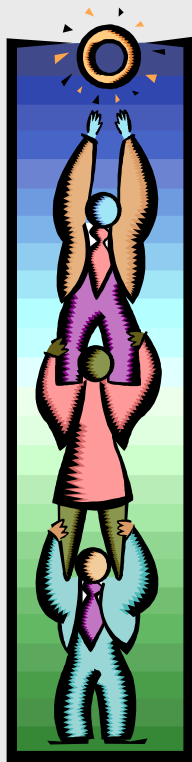


# 2006 Reinventing Quality Conference

Supporting Valued Lives:  
*Participation, Quality, and Accountability*



~PROGRAM~

February 12-14, 2006

Bahia Resort Hotel  
San Diego, California

2006 Reinventing Quality Conference

## **SPONSORS**

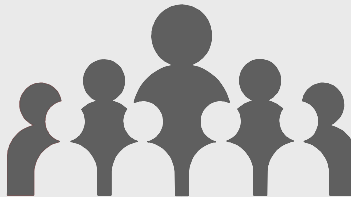
National Association of State Directors of  
Developmental Disabilities Services

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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

\*\*\*

California State Council on Developmental Disabilities

\*\*\*

The Arc of California

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Association of Regional Center Agencies

\*\*\*

California Department of Developmental Services

\*\*\*

California Rehabilitation Association

\*\*\*

Protection & Advocacy, Inc. of California

2006 Reinventing Quality Conference

## **PROGRAM COMMITTEE**

### **CO-CHAIRS:**

Yo Bestgen  
Alta California Regional Center

LeeAnn Christian  
Orange County Regional Center

### **MEMBERS:**

Margaret Anderson  
California Department of Developmental Disabilities Services

Tony Anderson  
The Arc of California

Bob Baldo  
Association of Regional Center Agencies

Nancy Batterman  
Community Options and California Rehabilitation Association

Catherine Blakemore  
Protection and Advocacy, Inc.

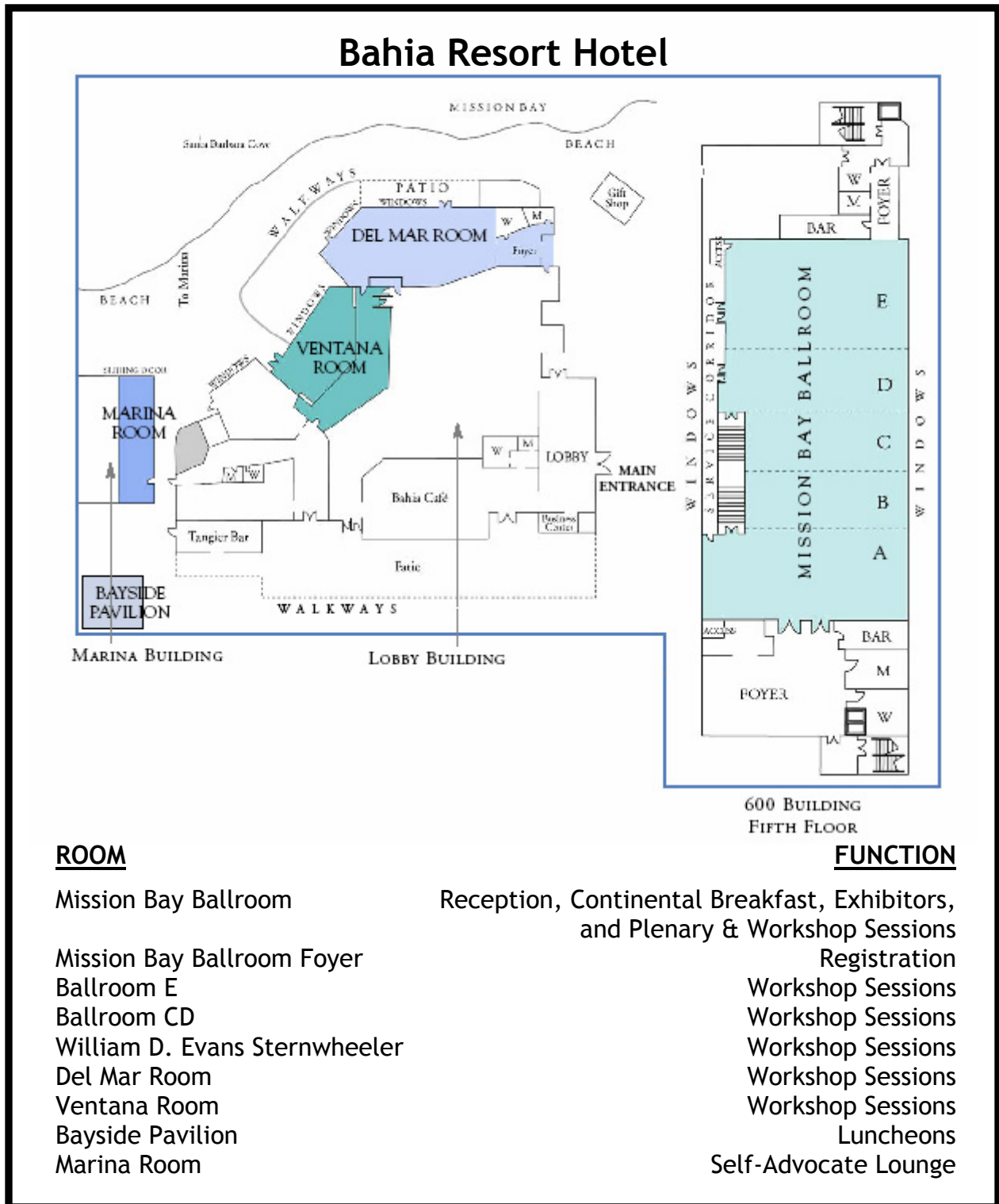
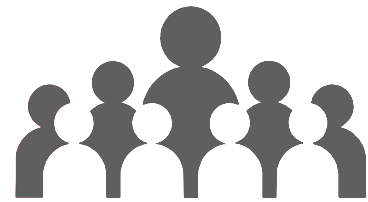
Dan Clark  
San Diego Regional Center

