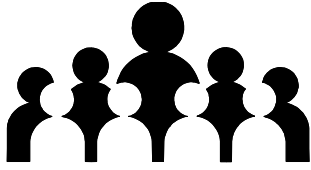
TIME	EVENT	LOCATION
SUNDAY, AUGUST 8		
4:30 PM - 7:00 PM	Registration	Outside of the ORCHESTRA ROOM
5:30 PM - 7:00 PM	Welcome Reception & Cash Bar	ORCHESTRA ROOM
MONDAY, AUGUST 9		
8:00 AM - 9:00 AM	Continental Breakfast	SYMPHONY BALLROOM
8:00 AM - 5:00 PM	Registration	OVERTURE ROOM
9:00 AM - 5:00 PM	Exhibits	OVERTURE ROOM
9:00 AM - 10:15 AM	Welcome & Plenary Session	SYMPHONY BALLROOM
10:15 AM - 10:30 AM	Break	
10:30 AM - 12:00 PM	Breakout Sessions I	<i>(See Program for Locations)</i>
12:00 PM - 12:15 PM	Break	
12:15 PM - 1:30 PM	Lunch & Speaker	SYMPHONY BALLROOM
1:45 PM - 3:15 PM	Breakout Sessions II	<i>(See Program for Locations)</i>
3:15 PM - 3:30 PM	Break	
3:30 PM - 5:00 PM	Breakout Sessions III	<i>(See Program for Locations)</i>
TUESDAY, AUGUST 10		
8:00 AM - 9:00 AM	Continental Breakfast with Roundtable Discussions	SYMPHONY BALLROOM
8:00 AM - 3:30 PM	Registration	OVERTURE ROOM
9:00 AM - 3:30 PM	Exhibits	OVERTURE ROOM
9:00 AM - 10:00 AM	Plenary Session	SYMPHONY BALLROOM
10:00 AM - 10:15 AM	Break	
10:15 AM - 11:45 AM	Breakout Sessions IV	<i>(See Program for Locations)</i>
11:45 AM - 12:15 PM	Break (Hotel Checkout)	
12:15 PM - 1:15 PM	Lunch & Awards	SYMPHONY BALLROOM
1:15 PM - 3:00 PM	Breakout Sessions V	<i>(See Program for Locations)</i>
3:00 PM - 3:30 PM	Closing Plenary Session	SYMPHONY BALLROOM

SESSIONS AT A GLANCE



MONDAY, AUGUST 9

	ORCHESTRA ROOM (Second Floor)	SONATA 3 ROOM (Fifth Floor)	SONATA 5 ROOM (Fifth Floor)	ARIA A ROOM (Third Floor)	ARIA B ROOM (Third Floor)	SONATA 4 ROOM (Fifth Floor)
<p>THEME: Individual and Family Involvement in Quality</p> <p>10:30 AM to 12:00 PM</p>	<p>(I-D) <i>Community Generated Quality Initiatives</i></p> <p>Jordan Garratt Larson Ostrowski Zimmer</p>	<p>(I-B) <i>Parents and Self-Advocates on the Quality Improvement Team</i></p> <p>Huwe Rovetti Ross McConaghy McCrae Tomko</p>	<p>(I-C) <i>Self-Advocates as Mentors</i></p> <p>Meadours Tihen Nelis Williams</p>	<p>(I-A) <i>Pennsylvania's Independent Monitoring Program</i></p> <p>Feinstein Caruso Levine Olsen Terrell</p>	<p>(I-E) <i>Quality at the Ground Level: Consumer, Family, and DSP Perspectives</i></p> <p>TBA TBA TBA</p>	
<p>THEME: Improving the Measurement of Performance</p> <p>1:45 PM to 3:15 PM</p>	<p>(II-F) <i>Assessing DSP Competencies: The College of Direct Support</i></p> <p>Epstein Daulton Dotzman Sastoque Brownrigg Lakin Tapp</p>	<p>(II-D) <i>Using National Core Indicators to Measure State Performance</i></p> <p>Taub Bradley Christian Nuss Gallivan</p>	<p>(II-C) <i>Aligning State QA Systems with a Quality Framework</i></p> <p>Bashaw Wisser</p>	<p>(II-A) <i>Involving Individuals and Families in Designing QM Systems</i></p> <p>Booth Babin</p>	<p>(II-E) <i>Measuring Risk: Emerging Practices</i></p> <p>Howe Walker Anderson Tuller</p>	<p>(II-B) <i>Internal Provider QA/QI Systems</i></p> <p>Williams Curcio Brooks</p>
<p>THEME: Integration and Analysis of Data</p> <p>3:30 PM to 5:00 PM</p>	<p>(III-E) <i>Dissemination of Information to Consumers, Families, and Other Stakeholders</i></p> <p>Jordan Garratt Ostrowski Schoolfield Baker-Potts</p>	<p>(III-B) <i>Quality Data and Self-Direction</i></p> <p>Crisp Abbott</p>	<p>(III-D) <i>CMS: The Emerging Quality Framework</i></p> <p>Rowe Bach Thomas Ament</p>	<p>(III-A) <i>Using Multiple Data Sources to Isolate Systems Problems</i></p> <p>Fralich Hill</p>	<p>(III-C) <i>Web-Based Information Systems to Support Choice and Inclusion</i></p> <p>Roehl Ordahl Smith Smith Ward Hunt</p>	



