2006 Reinventing Quality Conference

Supporting Valued Lives: Participation, Quality, and Accountability

~PROGRAM~

February 12-14, 2006
Bahia Resort Hotel
San Diego, California
2006 Reinventing Quality Conference

SPONSORS

National Association of State Directors of Developmental Disabilities Services
***
Research and Training Center for Community Living at the University of Minnesota
***
Human Services Research Institute

Institute for Community Inclusion at the University of Massachusetts-Boston
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California State Council on Developmental Disabilities
***
The Arc of California
***
Association of Regional Center Agencies
***
California Department of Developmental Services
***
California Rehabilitation Association
***
Protection & Advocacy, Inc. of California
2006 Reinventing Quality Conference

PROGRAM COMMITTEE

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Alta California Regional Center

LeeAnn Christian
Orange County Regional Center

MEMBERS:

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California Department of Developmental Disabilities Services

Tony Anderson
The Arc of California

Bob Baldo
Association of Regional Center Agencies

Nancy Batterman
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San Diego Regional Center

Phil Bonnet
Redwood Coast Regional Center

Alan Kerzin
California State Council on Developmental Disabilities

Elizabeth Lyons
Consumer Advisory Committee, ARCA
2006
Reinventing Quality Conference

PROGRAM AT A GLANCE

SUNDAY, FEBRUARY 12
4:30 PM - 7:00 PM  Registration ................... Mission Bay Ballroom Foyer
5:30 PM - 7:00 PM  Welcome Reception .................Mission Bay Ballroom

MONDAY, FEBRUARY 13
8:00 AM - 9:00 AM  Continental Breakfast ...............Mission Bay Ballroom
8:00 AM - 3:30 PM  Registration ..................... Mission Bay Ballroom Foyer
9:00 AM - 5:00 PM  Exhibits .............................Mission Bay Ballroom
9:00 AM - 10:15 AM Welcome & Opening Plenary ......Mission Bay Ballroom
10:15 AM - 10:30 AM Break/Refreshments
10:30 AM - 12:00 PM Workshops I .................. (See Program for Locations)
12:00 PM - 1:30 PM  Lunch & Speaker .................... Bayside Pavilion
1:45 PM - 3:15 PM  Workshops II .................... (See Program for Locations)
3:30 PM - 5:00 PM  Workshops III .................... (See Program for Locations)

TUESDAY, FEBRUARY 14
8:00 AM - 9:00 AM  Continental Breakfast ...............Mission Bay Ballroom
8:00 AM - 1:30 PM  Registration ..................... Mission Bay Ballroom Foyer
9:00 AM - 3:30 PM  Exhibits .............................Mission Bay Ballroom
9:00 AM - 10:15 AM Plenary Session ...................Mission Bay Ballroom
10:15 AM - 10:30 AM Break/Refreshments
10:30 AM - 12:00 PM Workshops IV ................... (See Program for Locations)
12:00 PM - 1:15 PM  Lunch & Awards .................... Bayside Pavilion
1:30 PM - 3:00 PM  Workshops V ..................... (See Program for Locations)
3:00 PM - 3:30 PM  Closing Plenary Session ..........Mission Bay Ballroom
SESSIONS-AT-A-GLANCE

SUNDAY, FEBRUARY 12

<table>
<thead>
<tr>
<th>Welcome Reception</th>
<th>Mission Bay Ballroom</th>
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<tr>
<td><strong>5:30 PM-7:00 PM</strong></td>
<td>The Welcome Reception is open to all conference attendees. Be sure to take advantage of this opportunity for networking and other conference participants. (Cash bar, Complimentary hors d'oeuvres)</td>
</tr>
<tr>
<td></td>
<td>Music will be provided by Kristin Silver, pianist.</td>
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TO 2006 REINVENTING QUALITY CONFERENCE PARTICIPANTS: For conference function locations, please refer to the BAHIA RESORT HOTEL MAP on page 3 of this Program or the general resort map, which is included as an insert in your conference packet.

Locations of special note:

- The Mission Bay Ballroom is located on the FIFTH FLOOR of the 600 Building.

- Sessions designated for the William D. Evans II are in UPPER LEVEL of the sternwheeler, which is located at the hotel marina.

- Sessions designated for the William D. Evans I are in LOWER LEVEL of the sternwheeler, which is located at the hotel marina.

- A SELF-ADVOCATE LOUNGE is located in the MARINA ROOM. The Lounge is a place for self-advocates to meet and relax during conference hours beginning Sunday at 3:00 PM.
### 2006 Reinventing Quality Conference

**SESSIONS-AT-A-GLANCE**

**MONDAY, FEBRUARY 13**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
<th>Location</th>
<th>Speakers</th>
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</thead>
</table>
| 9:00 AM-10:15 AM | Opening Plenary                                                        | Mission Bay Ballroom | Welcome and Opening Remarks  
Mullen, Peterson, and Bradley  
Supporting Valued Lives: Where Are We Nationally?  
Bradley, Gettings, Lakin, Kozloff, and Patterson |