Phil Bonnet  
Redwood Coast Regional Center

Alan Kerzin  
California State Council on Developmental Disabilities

Elizabeth Lyons  
Consumer Advisory Committee, ARCA

2006  
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**HOTEL FLOOR PLAN**

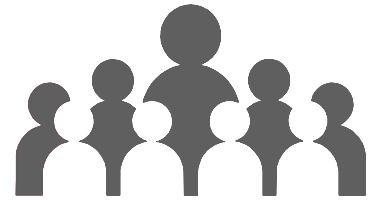


2006

Reinventing Quality Conference

# PROGRAM AT A GLANCE

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## 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

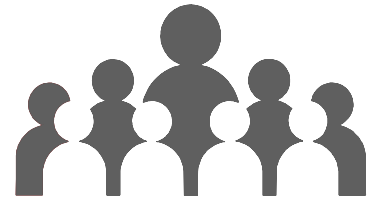
## MONDAY, FEBRUARY 13

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

2006  
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**SESSIONS-AT-A-GLANCE**



**SUNDAY, FEBRUARY 12**

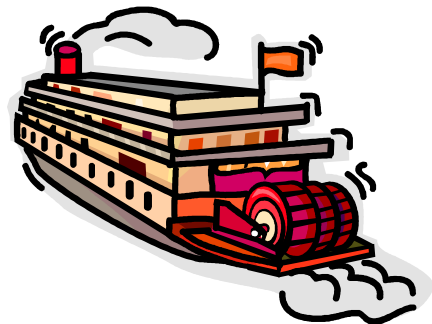
Welcome Reception	Mission Bay Ballroom
<p><b>5:30 PM-7:00 PM</b></p>	<p>The Welcome Reception is open to all conference attendees. Be sure to take advantage of this opportunity for networking and other conference participants. (Cash bar, Complimentary hors d'oeuvres)</p> <p>Music will be provided by Kristin Silver, pianist.</p>

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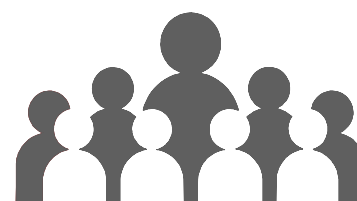
**TO 2006 REINVENTING QUALITY CONFERENCE PARTICIPANTS:** For conference function locations, please refer to the BAHIA RESORT HOTEL MAP on page 3 of this Program or the general resort map, which is included as an insert in your conference packet.