2004

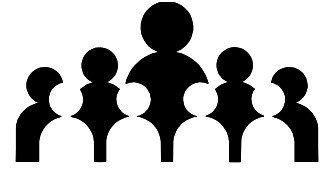
Reinventing Quality Conference

SESSIONS AT A GLANCE

TUESDAY, AUGUST 10

	ORCHESTRA ROOM (Second Floor)	SONATA 3 ROOM (Fifth Floor)	SONATA 5 ROOM (Fifth Floor)	ARIA A ROOM (Third Floor)	ARIA B ROOM (Third Floor)	SONATA 4 ROOM (Fifth Floor)
THEME: Using Quality Information for Change 10:15 AM to 11:45 AM	(IV-B) <i>Response to Risk: Training and Planning</i> Hartman O'Keefe	(IV-A) <i>Quality Improvement for Direct Support Professionals (DSPs)</i> Oxx Cobb Toth Basileo	(IV- C) <i>Key Information for Person-Centered Planning</i> Scott Tasse	(IV-D) <i>Using Data for Change to Manage System Improvement</i> Walker Bowman	(IV-E) <i>Supporting Supervisors</i> Hewitt Larson Taylor	(IV-F) <i>How to Use Information for Local Quality Management</i> Coles Lombardo
THEME: Facilitated Discussions Around Specific Topics 2:45 PM to 4:00 PM	(V-E) <i>Workforce</i> Degaglia Civale Robinson Sancho Gouldin Williams-Beach Mount Pensky Okure Haughton Foxx Cooper Gerowitz Taylor	(V-F) <i>Quality and Self-Determination</i> Obermayer Conroy	(V-D) <i>Inclusive Communities</i> Fox LaPointe Porfido	(V-A) <i>Quality and Ethics</i> Thomas Pfriem	(V-C) <i>Quality Improvement (QI)</i> Booth	(V-B) <i>Internal Quality Assurance (QA)</i> Stortenbecker

MEETING PROGRAM



SUNDAY, AUGUST 8

4:30 PM - 7:00 PM

Registration

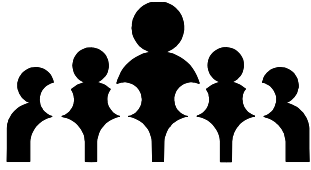
Outside of the **ORCHESTRA ROOM***

Registration will be located outside the Orchestra Room on **Sunday ONLY. Registration will be located in the Overture Room on the third floor of the hotel on Monday and Tuesday.*

5:30 PM - 7:00 PM

Welcome Reception & Cash Bar

ORCHESTRA ROOM



2004
Reinventing Quality Conference
MEETING PROGRAM

MONDAY, AUGUST 9

8:00 AM - 9:00 AM	Continental Breakfast	SYMPHONY BALLROOM
8:00 AM - 5:00 PM	Registration	OVERTURE ROOM
9:00 AM - 5:00 PM	Exhibits	OVERTURE ROOM
9:00 AM - 10:15 AM	Opening Plenary Session	SYMPHONY BALLROOM

9:00 AM - 9:15 AM

Welcome and Opening Remarks

Welcome:

Bob Gettings Executive Director,
NASDDDS

Opening Remarks:

Kevin Casey Deputy Secretary,
Office of Mental Retardation (OMR)
Pennsylvania DPW

9:15 AM - 10:15 AM

Individual and Family Involvement in Quality

Moderator: Bob Gettings, NASDDDS

Effective state quality management systems ensure families and self-advocates a decisive voice in assessing service performance and shaping systemic responses to the findings. The three panelists will discuss how their respective states go about assigning family members and self-advocates pro-active roles in overseeing the quality and appropriateness of publicly funded supports for people with developmental disabilities.

	<p><u>Presenters:</u></p> <p>Kenny Capone Ask Me, Maryland</p> <p>Dee Coccia Independent Monitoring for Quality (IM4Q), Pennsylvania</p> <p>Gary Stevens Missouri Alliance for Individuals with Developmental Disabilities (MOAIDD), Missouri</p>
10:15 AM - 10:30 AM	Break
10:30 AM - 12:00 PM	<p>Breakout Sessions I</p> <p>THEME: Individual and Family Involvement in Quality</p>
10:30 AM - 12:00 PM	<p><u>Session I-A</u> ARIA A ROOM</p> <p><i>Pennsylvania's Independent Monitoring Program</i></p> <p style="text-align: right;"><u>Moderator:</u> Celia Feinstein, IOD</p> <p>The panel will discuss Independent Monitoring for Quality (IM4Q), a Pennsylvania-based initiative, where individuals, family members and interested others interview individuals receiving supports furnished through the Office of Mental Retardation (OMR). Panelists will discuss the program, the data emanating from it, some experiences of a local program, as well as implications at the county and state levels.</p> <p><u>Presenters:</u></p> <p>Celia Feinstein Institute on Disabilities (IOD), Temple University, Pennsylvania</p> <p>Guy Caruso Institute on Disabilities (IOD), Temple University, Pennsylvania</p> <p>Robin Levine Institute on Disabilities (IOD), Temple University, Pennsylvania</p> <p>Dana Olsen Office of Mental Retardation, Pennsylvania</p> <p>Lisa Terrell Lancaster County MH/MR, Pennsylvania</p>

