

TWO-DAY STRANDS

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

Three states (Maryland, New York, and North Carolina) have embarked on organized efforts toward achieving individualized, person-directed supports. Hear from providers and their state government partners who are accomplishing a shift from traditional supports as they share the obstacles, successes and lessons learned so far. Individualized supports present life-changing opportunities for people, and challenge us to make real change in our systems, organizations, policies and practices. We want to hear from you as well – what has worked? What stands in your way, preventing you from moving in this direction? The shift to individualized supports may be just the ticket in tough economic times – come hear why!

Chairs: Michael Mayer, Beth Mount, Patti Scott **Graphic Facilitators: Dave Hasbury and Jack Pearpoint**

SESSIONS:

Making the Shift to Individual Supports: What Works and Reflections on Lessons Learned

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

Speakers: Derrick Dufresne, Community Resource Alliance; Mike Mayer, Community Resource Alliance; Beth Mount, Capacity Works; Patti Scott Neighbours, Inc.; Pam Walker, Center on Human Policy, Syracuse University

Moderator: Patti Scott, Neighbours, Inc.

Where We Are and How to Get There: Increasing the Investment in Innovation for Quality Supports

Come take part in this discussion of the themes that the three state initiatives have found to be important in order for people, agencies and state systems to create change. Speakers will reflect on their own assessment of where they are in the process of achieving individualized supports for all, and reflect on the next steps in the process.

Speakers: Carol Beatty, ARC Howard, MD; Michael Chapman, DDA, MD; Carole Gothelf, AHRC – NY City; Jennifer Helton, Ralph Scott Life Services, Inc., NC; Joan Johnson, Beyond Academics, NC; Cindy

Kauffman, DDA, MD; Beth Mount, Capacity Works; Sue Rattman, ARC NCR, MD; Larry Swabe, NC Council on DD; Ed Walsh, RHA Howell, NC

Moderators: Mike Mayer, Community Resource Alliance and Patti Scott, Neighbours, Inc.

Leadership Challenges: How Leaders Can Encourage Innovation and Sustain Commitment Over Time

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

Speakers: Carol Beatty, ARC Howard, MD; Michael Chapman, DDA, MD; Carole Gothelf, AHRC – NY City; Jennifer Helton, Ralph Scott Life Services, Inc., NC; Joan Johnson, Beyond Academics, NC; Cindy Kauffman, DDA, MD; Sue Rattman, ARC NCR, MD; Larry Swabe, NC Council on DD; Ed Walsh, RHA Howell, NC

Moderators: Derrick Dufresne, Community Resource Alliance and Patti Scott, Neighbours, Inc.

Innovation in Individualized Supports: Providers Describe their Journeys Toward Change

All three state teams (Maryland, New York and North Carolina) will tell their stories about the changes within their state through both personal presentations and via video story. Pam Walker will comment and reflect on shared themes and lessons learned.

Speakers: Carol Beatty, ARC Howard, MD; Carole Gothelf, AHRC – NY City; Cindy Kauffman, DDA, MD; Sue Rattman, ARC NCR, MD; Pam Walker, Center on Human Policy, Syracuse University

Moderator: Patti Scott, Neighbours, Inc.

STRAND: Systematic Quality Improvement: More Important Now than Ever

Expectations are changing regarding quality in services and supports for people with intellectual and developmental disabilities. Pressure for change is coming from rising expectations of individuals and families as well as heightened performance expectations from the Centers for Medicare and Medicaid Services (CMS). There are increased demands for transparency and participation from stakeholders and pressure for more rigor from CMS. At the same time, state budgets are shrinking and the challenges facing public managers are increasingly overwhelming their ability to respond. The paradox is that – in tough times – maintaining and monitoring quality are even more important than in times of plenty. The panelists in this strand will explore how providers are employing internal and collaborative quality improvement measures, how states are using performance data to improve services and involve stakeholders, how improved surveillance of health and safety protects vulnerable individuals, and how CMS is working with states to create multidimensional quality improvement systems.