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  
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**SESSIONS-AT-A-GLANCE**



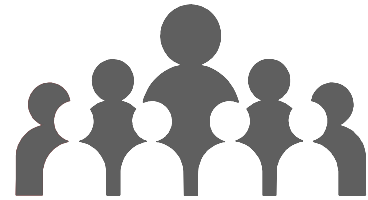
**MONDAY, FEBRUARY 13**

Opening Plenary	Mission Bay Ballroom					
9:00 AM-10:15 AM	<p>Welcome and Opening Remarks Mullen, Peterson, and Bradley</p> <p><i>Supporting Valued Lives: Where Are We Nationally?</i> Bradley, Gettings, Lakin, Kozloff, and Patterson</p>					
Workshop Sessions I	Ballroom E	Ballroom CD	William D. Evans II	William D. Evans I	Del Mar Room	Ventana Room
10:30 AM-12:00 PM	I-A	I-B	I-C	I-D	I-E	I-F
<p><i>Self-Direction in Action</i></p> <p><b>THEME:</b> Ensuring the Quality of Self-Directed Supports</p>	<p><i>Safe and Self-Directed</i></p>	<p><i>What Information Do People Need: Approaches at the Local/ Provider Level</i></p>	<p><i>What Information Do People Need: Approaches at the State Level</i></p>	<p><i>How Can Support Workers Facilitate Self-Direction?</i></p>	<p><i>How Can Self-Advocates Mentor Other Self-Advocates?</i></p>	<p>Gettings Crisp Dunnigan Anderson Misenheimer</p>
						<p>Tuller Fay Miller</p>
Luncheon	Bayside Pavilion					
12:00 PM-1:30 PM	<p><i>Valued Lives Means Valued Jobs: National Overview</i> Baldo, Butterworth, and Dutton</p>					
Workshop Sessions II	Ballroom E	Ballroom CD	William D. Evans II	William D. Evans I	Del Mar Room	
1:45 PM-3:15 PM	II-A	II-B	II-C	II-D	II-E	
<p><i>Getting Serious About Employment: Setting Performance Goals</i></p> <p><b>THEME:</b> Supports for Employment</p>	<p><i>Leveraging Resources through Collaboration</i></p>	<p><i>Exemplary Approaches to Supporting &amp; Maintaining Employment</i></p>	<p><i>Organizational Transitions - Deconstructing Workshops</i></p>	<p><i>Customized Employment Supports to Individuals</i></p>		<p>Butterworth Jensen Boone Strehlow Rolfe</p>
						<p>Moseley Suter Smith</p>

2006

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# SESSIONS-AT-A-GLANCE

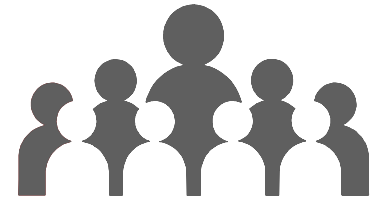


## MONDAY, FEBRUARY 13 *cont...*

Workshop Sessions III	Ballroom E	Ballroom CD	William D. Evans II	William D. Evans I	Del Mar Room
3:30 PM-5:00 PM  <b><u>THEME:</u></b>  <b>Supporting Participation</b>	III-A  <i>Wellness and Health as a Foundation for Participation</i>  Taub Finley Oxx Ingraham	III-B  <i>Social Capital: How Do I Get It and Where Do I Spend It?</i>  Gardner Gregory Pearson Spurlock Cade	III-C  <i>Supporting Relationships: The Power of Person-Centered Organization</i>  Bestgen Carlson Blaney Everson	III-D  <i>Self-Determined Lives - Encouraging Civic Participation</i>  Hare Meadows Reed Meadours Omoto	III-E  <i>Early Intervention in Autism: Forging the Architecture for Change</i>  Huff Rubin Firestone Stephens



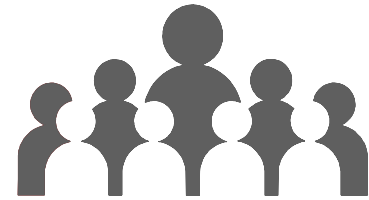
2006  
 Reinventing Quality Conference  
**SESSIONS-AT-A-GLANCE**