<table>
<thead>
<tr>
<th>Workshop Sessions I</th>
<th>Ballroom E</th>
<th>Ballroom CD</th>
<th>William D. Evans II</th>
<th>William D. Evans I</th>
<th>Del Mar Room</th>
<th>Ventana Room</th>
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<tbody>
<tr>
<td>10:30 AM-12:00 PM</td>
<td>I-A</td>
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<tr>
<td>THEME: Ensuring the Quality of Self-Directed Supports</td>
<td>Self-Direction in Action</td>
<td>Safe and Self-Directed</td>
<td>What Information Do People Need: Approaches at the Local/Provider Level</td>
<td>What Information Do People Need: Approaches at the State Level</td>
<td>How Can Support Workers Facilitate Self-Direction?</td>
<td>How Can Self-Advocates Mentor Other Self-Advocates?</td>
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<td></td>
<td>Gettings</td>
<td>Tuller</td>
<td>Tucker</td>
<td>Goldblatt</td>
<td>Jensen</td>
<td>Agosta</td>
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<td>Crisp</td>
<td>Miller</td>
<td>Wallace-Patton</td>
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<td>Dunnigan</td>
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<td>Jackson</td>
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<td>Anderson</td>
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<td>Misenheimer</td>
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<tr>
<td>1:45 PM-3:15 PM</td>
<td>II-A</td>
<td>II-B</td>
<td>II-C</td>
<td>II-D</td>
<td>II-E</td>
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<tr>
<td>THEME: Supports for Employment</td>
<td>Getting Serious About Employment: Setting Performance Goals</td>
<td>Leveraging Resources through Collaboration</td>
<td>Exemplary Approaches to Supporting &amp; Maintaining Employment</td>
<td>Organizational Transitions - Deconstructing Workshops</td>
<td>Customized Employment Supports to Individuals</td>
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<td>Butterworth</td>
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<td>Workshop Sessions III</td>
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<td>William D. Evans II</td>
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<td>Gregory</td>
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<td>Pearson</td>
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<td>Ingraham</td>
<td>Spurlock</td>
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<td>William D. Evans II</td>
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<td>Del Mar Room</td>
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<td>10:30 AM-12:00 PM</td>
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<tr>
<td>THEME:</td>
<td>How to Develop and Use Quality Councils</td>
<td>Quality Enhancement at the Provider Level: How to Build in Individual, Family, and DSP Perspectives</td>
<td>Self-Advocates and Family Members: Valued Members of the Quality Monitoring Team</td>
<td>Developing Indicators and Benchmarks</td>
<td>How do Support Organizations Manage Risk</td>
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<td>Lakin</td>
<td>Garratt</td>
<td>Rose</td>
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<td>Dotson</td>
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<td>Seppala</td>
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<td>Gomez</td>
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<td>Luncheon</td>
<td>Bayside Pavilion</td>
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<td>12:00 PM -1:15 PM</td>
<td>Presentation of Moving Mountain Awards</td>
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<td>Hewitt, Cooper, Cooper, Sanders, Stiffler, and Quinn</td>
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## Sessions-At-A-Glance

### Tuesday, February 14

<table>
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<tr>
<th>Workshop Sessions V</th>
<th>Ballroom E</th>
<th>Ballroom CD</th>
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<tr>
<td>1:30 PM-3:00 PM</td>
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<td>V-C</td>
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<td>V-F</td>
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<tr>
<td>THEME</td>
<td>Moving Mountain Award Presentations on Workforce Development</td>
<td>Connecting the DOTs... The College of Direct Support and You!</td>
<td>Our New Homes and New Lives</td>
<td>Expanding the Supply of Housing: Innovative Solutions</td>
<td>New CMS Waiver Application as a Catalyst for Systems Change</td>
<td>Closing an Institution: The Agnews Experience</td>
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<td>Closing Plenary</td>
<td>Mission Bay Ballroom</td>
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<td>3:00 PM-3:30 PM</td>
<td>Wrap Up... Lessons Learned, Conference Highlights</td>
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### Del Mar Room

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<tr>
<th>3:30 PM-5:00 PM</th>
<th>Special Meeting: “Launching College of Direct Support in California”</th>
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<tr>
<td></td>
<td>Anderson, Olson, Hays, and CDS staff</td>
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<tr>
<td>Time</td>
<td>Event</td>
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<tr>
<td>4:30 PM - 7:00 PM</td>
<td>Registration</td>
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<tr>
<td>5:30 PM - 7:00 PM</td>
<td>Welcome Reception</td>
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</table>

The Welcome Reception is open to all conference attendees. Be sure to take advantage of this opportunity for networking and other conference participants. (Cash bar, Complimentary hors d’oeuvres)