Chairs: Val Bradley and Jim Gardner

SESSIONS:

Keeping People Healthy and Safe: Data Driven Risk Management

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

Speakers: Alexandra Bonardi, Center for Developmental Disabilities Research, UMASS Medical Center; Ken Cabral and Laura Nuss, DC Developmental Disabilities Administration; Bill Allen and Eric Zigman, Bay Area Quality Management System

Moderator: Sarah Taub, Human Services Research Institute

Quality Improvement: Connecting the Data Dots

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

Speakers: Marion Olivier, Delmarva Foundation; Ray Pierce, New York Office of Mental Retardation; Teresa Richard, Texas Department of Aging and Developmental Disabilities Services; Eddie Towson, Quality Assurance Director, Georgia Division of Developmental Disabilities

Moderator: Chas Moseley, the National Association of State Directors of Developmental Disabilities Services (NASDDDS)

The Provider Challenge: Managing Quality across multiple and complex systems

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

Speakers: Gerry Morrissey, MENTOR Network; Renee Pietrangelo, ANCOR; Anne Starr, Mosaic

Moderator: Jim Gardner, The Council on Quality and Leadership

Quality Improvement Systems for Home and Community Based Waivers: What CMS Expects

Anita Yuskas from the Centers for Medicare and Medicaid Services (CMS) will be the featured speaker for this session. Ms. Yuskas will discuss CMS expectations for the production of data, remediation and improvement as part of quality improvement systems in Home and Community Based Waivers. Audience members will be encouraged to ask questions about the quality improvement strategies for home and community-based waivers and to participate in a discussion on these issues.

Speaker: Anita Yuskas, Centers for Medicare and Medicaid Services

Moderator: Val Bradley, Human Services Research Institute

STRAND: Promoting Opportunities for Independence and Choice

One self-advocate said, “Thanks for developing all those services and programs; the problem is, we don’t want that stuff.” What happens when people want something different from what exists? How do we balance conflicting interests to assure self-selected lives for people? We want to hear from **you** as we talk about self-advocates who formed their own human service co-ops, self-advocates who designed and carried out their own program evaluation, support for full inclusion in faith communities, and an open mike for self-advocates to share their perspectives on quality. And ... contribute to the “Talking Wall” (a way for people to contribute to a growing message of self-determination and change over the length of the conference).

Chairs: Ruthie-Marie Beckwith and Liz Weintraub

SESSIONS:

All about Co-ops! Ways to Get Something Different than What Exists

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

Speakers: Elizabeth Corson, Jeanette Gray, David Lankford, Jill Rodgers, all of Achiever’s Co-op in Crossville, TN

Moderator: Ruthie-Marie Beckwith, Tennessee Microboards Assoc.

Taking Our Place as Full Participants in Our Faith Communities

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

Speakers: Shelly Christensen, Jewish Community Inclusion Program; Bill Gaventa, Jewish Community Inclusion Program, Minnetonka, MN; Andy Gordon and Danny Gordon both Representatives of The Jewish Foundation for Group Homes; Liz Weintraub, The Council on Quality and Leadership

Moderator: Shelly Christensen, Jewish Community Inclusion Program

Quality According to Whom? People Designing and Carrying Out Their Own Evaluation of Their Services

Values into Action in Media, PA wanted to know how satisfied people who use their services are with the quality of their supports. The individuals who use the agency’s services didn’t want to fill out yet another satisfaction survey, so they designed their own innovative tool! Presenters will describe how they developed their own agency report card and the difference it made in providing real input into the way

Values into Action can improve supports in the ways people who receive supports want them. People who participate in this session will think through what questions they would want on their report card questionnaire.