**TUESDAY, FEBRUARY 14**

<b>Opening Plenary</b>	<b>Mission Bay Ballroom</b>				
<b>9:00 AM - 10:15 AM</b>	<i>Individuals &amp; Families Helping to Improve Quality</i> Taub, Peterson, Babin, Goes, Gomes, and McConaghy				
<b>Workshop Sessions IV</b>	<b>Ballroom E</b>	<b>Ballroom CD</b>	<b>William D. Evans II</b>	<b>William D. Evans I</b>	<b>Del Mar Room</b>
<b>10:30 AM-12:00 PM</b>  <b><u>THEME:</u></b>  <b>Valued Contributions to Quality Improvement</b>	<b>IV-A</b> <i>How to Develop and Use Quality Councils</i>  Booth Grossman Dunaway	<b>IV-B</b> <i>Quality Enhancement at the Provider Level: How to Build in Individual, Family, and DSP Perspectives</i>  Pietrangelo Dotson Seppala Abedi Gomez Lampner Collard	<b>IV-C</b> <i>Self-Advocates and Family Members: Valued Members of the Quality Monitoring Team</i>  Lakin Garratt Rutzin Jordan Conroy Dempsey Taylor	<b>IV-D</b> <i>Developing Indicators and Benchmarks</i>  Bradley Bashaw Seiler	<b>IV-E</b> <i>How do Support Organizations Manage Risk</i>  Rose McKeon Wehrlen
<b>Luncheon</b>	<b>Bayside Pavilion</b>				
<b>12:00 PM - 1:15 PM</b>	<b>Presentation of Moving Mountain Awards</b> Hewitt, Cooper, Cooper, Sanders, Stiffler, and Quinn				

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**SESSIONS-AT-A-GLANCE**

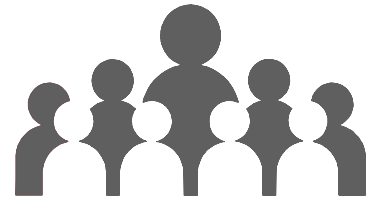


**TUESDAY, FEBRUARY 14 cont...**

Workshop Sessions V	Ballroom E	Ballroom CD	William D. Evans II	William D. Evans I	Del Mar Room	Ventana Room
1:30 PM-3:00 PM  <b>THEME:</b>  Forging System Change to Create Valued Lives	V-A <i>Moving Mountain Award Presentations on Workforce Development</i>  Larson Cooper Arnold Stiffler Hermreck Dumovich May Williams Sanders Quinn Kratzer	V-B <i>Connecting the DOTs... The College of Direct Support and You!</i>  Lakin Hewitt Tapp Anderson	V-C <i>Our New Homes and New Lives</i>  Kerzin Willbrant Sousa	V-D <i>Expanding the Supply of Housing: Innovative Solutions</i>  Danneker McCann	V-E <i>New CMS Waiver Application as a Catalyst for Systems Change</i>  Bradley Smith	V-F <i>Closing an Institution: The Agnews Experience</i>  Anderson Mullen Shorter Burton Rogers
<b>Closing Plenary</b>	<b>Mission Bay Ballroom</b>					
3:00 PM-3:30 PM	Wrap Up... <i>Lessons Learned, Conference Highlights</i> Bradley					

	Del Mar Room
3:30 PM-5:00 PM	<b>Special Meeting:</b> "Launching College of Direct Support in California" Anderson, Olson, Hays, and CDS staff

2006  
Reinventing Quality Conference



**PROGRAM:** SUNDAY, FEBRUARY 12

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4:30 PM - 7:00 PM      Registration..... Mission Bay Ballroom Foyer

5:30 PM - 7:00 PM      Welcome Reception..... Mission Bay Ballroom

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.

2006  
Reinventing Quality Conference



**PROGRAM: 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	Opening Plenary Session ..... Mission Bay Ballroom
9:00 AM - 9:15 AM	<p><b>Welcome and Opening Remarks</b></p> <p><b>Julia Mullen</b> Deputy Director, Community Services &amp; Supports Division California Department of Developmental Services</p> <p><b>Mac Peterson</b> Director, San Diego Regional Center</p> <p><b>Valerie Bradley</b> President, Human Services Research Institute and Chair, Program Committee</p>
9:15 AM - 10:15 AM	<p><b><i>Supporting Valued Lives: Where Are We Nationally?</i></b></p> <p>MODERATOR:</p> <p><b>Valerie Bradley</b> President, Human Services Research Institute</p> <p>PANEL:</p> <p><b>Bob Gettings</b> Executive Director, NASDDDS</p> <p><b>K. Charlie Lakin</b> Research &amp; Training Center on Community Living, University of Minnesota</p> <p><b>Terry Kozloff</b> Director, ConnectingFamilies</p> <p><b>Nicole Patterson</b> Consumer Services Coordinator, California DD Services</p>

