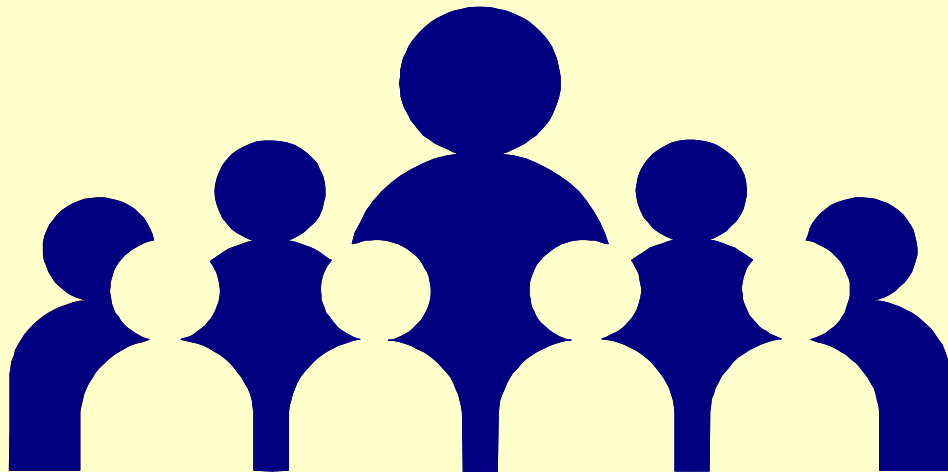


2003
Reinventing Quality Conference

PROGRAM



A 21st Century Architecture for Quality:
Building for the Future

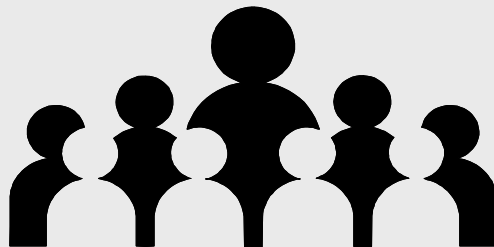
Holiday Inn Minneapolis Metrodome
Minneapolis, Minnesota
July 30 - August 1