Speakers: Alycia Burroughs, Values Into Action; Jim Conroy, Center for Outcome Analysis; Marian Frattarola-Saulino, Values Into Action -PA; Mark Friedman, Blue Fire Consulting; Gino Scalzitti and Jean Searle, Pennhurst Memorial and Preservation Alliance and VIA service user

Moderator: Marian Frattarola-Saulino, Values Into Action - PA

Sound Off About Quality

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

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

STRAND: Funding Crisis: Opportunities for System Reform

How has the economic downturn affected the allocation of resources, service configurations and ultimately people with disabilities and their families? What has been the effect on quality? In many states there have been service reductions and re-kindled interest in segregation and congregate models. Yet, in many places they are turning this crisis into opportunity. Some policy makers are acting to eliminate practices that don't work or are inefficient and to establish a new generation of service practices that promote self-direction and community integration. Come hear more about the challenges we face AND about what is being done to sustain the drive for positive change. We will discuss how the most forward thinking states and providers are not only weathering the crisis but using it as a fulcrum to improve quality and lives.

Chairs: John Agosta and Holly Riddle

SESSIONS:

Investing Wisely in the Future -- Strategic Investments and Resource Allocation

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

Speakers: John Agosta, Human Services Research Institute; Jon Fortune, HSRI; Graham Mulholland, PA Council on Developmental Disabilities

Moderator: John Agosta, Human Services Research Institute

Taking Stock of Where We Are: Current Trends in Services and Spending

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

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

Moderator: Holly Riddle, NC Council on Developmental Disabilities

Creative and Successful Approaches to the Economic Downturn - Part One

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

Speakers: Holly Bohling, Federated HSC; Jamie Daignault, Human Services Research Institute; Vicki Niswander, Illinois Microboard and Co-op Association; Sheila Romano, Illinois Council on Developmental Disabilities

Moderator: John Agosta, Human Services Research Institute

Creative and Successful Approaches to the Economic Downturn - Part Two

Speakers will discuss innovative practice that utilizes Medicaid within a "self-directed" HCBS waiver in Wisconsin. In addition, means are described for helping people with disabilities build assets or wealth, perhaps through use of "Individual Development Accounts." Information is also offered regarding opportunity for individuals to contribute to their communities through service in Americorps, VISTA or Learn to Serve.

Speakers: Dennis Harkins, A Simpler Way; Michael Morris, National Disability Institute; Paula Sotnik, Institute for Community Inclusion

Moderator: Steve Eidelman, National Leadership Consortium on Dev. Disabilities, Univ. of Delaware

STRAND: Making Paid Work a Priority

It's time for us to make the promise of employment a reality. Come hear what the most creative employment initiatives are doing to assure jobs that offer pay and benefits comparable to others doing similar work. We'll discuss successful approaches for assuring a job for everyone, employment-focused approaches to transitioning from school, the option of microenterprises, and a myriad of other work-focused strategies. Let us hear from you ... how have you been successful in helping people to find the right job and achieve employment success?

Chairs: John Butterworth, Rie Kennedy-Lizotte, Joe Meadours

SESSIONS

Creative and Customized Employment Options

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

Speakers: Mike Menio, Polka Mike DJ Service; Corey Smith, VIA, Bethlehem

Moderator: John Butterworth, Institute for Community Inclusion, University of Massachusetts

Building a Business: Em and Jerri's Coffee Company

Emilea and members of her support network including her Mom, Sister, and a support professional will discuss the planning and development of Em and Jerri's Coffee Company, a local business in Independence Iowa. The Coffee shop was designed fill a community need and also provides space for community functions and gatherings. The team will discuss the decision to take this path, financing and equipping the business, and day to day management.