Music will be provided by Kristin Silver, pianist.
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<td>8:00 AM - 9:00 AM</td>
<td>Continental Breakfast .......................................................</td>
<td>Mission Bay Ballroom</td>
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<tr>
<td>8:00 AM - 3:30 PM</td>
<td>Registration ........................................................................</td>
<td>Mission Bay Ballroom Foyer</td>
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<td>9:00 AM - 5:00 PM</td>
<td>Exhibits ..................................................................................</td>
<td>Mission Bay Ballroom</td>
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<td>9:00 AM - 10:15 AM</td>
<td>Opening Plenary Session .................................................</td>
<td>Mission Bay Ballroom</td>
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<tr>
<td>9:00 AM - 9:15 AM</td>
<td>Welcome and Opening Remarks .............................................</td>
<td>Mission Bay Ballroom</td>
</tr>
<tr>
<td>Julia Mullen</td>
<td>Deputy Director, Community Services &amp; Supports Division</td>
<td>California Department of Developmental Services</td>
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<tr>
<td>Mac Peterson</td>
<td>Director, San Diego Regional Center</td>
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<tr>
<td>Valerie Bradley</td>
<td>President, Human Services Research Institute and Chair, Program Committee</td>
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<tr>
<td>9:15 AM - 10:15 AM</td>
<td>Supporting Valued Lives: Where Are We Nationally? ......................</td>
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<tr>
<td>Moderator:</td>
<td>Valerie Bradley, President, Human Services Research Institute</td>
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<tr>
<td>Panel:</td>
<td>Bob Gettings, Executive Director, NASDDDS</td>
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<td>K. Charlie Lakin, Research &amp; Training Center on Community Living, University of Minnesota</td>
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<td>Terry Kozloff, ConnectingFamilies</td>
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<td>Nicole Patterson, Consumer Services Coordinator, California DD Services</td>
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This opening plenary session will include an overview of the current national policy landscape, emerging trends in the
provision of services and supports, and the perspectives of a family member and a person with a developmental disability regarding their hopes for systems of services and support and ensuring the quality of those supports.

10:15 AM - 10:30 AM  Break/Refreshments

10:30 AM - 12:00 PM  WORKSHOPS I

THEME: Ensuring the Quality of Self-Directed Supports

10:30 AM -12:00 PM  Workshop I-A ................................. Ballroom E

Self-Direction in Action

MODERATOR:

Bob Gettings  Executive Director, NASDDDS

PRESENTERS:

Suzanne Crisp  Senior Research Leader, Thomson/Medstat

Betsy Dunnigan  Acting Director, Kentucky Cabinet for Health & Family Services, Division of Mental Retardation

Deborah Anderson  Executive Staff, Kentucky Cabinet for Health & Family Services, Office of Health Policy

Andrea Misenheimer  DD Director-Clinical Care Management, Piedmont Behavioral Healthcare North Carolina

This session will feature advocacy strategies for promoting and implementing self-directed services across multiple populations, as well as the quality management strategies states are applying to self-directed services and supports.
Piedmont Behavioral Healthcare’s implementation of self-direction through the Innovations waiver will be presented, along with Kentucky’s legislation to support self-direction, and specific quality management strategies including the use of consumer surveys; monitoring efforts for self-directed supports (supports brokerage and financial management services); and incident management reporting requirements for independent providers, consumers & others.

10:30 AM - 12:00 PM

**Workshop I-B ........................ Ballroom CD**

**Safe and Self-Directed**

**MODERATOR/PRESENTER:**

Jean Tuller  Executive Director,
Oregon Technical Assistance Corporation

**PRESENTERS:**

Mary Lee Fay  Administrator,
Seniors & People with Disabilities
Office of Home & Community Supports
Oregon DHS

Beth Aura Miller  Self Determination Director,
Connecticut DMR

Planning for, monitoring, and measuring risk in relation to self-directed services requires new tools and new ways of thinking. Presenters will share the experience of two states regarding risk assessment and promotion of informed decision making to support self-directed lives. Attendees will have the opportunity to discuss other promising practices from around the country. Highlighted tools and processes in this workshop will include health screening from Oregon’s self-directed risk assessment tool, and the Connecticut Quality System for promoting good choice-making skills via risk assessment, health screenings, and training.
What Information Do People Need: Approaches at the Local/Provider Level

MODERATOR:
Yvonne McCuistion Tucker  Section Chief, Community Services & Supports  California DD Services

PRESENTERS:
Judy Wallace-Patton, LCSW  Chief, Case Management Services-San Diego Regional Center
Rojane Jackson  Executive Director, Community Interface Services
Peggie Webb  Executive Director, Mosaic Connections, Inc.
Rosemary Elston  Project Director, PRIDE Industries - Beyond Project TEAM
Cheryl Kitowski  Project Trainer, PRIDE Industries - Beyond Project TEAM
Elisha Rurka  Project Trainer, PRIDE Industries - Beyond Project TEAM

Self-determination skills are mandatory for successful transition planning. This session will focus on steps underway in California to empower individuals with developmental disabilities to self-direct their lives. Project Team staff will describe the training being provided to help transition-aged high school students to “take charge” of their lives and direct their IEP process within the schools and as they enter adult services. In addition, facilitators of San Diego Regional Center’s Self-Determination Project will
provide an overview of their experiences in implementing self-directed services, including the development of independent brokerage and fiscal agent supports. Presenters also will discuss their experience in teaching students with developmental disabilities self-determination philosophy, principles and practice in the classroom, using the “Take Charge for the Future” curriculum.

