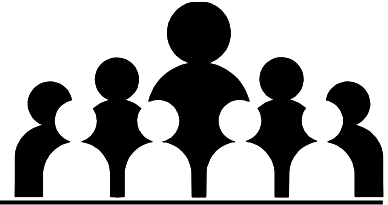


Quality – It's Everyone's Business

2001
Reinventing Quality Conference
Holiday Inn Chicago Mart Plaza
August 28-29, 2001
Chicago, Illinois

2001
Reinventing Quality Conference
Program at a Glance



Monday, August 27

4:30 PM - 6:00 PM	Registration	Grand Ballroom Foyer (14 th Floor)
5:30 PM - 7:00 PM	Welcome Reception	Wolf Point Ballroom (15 th Floor)

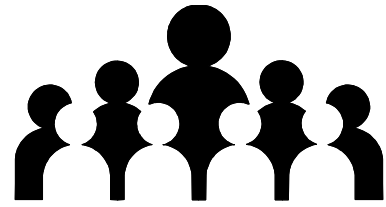
Tuesday, August 28

8:00 AM - 9:00 AM	Continental Breakfast	Grand Ballroom Foyer (14 th Floor)
8:00 AM - 3:30 PM	Registration	Grand Ballroom Foyer (14 th Floor)
9:00 AM - 10:30 AM	Opening Plenary Session	Grand Ballroom (14 th Floor)
10:30 AM - 10:45 AM	Break/Refreshments	Grand Ballroom Foyer (14 th Floor)
10:45 AM - 12:00 PM	Breakout Sessions I	<i>(See Program for Locations)</i>
12:15 PM - 1:30 PM	LUNCHEON	Wolf Point Ballroom (15 th Floor)
1:45 PM - 3:00 PM	Breakout Sessions II	<i>(See Program for Locations)</i>
3:00 PM - 3:15 PM	Break/Refreshments	Grand Ballroom Foyer (14 th Floor)
3:15 PM - 4:30 PM	Breakout Sessions III	<i>(See Program for Locations)</i>

Wednesday, August 29

8:00 AM - 9:00 AM	Continental Breakfast	Grand Ballroom Foyer (14 th Floor)
8:00 AM - 10:30 AM	Registration	Grand Ballroom Foyer (14 th Floor)
9:00 AM - 10:15 AM	Breakout Sessions IV	<i>(See Program for Locations)</i>
10:15 AM - 10:30 AM	Break/Refreshments	Grand Ballroom Foyer (14 th Floor)
10:30 AM - 11:45 AM	Breakout Sessions V	<i>(See Program for Locations)</i>
12:00 PM - 1:30 PM	LUNCHEON	Wolf Point Ballroom (15 th Floor)
1:30 PM - 2:45 PM	Breakout Sessions VI	<i>(See Program for Locations)</i>
2:45 PM - 3:00 PM	Break/Refreshments	Grand Ballroom Foyer (14 th Floor)
3:00 PM - 4:15 PM	Breakout Sessions VII	<i>(See Program for Locations)</i>
4:15 PM - 5:00 PM	Closing Plenary Session	Grand Ballroom (14 th Floor)

**2001
Reinventing Quality Conference
Breakout Sessions at a Glance**



Tuesday, August 28

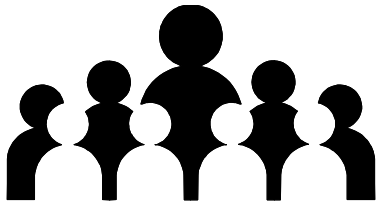
	Merchants Room (14th Floor)	Steamboat Room (14th Floor)	Bull's Head Room (14th Floor)	Western Stage House Room (14th Floor)	Marquette Room (16th Floor)	Lake House Room (14th Floor)
10:45 am – 12:00 pm	(I-A) Minnesota Region 10 Ostrowski	(I-B) CORE Indicators Bradley	(I-C) Nebraska QA Ferdinand	(I-D) Irwin Siegel Agency Rose	(I-E) CPES Arizona Shore	(I-F) Mount Olivet Minnesota Anderson
1:45 pm – 3:00 pm	(II-A) CORE Indicators Bradley	(II-B) New Hampshire Fox	(II-E) Ohio's CMS Review Charlton	(II-D) Missouri MRDD McClain	(II-C) The Council (I) Gardner	(II-F) Pennsylvania IM Project Feinstein
3:15 pm – 4:30 pm	(III-E) Service Coordination Johnson	(III-B) Pennsylvania Initiatives Morrow	(III-D) Michigan MH/SAS Webb	(III-A) Self-Determination Obermayer	(III-C) The Council (II) Gardner	(III-F) Wisconsin Road to... Jones

**Learn About
the Quality Mall!**



Throughout the two-day workshop, attendees will have a chance to participate in a hands-on demonstration of the Quality Mall Web site, a showcase of best and promising practices in promoting the quality of life of persons with developmental disabilities.

The Mall was created as part of the national "Reinventing Quality" project. Staff from the University of Minnesota's Research and Training Center on Community Living will be available to help participants learn how to use the site. Opportunities also will be available for attendees to offer on-the-spot nominations of best and promising practices to be added to the Mall.



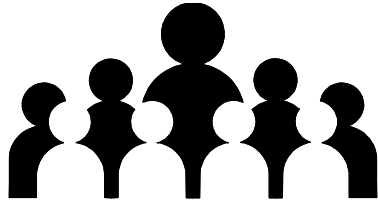
2001
Reinventing Quality Conference
Breakout Sessions at a Glance

Wednesday, August 29

	Merchants Room (14th Floor)	Steamboat Room (14th Floor)	Bull's Head Room (14th Floor)	Western Stage House Room (14th Floor)	Marquette Room (16th Floor)	Lake House Room (14th Floor)
9:00 am – 10:15 am	(IV-D) Connecticut DMR (I) Staugaitis	(IV-E) Mount Olivet Minnesota Anderson	(IV-C) Pennsylvania IM Project Feinstein	(IV-B) Role of DSPs in QM (I) Hewitt	(IV-A) CARF What IS... Bestgen	(IV-F) Quality of Life vs ... Eley
10:30 am – 11:45 am	(IV-D) Connecticut DMR (II) Staugaitis	(V-A) Consumer Satisfaction Johnson	(V-C) Pennsylvania OMR Beck	(V-B) Role of DSPs in QM (II) Hewitt	(V-E) Walking the Tightrope Wolfe	(V-F) Quality of Life vs ... Eley
1:30 pm – 2:45 pm	(VI-C) New Hampshire Fox		(VI-D) Pennsylvania Initiatives Morrow	(VI-A) Ask Me! about Quality Basehart	(VI-E) Parents & Advocates... Huwe	(VI-B) South Carolina Dozier
3:00 pm – 4:15 pm	(VII-A) Minnesota Region 10 Ostrowski	(VII-C) Irwin Siegel Agency Rose	(VII-D) Ohio's CMS Review Charlton	(VII-B) Ask Me! about Quality Basehart	(VII-E) Nebraska QA Ferdinand	