Speakers: Tami Fenner, Emilea Hillman, Ashlea Lantz, Jerri Reisner, and Sheila Stoeckel, all of Em and Jerri's Coffee Company

Moderator: Rie Kennedy-Lizotte, the National Association of State Directors of Developmental Disabilities Services

Building an Employment First Strategy

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

Speakers: John Butterworth, Institute for Community Inclusion, University of Massachusetts; Rie Kennedy-Lizotte, the National Association of State Directors of Developmental Disabilities Services

(NASDDDS); Colleen Gauruder, MD Developmental Disabilities Administration; Ken Cabral, DC Developmental Disabilities Administration

Moderator: Rie Kennedy-Lizotte, the National Association of State Directors of Developmental Disabilities Services (NASDDDS)

Vision for Employment 2010: The City of Philadelphia's Employment Initiative

Vision for Employment 2010 is a 4 year long systems change effort, guided by a PATH, initiated by a committed group of stakeholders in Philadelphia, who developed strategies for promoting employment. Among our strategies are to create a culture in which all people who want to work have that opportunity, improve employment practices, assure better outcomes and finally increase the number of people who are working in Philadelphia. Strategies we will focus on include transition planning and the development of a data system that allows us to measure and manage outcomes. Our capacity building activities have included training with supports coordinators, a provider practice survey, mini-grants to encourage creativity and promote employment, and technical assistance with providers. We have a video that we developed to market our workforce to employers, along with success booklets to highlight and promote employment.

Speakers: Kathy Sykes, MRS, Philadelphia PA; Philadelphia Stakeholders

Moderator: John Butterworth, Institute for Community Inclusion, University of Massachusetts

STRAND: Offering Personalized Supports: Evolving and Enduring Lessons

This strand offers individuals who experience disabilities, their families and allies an opportunity to engage in interactive and informative sessions. All sessions will include people who have chosen to receive supports and all will include extensive time for participant questions, dialogue and feedback.

The focus of this strand is on sharing new ideas and proven strategies from those who are designing, leading and actually using services as well from those who serve as governmental, service provider and training/technical assistance supporters. Information on how to better align the system with its stated values will be presented. An important lesson being learned is that for everyone to live an 'every day life', the way we envision, plan for, fund and provide services must change. There are things to be done, starting even this week to help people be in charge of their own lives and for their lives to have meaning to them. Hear from the leaders of a new breed of small, creative agencies including those designed for one person! These are practical interactive sessions that address how to make this all-important shift in the way supports are offered. Bring your ideas, your experience, your questions and inspiration for a lively day focused on changing the world, one person at a time!

Chairs: Marian Frattarola-Saulino and Gail Godwin

Achieving the Life I Want and The Life I Can Afford

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

people to design and implement services their way. Leave with an action plan easy enough to start tomorrow and implement over time!

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

The Cost of Freedom...Keeping our Eyes on the Prize

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

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

Speakers: Judy Durand, Rosalind Gregory and Beth Munro, all of Friends & Family TIES Maryland, Mark Friedman, Blue Fire Consulting; Robert Jones, Bruce Myhaver, Dorothy Ports, Melvyn Robinson and Anthony Williams as Members of the GO Team; and the Values Into Action-New Jersey Supports Coordination Team

Moderator: Marian Frattarola-Saulino, Values Into Action – Pennsylvania

Making a Difference

Come learn about how one states use of Beth Mount and John O'Brien's curriculum for developing and supporting staff has impacted direct support service work. How has this impacted both the people supported and the agencies that support them. Make a Difference is a collaboration of people with developmental disabilities, their families, their direct support workers and managers. It guides a learning journey that supports action-learning about relationship building, planning with people in a person-centered way, supporting choice, & building community inclusion; promotes discovery of meaning in the work of offering direct support; encourages inquiry into the effects of beliefs & values on quality; promotes reflection on day-to-day practice to guide improvement; and fosters the use of imagery, music & art as an aid to reflection & action planning, honors the accomplishments of people with developmental disabilities and their direct support workers by presenting their stories & reflections. Win a Make a Difference Toolkit while you are here!

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

Moderator: Gail Godwin, Shared Support Maryland, Inc

Living My Life, My Way!