The 2003 Reinventing Quality Conference
is sponsored by the

Institute on Community Integration
at the
University of Minnesota

National Association of State Directors of
Developmental Disabilities Services

Human Services Research Institute

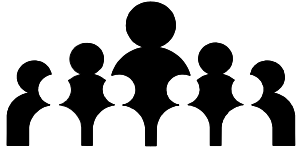


with support from the

Administration on Developmental Disabilities

Centers for Medicare and Medicaid Services

Minnesota Region Ten Quality Assurance Commission

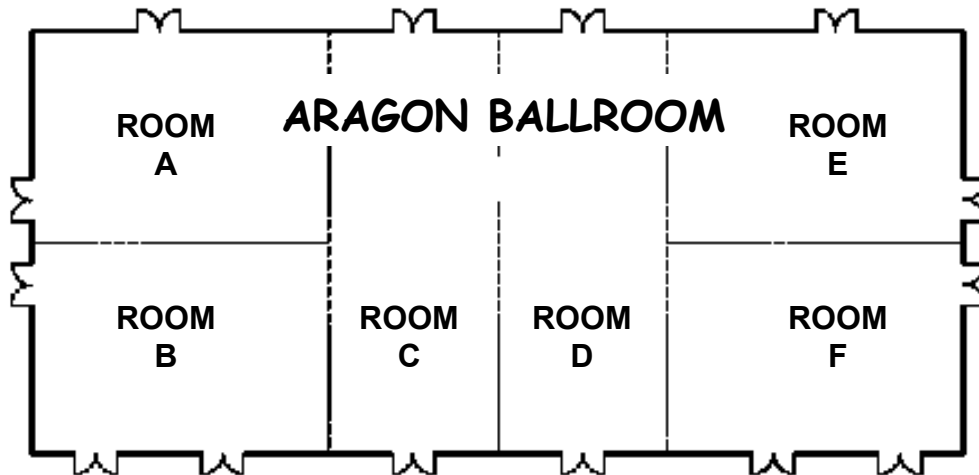


2003

Reinventing Quality Conference

Hotel Floor Plan

HOLIDAY INN MAIN FLOOR MEETING FACILITIES



ROOM

FUNCTIONS

Aragon Ballroom Hallway

Registration, Continental Breakfast, Breaks

Aragon Ballroom

Opening & Closing Plenary Sessions

ROOM A

Breakout Sessions

ROOM B

Breakout Sessions

ROOM C

Breakout Sessions

ROOM D

Breakout Sessions

ROOM E

Breakout Sessions

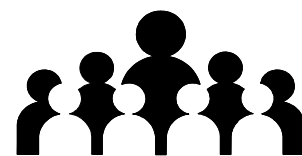
Aragon Ballroom

Welcome Reception & Luncheons

2003

Reinventing Quality Conference

Program at a Glance



Wednesday, July 30

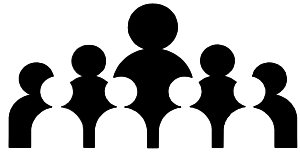
4:30 PM - 6:00 PM	Registration	Aragon Ballroom Hallway
5:30 PM - 7:00 PM	Welcome Reception	Aragon Ballroom

Thursday, July 31

8:00 AM - 5:15 PM	Registration	Aragon Ballroom Hallway
8:00 AM - 9:00 AM	Continental Breakfast	Aragon Ballroom Hallway
9:00 AM - 10:45 AM	Plenary Session	Aragon Ballroom
10:45 AM - 11:00 AM	Break/Refreshments	Aragon Ballroom Hallway
11:00 AM - 11:45 AM	Plenary Session <i>continued</i>	Aragon Ballroom
11:45 AM - 1:15 PM	LUNCHEON	Aragon Ballroom
1:15 PM - 2:30 PM	Breakout Sessions I	(See Program for Locations)
2:30 PM - 2:45 PM	Break/Refreshments	Aragon Ballroom Hallway
2:45 PM - 4:00 PM	Breakout Sessions II	(See Program for Locations)
4:00 PM - 4:15 PM	Break	
4:15 PM - 5:30 PM	Breakout Sessions III	(See Program for Locations)

Friday, August 1

8:00 AM - 11:30 AM	Registration	Aragon Ballroom Hallway
8:00 AM - 9:00 AM	Continental Breakfast	Aragon Ballroom Hallway
9:00 AM - 10:30 AM	Plenary Session	Aragon Ballroom
10:30 AM - 10:45 AM	Break/Refreshments	Aragon Ballroom Hallway
10:45 AM - 11:30 AM	Plenary Session <i>continued</i>	Aragon Ballroom
11:30 AM - 12:00 PM	Awards Presentation	Aragon Ballroom
12:00 PM - 1:15 PM	LUNCHEON	Aragon Ballroom
1:15 PM - 2:30 PM	Breakout Sessions IV	(See Program for Locations)
2:30 PM - 2:45 PM	Break/Refreshments	Aragon Ballroom Hallway
2:45 PM - 4:00 PM	Breakout Sessions V	(See Program for Locations)
4:00 PM - 4:30 PM	Closing Plenary Session	Aragon Ballroom