Mark Your Calendar:

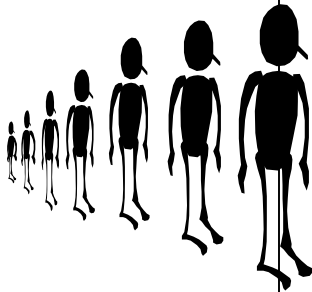
2002 Reinventing Quality Conference
Holiday Inn Chicago Mart Plaza
July 29 – 31, 2002
Chicago, Illinois



Conference Program

Tuesday, August 28

8:00 AM - 9:00 AM	Continental Breakfast	Grand Ballroom Foyer (14 th Floor)
8:00 AM - 3:30 PM	Registration	Grand Ballroom Foyer (14 th Floor)
9:00 AM - 10:30 AM	Opening Plenary Session	Grand Ballroom (14 th Floor)



Conference Welcome

Gail Bottoms Member, Participant Advisory Committee,
Reinventing Quality Project

Sherri Huwe Member, Participant Advisory Committee,
Reinventing Quality Project

Conference Aims and Logistics

Valerie Bradley President,
Human Services Research Institute

Keynote Address

Robert M. Gettings Executive Director, National
Association of State Directors of
Developmental Disabilities Services

Person-Centered Supports and Quality Management: It's Not an Either/Or Proposition

Mr. Gettings will discuss the challenges facing stakeholders as they strive to adhere to the principles of person-centered supports, while at the same time promoting high-quality community services. He also will describe the efforts of the Developmental Disabilities Quality Coalition, a recently initiated collaboration involving national disability organizations, to forge a nationwide consensus regarding quality assurance/improvement principles and practices within the framework of person-centered supports.

10:30 AM - 10:45 AM

Break/Refreshments

Grand Ballroom Foyer
(14th Floor)

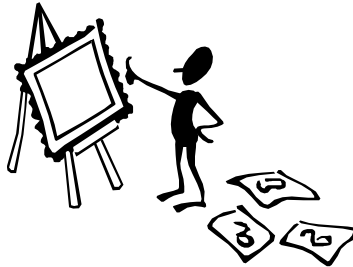
10:45 AM - 12:00 PM

BREAKOUT SESSIONS I

10:45 AM -12:00 PM

Session I-A

Merchants Room
(14th Floor)



Cindy Ostrowski Project Director, Minnesota Region 10
Quality Assurance Commission

John Jordan Parent & Chairperson, Minnesota
Region 10 Quality Assurance Commission

Minnesota Region 10

Quality Assurance: A Unique Option

Stakeholders from southeast Minnesota, in a truly grassroots effort, have independently initiated and developed a creative method of quality assurance and quality improvement that has received state legislative and financial support. It is a novel approach to ensuring and improving quality as well as licensing. Presenters will discuss the history and ongoing involvement of system stakeholders in implementing this process and the inclusion of this method within the state. (Session Repeats VII-A)

10:45 AM -12:00 PM

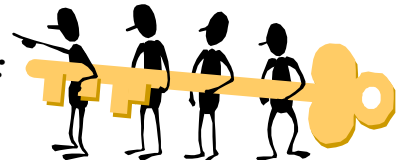
Session I-B

Steamboat Room
(14th Floor)

Valerie Bradley President,
Human Services Research Institute

Gary Smith Human Services Research Institute

***The Core Indicators Project:
An Interstate Collaboration***



This session will focus on the evolution of the Core Indicators Project – a national performance assessment activity currently taking place in 21 states. The presenters will explain the rationale for the project, the scope of data collection activities, and data on domains as consumer choice, family satisfaction, staff turnover, and health and safety. The session will also provide a framework for using such data as part of ongoing state QA and QI processes. (Session Repeats II-A)

10:45 AM -12:00 PM



Session I-C

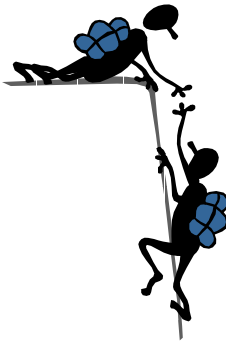
Bull's Head Room
(14th Floor)

L. René Ferdinand Executive Director,
The Arc of Nebraska

Working Together to Achieve the Good Life

A review and discussion of Nebraska's collaborative efforts in the area of quality assurance. These efforts involve the use of Quality Review Teams and an annual profile of each service provider. Provider profiles incorporate information on the quality of life of all persons receiving services. (Session Repeats VII-E)

10:45 AM -12:00 PM



Session I-D

Western Stage House Room
(14th Floor)

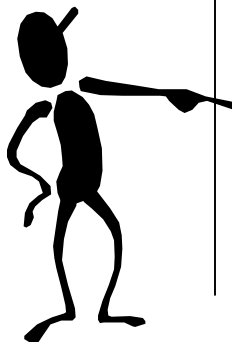
John Rose Vice President of Risk Management
Irwin Siegel Agency, Inc.

Christopher Lyons, Esq CNA/ISA National Counsel
Human Services Program,
Irwin Siegel Agency, Inc.

***The Right to Risk and
It's Impact on Quality Outcomes***

No other issue in the developmental disabilities field today can influence the outcome of person-centered support more than the issue of the "Right to Risk." Who determines the ability of an individual to accept the responsibility of choice? This session will explore the concept of risk and how it is managed within person-centered settings. (Session Repeats VII-C)

10:45 AM -12:00 PM



Session I-E

Marquette Room
(16th Floor)

Gillian Shore, MSW Associate Director, Community
Psychology & Education Services

Richard San Jose Associate Director, Community
Psychology & Education Services

You Are The Customer

Community Psychology & Education Services (CPES) is one of a number of service providers in Arizona that has taken a

leadership role in encouraging consumer-directed services. In the process, CPES has faced numerous internal and external obstacles, including those of their own design, to making supports person-centered. This presentation will briefly review some of these obstacles and how the CPES staff has attempted to refocus quality assurance on the consumer and family perspective. The presenters will include specific examples of how CPES balances current system health/safety requirements with a primary emphasis on high quality customer service.