People and their supporters will discuss how they designed the services they want and need and were supported by their circle, team and/or organization to realize success in everyday living. Whether it's with a broker, team, agency department, microboard or the creation of a new organization, everyone's needs and

dreams can be accommodated. Hear from people who are making it happen for themselves! This session will focus on the day-to-day actions of the person's team, circle, organization and system that support a uniquely designed support structure for someone. Questions to be considered are: to use an organization or not? If not, how is support given and by whom? When there are crossroads, how are decisions made? When decisions an individual makes are in conflict with policies, procedures and/or regulations – what's the process for resolution? What vital part does an organization's Board of Directors play? Leave with a list of straight forward ways to create a flexible environment so that unique support is a reality.

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

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

While we have come a long way toward supporting most people well in inclusive community settings, there are still those who believe that some people can't be supported safely or well in community settings. Come hear about successful models for supporting people with complex health, behavioral, and mental health needs and people who have committed crimes and are involved in the criminal justice system. Examples will be presented of dealing with the quandaries of supporting people who present tough challenges to have good lives.

Chairs: Angela Amado, Chas Moseley and Charlie Lakin

SESSIONS

State-Level Comprehensive Approaches for Emergency Response and Crisis Support Services

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

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

An Effective Jail Diversion Program for People who Have Committed a Crime

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

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

Two Approaches to Problem Behavior: Using Positive Behavior Supports for Youth in the Community and EMDR Treatment for People who Have Experienced Trauma

The old saying "What you don't know can't hurt you" is absolutely wrong when it comes to supporting youth with intellectual/developmental disabilities and problem behaviors. In the first part of this session, Dan Baker will present simple, team-driven strategies for identifying the reasons for problem behaviors and subsequently designing interventions. In the second part of the session, an effective program for persons who have experienced trauma will be presented. Treatment of trauma with EMDR (Eye Movement Desensitization and Reprocessing) is an effective approach for people with intellectual and developmental disabilities. Often, these individuals are overlooked in the identification of trauma symptoms, yet this population is more vulnerable to experiencing and living with symptoms of trauma. Often problems of behavior will abate when trauma is directly addressed and alleviated.

Speakers: Dan Baker, Elizabeth M. Boggs Center on Developmental Disabilities; Gail Ford and Jan Schaad, EMDR Humanitarian Assistance Programs
Moderator: Chas Moseley, the National Association of State Directors of Developmental Disabilities Services (NASDDDS)

Comprehensive State Strategies for Supporting Individuals with Challenging Behavioral and Psychiatric Needs: Treatment and Emergency Response

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

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

Speakers: Kevin Aldridge, Ohio Department of Developmental Disabilities; Patrick Frawley, Vermont Crisis Intervention Network; Lara Palay, Ohio Department of Developmental Disabilities
Moderator: Chas Moseley, the National Association of State Directors of Developmental Disabilities Services (NASDDDS)

One-Day Strands

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

It takes a village to age well with a disability: This strand provides current strategies in response to common issues related to aging and care at end of life in terms of health and behavioral supports, family dynamics, and community-based supports. The discussion will include multicultural perspectives on aging, perceptions on spiritual expression and fulfillment, and strategies related to care at end-of-life. We will discuss ethical issues, and using person centered practices. In addition we will share information about currently developing partnerships in a variety of states between aging networks, hospice services and DD service systems.

Chairs: Leigh Ann Kingsbury and Maggie Nygren

SESSIONS:

Addressing Health Care and End of Life

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

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

Moderator: Leigh Ann Kingsbury, Innovation in Leadership and Supports

Supporting People Who are Aging in Multiple Contexts

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

Speakers: Bill Gaventa, The Elizabeth M. Boggs Center on DD; Tawara Goode, Georgetown UCEDD; Liz Perkins, University of South Florida

Moderator: Maggie Nygren, AAIDD

Assuring the Best Workforce - Supporting Quality Direct Support Professionals

Find out about some of the most innovative and effective efforts to improve direct support workforce practices. Hear from a panel of national partners about initiatives and activities within the Centers for Medicare and Medicaid Services (CMS) and the Department of Labor (DOL) related to the direct support workforce. Learn from winners of the 2009 and 2010 Moving Mountains Award about their innovative programs and the positive outcomes they have experienced. There will be opportunities to share questions and ideas!