10:30 AM - 12:00 PM Workshops I-D .................. Williams D. Evans I (Sternwheeler)

What Information Do People Need: Approaches at the State Level

MODERATOR:

Ellen Goldblatt Senior Attorney,
Protection & Advocacy Inc.

PRESENTERS:

Eileen Hammar Program Specialist-Community Services Partnership for People with Disabilities
Ann C. Eller Mental Health Program Manager,
North Carolina DMHDDSAS
Karen Lawson Senior Policy Analyst, Virginia DMAS
Carol Risley Chief, Office of Human Rights & Advocacy Services
California DD Services

This workshop focuses on what people need to know to manage their own supports and what kind of information exists. Materials developed by three states (VA, NC, and CA) to enhance consumer participation in decision making about their lives will be presented. The Partnership for People with Disabilities at Virginia Commonwealth University, a University of Excellence (UCE) in developmental disabilities, collaborated with the Virginia Department of Medical Assistance Services to develop user-friendly materials that explain how to use consumer-directed services. These materials are the foundation for a
website designed to assist individuals and their supporters in directing their own supports and services. North Carolina took a unique approach through its Consumer-Directed Personal Assistance Services and Supports (CPASS) grant project, collaborating with all disability populations and service systems (mental health/developmental disabilities, aging, vocational rehabilitation, etc.) to develop materials relevant to all populations. The process used to develop the materials will be described, along with difficulties encountered, problems resolved, and how this approach strengthened the system. California’s Consumer Advisory Committee also will share tools developed to enhance consumer participation in decision-making.

10:30 AM -12:00 PM Workshop I-E ...................................... Del Mar Room

**How Can Support Workers Facilitate Self-Direction?**

**MODERATOR/PRESENTER:**

Pamela Jensen Executive Director, U.V.A.H.

**PRESENTERS:**

Jennifer Pittam Consultant

Daniel Dawkins Consumer Advocate, Consumer Advisory Committee, California DD Services

Kim Morris Facilitator, Consumer Advisory Committee, California DD Services

Nicky Fabyunkey Self-Advocate, Self-Determination Pilot Project Redwood Coast Regional Center

In this workshop self-advocates and direct support professionals will describe a range of strategies by which support brokers and direct support staff can encourage individuals to make more decisions regarding their lives. Self-advocates will present their experiences working
with support staff to achieve their goals of taking control over their lives and assume decision-making roles. Self-advocates also will present tools developed by the California Department of Developmental Services (DDS), Consumer Advisory Committee (CAC) on how to make your own decisions and how to decide if you are satisfied with your life. Support professionals will relay mechanisms for assisting individuals to be self-directing, highlighting a Self-Determination Pilot Project along with Project LEADERS (Learning, Educating, Advocating, and Directing Efforts for Responsible Self-determination). Project LEADERS was funded by the California State Council on Developmental Disabilities to develop the leadership and advocacy skills of individuals with developmental disabilities. The project helps individuals to live self-determined lives, to educate and support other self-advocates to have self-determined lives, and to develop leadership skills by advocating for self-determination at the policy making level.

10:30 AM -12:00 PM Workshop I-F ................................. Ventana Room

**How Can Self-Advocates Mentor Other Self-Advocates?**

**MODERATOR/PRESENTER:**

**John Agosta**  
Vice President,  
Human Services Research Institute

**PRESENTERS:**

**Linda Thompson**  
Project Coordinator,  
Community Service Inclusion  
People First of California

**Rebecca Hare**  
Project Coordinator,  
National Consortium on Leadership and Disability for Youth - Institute for Educational Leadership

This workshop will explore means by which self-advocates can mentor other self-advocates along with successful
strategies for mentoring youth with disabilities. A self-advocate will talk about self-advocate mentorship via the IPP Buddy System and membership in People First. Information on how to join a People First chapter and how People First has led the self-advocacy movement also will be discussed. In addition, successful mentoring strategies and development of youth leadership in the disability movement will be presented.

12:00 PM - 1:30 PM 
Lunch & Speaker............................... Bayside Pavilion

Valued Lives Means Valued Jobs: National Overview

MODERATOR:
Bob Baldo  Executive Director, Association of Regional Center Agencies

SPEAKERS:
John Butterworth  Research Coordinator, Institute for Community Inclusion, University of Massachusetts Boston
Dusty Dutton  Owner, Dusty’s Puppets

This panel will provide an overview of national advances and innovative practices in the employment of people with developmental disabilities including those practices most closely associated with best practices. The session also will highlight an exciting example of an individual who has created her own business. Dusty's Puppets is an example of the current trend toward consumer owned and operated micro-enterprises that build business success upon the talents and passions of their owners.
WORKSHOPS II

THEME: Supports for Employment

1:45 PM - 3:15 PM

Workshop II-A................................................. Ballroom E
Getting Serious About Employment:
Setting Performance Goals

MODERATOR:

John Butterworth  Research Coordinator,
Institute for Community Inclusion
University of Massachusetts Boston

PRESENTERS:

Ray Jensen  Director,
King County DD Division

Jane Boone  County Coordinator,
Thurston County DD Program

Mary Strehlow  Program Manager, Clark County
Developmental Disabilities

Linda Rolfe  Director, Division of
Developmental Disabilities
Washington DSHS

In this presentation, one state’s experience with developing a progressive employment system is highlighted in depth. The State of Washington provides important lessons about the ways of enhancing employment at all levels - provider, county, and state levels. It will provide examples of the means by which state and local agencies can advance employment as a top priority and set concrete benchmarks to ensure the achievement of employment goals.
### Workshop II-B: Leveraging Resources through Collaboration

**MODERATOR:**
Chas Moseley  
Director of Special Projects, NASDDDS

**PRESENTERS:**
Sue Suter  
Associate Commissioner, Social Security Administration  
Debbie Smith  
Operations Coordinator, Adult Programs  
East County Career Center

The Social Security Administration's Ticket to Work program can be a useful tool for people that rely on disability benefits and have an interest in employment. The revised Ticket program regulations, scheduled to be issued this year, will allow employment providers to be paid for helping beneficiaries obtain part-time as well as full-time employment. The agency continues to refine its approach to providing work incentives that support a variety of individuals with different disabilities. In this session, Associate Commissioner Suter and other panel participants will discuss approaches to maximizing the value of the Ticket program for people with developmental disabilities.

### Workshop II-C: Exemplary Approaches to Supporting and Maintaining Employment

**MODERATOR:**
June Rowe  
Senior Project Director, Human Services Research Institute

**PRESENTERS:**
Becky Tschirgi  
Vice President Programs & Services  
AbilityFirst, Pasadena
This workshop will explore innovative approaches, ranging from the specific individual to systems change, by which people have been supported to find and keep jobs that they enjoy. A self-advocate will share her experience of being supported to develop a job based on her abilities and dreams, a job that also matched an employer’s needs, and strategies mutually developed to ensure long-term employment. Agency-based presenters will speak from a systems change perspective as illustrated through the stories of individuals and share best practice employment methodologies that embody strategies of self-examination, values, restructuring, staff training and human resources.

1:45 PM - 3:15 PM  
Workshop II-D ............ William D. Evans I (Sternwheeler)  
Organizational Transitions - Deconstructing Workshops

MODERATOR:  
LeeAnn Christian Orange County Regional Center

PRESENTERS:  
Rebecca Morrill-Lienhard Director of Integration and Transition Services, Tierra del Sol Foundation

Loralee Sutton  Employee - Oakview Retirement, Tierra del Sol Foundation
This session will present examples of agencies from around the country that have shifted their focus from sheltered and segregated employment to integrated, competitive employment and how such change was accomplished. Allegan County Community Mental Health Services closed their workshop in April of 2004. Panelists will discuss the system change process used successfully close the workshop and support individuals for the people who previously attended this facility. Data will be presented regarding the number of people working, hours worked and income earned, as well as cost per person to the service system. Panelists from the Tierra del Sol Foundation will focus on individuals with developmental disabilities and their success stories in obtaining training, job placement, and ongoing employment supports.

1:45 PM - 3:15 PM
Workshop II-E........................................ Del Mar Room

Customized Employment Supports to Individuals

MODERATOR:
Sherry Beamer President,
Sherry Beamer & Associates, Inc.

PRESENTERS:
Dusty Dutton Owner,
Dusty’s Puppets
Cher Evans Business Manager,
Dusty’s Puppets
Hallie Long Main Streaming in America
Diana Anderson  Community Service Specialist, Far Northern Regional Center

Mary Ann Weston  Community Service Specialist, Far Northern Regional Center

In this session you will hear from self-advocates and regional center staff on customized employment approaches that assist people with disabilities and service providers to furnish work options as a typical service. The consumer presentations will focus on small businesses and the steps necessary to set up and successfully operate the development of micro-enterprises.

3:15 PM - 3:30 PM  Break/Refreshments

3:30 PM - 5:00 PM  WORKSHOPS III

THEME: Supporting Participation

3:30 PM - 5:00 PM  Workshop III-A................................................. Ballroom E

Wellness and Health as a Foundation for Participation

MODERATOR:

Sarah Taub  Project Director, Human Services Research Institute

PRESENTERS:

Betsy Finley, RN  Chief, Clinical Services Bureau Long Term Services Division New Mexico Department of Health

Sharon Oxx, RN, CDDN  Director of Health Services Office of Quality Management Massachusetts DMR

Rick Ingraham  Manager, Children and Family Services California DD Services
This workshop will present initiatives underway to raise awareness that a healthy lifestyle is important for the full participation of people with intellectual and developmental disabilities in community life. Panelists will describe statewide and regional projects aimed at reviewing mortality, improving health and safety, and educating the community about the importance of a healthy lifestyle to a person’s overall well-being.

3:30 PM - 5:00 PM

Workshop III-B ....................................... Ballroom CD

Social Capital:
How Do I Get It and Where Do I Spend It?