This opening plenary session will include an overview of the current national policy landscape, emerging trends in the



**PROGRAM: MONDAY, FEBRUARY 13**

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10:15 AM - 10:30 AM      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:**

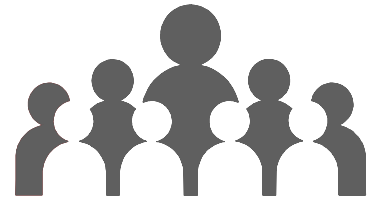
**Suzanne Crisp**      Senior Research Leader,  
Thomson/Medstat

**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.



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10:30 AM -12:00 PM

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.

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

***Safe and Self-Directed***

**MODERATOR/PRESENTER:**

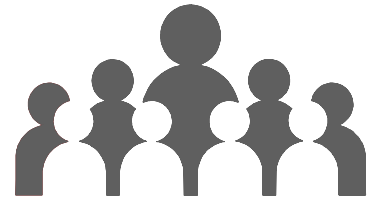
**Jean Tuller** Executive Director,  
Oregon Technical Assistance Corporation

**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.



10:30 AM - 12:00 PM

Workshop I-C ..... Williams D. Evans II (Sternwheeler)

***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

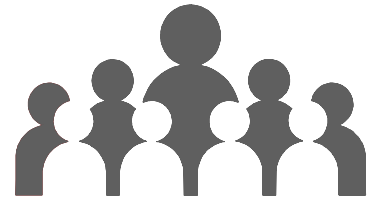
**Peggie Webb** Executive Director,  
Mosaic Connections, Inc.

**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



**PROGRAM: MONDAY, FEBRUARY 13**

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10:30 AM - 12:00 PM

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.

**Workshop 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





**PROGRAM: MONDAY, FEBRUARY 13**

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:**

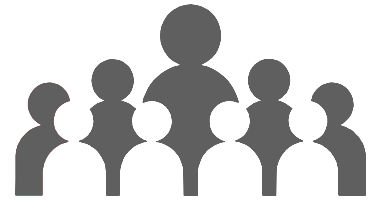
**Jennifer Pittam** Consultant

**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



**PROGRAM: MONDAY, FEBRUARY 13**

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:**

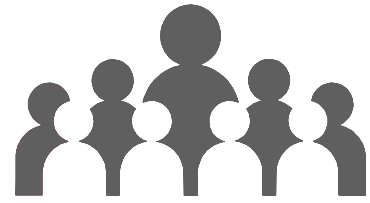
**John Agosta** Vice President,  
Human Services Research Institute

**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



**PROGRAM: MONDAY, FEBRUARY 13**

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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:**

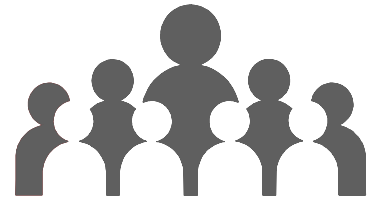
**Bob Baldo** Executive Director,  
Association of Regional Center Agencies

**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.



**PROGRAM: MONDAY, FEBRUARY 13**

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1:45 PM - 3:15 PM

**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:**

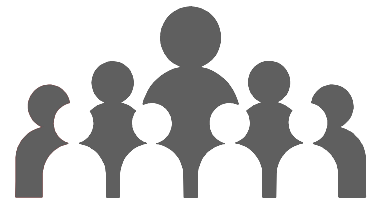
**Ray Jensen** Director,  
King County DD Division

**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.



1:45 PM - 3:15 PM

**Workshop II-B..... Ballroom CD**  
***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.

1:45 PM - 3:15 PM

**Workshop II-C..... William D. Evans II (Sternwheeler)**

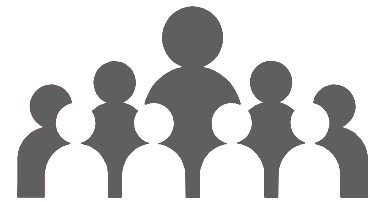
***Exemplary Approaches to  
Supporting and Maintaining Employment***