Chairs: Amy Hewitt and Sheryl Larson

SESSIONS:

National Perspective and Activities Related to the Direct Support Workforce

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

Speakers: Carrie Blakeway, DSW Resource Center; Laura Ginsburg, DOL/ETA; Renee Pietrangelo, ANCOR; Mary Sowers, Centers for Medicare and Medicaid Services (CMS), Joe MacBeth, NADSP
Moderator: Amy Hewitt, Research & Training Center on Community Living, Univ. of MN

Excellence in Direct Support: Innovative Strategies to Support the Direct Support Workforce: 2009 Moving Mountains Winners

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

Speakers: Christie Johnson, SDACB; Eileen VanSoest, Center for Disabilities Sanford School of Medicine and Michele Betanco and Sue Henning Mitchell, both of the Starfish Program - Community Living Program, Catholic Community Services of Southern Arizona
Moderator – Joe MacBeth, NADSP

Excellence in Direct Support: Moving Mountains Award Winners, 2010

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

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

Speakers: Lester Parker and Arden Kleffmann, both of Adirondack Arc; Barbara Rothenberg, The Arc of Delaware County

Moderator – Sheryl Larson, Research & Training Center on Community Living, Univ. of MN

INDIVIDUAL PANELS and SESSIONS

Supporting People with Challenging Behavior: The Role of Person Centered Thinking Skills and Practices

(THIS SESSION IS PART OF THE Effective Community Supports for People with Complex and Challenging Needs Strand)

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

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

Moderator: Charlie Lakin, Research & Training on Community Living, University of Minnesota

Medicaid Options Promoting Home and Community-Based Services

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

Chairs: Robin Cooper, Chas Moseley, Rie Kennedy-Lizotte

Speakers: Susie Bosstick, Kathy Poisal, Mary Sowers, Anita Yuskauskas, all representing the Centers for Medicare and Medicaid Services (CMS)

Moderator: Robin Cooper, the National Association of State Directors of Developmental Disabilities Services (NASDDDS)

Preparing for Disasters- Integrating and Coordinating Emergency Preparedness, Response and Recovery to Include People with Access and Functional Needs in Every Community

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

Speakers: Richard Devylder, U.S. Department of Transportation; William Lynch, Disability Rights Section, United States DOJ; Marcie Roth, Department of Homeland Security/ FEMA; Frank Latham, Youth Leadership Project, New Jersey Council on Developmental

Moderator: Marcie Roth, Department of Homeland Security/ FEMA

Moving Toward the Elimination of Restraint: How Positive Behavior Supports Have Paved the Roads Ahead and One State's Experience with a Statewide Effort

Positive Behavior Support is more than the application of behavioral interventions in a "positive" way. It is a set of beliefs and principles that focuses on empowering people affected by disabilities to direct the process of their own journey away from coercion and toward the time when there is no longer a need for the use of restraint. The presenters will share how organizations have incorporated a wide variety of approaches to support people, not just their behavior. We will discuss the statewide efforts of the Maryland Developmental Disabilities Administration (DDA) in partnership with the Maryland Association for Community Services (MACS) toward eliminating the need for restraint. Bob Bowen is the CEO of The Mandt System, Inc. and is an internationally known presenter and author. Diane Dressler is the DDA Statewide Training Coordinator and Housing Specialist. Diane co-chairs the Maryland Task Force working toward the elimination of restraint. She will discuss the successes and challenges of this effort.

Speakers: Bob Bowen, The Mandt System, Inc; Arnie Dordick, Langton Green, Inc.; Diane Dressler, Maryland Developmental Disabilities Administration

Moderator: Nancy Thaler, the National Association of State Directors of Developmental Disabilities Services (NASDDDS)

Evaluating Olmstead Compliance

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

Mr. Records has also served as a Special Master and Court Monitor in class action litigation involving people with disabilities.