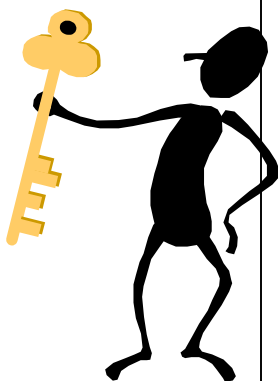
10:45 AM -12:00 PM

Session I-F

Lake House Room
(14th Floor)

Steven F. Anderson Program Director – Residential Team, Mount Olivet Rolling Acres

Joan Oslund MS, LP Program Director – Special Services Program, Mount Olivet Rolling Acres



***Did You Have “Quality of Life” Today?
Supporting Self Control and Choice in Daily
Activities for Persons with Severe Disabilities***

The degree to which we choose to participate in our own most preferred activities and daily routines can be a key measure of our quality of life. For people with severe disabilities or complex behavioral challenges, these lifestyle preferences often are not even documented, let alone supported. This session will describe one provider’s experiences with a system that defines, promotes, and measures preferred activity outcomes as part of a quality assurance plan which evaluates service quality indicators. (Session Repeats IV-E)

12:15 PM - 1:30 PM

LUNCHEON

Wolf Point Ballroom
(15th Floor)

1:45 PM - 3:00 PM

BREAKOUT SESSIONS II

1:45 PM -3:00 PM

Session II-A

Merchants Room
(14th Floor)

Valerie Bradley President, Human Services Research Institute

Gary Smith Human Services Research Institute



***The Core Indicators Project:
An Interstate Collaboration***

This session will focus on the evolution of the Core Indicators Project – a national performance assessment activity currently taking place in 21 states. The presenters will explain the rationale for the project, the scope of data collection activities, and data on domains as consumer choice, family satisfaction, staff turnover, and health and safety. The session will also provide a framework for using such data as part of ongoing state QA and QI processes. (Repeat of Session I-B)

1:45 PM - 3:00 PM

SESSION II-B

Steamboat Room
(14th Floor)

- Sue Fox** Director, New Hampshire Division of Developmental Services
- Belinda Hurd** Self-Advocate, People First of New Hampshire
- Marianne Barney** Self-Advocacy Advisor, People First of New Hampshire



The New Hampshire Quality Outcomes Partnership and “Who Decides” Survey

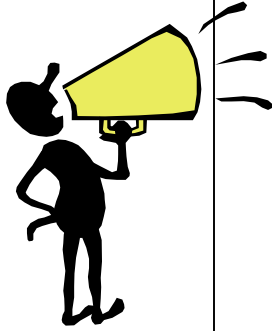
This session focuses on the New Hampshire Quality Outcomes Partnership (NHQOP) and the “Who Decides” Survey. The NHQOP is a collaboration between the New Hampshire Division of Developmental Services, the network of community agencies, families, and individuals to collect, report, and disseminate information on a number of quality indicators. The “Who Decides Survey” was developed and implemented by self advocates to assess the level of decision making authority people have over several aspects of their lives. Information will be shared on the process to develop and implement both projects and an update on how the information collected is being used.

1:45 PM - 3:00 PM

SESSION II-C

Marquette Room
(16th Floor)

- James F. Gardner** President and CEO, The Council on Quality & Leadership in Supports for People with Disabilities
- Tina Campanella** Vice President, ProLerna



1:45 PM - 3:00 PM

Person Directed Quality (Part I)

Personal Outcomes are for more than just measurement. The Personal Outcome Measures are a powerful learning tool that can be used to transform the way people and organizations do business. The Council's Personal Outcome Measures have provided the foundation for a variety of projects including enhancement of individual planning processes, development of staff training programs, and the creation of statewide quality enhancement processes. This session will provide an overview of the principles and implementation strategies that guide the use of the outcomes as a versatile tool for enhancing quality of life for people with disabilities.

SESSION II-D

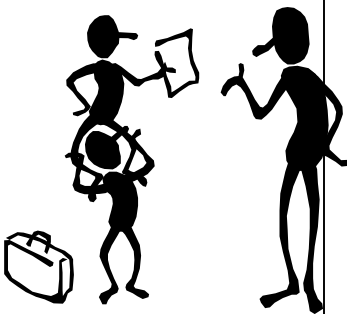
Western Stage House Room
(14th Floor)

Kate McClain Quality Framework Manager, Missouri Division of MRDD

Donna Haley Quality Framework Consultant, Missouri Division of MRDD

Quality Framework: Partnership for Customer-Driven Systems

Missouri is in the process of transitioning from a Certification Survey Process to an approach that incorporated the involvement of volunteer team members including people with disabilities. The presenters will describe the inclusive process they are going through to develop a broader, more all-encompassing quality assurance system that covers five primary components: Safeguard People, Enhance Quality of Life, Build Consumerism, Safeguard Funding and Strengthen Systems. Self-advocates will design and carry out functions that are important to them and will assist in the design of all components.



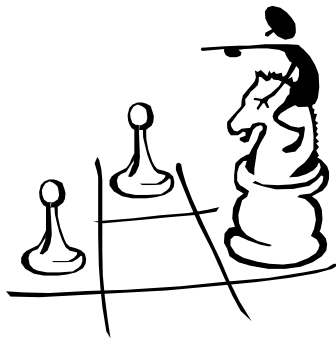
1:45 PM - 3:00 PM

SESSION II-E

The Bull's Head Room
(14th Floor)

Dana Charlton Assistant Deputy Director, Ohio Department of Mental Retardation and Developmental Disabilities, Division of Community Services

Mel Borkan Assistant Deputy Director, Ohio Department of Job and Family Services
Ohio Health Plans



1:45 PM - 3:00 PM

Ohio’s CMS Review-It’s About Positive Outcomes in the Lives of People with Disabilities-Are You Ready?

This session will outline how Ohio’s developmental disabilities service system prepared for a HCBS waiver review by a federal review team from CMS using a person-centered approach and the principles of self-determination intertwined with those of Medicaid. Presenters will share Ohio’s strategy, a strategy that has targeted both system level and person level issues. With the involvement of major leaders at the state and local levels and with advocates, self-advocates, and direct support staff, persons with disabilities are being supported by Ohio’s infrastructure to pursue the lives they envision, while concurrently having their health and safety assured. The presentation will discuss how on-going quality management strategies will continue to support these two important goals. (Session Repeats VII-D)

SESSION II-F

Lake House Room
(14th Floor)

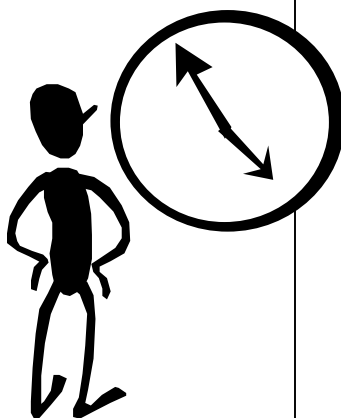
Celia S. Feinstein Associate Director for Training and Technical Assistance, Institute on Disabilities/UCE Temple University

Jacqueline Epstein Director, Bureau of Community Programs, Pennsylvania Office of Mental Retardation

Amy Tomalinas Project Director, Luzerne-Wyoming Counties IM4Q, Arc of Luzerne County