Donna Hornberger Arc of Lancaster,
Pennsylvania

10:30 AM -12:00 PM

Session I-B

SONATA 3 ROOM

***Parents and Self-Advocates
on the Quality Improvement Team***

Moderator: Sarah Taub, HSRI

Sherri Huwe of the Washington State DD Council (DDC) will discuss the Washington State CORE Indicators Project, the process of disseminating the information learned from the survey, and how the review panel used the results of the survey to make recommendations to the DDC and the Division of Developmental Disabilities (DDD), as well the way DDD used the results to act to improve their system. Presenters also will share how Rhode Island merged the National Core Indicators Consumer Survey with PAL's Quality of Life Initiative Questionnaire in order to ask people who receive supports through the Division of Developmental Disabilities (DDD) how they are doing and feel about the supports/services they receive. In addition to participating in the national comparison through HSRI, PAL provides feedback to participants, if desired, through their support agency and their state social worker. Efforts to enhance systems change have included the development of the Quality Consortium work groups, a trends report, follow up process and a comparison of a person's three wishes with three of their goals. The Nevada University Centers for Excellence in Developmental Disabilities (UCEDD) will describe an evaluation contract with their state regional centers since 1996, the progress and evolution to more self-advocacy, choices and satisfaction and employing people with disabilities as staff members. Participants will include three staff members of the project.

Presenters:

Sheri Huwe

Washington State DD Council

Diana Rovetti Nevada UCEDD
James Ross Vista Member/Nevada UCEDD
Doreen McConaghy PAL, Rhode Island
Barbara McCrae PAL, Rhode Island
Alvin Tomko PAL, Rhode Island

10:30 AM -12:00 PM

Session I-C

SONATA 5 ROOM

Self-Advocates as Mentors

Moderator: Val Bradley, HSRI

The session will feature a description of self-advocacy training to help people understand how to have healthy intimate relationships and how to avoid risky behavior. The session also will include a discussion of the PAL Employment Information Network of Rhode Island, which is a support organization assisting individuals with disabilities to choose, find and keep a meaningful job in the community. This will include a brief history of the organization and a description of the support services, such as the Peer Support Network, that are available. Examples of resources developed by PAL will be on hand for people who attend the session. Panelists also will discuss a self-advocacy initiative to help people with disabilities to vote and to participate in the election process.

Presenters:

Joe Meadours Consumer Empowerment,
Alabama DMH/MR

Todd Tihen Employment Information
Network, Rhode Island

Tia Nelis University of Illinois at Chicago

Betty Williams Self Advocates Becoming
Empowered, Indiana

10:30 AM - 12:00 PM

Session I-D

ORCHESTRA ROOM

Community Generated Quality Initiatives

Moderator: Charlie Lakin, RTC/ICI, UMN

Together, community stakeholders in Minnesota have developed and are responsible for carrying out a quality assurance and quality improvement process titled VOICE (Value of Individual Choices and Experiences). This process engages and empowers each stakeholder group to make a difference in improving the quality of support and in enhancing the quality of life for individuals with disabilities. The five panel members will describe this process and give their perspectives as parents, advocates, staff, and a past provider of services.

Presenters:

- | | |
|------------------------|---|
| John Jordan | Parent, QA Team Trainer,
Region X, Minnesota |
| Donna Garratt | Parent, QA Team Member
Region X, Minnesota |
| Karen Larson | Parent, Region X, Minnesota |
| Cindy Ostrowski | Director, QA Team Trainer,
Region X, Minnesota |
| Dan Zimmer | QA Team Member,
Region X, Minnesota |

10:30 AM - 12:00 PM

Session I-E

ARIA B ROOM

***Quality at the Ground Level:
Consumer, Family, and DSP Perspectives***

Moderator: Graham Mulholland, PADDC

Quality means different things to different people. This session will discuss the different perspectives that various stakeholders bring to quality. Presenters will describe the important roles these perspectives play in the assessment, management, improvement, and

experiencing (as a person with a disability or family member) of quality.