MODERATOR/PRESENTER:

James F. Gardner, PhD  President & CEO, CQL

PRESENTERS:

Sandy Gregory  Quality Assurance Coordinator,
Mosaic

Gloria Pearson  Executive Director,
Ability Building Services

Sharon Spurlock  Assistant Director-
Community Integration Services,
St. Louis Arc

Amanda Cade  Assistant Vice President QAI,
The Council on Quality & Leadership

This panel focuses on the concept of social capital, which is more than community inclusion, participation, and self-determination. Social capital refers to our networks and connections with trusted friends in our communities. These trusted friends return favors, help us out, and connect us to other people and resources. Service organizations cannot provide people with social capital. But organizations can facilitate the development of social capital networks with other people in the community. This panel discussion will provide concrete organizational strategies for building the
social capital of people with disabilities in their local communities.

3:30 PM - 5:00 PM  Workshop III-C .......... William D. Evans II (Sternwheeler)

Supporting Relationships:  
The Power of Person-Centered Organization

MODERATOR:
Yo Bestgen  Deputy Director,  
Alta California Regional Center

PRESENTERS:
Carolyn Carlson  Community Expressions
Jacquelyn Blaney  Executive Director,  
Independent Living, Inc.
Stacy Everson  Executive Director,  
Seeds Educational Services, Inc.

Becoming active members of one’s neighborhood and being involved in community groups and associations provides rich opportunities to develop meaningful relationships. This presentation will describe strategies and tools that support people with developmental disabilities to forge friendships and intimate relationships with community members, breaking down the persisting patterns of personal isolation and programmatic segregation.

3:30 PM - 5:00 PM  Workshop III-D .......... William D. Evans I (Sternwheeler)

Self-Determined Lives -  
Encouraging Civic Participation

MODERATOR:
Rebecca Hare  Project Coordinator,  
National Consortium on  
Leadership and Disability for Youth -  
Institute for Educational Leadership
This session will present the importance of civic involvement and political action regarding the rights of persons with intellectual and developmental disabilities. Special attention will be paid to voting, activism, and influencing public policy.

3:30 PM - 5:00 PM

Workshop III-E ..................................... Del Mar Room

Early Identification and Intervention in Autism: Forging the Architecture for Change

MODERATOR:

Ron Huff  Director of Intake,
Alta California Regional Center

PRESENTERS:

Rita Rubin  President,
Greater Long Beach/South Bay Chapter Autism Society of America

Barbara Firestone, PhD  President & CEO,
The Help Group

Laurie Stephens, PhD  Director of Autism Spectrum Disorders Programs,
The Help Group
Autism spectrum disorders (ASD) are the fastest-growing cause of developmental disabilities facing children in the U.S. today. Despite important advances in recent years, access to intensive early intervention remains limited across the U.S. and unaffordable to the majority of parents. Panelists will cover the most current research into effective educational strategies for young children with autism and what we know that works for most children. The critical need for intensive intervention at the earliest possible point will be stressed. The importance of educational inclusion in elementary and middle school also will be emphasized.

5:00 PM  ADJOURN FOR THE DAY
2006 Reinventing Quality Conference

PROGRAM: TUESDAY, FEBRUARY 14

8:00 AM - 9:00 AM  Continental Breakfast  ................. Mission Bay Ballroom
8:00 AM - 1:30 PM  Registration  ......................... Mission Bay Ballroom Foyer
9:00 AM - 3:30 PM  Exhibits  ............................... Mission Bay Ballroom
9:00 AM - 10:15 AM Plenary Session  ........................ Mission Bay Ballroom

**Indi viduals & Families Helping to Improve Quality**

**MODERATOR:**
Sarah Taub  Human Services Research Institute

**PANEL:**
Kristofer Peterson  Support Specialist, Community Options
Susan L. Babin  Administrator, Office of Quality Assurance/Special Projects, Rhode Island Division of Developmental Disabilities
Pam Goes  Parent, Kent County Arc
Connie Gomes  Secretary, Parents & Friends for Alternate Living
Doreen McConaghy  Executive Director, PAL

This plenary session will explore the experiences of people with disabilities and family members who have been part of state and local efforts to monitor and enhance the quality of services and supports. From the self-advocacy perspective, Kristofer Peterson will discuss his work as a surveyor using the Life Quality instrument adopted by California Area Boards. From the perspective of families and involved public administrators, there will be presentations on the **Rhode Island Statewide Quality Consortium** and various activities of the committees in the areas of employment, and health and safety. The topics to be discussed will include specific strategies to involve various stakeholders, specifically family members, in
reviewing data and information on service outcomes within the DD system and encouraging pro-active participation, resulting in actions that make a difference in the lives of people with disabilities.