Gina Galli MR Program Specialist, Luzerne-Wyoming Counties MH/MR Program

Pat Baran IM4Q MH/MR County Representative, Luzerne-Wyoming Counties MH/MR Program



Independent Monitoring for Quality: The Pennsylvania Experience

The members of this presentation have all been involved in the development and implementation of Independent Monitoring in Pennsylvania. Jackie Epstein, Director of the Bureau of Community Programs serves on the Office of Mental Retardations Executive Staff. In that capacity, Ms. Epstein oversees community supports and services. The independent

monitoring programs in each of the counties is funded and provided oversight through the Office of Mental Retardation. Celia Feinstein has been involved in independent monitoring in Pennsylvania since its inception. She helped develop that data collection instrument that is used, provides technical assistance to each of the county programs, and analyzes the data both at the county and statewide levels. Amy Tomalinas, Gina Galli, and Pat Baran are all involved in the local independent monitoring program in Luzerne-Wyoming counties. Ms. Tomalinas is the project coordinator of the contracted program at the ARC-Luzerne County and Ms. Galli and Ms. Baran are county employees responsible for the implementation and follow-up of this program. (Session Repeats IV-C)

3:00 PM - 3:15 PM

Break/Refreshments

Grand Ballroom Foyer
(14th Floor)

3:15 PM - 4:30 PM

BREAKOUT SESSIONS III

3:15 PM - 4:30 PM

Session III-A

Western Stage House Room
(14th Floor)



Liz Obermayer Performance Consultant/
Self-Advocate, ProLerna/The Council

Teresa Moore President, Moore Advocacy Consulting

Gail Bottoms Consumer Leadership Trainer/
Self-Advocate, Griffin Community
Workshop

Joe Meadours Project Coordinator/
Self-Advocate, Access Living

Ann Thomas Self-Advocate, People First of
Knox County

Chester Finn Self-Advocate, New York Office of
Mental Retardation and
Developmental Disabilities

Self-Determination 101

Why are people against us using self-determination in our lives? They come up with all kind of excuses without asking why we shouldn't try self-determination. We will go through these excuses and prove them wrong.

3:15 PM - 4:30 PM

SESSION III-B

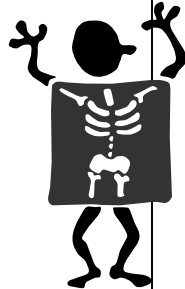
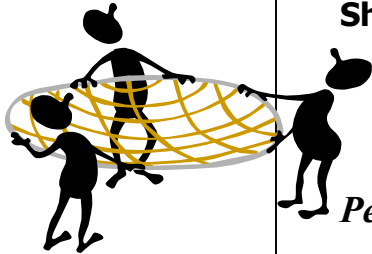
Steamboat Room
(14th Floor)

Jill Morrow, MD

Medical Director,
Pennsylvania Office of
Mental Retardation

Sharon Falzone, RN, PhD

Director, Northeastern
Pennsylvania Health Care
Quality Unit, Advocacy
Alliance



Pennsylvania Initiatives Promoting Health and Safety

The goal behind Pennsylvania's health and safety initiatives is to build the competency and capacity of community MR providers and the medical community. The Health Care Quality Units promote quality improvement through training and technical support to the community. These units, in tandem with a collaboration between the Office of Mental Retardation and other offices within the State Department of Public Welfare, are creating a statewide network to address health care issues from multiple angles. (Session Repeats VI-D)

3:15 PM - 4:30 PM

SESSION III-C

Marquette Room
(16th Floor)

James F. Gardner

President and CEO, The Council on
Quality & Leadership in Supports for
People with Disabilities

Michael Chapman

Vice President of Accreditation, The
Council on Quality & Leadership in
Supports for People with Disabilities

***Outcome Driven Quality Improvement
Through Accreditation: Data, Information, and
Decision From 3,776 Personal Interviews (Part II)***

*Since 1993, The Council on Quality and Leadership has emphasized quality of life outcomes through the **Personal Outcomes Measures** interviews. The accreditation process integrates the data and information from the personal interviews with the analysis of the organization's leadership, systems orientation, and strategic planning. Because of the generic focus of the personal outcomes, The Council can analyze quality of life outcomes across different programs and services.*

3:15 PM - 4:30 PM



SESSION III-D

The Bull's Head Room
(14th Floor)

Judy Webb, MDCH Director, Mental Health Quality
Division, Mental Health & Substance
Abuse Services, Michigan
Department of Community Health

***Monitoring Quality of
Developmental Disabilities Services in Michigan***

This session will describe Michigan's multi-faceted quality management systems for developmental disabilities services. Challenges and successes, as well as how consumers are involved, will be emphasized.

3:15 PM - 4:30 PM

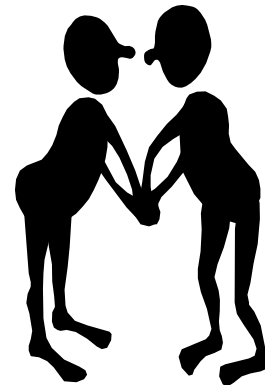
SESSION III-E

Merchants Room
(14th Floor)

- Than Johnson** Executive Director, Champaign Residential Services, Inc.
- Dana Charlton** Deputy Director, Ohio Department of Mental Retardation and Developmental Disabilities
- Gary Tonks** Executive Director, Arc of Ohio
- Mel Borkan** Assistant Deputy Director, Ohio Department of Job and Family Services

***Service Coordination: Roles and
Functions of Providers and Administrators***

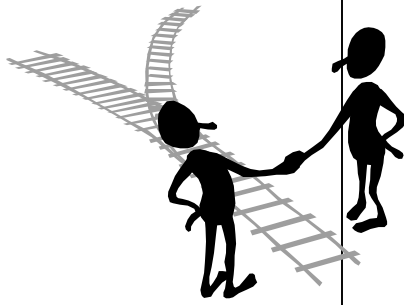
This session will offer information on a new service coordination model in Ohio that utilizes choice by the consumer of their service coordination (PSA) functions. The administrative responsibilities involved as well as provider coordination functions also will be explained.



3:15 PM - 4:30 PM

SESSION III-F

Lake House Room
(14th Floor)



Sue Jones

Director, Wisconsin Bureau of
Developmental Disabilities

Beth Wroblewski

Section Chief, Family Centered
Services & Administration Section,
Wisconsin Bureau of
Developmental Disabilities

Gerry Born

Executive Director, Arc Wisconsin,
Disabilities Association

Dan Remick

President, People First of Wisconsin

***The Road to Quality –
A Historical Perspective with a Futuristic Twist***

This session will describe Wisconsin's approach to quality in all of the services through the eyes of the individuals who receive the services. We will offer the historical perspective on the changes that occurred at the state and local level and how the input of self-advocates has improved the system for the future.