Presenters:

TBA Direct Support Professional,
Pennsylvania

TBA Family Member, Pennsylvania

TBA Consumer, Pennsylvania

12:00 PM - 12:15 PM

Break

12:15 PM - 1:30 PM

Lunch & Speaker

SYMPHONY BALLROOM

Rising CMS Expectations for HCBS:

How Changes in CMS Policy will Affect State Home and Community-Based Waiver Programs

Moderator: Val Bradley, HSRI

The Centers for Medicare and Medicaid Services (CMS) has significantly changed its approach to over-seeing Home and Community Based (HCB) Programs. This change in approach has resulted in altered expectations of states. CMS also is developing a new waiver application format that will communicate CMS expectations for state Quality Management practices and implementation of self-direction within HCBS service system. The presenter will provide a context for and an overview of these changes. There will be an opportunity for questions.

Speaker:

Nancy Thaler Director for Quality Improvement
Strategies Centers for Medicare
and Medicaid Services (CMS)

Response Facilitator:

Graham Mulholland Executive Director,
Pennsylvania DD Council

1:45 PM - 3:15 PM

Breakout Sessions II

THEME: Improving the Measurement of Performance

1:45 PM - 3:15 PM

Session II-A

ARIA A ROOM

***Involving Individuals and Families
in Designing QM Systems***

Moderator: Sarah Taub, HSRI

A lot of lip service has been given to involving consumers in the quality management process. In creating meaningful mechanisms for consumer involvement and approaches that are being used. For the last two years, the State of Rhode Island has worked with a statewide quality management committee made up of a range of stakeholders. This presentation will describe the work of the committee, the practices that they have developed, and actions taken to date.

Presenters:

Maureen Booth Muskie School
for Public Service, Maine

Susan Babin DMHRH/DDD, Rhode Island

1:45 PM - 3:15 PM

Session II-B

SONATA 4 ROOM

Internal Provider QA/QI Systems

Moderator: Celia Feinstein, IOD

This session will discuss the QA/QI initiatives currently being utilized at Community Access Unlimited, OHI, and the Barber Institute to improve supports for adults with developmental disabilities living in the community. The initiatives include the implementation of quality assurance systems focusing on four core elements: performance standards, performance monitoring, feedback, and staff training. Presenters also will describe the role of the Director of Quality Improvement, the important role of multiple quality improvement teams within the agency, and the vital

role of a variety of annual customer satisfaction surveys. The relationship of staff recognition, a pay-for-performance system, and other approaches important to the assurance and improvement of quality also will be discussed.

Presenters:

Laura Williams Community Access Unlimited,
New Jersey

Chris Curcio Barber Institute, Pennsylvania

Bonnie Jean Brooks OHI, Maine

1:45 PM - 3:15 PM

Session II-C

SONATA 5 ROOM

***Aligning State QA Systems with a
Quality Framework***

Moderator: June Rowe, HSRI

This session will present the process that has been used to design and develop Ohio's Quality Management System. The CMS Real Choice Systems Change QA/QI grant awarded to the Ohio Department of MRDD has served as the impetus to design a system that creates a common context for the coordination and operation of the Department's multiple and previously disconnected quality assurance activities. CMS's Quality Framework that has been constructed serves as both the foundation of the state's Quality Management System and the aggregation of data elements used for decision-making and public policy direction. This session also will describe how the Office of Mental Retardation (OMR) in Pennsylvania is integrating CMS's Home and Community Based Services Quality Framework into its Quality Management Program. The presenter will discuss how OMR is building structures to embed quality management practices.

Presenters:

Don Bashaw DMR/DD, Ohio

Kathy Wisser OMR, Pennsylvania

***Using National Core Indicators (NCI)
to Measure State Performance***

Moderator: Val Bradley, HSRI

This session will include a panel of presenters from NCI participating states and one Regional Center in California. Panelists will discuss the roles of NCI data in performance measurement and quality improvement systems at the state and regional levels. Regional Center of Orange County's (RCOC) participation in the National Core Indicators also will be discussed. Information will be presented regarding the impact of NCI results in helping RCOC focus on service improvement in areas that are most important to consumers and their families. Moreover, the use of NCI data to initiate policy and procedural changes within the organization will be described. Connecticut is designing a new Quality Supports and System Review process as part of broader systems change efforts to enhance the state quality assurance and improvement system, integrating traditional safeguard mechanisms with consumer outcomes and satisfaction measures. The session also will detail how Connecticut has woven the NCI consumer interview into a new provider certification review methodology and process for providers of traditional and self-directed services and supports, and how Maine has used NCI data as a tool to evaluate systems performance and make policy and practice decisions.

Presenters:

Sarah Taub	HSRI, Massachusetts
Val Bradley	HSRI, Massachusetts
LeeAnn Christian	Regional Center of Orange County, California
Laura Nuss	DMR, Connecticut
Jane Gallivan	Adult MR Services, Maine

1:45 PM - 3:15 PM

Session II-E

ARIA B ROOM

Measuring Risk: Emerging Practices

Moderator: Bob Gettings, NASDDDS

With the release of the HCBS Quality Framework as well as other initiatives in quality improvement emanating from CMS, states are being encouraged to consider a perspective on quality that differs from historical practice. Instead of the retrospective, look-behind methodology for managing quality, CMS is actively encouraging the states to design quality throughout the system. This session will look at using the Individual Support Planning process as a vehicle to manage risk with the full involvement of the individual. Beginning in fiscal year 2001-2002, the California Department of Developmental Services began developing a data based Risk Management and Mitigation System to enhance individuals' health, safety, and well-being. The system, which applies to all individuals served by California's 21 regional centers, is now fully operational. Presenters will provide a description of the overall system, the roles and responsibilities of developmental disability service system structures, supports provided by the independent contractor, and outcomes achieved to date.