**MODERATOR:**

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

**PRESENTERS:**

**Becky Tschirgi**      Vice President Programs & Services  
AbilityFirst, Pasadena



- Delores Barrios** Clerical Assistant,  
AbilityFirst, Pasadena
- Scott Shepherd** Executive Director,  
Avenues Supported Living Services
- Dan Heldoorn** Avenues Supported Living Services
- Nancy Brooks-Lane** Director-DD Services,  
Cobb & Douglas County  
Community Services Boards

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***

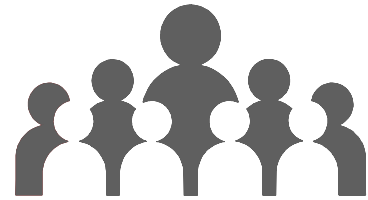
**MODERATOR:**

**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



**PROGRAM: MONDAY, FEBRUARY 13**

**Bob Lawhead**

Executive Director,  
Employment Link

**Beth Durkee**

Director of Services for People  
with Developmental Disabilities,  
Allegan County Community  
Mental Health Services

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**

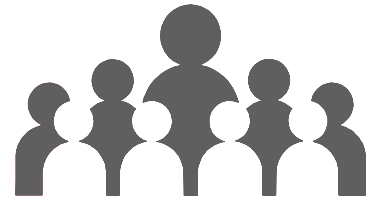
Owner,  
Dusty's Puppets

**Cher Evans**

Business Manager,  
Dusty's Puppets

**Hallie Long**

Main Streaming in America



**PROGRAM: MONDAY, FEBRUARY 13**

**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

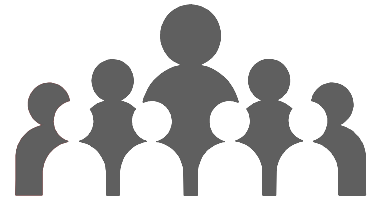
**PRESENTERS:**

**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





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3:30 PM - 5:00 PM

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.

**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:

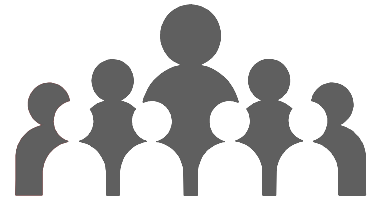
**Sandy Gregory** Quality Assurance Coordinator,  
Mosaic

**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



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3:30 PM - 5:00 PM

social capital of people with disabilities in their local communities.

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



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PRESENTERS:

- Daniel Meadows** Developmental Disabilities  
Peer/Self Advocacy Coordinator,  
Protection & Advocacy, Inc.
- Marinda D Reed** Senior Developmental Disabilities  
Peer/Self Advocacy Coordinator,  
Protection & Advocacy, Inc.
- Joe Meadours** Director of Consumer Empowerment,  
Alabama DMH/MR
- Marty Omoto** Director, California Disability  
Community Action Network (CDCAN)

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

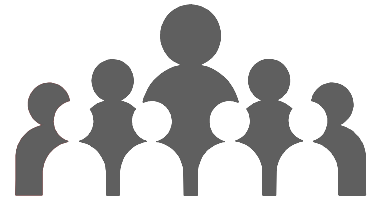
***Early Identification and Intervention in Autism:  
Forging the Architecture for Change***

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



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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**



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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

***Individuals & Families Helping to Improve Quality***

MODERATOR:

**Sarah Taub** Human Services Research Institute

PANEL:

**Kristofer Peterson** Support Specialist,  
Community Options

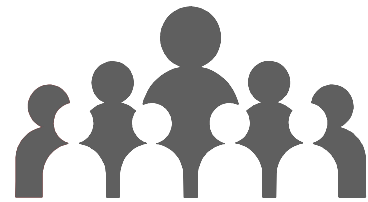
**Susan L. Babin** Administrator,  
Office of Quality Assurance/Special  
Projects, Rhode Island Division of  
Developmental Disabilities

**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



**PROGRAM: TUESDAY, FEBRUARY 14**

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10:15 AM - 10:30 AM 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:**

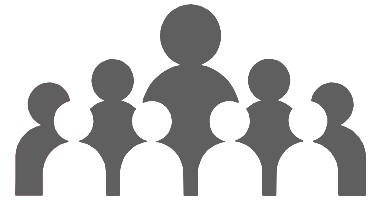
**Maureen Booth** Director, Quality Improvement  
Institute for Health Policy  
Muskie School of Public Service