4:30 PM

ADJOURN FOR THE DAY

Wednesday, August 29

8:00 AM - 9:00 AM | **Continental Breakfast** | **Grand Ballroom Foyer**
(14th Floor)

8:00 AM - 10:30 AM | **Registration** | **Grand Ballroom Foyer**
(14th Floor)

9:00 AM - 10:15 AM | **BREAKOUT SESSIONS IV**

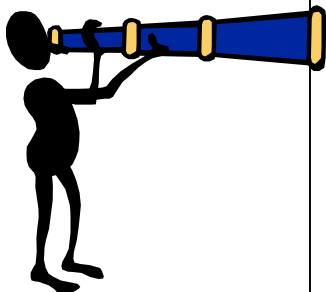
9:00 AM -10:15 AM

Session IV-A | **Marquette Room**
(16th Floor)

Yo Bestgen Vice President, CARF - The
Rehabilitation Accreditation Commission

Dale Dutton National Director, CARF - The
Rehabilitation Accreditation Commission

Teresa Moore President, Moore Advocacy Consulting



What IS a Qualified Provider?

This session will be an open forum discussion with session attendees, led by brief comments from the perspectives of a consumer, a parent, a funding agency, and an accrediting body. Teresa Moore will discuss important points in shopping for services and what she would look for in a provider. Yo Bestgen will address the CMS waiver review protocol, and the DDQC suggestions regarding the components of a state quality management system, and Dale Dutton will cover what CARF looks for during an accreditation review, as well as offering a parent's view of equality expectations. The audience will be invited to join in a discussion of survey, vital questions in a consumer directed, and self-determination environment.

9:00 AM -10:15 AM

Session IV-B | **Western Stage House Room**
(14th Floor)

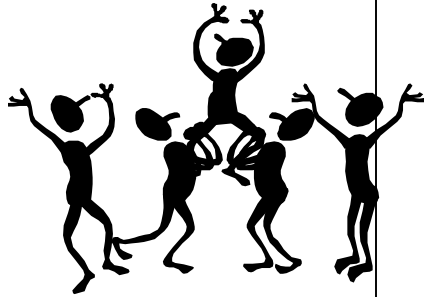
Amy Hewitt University of Minnesota, Institute of
Community Integration

Don Carrick Direct Support Professional, Missouri

DyEllen Wallace Direct Support Professional, Missouri

Tracey Lowery Direct Support Professional, Missouri

Tim Quinn Executive Director, ARC/NCR Maryland



9:00 AM -10:15 AM

Quality: Direct Support Competence and Continuity a Must (Session I)

Without question on key to quality is the competence and continuity of the direct support staff who provide support services. This session brings together multiple perspectives and potential solutions to direct support workforce problems such as increased vacancies, high turnover, and poor training. A quick overview of the national data regarding these challenges will be provided. Direct Support Professionals, agency providers, and other panelists will provide viable solutions based on their experiences and observations. The College of Direct Support – an on-line multimedia training and education program for direct support professionals will be demonstrated.(Session Continues V-B)

Session IV-C

Bulls’ Head Room
(14th Floor)

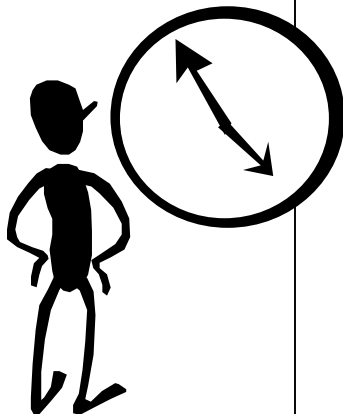
Celia S. Feinstein Associate Director for Training and Technical Assistance, Institute on Disabilities/UCE Temple University

Jacqueline Epstein Director, Bureau of Community Programs, Pennsylvania Office of Mental Retardation

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Gina Galli MR Program Specialist, Luzerne-Wyoming Counties MH/MR Program

Pat Baran IM4Q MH/MR County Representative, Luzerne-Wyoming Counties MH/MR Program



Independent Monitoring for Quality: The Pennsylvania Experience

The members of this presentation have all been involved in the development and implementation of Independent Monitoring in Pennsylvania. Jackie Epstein, Director of the Bureau of Community Programs serves on the Office of Mental Retardations Executive Staff. In that capacity, Ms. Epstein oversees community supports and services. The independent monitoring programs in each of the counties is funded and

provided oversight through the Office of Mental Retardation. Celia Feinstein has been involved in independent monitoring in Pennsylvania since its inception. She helped develop that data collection instrument that is used, provides technical assistance to each of the county programs, and analyzes the data both at the county and statewide levels. Amy Tomalinas, Gina Galli, and Pat Baran are all involved in the local independent monitoring program in Luzerne-Wyoming counties. Ms. Tomalinas is the project coordinator of the contracted program at the ARC-Luzerne County and Ms. Galli and Ms. Baran are county employees responsible for the implementation and follow-up of this program. (Repeat of Session II-F)

9:00 AM -10:15 AM

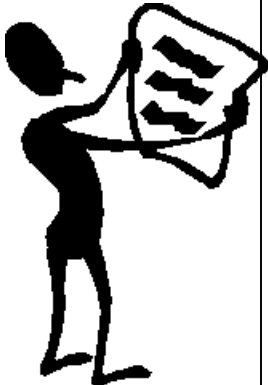
Session IV-D

Merchants Room
(14th Floor)

Dr. Steven D. Staugaitis Director of the Strategic Leadership Center,
Connecticut DMR

Charlan Corlies Quality Initiative Project Coordinator,
Connecticut DMR

Marcia Noll, RN, MSN Director of Health & Clinical Services,
Connecticut DMR



***Connecticut Department of
Mental Retardation Quality Initiatives (Part One)***

Staff from the Connecticut Department of Mental Retardation will provide two consecutive presentations that address the evolution of the department's quality assurance and improvement systems. The first presentation will focus on an overview of the more traditional QI systems that are in place in Connecticut, including critical incident reporting, mortality review, licensing, and contract monitoring procedures. In addition, the presentation will highlight recent system enhancements that are in place or under development, including the establishment of a program integrity team that integrates case management, investigations, contract, audit and licensing reviews for selected providers with special concerns, a unique relationship with the Connecticut State Police for the management of abuse investigations, the introduction of root cause analysis of significant events, and the addition of more focused data analysis and benchmarking for the identification of trends. (Session Continues V-D.)