Presenters:

Elin Howe	Columbus Group
Rita Walker	DDS, California
Margaret Anderson	DDS, California
Jean Tuller	OTAC, Oregon

1:45 PM - 3:15 PM

Session II-F

ORCHESTRA ROOM

***Assessing DSP Competencies:
The College of Direct Support***

Moderator: Charlie Lakin, RTC/ICI, UMN

Each of the presenters has varied experiences and perspectives with regard to the College of Direct Support. Each speaker will give an overview of: (1) The greatest need of your workforce and how the CDS begins to address the need; (2) How the CDS is being incorporated; (3) How the CDS has been accepted by both seasoned and new workers; (4) How you are working to implement quality improvement initiatives for your workforce; and (5) Next steps that your organization envisions for developing a world-class workforce.

Presenters:

Jackie Epstein	OMR, Pennsylvania
Deb Daulton	OMR, Pennsylvania
Judy Dotzman	SPIN of Pennsylvania
Patricia Sastoque	MRDDA, Washington, D.C.
Stacie Brownrigg	MRDDA, Washington, D.C.
Charlie Lakin	College of Direct Support, RTC/ICI, UMN, Minnesota
Bill Tapp	The College of Direct Support

3:15 PM - 3:30 PM Break

3:30 PM - 5:00 PM Breakout Sessions III

THEME: Integration and Analysis of Data

3:30 PM - 5:00 PM **Session III-A**

ARIA A ROOM

***Using Multiple Data Sources to Isolate
Systems Problems***

Moderator: Val Bradley, HSRI

Presenters will describe how claims data, in combination with other program data, can be used to assess HCBS quality. Through examples developed in other states, Julie Fralich will demonstrate how states can generate standardized measures (such as HEDIS and inappropriate drug use) within and across waiver

programs. This session also will explore the progress of the Delmarva Foundation's Florida Statewide Quality Assurance Program and how data from the Florida Medicaid Management Information System (FMMIS), and the Florida Development Disabilities consumer information system are used in quality assurance/improvement for the state's Developmental Disabilities HCBS Waiver.

Presenters:

Julie Fralich Muskie School of Public Service,
Maine

Marcia Hill Delmarva, Florida

3:30 PM - 5:00 PM

Session III-B

SONATA 3 ROOM

Quality Data and Self-Direction

Moderator: Chas Moseley, NASDDDS

- What is Self-Direction?
- Evaluation Findings
- The Federal Perspective
 - IP Initiative - Description of Design Features
 - The Quality Framework and Self-Direction
- Measuring the Quality of Self-Directed Programs
 - Performance Indicators Based on the Design Features
 - Collection and Analysis of Data
- Wrap Up - What's new on the horizon
 - Systems Change - 2003 Innovations
 - LIFE Accounts
 - Systems Change Grantees - 2004
- Questions and Answers - What does Quality mean to the group and how might we measure it?

Presenters:

Suzanne Crisp Medstat

Deidra Abbott CMSO/CMS

Web-Based Information Systems to Support Choice and Inclusion

Moderator: Charlie Lakin, RTC/ICI, UMN

LifePages.org is a Web site designed to provide a variety of information on recreation, leisure and life opportunities and resources in the Twin Cities area. It can bring people together who have the same interests, and increase the sharing of transportation and staff resources within and across agencies. QualityMall.org is an online virtual "shopping mall" where you can find lots of free information about person-centered supports for people with developmental disabilities. Each of the Mall stores has departments you can look through to learn about positive practices that help people with developmental disabilities live, work and participate in our communities, with many links to other information on the web that represent "person-centered" practices. During the session, we will demonstrate special features available on the Web site such as video clips featuring a variety of "experts" on quality, and the new "Funding News" section that provides up-to-date information on funding opportunities from across the country applicable to programs supporting persons with disabilities. People with disabilities and their families can use TheArcLink to find out how services work in their state as well as locate all the program application offices. By selecting one of the forty-five services that TheArcLink tracks, visitors can find service providers close to home. They also will see stories, news items, and action alerts that are of interest to them. The Medicaid Reference Desk explains Medicaid for people with cognitive disabilities. All the Medicaid terms and services have been carefully translated into straightforward language. The site contains about 1,100 audio and video clips that make it possible for people to understand the content on the site even though they may not be able to read.