10:15 AM - 10:30 AM  Break/Refreshments

10:30 AM - 12:00 PM  WORKSHOPS IV

THEME: Valued Contributions to Quality Improvement

10:30 AM -12:00 PM  Workshop IV-A........................................ Ballroom E

How to Develop and Use Quality Councils

MODERATOR:

Maureen Booth  Director, Quality Improvement
Institute for Health Policy
Muskie School of Public Service

PRESENTERS:

Gail Grossman  Assistant Commissioner,
Office of Quality Management
Massachusetts DMR

Steve Dunaway  Quality Management,
Florida’s Agency for Persons with Disabilities

This presentation will provide an overview of quality improvement and quality councils and will highlight two powerful examples of the use of quality councils. Specifically, Ms. Grossman will focus the initiation of quality councils in Massachusetts, including the purpose, structure, and membership of councils and the orientation training and ongoing support given to the council members. Mr. Dunaway, from Florida will describe the development, and “care and feeding” of state and local level quality and steering committees, including people receiving services and their family members.
2006 Reinventing Quality Conference

PROGRAM: TUESDAY, FEBRUARY 14

Workshop IV-B ................................................. Ballroom CD

Quality Enhancement at the Provider Level:
How to Build in Individual, Family, and DSP Perspectives

MODERATOR/PRESENTER:
Renee L. Pietrangelo, PhD CEO, ANCOR

PRESENTERS:
Lori Ann Dotson Director of Supported Living,
Institute for Applied Behavior Analysis
Linda Seppala Director of STEP,
Institute for Applied Behavior Analysis
Maryam Abedi Consultant,
Institute for Applied Behavior Analysis
Sharon Gomez Quality Enhancement Officer,
Evergreen Presbyterian Ministries
Marty Lampner Chimes International
Terry Collard Chief Strategic Officer,
Chimes International

This panel will highlight three examples of provider-based quality assurance/quality improvement systems. The first example is ANCOR’s new organization-wide Performance Excellence Initiative. Presenters will describe the framework for the new initiative and the values and commitments that it reflects. The second presentation will describe the Periodic Service Review (PSR) system, a quality management tool developed by members of Institute for Applied Behavior Analysis. The third presentation will share information about the annual Quality Enhancement Review conducted by the Evergreen agency based the Evergreen Outcomes for People and Evergreen Outcomes for Children as the core technology for the measurement of service quality.
Workshop IV-C........... William D. Evans II (Sternwheeler)

Self-Advocates and Family Members:
Valued Members of the Quality Monitoring Team

MODERATOR:

K. Charlie Lakin
Research & Training Center on Community Living,
University of Minnesota

PRESENTERS:

Donna Garratt Parent, Minnesota Region 10 Quality Assurance

Kurt Rutzin Self-Advocate, Minnesota Region 10 Quality Assurance

John Jordan Parent, Minnesota Region 10 Quality Assurance

Jim Conroy President, Center for Outcome Analysis

Patty Dempsey Executive Director, The Arc of Kentucky

Glenna Taylor Parent/Advocate, The Arc of Kentucky

This panel will highlight two comprehensive quality enhancement and monitoring efforts that include people with disabilities and family members. The Minnesota Region 10 Quality Assurance team includes parents, case managers, self-advocates and other community members. The discussion will highlight the philosophy, process, and results of this unique monitoring effort. The second example comes from Kentucky and will include a description of the Individual and Family Interviews to Assess Quality Assurance Project that adds the missing piece in the current system of “are you choosing services you want and need, what are you doing to get those services and who will help you get what you want/need?”
Developing Indicators and Benchmarks

MODERATOR:
Valerie Bradley  
President,  
Human Services Research Institute

PRESENTERS:
Don Bashaw  
Assistant Deputy Director,  
Ohio Department of MRDD

Wanda Seiler  
Director,  
South Dakota Division of Developmental Disabilities

In order to structure their quality management initiatives and to ensure integration across QA/QI systems, many states are in the process of framing quality indicators to assist in organizing their efforts. Ohio has designed and constructed fifty core indicators and supporting performance measures within the state’s Quality Framework. South Dakota gathers quality data from a variety of sources including a recently developed internet based reporting system, aggregate data from Council on Quality and Leadership (CQL) accreditation, and National Core Indicator (NCI) data.

How do Support Organizations Manage Risk

MODERATOR/PRESENTER:
John Rose  
Vice President,  
Irwin Siegel Agency

PRESENTERS:
John F. McKeon  
Senior Partner - Hardin, Kundia, McKeon, Poletto & Polifroni
Deborah Wehrlen  
Senior Vice President, 
The Pennhurst Group, LLC

The Quality of the Outcome is equal to the Quality of the Process and the process of delivering supports is greatly impacted when risk is not properly managed. This session will discuss components of organizational and individual risk planning and avoiding liability exposure.

12:00 PM - 1:15 PM  
Lunch & Awards................................. Bayside Pavilion

MODERATOR:

Amy Hewitt  
Training Director & Research Associate, 
University of Minnesota 
Institute on Community Integration

Presentation of Moving Mountain Awards

RECIPIENTS:

Ark Regional Services (Wyoming)  
J. Darryl Cooper and Terry Cooper

Community Supports Program, 
South Central Technical College (Minnesota)  
W.C. Sanders

Kansas Mobilizing for Workforce Change (Kansas)  
Kathy Stiffler

The Arc Northern Chesapeake Region 
STARS Program (Maryland)  
Tim Quinn
2006 Reinventing Quality Conference

PROGRAM: TUESDAY, FEBRUARY 14

1:30 PM - 3:00 PM WORKSHOPS V

THEME: Forging System Change to Create Valued Lives

1:30 PM - 3:00 PM Workshop V-A ......................................... Ballroom E