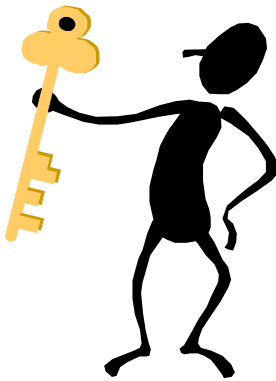
9:00 AM -10:15 AM

Session IV-E

Steamboat Hotel Room
(14th Floor)

Steven F. Anderson Program Director – Residential Team, Mount Olivet Rolling Acres

Joan Oslund MS, LP Program Director – Special Services Program, Mount Olivet Rolling Acres



***Did You Have “Quality of Life” Today?
Supporting Self Control and Choice in Daily
Activities for Persons with Severe Disabilities***

The degree to which we choose to participate in our own most preferred activities and daily routines can be a key measure of our quality of life. For people with severe disabilities or complex behavioral challenges, these lifestyle preferences often are not even documented, let alone supported. This session will describe one provider’s experiences with a system that defines, promotes, and measures preferred activity outcomes as part of a quality assurance plan which evaluates service quality indicators. (Repeat of Session I-F)

9:00 AM -10:15 AM

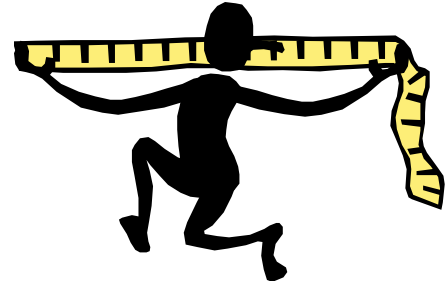
Session IV-F

Lake House Room
(14th Floor)

Deborah Eley Director, Community Living Ombudsman Program, Advocacy Center

Quality of Life vs Quality of Service

Good services deliver good outcomes. But what is the appropriate measure of a good outcome? The Community Living Ombudsman Program has pioneered a means of identifying what is important to consumers. Ombudsmen ask consumers then obtain the identified outcome. Quality of life is measured in the living not in the regulatory structures. (Session Repeats V-F)



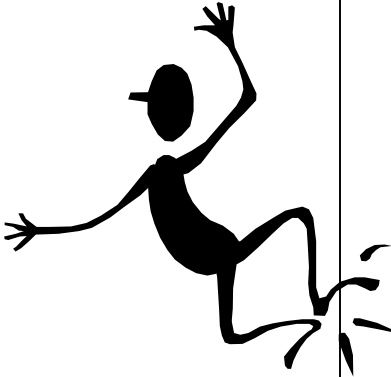
10:15 AM - 10:30 AM

Break/Refreshments

Grand Ballroom Foyer
(14th Floor)

10:30 AM - 11:45 AM

10:30 AM -11:45 AM



BREAKOUT SESSIONS V

Session V-A

Steamboat Hotel Room
(14th Floor)

Than Johnson Executive Director, Champaign Residential Services, Inc.

John Hannah Consumer Advocate, Champaign Residential Services, Inc.

Deb McCuin Consumer Advocate Director, Champaign Residential Services, Inc.

***Consumer Satisfaction:
A Consumer’s Role in Assessing
Other Consumer’s Satisfaction with Supports***

This session will explore the role of assessing consumer satisfaction of an agency’s supports and services. Within Champaign Residential Services, Inc., this function is directed by a consumer with cognitive disabilities. A brief description will be offered of the impact of this service on the quality of supports and the culture within the provider agency. In addition, the session will provide an in depth description of the consumer/advocate/guardian role in defining satisfaction with their selected supports from the provider.

10:30 AM -11:45 AM

Session V-B

Western Stage House Room
(14th Floor)

Amy Hewitt University of Minnesota, Institute of Community Integration

Don Carrick Direct Support Professional, Missouri

DyEllen Wallace Direct Support Professional, Missouri

Tracey Lowery Direct Support Professional, Missouri

Tim Quinn Executive Director, ARC/NCR Maryland

***Quality: Direct Support Competence
and Continuity a Must (Session II)***

Without question on key to quality is the competence and continuity of the direct support staff who provide support services. This session brings together multiple perspectives and potential solutions to direct support workforce problems such as



increased vacancies, high turnover, and poor training. A quick overview of the national data regarding these challenges will be provided. Direct Support Professionals, agency providers, and other panelists will provide viable solutions based on their experiences and observations. The College of Direct Support – an on-line multimedia training and education program for direct support professionals will be demonstrated.(Continuation of Session IV-B)

10:30 AM -11:45 AM



Session V-C

The Bulls' Head Room
(14th Floor)

Carl Beck

Special Assistant for Special Populations, Pennsylvania Office of Mental Retardation

Beth Barol, PhD

Clinical Director, Pennsylvania Office of Mental Retardation

Increasing our Capacity to Support People with Intellectual Disabilities and Mental Illness: The Pennsylvania Experience

The Pennsylvania Office of Mental Retardation has developed a two-pronged approach to building capacity in the community to support people with challenging behaviors including those with a “dual diagnosis” of mental illness and intellectual disabilities. This presentation will share the strategic planning model being promulgated by the Office of Mental Retardation and the Office of Mental Health & Substance Abuse Services, as well as the work of the training and technical assistance initiative to help support implementation of the model.

10:30 AM -11:45 AM

Session V-D

Merchants Room
(14th Floor)

Dr. Steven D. Staugaitis

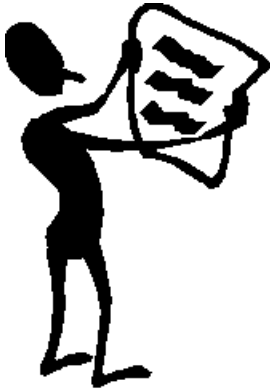
Director of the Strategic Leadership Center, Connecticut DMR

Charlan Corlies

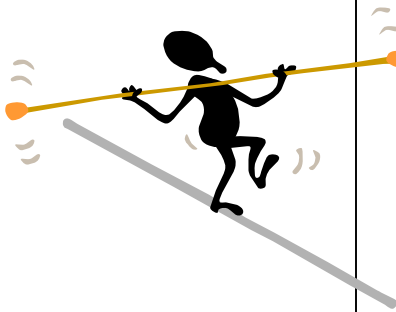
Quality Initiative Project Coordinator, Connecticut DMR

Marcia Noll, RN, MSN

Director of Health & Clinical Services, Connecticut DMR



10:30 AM -11:45 AM



Connecticut Department of Mental Retardation Quality Initiative (Part Two)

The second part of the presentation will focus on the development of a new quality review and improvement system that is based on personal outcomes and emphasizes provider improvement. It is designed for universal use across all program types and settings. This new system, which includes components of the existing systems designed to assure safety and welfare, will be initially applied to service and support categories that do not have licensing oversight. The presentation will also address special considerations for designing quality review and improvement systems for individuals directing their own supports. (Continuation of Session IV-D)

Session V-E

Marquette Room
(16th Floor)

Veronica Wolfe, MS Regional Systems Manager/Risk Manager, Massachusetts DMR

Paula Potvin, MSW Regional Social Worker, Massachusetts DMR

Nancy Richards, MA Clinical Director, Massachusetts DMR

Janice O'Keefe, RN Director, Risk Management, Massachusetts DMR

Victoria McKenna, MEd Investigations Systems Manager, Massachusetts DMR

Walking the Tightrope

This presentation will focus on ways in which the Massachusetts Department of Mental Retardation works to protect people who, because of their personal lifestyle choices, are at risk of significant harm to themselves or present significant risk to other people. We hope to present the realities of "managing" risk for people who receive support from a publicly funded system and how, within that process, we sustain our commitment to the people who are protective to achieve their lifestyles and choices, even though they may not share our concern regarding their health and safety. This session will offer information regarding the integration of systems designed to enhance the safety and protection of the people DMR supports. It will also

10:30 AM -11:45 AM

bring some statewide perspective regarding risk management patterns and trends.