Presenters:

Anne Roehl	Life Pages
Nic Ordahl	Life Pages
Jerry Smith	QualityMall
John Smith	QualityMall
Nancy Ward	TheArcLink/ Medicaid Reference Desk
Lauren Hunt	TheArcLink/ Medicaid Reference Desk

3:30 PM - 5:00 PM

Session III-D

SONATA 5 ROOM

CMS: The Emerging Quality Framework

Moderator: June Rowe, HSRI

The presentation focuses on the “Interim Procedural Guidance,” the new process used by CMS to review the quality of state HCBS waiver programs. Beginning with the Quality Framework the panel will describe the changes and what this will mean for CMS as well as for state agencies as they review their current quality management systems and plan for the future.

Presenters:

June Rowe	HSRI, Massachusetts
Ronna Bach	CMS, Region III, Philadelphia
Darlynn Thomas	DDSN, South Carolina
Connie Ament	DMR/DD, Ohio

3:30 PM - 5:00 PM

Session III-E

ORCHESTRA ROOM

Dissemination of Information to Consumers, Families, and Other Stakeholders

Moderator: Sarah Taub, HSRI

The Balanced Scorecard is a performance management framework that provides the multidimensional

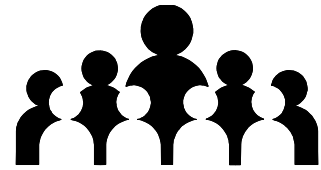
perspectives necessary to evaluate key performance areas required to promote optimal performance of the Human Service System. This interactive session will provide a hands-on experience of building a Balanced Scorecard; through an individual assessment, you will evaluate your organization's readiness to begin such an endeavor. In addition, we will review some basic challenges and rewards of using this type of performance management system.

Presenters:

- | | |
|--------------------------|---|
| John Jordan | Parent, QA Team Trainer,
Region X, Minnesota |
| Donna Garratt | Parent, QA Team Member,
Region X, Minnesota |
| Cindy Ostrowski | Director, QA Team Trainer,
Region X, Minnesota |
| Susan Schoolfield | Creative HealthCare
Strategies, Ohio |
| Joan Baker-Potts | Chester County MH/MR,
Pennsylvania |

5:00 PM ADJOURN FOR THE DAY

2004
Reinventing Quality Conference
MEETING PROGRAM



TUESDAY, AUGUST 10

8:00 AM - 9:00 AM Continental Breakfast
with Roundtable Discussions SYMPHONY BALLROOM

Moderator: Celia Feinstein, IOD

Perceptions of the conference to date and insights gained.

8:00 AM - 3:30 PM Registration OVERTURE ROOM

9:00 AM - 3:30 PM Exhibits OVERTURE ROOM

9:00 AM - 10:00 AM Plenary Session SYMPHONY BALLROOM

Provider Focused Quality Assurance Initiatives

Moderator: Celia Feinstein, IOD

The plenary session will focus on the recruitment, retention, and professionalization of the direct workforce. Presenters also will discuss building quality through the analysis and use of individual and organizational outcomes, and how data can be a tool for Quality/Enhancement/Action Plans throughout an organization. The initiative at SharpVisions focuses on creating a culture where responsibility and accountability throughout the organization are key to promoting quality through the implementation of self managing teams.

Presenters:

Trina Losinno SPIN, Pennsylvania

Ruth Siegfried SharpVisions, Pennsylvania

Joe Mills Threshold, Pennsylvania

10:00 AM - 10:15 AM

Break

10:15 AM - 10:45 AM

Breakout Sessions IV

THEME: Using Quality Information for Change

10:15 AM - 11:45 AM

Session IV-A

SONATA 3 ROOM

***Quality Improvement for
Direct Support Professionals***

Moderator: Charlie Lakin, RTC/ICI, UMN

This session will provide an update on the Massachusetts Department of Mental Retardation (DMR) initiative to enhance the quality of healthcare services for people enrolled in its service delivery system. A review of the recently implemented health initiative, implementation challenges and provider reaction and feedback as well as plans to measure outcomes will be discussed. This workshop also will describe the origins and development of the New Jersey Pre-Service Training Program for Direct Support professionals. It will include an overview of the curriculum, as well as the ongoing collaborative efforts of public and private agencies to promote quality and continued viability in meeting the need for basic training of Direct Support Professionals (DSPs). The presentation will discuss the checks and balances that have assisted in troubleshooting issues and maintaining consistency since the program's inception in 1988.

Presenters:

Sharon Oxx

DMR, Massachusetts

Linda Cobb

Arc of Atlantic County,
New Jersey

Donna Toth

Arc of Bergen & Passaic
Counties, New Jersey

Mary Ann Basileo

DHS/DDD, New Jersey

Response to Risk: Training and Planning

Moderator: Sarah Taub, HSRI

Have you ever wondered what happens when a person with a cognitive disability becomes involved with the legal system as a victim, witness, or alleged perpetrator of a crime? The North Carolina (NC) Council on Developmental Disabilities and The Arc of North Carolina are supporting a project that focuses on people with cognitive disabilities and the justice system. The project, Partners in Justice, offers training to self-advocates, family members, and professionals in the disability and justice systems. Through interagency collaboration and extensive training, North Carolina is addressing this critical but frequently overlooked issue. The Massachusetts Department of Mental Retardation (DMR) began implementing its risk management system in 1998. The initial system laid the framework for a process to assess, review, and manage risk. The risk management system offers a sound methodology as well as guidance and consultation to staff and providers when an individual's choices place them at risk. This workshop will focus on updated guidelines and enhancements that have been made to the risk management system as a result of 5 years of experience with implementing its goals and objectives. Emphasis will be placed on sharing promising interventions with respect to program development, training, and partnerships with other public agencies to meet the needs of specific populations at risk.