Moving Mountain Award Presentations on Workforce Development

MODERATOR:

Sheryl Larson  Research Associate, University of Minnesota Institute on Community Integration

PRESENTERS:

Terry Cooper  Director of Human Services, Ark Regional Services

Mary Arnold  Staff Development & Training Manager, Ark Regional Services

Kathy Stiffler  CEO, Individual Support Systems

Dan Hermreck  Training Coordinator, TARC/Kansans Mobilizing for Workforce Change

Patty Dumovich  Residential Coordinator, Johnson Co. Developmental Supports

Shelley May  Kansans Mobilizing for Workforce Change

Sarah Williams  Human Resources Representative, Johnson County Developmental Supports

W.C. Sanders  Coordinator & Lead Faculty, Community Supports Program South Central College
This presentation will focus on the practices employed by the Moving Mountain Award winners to enhance the quality of the direct support workforce. Specifically, there will be a presentation regarding Ark Regional Service’s competency-based performance system and the agency’s commitment to training, compensation, professional growth, and career development for direct support professionals. Kansans Mobilizing for Direct Support Workforce Change will share with meeting participants the steps taken and the tools used to improve the direct support workforce in Kansas. The Minnesota Community Supports Program is the state’s first total online program for direct support professionals (DSPs). The Stars program is a staff development and incentive program of The Arc Northern Chesapeake Region that uses the Community Support Skills Standards.
The panel will describe the College of Direct Support (CDS) and how web based training is being used in various states and agencies. The session will include a live demonstration an explanation of how the CDS can help states and provider agencies meet the new CMS Quality Assurance Framework.

1:30 PM - 3:00 PM  
Workshop V-C .......... William D. Evans II (Sternwheeler)

Our New Homes and New Lives  

MODERATOR:

Alan Kerzin  Executive Director, State Council on Developmental Disabilities (SCDD)

PRESENTERS:

Bruce Willbrant  Housing Coordinator, Community Interface Services

Mary Ellen Sousa  Co-Director, Creative Support Alternatives

This panel will focus on a home ownership initiative and on the process of providing excellent supported living services, with attention to building-in effective, everyday strategies for ensuring quality. Special emphasis will be placed on involving the individual in all aspects of their support services. The session will also highlight the experiences of a self-advocate finding his own home.
**Expanding the Supply of Housing: Innovative Solutions**

**MODERATOR/PRESENTER:**

- **Mike Danneker**  
  Executive Director, Westside Regional Center and Chairman of the Board, California Affordable Housing Institute

**PRESENTER:**

- **Kristine McCann**  
  Executive Director, California Affordable Housing Institute

This panel will provide a framework and best practices for the development of low-income housing for people with developmental disabilities. The presenters also will discuss the findings of a survey exploring where the State of California has been and where it’s going with respect to housing. The panelists also will discuss innovative and creative housing strategies and describe the activities of the California Affordable Housing Institute - a nonprofit organization dedicated to creating affordable housing for people with developmental disabilities and building integrated communities.

**New CMS Waiver Application as a Catalyst for Systems Change**

**MODERATOR:**

- **Valerie Bradley**  
  President, Human Services Research Institute

**PRESENTERS:**

- **Gary Smith**  
  Senior Project Director, Human Services Research Institute
This presentation will briefly describe CMS goals and objectives in extensively revising the HCBS waiver application and the process that was used to develop the new application. The new application will be described. A majority of the presentation will be devoted to describing the new application supports participant direction of waiver services and major changes in CMS oversight of state operation of HCBS waiver programs.

1:30 PM - 3:00 PM

Workshop V-F .................................... Ventana Room

Closing an Institution: The Agnews Experience

MODERATOR:

**Margaret Anderson**  Manager,
Community Services and Supports Branch-California DD Services

PRESENTERS:

**Julia Mullen**  Deputy Director,
Community & Support Division
California DD Services

**Jim Shorter**  Executive Director,
Golden State Regional Center

**Jim Burton**  Executive Director,
Regional Center of the East Bay

**Santi J. Rogers**  Executive Director,
San Andreas Regional Center

This presentation will provide an overview of the steps taken by the state and a consortium of three northern California regional centers to move people out of Agnews Developmental Center - a state facility for people with developmental disabilities that is slated to close by June 30, 2007. It will include a discussion of the ways in which the closure effort is being monitored,
how resources were developed and how a federal systems change grant was employed to facilitate the process.

3:00 PM - 3:30 PM  
Closing Plenary Session.................. Mission Bay Ballroom

Wrap Up

MODERATOR:
Valerie Bradley  President,  
Human Services Research Institute

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

3:30 PM  ADJOURN FOR THE MEETING

- SPECIAL MEETING -

Tuesday, February 14
3:30 PM – 5:00 PM

LOCATION: Del Mar Room

“Launching College of Direct Support in California”

This special meeting will engage interested parties in a discussion about CDS implementation in California, signing-up and participating in a California buyers and users group.

Tony Anderson, The Arc of California  
Kim Olson, Alpha Resource Center of Santa Barbara and  
Pam Hayes, Valley Light Industries, Inc.
CDS staff will also be available