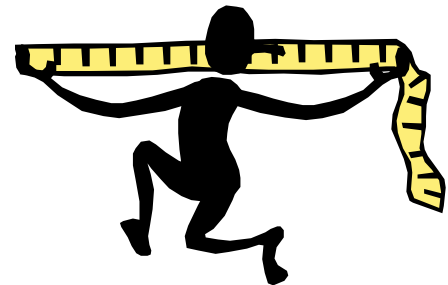
Session V-F

Lake House Room
(14th Floor)

Deborah Eley Director, Community Living
Ombudsman Program, Advocacy Center

Quality of Life vs Quality of Service

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12:00 PM - 1:15 PM

LUNCHEON

Wolf Point Ballroom
(15th Floor)

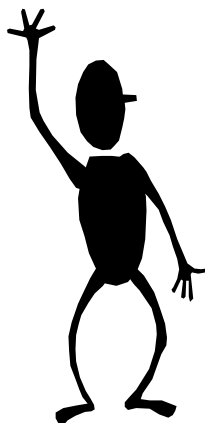
1:30 PM- 2:45 PM

BREAKOUT SESSIONS VI

1:30 PM - 2:45 PM

Session VI-A

Western Stage House Room
(14th Floor)



Sarah Basehart Director, Community Relations,
The Arc of Maryland

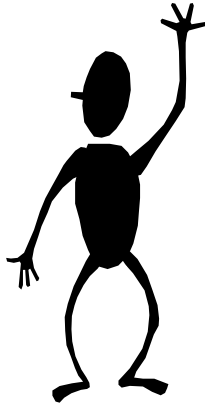
Gordon Scott Bonham, PhD President,
Bonham Research

Kathleen McNally Director of Quality Assurance,
BARC

Joan Rumenap Statewide Quality Assurance
Chief, Maryland DD Administration

Tracy Wright Interviewer,
The Arc of Maryland

Vicki Mills Interviewer,
The Arc of Maryland



1:30 PM - 2:45 PM

Ask Me! about Quality

The Ask Me! Project is a Quality of Life Survey Project administered by The Arc of Maryland. This is Year 5 of the project. 1000 individuals will be questioned about their quality of life, drawn from a random sample of individuals receiving services furnished by thirty-five agencies throughout Maryland. Interviews are conducted by trained interviewers with developmental disabilities, two of whom are part of the panel. This presentation will cover the history of the project, information on the survey tool, a personal view from two interviewers, a participating agency's viewpoint and responsibilities, data results, how agencies are using the results and related statewide public policy implications and how individuals with developmental disabilities are involved in every step of the process. (Session Repeats VII-B)

Session VI-B

Lake House Room
(14th Floor)

Ron Dozier

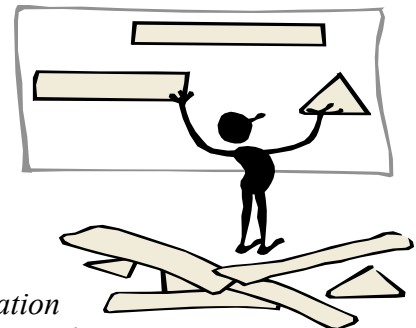
Director, Planning and Productivity,
South Carolina Department of
Disabilities and Special Needs

Dale Thompson

Executive Director, Anderson County
Disabilities and Special Needs Board

South Carolina Organizational Performance Enhancement System

This session will offer a brief overview of how the South Carolina disabilities system has developed and implemented a continuous quality enhancement system using personal outcome measures as the basis. The presentation will include both the state's and a provider's perspectives.



1:30 PM - 2:45 PM

Session VI-C

Merchants Hotel Room
(14th Floor)

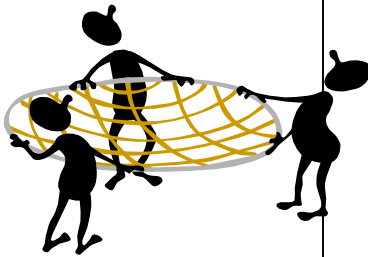
Sue Fox

Director, New Hampshire Division
of Developmental Services

***Quality Assurance and Improvement Activities
in New Hampshire: A Network of Safeguards***

This session focuses on a variety of quality assurance and improvement activities in New Hampshire. It will include activities at the individual and community level, regional area agency level and the state level. Specific attention will be paid to the New Hampshire Quality Outcomes Partnership.

1:30 PM - 2:45 PM

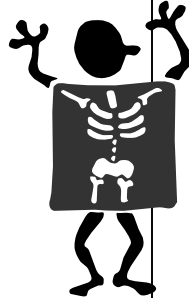


Session VI-D

The Bull's Head Room
(14th Floor)

Jill Morrow, MD Medical Director, Pennsylvania Office of Mental Retardation

Sharon Falzone, RN, PhD Director, Northeastern Pennsylvania Health Care Quality Unit, Advocacy Alliance



Pennsylvania Initiatives Promoting Health and Safety

The goal behind Pennsylvania's health and safety initiatives is to build the competency and capacity of community MR providers and the medical community. The Health Care Quality Units promote quality improvement through training and technical support to the community. These units, in tandem with a collaboration between the Office of Mental Retardation and other offices within the State Department of Public Welfare, are creating a statewide network to address health care issues from multiple angles. (Repeat of Session III-B)

1:30 PM - 2:45 PM

Session VI-E

Marquette Room
(16th Floor)

Sherr Huwe Parent, Participant Advisory Committee Member, Reinventing Quality Project

John Jordan Parent

Monica Herring Parent

Jackie Golden Parent, Participant Advisory Committee Member, Reinventing Quality Project, Inclusion, Inc.

Liz Obermayer Self-Advocate, ProLerna/The Council - Participant Advisory Committee Member, Reinventing Quality Project

Parents and Advocates View on Quality

This session will be a panel of parents and advocates telling their stories on how they see Quality affecting them and their children. They



also will describe what quality means to them from the perspective of the parent and self-advocate and what a Quality system means and looks like to them.