**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.



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10:30 AM -12:00 PM

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

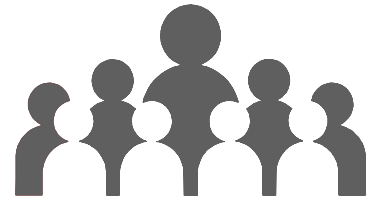
**Maryam Abedi** Consultant,  
Institute for Applied Behavior Analysis

**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.



10:30 AM -12:00 PM

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

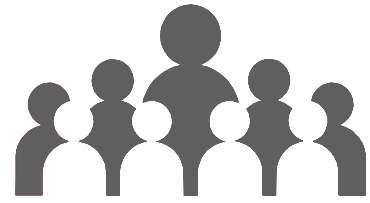
**Jim Conroy**        President,  
                                 Center for Outcome Analysis

**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?”





10:30 AM -12:00 PM

Workshop IV-D ..... William D. Evans I (Sternwheeler)

***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.

10:15 AM -11:45 AM

Workshop IV-E..... Del Mar Room

***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)**

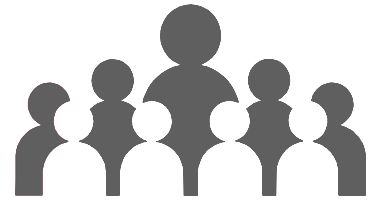
W.C. Sanders

**Kansas Mobilizing for Workforce Change (Kansas)**

Kathy Stiffler

**The Arc Northern Chesapeake Region  
STARS Program (Maryland)**

Tim Quinn



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**

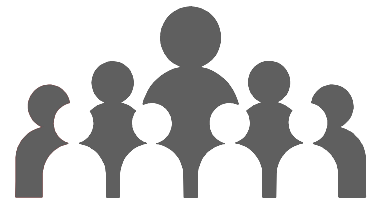
***Moving Mountain Award Presentations  
on Workforce Development***

**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



**Tim Quinn** Executive Director,  
The Arc Northern Chesapeake Region

**Brigitte Kratzer** Employment Specialist,  
The Arc Northern Chesapeake Region

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. Kansas 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.

1:30 PM - 3:00 PM

**Workshop V-B ..... Ballroom CD**

***Connecting the DOTs...  
The College of Direct Support and You!***

**MODERATOR:**

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

**PRESENTERS:**

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

**Bill Tapp** National Project Director,  
The College of Direct Support



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**Tony Anderson** Executive Director,  
The Arc of California

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:**

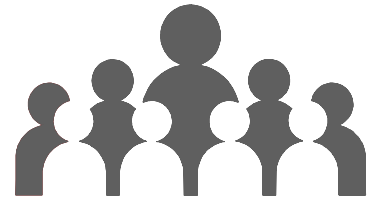
**Alan Kerzin** Executive Director, State Council  
on Developmental Disabilities (SCDD)

**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.



1:30 PM - 3:00 PM

Workshop V-D ..... William D. Evans I (Sternwheeler)

***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.

1:30 PM - 3:00 PM

Workshop V-E ..... Del Mar Room

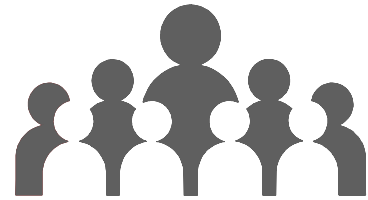
***New CMS Waiver Application as a Catalyst  
for Systems Change***

MODERATOR:

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

PRESENTERS:

**Gary Smith** Senior Project Director,  
Human Services Research Institute



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1:30 PM - 3:00 PM

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.

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

***Closing an Institution: The Agnews Experience***

**MODERATOR:**

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

**PRESENTERS:**

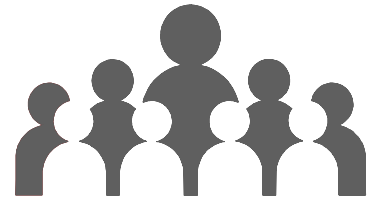
**Julia Mullen** Deputy Director,  
Community & Support Division  
California DD Services

**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,



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3:00 PM - 3:30 PM

how resources were developed and how a federal systems change grant was employed to facilitate the process.

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