Presenters:

Marian Hartman Partners in Justice Project,
The Arc of North Carolina

Janice O'Keefe DMR, Massachusetts

10:15 AM -11:45 AM

Session IV-C

SONATA 5 ROOM

Key Information for Person Centered Planning

Moderator: Val Bradley, HSRI

Presenters will share a brief description of the individualized supports provided by Neighbours, Inc. for citizens with disabilities in New Jersey and Pennsylvania; a story will be utilized to provide an example. The presenters also will discuss the supports planning model contained in AAMR's new Supports Intensity Scale. This approach focuses individualized supports planning on the person. Identifying and planning supports needs starts with the person. Interviewing the person and involving him or her in all steps of support planning are crucial.

Presenters:

Patti Scott Neighbours Inc., New Jersey

Marc Tasse University of North Carolina

10:15 AM -11:45 AM

Session IV-D

ARIA A ROOM

***Using Data for Change
to Manage System Improvement***

Moderator: Chas Moseley, NASDDDS

This presentation will describe leading edge technology for managing and monitoring critical case management data that has been successfully implemented at the Regional Center of Orange County with amazing results. The generality of the technology to organizations and/or individuals charged with facilitation of services in the developmental disabilities field, and ways to use it to manage system improvements will be discussed. Attendees also will have an opportunity to view a demonstration of the capabilities of the "Virtual Chart." Mr. Walker will present information on how the Ohio Department of MR/DD is leveraging business intelligence technology to enhance the quality of services provided to

individuals. Data sources include the Incident Tracking System, Accreditation Reviews, Supported Living Quality Assurance, and Licensed Facility Reviews.

Presenters:

Art Walker Division of Information Systems,
DMR/DD, Ohio

Bill Bowman Regional Center of
Orange County, California

10:15 AM -11:45 AM

Session IV-E

ARIA B ROOM

Supporting Supervisors

Moderator: Marianne Taylor, HSRI

The quality and stability of direct support professionals is highly dependent upon the quality and stability of the support they receive from supervisors and employers. This session will review the challenges faced in the field related to frontline supervisors and middle managers and will provide insight into successful intervention strategies and training that can assist in improving the quality and stability of these supervisors. A new on-line training curriculum for frontline supervisors will be previewed: The College of Frontline Supervision. The session also will describe the voluntary certification utilized in the State of Kansas for Direct Support Professionals.

Presenters:

Amy Hewitt RTC/ICI, UMN, Minnesota

Sheryl Larson RTC/ICI, UMN, Minnesota

Marianne Taylor HSRI, Massachusetts

10:15 AM - 11:45 AM

Session IV-F

SONATA 4 ROOM

***How to Use Information
for Local Quality Management***

Moderator: Celia Feinstein, IOD

The presenters will discuss quality initiatives at the local (county) level. Presenters will discuss how data are received and utilized in a Quality Improvement structure that in some cases includes the development and operation of a county-wide Quality Council.

Presenters:

Steve Coles Bucks County MR/MR,
Pennsylvania

Joanne Lombardo Lackawanna-Susquehanna-
Wayne County MH/MR,
Pennsylvania

11:45 AM - 12:15 PM

Break (Hotel Checkout)

12:15 PM - 1:15 PM

Lunch & Awards

SYMPHONY BALLROOM

Presentation of **Moving Mountain Award**

Moderator: Amy Hewitt, RTC/ICI, UMN

The Moving Mountains Awards are presented to organizations and agencies that have demonstrated best practice in direct support workforce development. They are awarded by the Research and Training Center on Community Living (RTCCL) at the University of Minnesota in partnership with the National Alliance of Direct Support Professionals (NADSP). Nominations are solicited through NADSP member organizations and a panel of NADSP members reviews submissions. Selection criteria are based on the mission and five goals of the NADSP.

Presenters:

Sheryl Larson RTC/ICI, UMN, Minnesota

John Sauer RTC/ICI, UMN, Minnesota

Awardees:

Everyday Heroes Leadership Initiative;
New York State OMRDD

PATHS;
Ohio Alliance of Direct Support Professionals

Direct Support Professionals Association
of Tennessee (“D-SPAT”)

1:15 PM - 3:00 PM

Breakout Sessions V

Facilitated Discussions Around Specific Topics

1:15 PM - 3:00 PM

Session V-A

ARIA A ROOM

Quality and Ethics

Moderator: Bob Gettings, NASDDDS

This session will focus on the training and development of DSPs around the Code of Ethics of the National Association of Direct Support Professionals (NADSP). The importance of the Code of Ethics for developing quality services will be highlighted.