2:45 PM - 3:00 PM

Break/Refreshments

Grand Ballroom Foyer
(14th Floor)

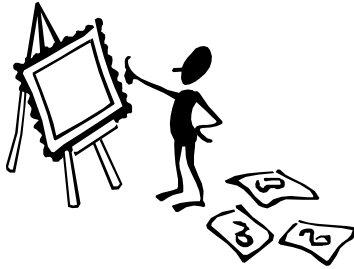
3:00 PM - 4:15 PM

BREAKOUT SESSIONS VII

3:00 PM - 4:15 PM

Session VII-A

Merchants Hotel Room
(14th Floor)



Cindy Ostrowski Project Director, Minnesota Region 10
Quality Assurance Commission

John Jordan Parent & Chairperson, Minnesota
Region 10 Quality Assurance Commission

Minnesota Region 10

Quality Assurance: A Unique Option

Stakeholders from southeast Minnesota, in a truly grassroots effort, have independently initiated and developed a creative method of quality assurance and quality improvement that has received state legislative and financial support. It is a novel approach to ensuring and improving quality as well as licensing. Presenters will discuss the history and ongoing involvement of system stakeholders in implementing this process and the inclusion of this method within the state. (Repeat of Session I-A)

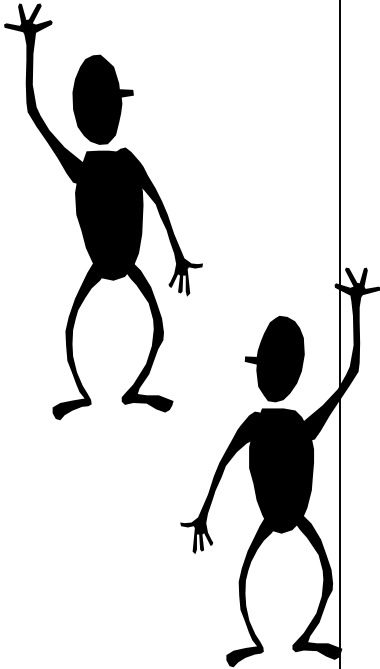
3:00 PM - 4:15 PM

Session VII-B

Western Stage House Room
(14th Floor)

Sarah Basehart Director, Community Relations,
The Arc of Maryland

Gordon Scott Bonham, PhD President,
Bonham Research



3:00 PM - 4:15 PM



- Kathleen McNally** Director of Quality Assurance,
BARC
- Joan Rumenap** Statewide Quality Assurance
Chief, Maryland DD Administration
- Tracy Wright** Interviewer,
The Arc of Maryland
- Vicki Mills** Interviewer,
The Arc of Maryland

Ask Me! about Quality

The Ask Me! Project is a Quality of Life Survey Project administered by The Arc of Maryland. This is Year 5 of the project. 1000 individuals will be questioned about their quality of life, drawn from a random sample of individuals receiving services furnished by thirty-five agencies throughout Maryland. Interviews are conducted by trained interviewers with developmental disabilities, two of whom are part of the panel. This presentation will cover the history of the project, information on the survey tool, a personal view from two interviewers, a participating agency's viewpoint and responsibilities, data results, how agencies are using the results and related statewide public policy implications and how individuals with developmental disabilities are involved in every step of the process. (Repeat of Session VI-A)

**Session VII-C Steamboat Hotel Room
(14th Floor)**

- John Rose** Vice President of Risk Management
Irwin Siegel Agency, Inc.
- Christopher Lyons, Esq** CNA/ISA National Counsel
Human Services Program,
Irwin Siegel Agency, Inc.

***The Right to Risk and It's Impact
on Quality Outcomes***

No other issue in the developmental disabilities field today can influence the outcome of person-centered support more than the issue of the "Right to Risk." Who determines the ability of an individual to accept the responsibility of choice? This session will explore the concept of risk and how it is managed within person-centered settings. (Repeat of Session I-D)

3:00 PM - 4:15 PM

Session VII-D

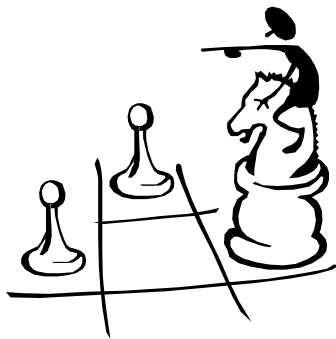
The Bull's Head Room
(14th Floor)

Dana Charlton Assistant Deputy Director, Ohio
Department of Mental Retardation and
Developmental Disabilities, Division of
Community Services

Mel Borkan Assistant Deputy Director, Ohio
Department of Job and Family Services
Ohio Health Plans

***Ohio's CMS Review-It's About Positive Outcomes in
the Lives of People with Disabilities-Are You Ready?***

This session will outline how Ohio's developmental disabilities service system prepared for a HCBS waiver review by a federal review team from CMS using a person-centered approach and the principles of self-determination intertwined with those of Medicaid. Presenters will share Ohio's strategy, a strategy that has targeted both system level and person level issues. With the involvement of major leaders at the state and local levels and with advocates, self-advocates, and direct support staff, persons with disabilities are being supported by Ohio's infrastructure to pursue the lives they envision, while concurrently having their health and safety assured. The presentation will discuss how on-going quality management strategies will continue to support these two important goals. (Repeat of Session II-E)



3:00 PM - 4:15 PM

Session VII-E

Marquette Room
(16th Floor)

L. René Ferdinand Executive Director,
The Arc of Nebraska

Working Together to Achieve the Good Life

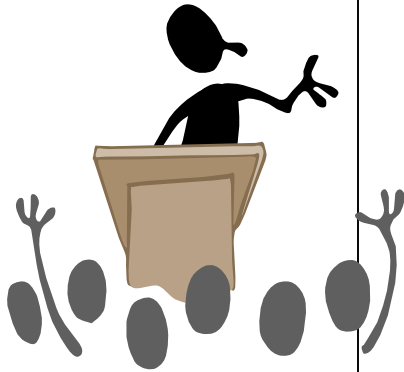
A review and discussion of Nebraska's collaborative efforts in the area of quality assurance. These efforts involve the use of Quality Review Teams and an annual profile of each service provider. Provider profiles incorporate information on the quality of life of all persons receiving services. (Repeat of Session I-C)



4:15 PM - 5:00 PM

Closing Plenary Session

Grand Ballroom
(14th Floor)



Moderators Members, Participant Advisory Committee,
Reinventing Quality Project

Workshop participants will have an opportunity to reflect on lessons learned during the workshop and comment on the next steps that need to be taken. During this “open mike” discussion, all attendees will be invited to share their thoughts about quality improvement and keeping the faith with the principles of person-centered supports.

5:00 PM

ADJOURN FOR THE CONFERENCE