Speaker: Tony Records, TRA Consulting

The Next Generation of Family Support and Self-Advocacy

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

Speakers: John Agosta, Human Services Research Institute; Robin Cooper, the National Association of State Directors of Developmental Disabilities Services (NASDDDS), Inc.; Julie Petty, University of Arkansas; Sue Swenson, Doxa, Inc.; Betsy Valnes, National Youth Leadership Network

Moderator: John Agosta, Human Services Research Institute

SPECIAL SESSIONS (TUESDAY AFTERNOON)

Centers for Medicare & Medicaid Services Open Forum

This interactive session will provide conference participants an opportunity to ask CMS officials questions about Medicaid HCBS funding options. This is an interactive session providing time for participants to get information directly from CMS about topics such as quality assurance, participant direction or new federal initiatives.

Speakers: Susie Bosstick, Kathy Poisal, Mary Sowers, Anita Yuskas, all from the Centers for Medicare and Medicaid Services (CMS)

Moderator: Nancy Thaler, the National Association of State Directors of Developmental Disabilities Services (NASDDDS)

It's My Life, My Choice -- and My Right to Be Abuse Free

Self-Advocates in Northern California are leading the charge to create abuse-free lives for themselves and other people with developmental disabilities. They do this through various self-advocacy projects which teach abuse prevention, self-advocacy, healthy relationships and sexuality. In addition, they teach support persons and professionals about how to end the cycle of abuse of persons with developmental disabilities. Self-advocates go into public schools to teach children how to stop bullying and teasing so that they may grow up in a kinder, more tolerant world. The presenters will discuss these projects and how they are making a difference in the lives of persons with developmental disabilities in Northern California.

In addition, Carolyn Morgan will discuss ways to empower self-advocates to *End the Silence* against sexual abuse towards people with disabilities. As a woman with a disability who is familiar with the effects of sexual abuse Carolyn has led the fight to create awareness, build capacity, and impact systemic change to prevent sexual abuse against people with disabilities. By working together, Speaking for Ourselves, Self-Advocates United as 1 and the Institute on Disabilities have written and presented materials to people with disabilities, their families & friends, and to professionals on issues of personal safety and how to develop safety plans.

Speakers: Shelly Anderson, Self Advocate and Consumer Abuse Awareness Presenter; Mark Bazza, Self-Advocate and Respect Yourself Instructor; Beverly Frantz, Institute on Disabilities, Temple University; Carolyn Morgan, Self-Advocates United As 1; Tammy Torum, We Care A Lot Foundation.

Moderator: Celia Feinstein, Institute on Disabilities, Temple University

Think College: Postsecondary Education Options for Students with Intellectual Disabilities

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

Speakers: Meg Grigal, TransCen, Inc.; Debra Hart, Institute for Community Inclusion, Univ. of Massachusetts

Moderator: Steve Eidelman, National Leadership Consortium on Dev. Disabilities, Univ. of Delaware

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

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

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

Speakers: Lynda Kahn and Jack Pearpoint, Inclusion Press International

Moderator: Patti Scott, Neighbours, Inc.

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

The challenge of this decade is to help the people we support live the lives that they want within the resources that are available. Demand is increasing and resources are not keeping up -- we need to become more effective and efficient. Efforts at increasing effectiveness and efficiency have been taking place in 6 states. The learning from these states and the implications for organizations are reviewed. Some of the key findings are: • Changes in rules and practice should be driven by learning what is and is not working in supporting individuals; • Using a small set of value based skills consistently at all levels of the system will drive change throughout the system; • Using these skills in conjunction with selected quality management and organizational development tools will improve quality of life and increase organizational effectiveness and efficiency; • Sustained, enthusiastic, and informed engagement from leadership is the greatest predictor success

Speakers: Mary Lou Bourne; Michael Smull, both of The Learning Community for Person Centered Practices

Moderator: Charlie Lakin, Research & Training Center on Community Living, Univ. of Minnesota