Presenters:

Tony Thomas Welcome House, Ohio

David Pfriem PATHS, Ohio

1:15 PM - 3:00 PM

Session V-B

SONATA 4 ROOM

Internal Quality Assurance (QA)

Moderator: Sarah Taub, HSRI

A facilitated discussion among participants. The presenter will give a brief opening description of the topic and encourage participants to pose and answer questions about QA methods and strategies being used successfully.

Presenter:

Roger Stortenbecker Developmental Services
of Nebraska

1:15 PM - 3:00 PM

Session V-C

ARIA B ROOM

Quality Improvement (QI)

Moderator: Val Bradley, HSRI

This session will involve an open exchange of challenges and ideas focusing on how states can adopt a more improvement-oriented approach to quality management. Some topics to be covered include:

- How does QI differ from quality assurance?
- Whose job is quality improvement?
- How do states organize their QI function?
- Where to start?

Presenter:

Maureen Booth Muskie School
of Public Service, Maine

1:15 PM - 3:00 PM

Session V-D

SONATA 5 ROOM

Inclusive Communities

Moderator: Chas Moseley, NASDDDS

This session will discuss the asset-based approach to building an inclusive and accessible community for all residents in Littleton, NH. The overview will include the legislative context that gave rise to the Model Community Project concept and the development of a community advisory council governance structure. Presenters will include the Model Community Director and a council member who will share their experiences, successes, and future plans.

Presenters:

Sue Fox Institute on Disabilities,
University of New Hampshire

Nicole LaPointe Institute on Disabilities,
University of New Hampshire

Ralph Porfido Institute on Disabilities,
University of New Hampshire

Workforce

Moderator: Amy Hewitt, RTC/ICI, UMN

The Everyday Heroes project was initiated in New York City in 2001 in response to the growing need to recognize the contributions of direct support professionals, to support them to develop as leaders and teachers of other direct support workers, and to deepen their commitments and unleash their creativity for community inclusion through application of person-centered principles and practices. Over the past three years, the Everyday Heroes staff and participants have been involved in a continuous series of development activities that has now: (1) spanned three regions in New York State; (2) involved thousands of direct support professionals; (3) promoted the community membership of thousands of people with disabilities; (4) led to the development of numerous teaching and training materials and creative artistic products; and (5) created organizational change in countless agencies and program sites. Participants also will be provided with an overview of Ohio's voluntary credentialing program for direct support professionals. The discussion will focus on the system wide change effort, including the philosophy and strategies that developed this successful statewide effort, followed by a discussion of PATHS organizational and implementation structure. Evaluation results will be presented in order to provide participants with an initial evaluation of the impact of PATHS on candidates, individuals with disabilities and the participating organizations. Direct Support Professionals Association of Tennessee (D-SPAT) is a statewide membership association of direct support professionals who work as employees in the full array of supervised, semi-independent and supported residential living arrangements, day service and job training programs, and in-home support services that provide supports to persons with disabilities. In less than two years, D-SPAT has achieved a total membership of 100+, successfully

awarded three grants totaling nearly \$10,000, designed and implemented four regional training sessions on "Improving Communications in the Workplace," and provided input into the Direct Support Professional Survey developed by the state.

Presenters:

JoAnn Degaglia	Hudson Valley DDSO
JoAnn Civale	Hudson Valley DDSO
Marjorie Robinson	Metro NY DDSO; Bronx Office
Jewel Sancho	Metro NY DDSO; Bronx Office
Sondra Gouldin	Broome DDSO
Florence Williams-Beach	Broome DDSO
Beth Mount	Everyday Heroes Leadership Initiative, OMRDD, New York
Denise Pensky	Everyday Heroes Leadership Initiative, OMRDD, New York
Shelly Okure	Everyday Heroes Leadership Initiative, OMRDD, New York
Don Haughton	D-SPAT, Tennessee
Earl Foxx	D-SPAT, Tennessee
Peggy Cooper	D-SPAT, Tennessee
Amy Gerowitz	PATHS (Outlooks, Ohio)
Marianne Taylor	PATHS (HSRI, Massachusetts)

1:15 PM - 3:00 PM

Session V-F

SONATA 3 ROOM

Quality and Self-Determination

Moderator: Charlie Lakin, RTC/ICI, UMN

Returning to the basics of freedom has led to new insights in measuring quality, especially in light of the self-determination movement. Michigan's DD Council

funded the Center for Self-Determination to produce a new instrument to track qualities of life, and the instrument is now ready for testing.

Presenters:

Liz Obermayer The Council on Quality and Leadership, Maryland

James Conroy Center for Outcome Analysis, Pennsylvania

3:00 PM - 3:30 PM

Closing Session

SYMPHONY BALLROOM

Wrap Up: Next Steps and Implications

Presenter:

Val Bradley HSRI, Massachusetts

3:30 PM

ADJOURN FOR THE MEETING