2003

Reinventing Quality Conference

Sessions at a Glance

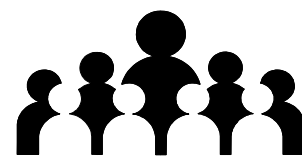
Thursday, July 31

	ROOM A	ROOM B	ROOM C	ROOM D	ROOM E
1:15 PM to 2:30 PM	(I-A) <i>Pennsylvania's External Monitoring Project</i> Feinstein and Olson	(I-B) <i>Health Promotion and Monitoring</i> Grossman and Oxx	(I-C) <i>Careers NOT Custodians: Building Direct Support Career Paths through Skills Certificates</i> Thomas, Taylor, and McHenry	(I-D) <i>Managing a Multi-Cultural Staff</i> Mahon, Hensley, Kolleh, Greenly, Lawson, and Sauer	(I-E) <i>Quality Indicators Across Nebraska, the Dakotas, and Wyoming</i> Fortune and Heath
2:45 PM to 4:00 PM	(II-A) <i>Assistive Technology- Achieving Spontaneity and Dignity for All</i> Mollica and Willkomm	(II-B) <i>College of Direct Support (Session Repeats V-D)</i> Lakin, Tapp, O'Neill, and Hicks	(II-C) <i>Looking Forward with The National Alliance for Direct Support Professionals</i> Taylor, Poetz, and Olson	(II-D) <i>Quality Enhancement and Reinvention: A Provider Perspective</i> Schwartz and Terrill	(II-E) <i>How Person Centered Outcomes are Enhanced Through the Use of an Intermediary Service Organization</i> Bowman, Fenton, and Anderson
4:15 PM to 5:30 PM	(III-A) <i>Building an Independent Quality Management System</i> Hill and Ferdinand	(III-B) <i>Developing Quality Standards for Case Management Systems</i> Coy, Klink, and McFadden	(III-C) <i>A Balanced Plan to a Better Life</i> Tuller	(III-D) <i>Creating Quality through Partnerships with Self- Advocates</i> Stevens and Peterson	(III-E) <i>CMS National Contractor: Perspectives on State Technical Assistance</i> Rowe and Bradley

2003

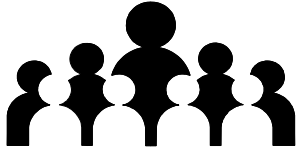
Reinventing Quality Conference

Sessions at a Glance



Friday, August 1

	ROOM A	ROOM B	ROOM C	ROOM D	ROOM E
1:15 PM to 2:30 PM	(IV-A) <i>What We've Learned About Personal Outcomes: There Is No Silver Bullet</i> Kauffman	(IV-B) <i>Workforce Strategies</i> LaPaglia, Mohrland, Greenly, and Lawson	(IV- C) <i>Microboards</i> Golden and Obermayer	(IV-D) <i>Introduction to Root Cause Analysis as a Risk Management Tool in DD Systems.</i> Rose, Komoll, and Staugaitis	(IV-E) <i>It's Basic. Quality Staff Lead To Quality Lives - One Person's Journey To A Good Life</i> Hewitt, Perry, and Sauer
2:45 PM to 4:00 PM	(V-A) <i>Internet Resources for Person- Centered Supports: The ArcLink, Medicaid Reference Desk, QualityMall, and LifePages</i> Ward, Larson, Poetz, Smith, Amado, Westerman, and Roehl	(V- B) <i>The National Core Indicators: Performance at the State System Level</i> Bradley, Taub, Staugaitis, and Babin	(V-C) <i>Are You the Architect?</i> Jordan, Cramer, Shoen, Ostrowski, Miller, Bieber, and Jones	(V-D) <i>College of Direct Support (Repeat of Session II-B)</i> Lakin, Hewitt, Tapp, O'Neill, and Hicks	(V-E) <i>Self- Determination as a Quality Assurance Initiative</i> Rossiter, Bown, Murphy, and Auer



2003

Reinventing Quality Conference

Meeting Program

WEDNESDAY, JULY 30

4:30 PM - 6:00 PM Registration

Aragon Ballroom Hallway

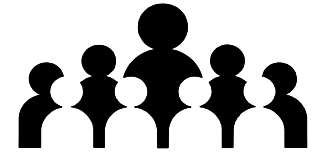
5:30 PM - 7:00 PM Welcome Reception

Aragon Ballroom

2003

Reinventing Quality Conference

Meeting Program



THURSDAY, JULY 31

8:00 AM - 9:00 AM Continental Breakfast Aragon Ballroom Hallway

8:00 AM - 5:15 PM Registration Aragon Ballroom Hallway

9:00 AM - 10:45 AM Opening Plenary Session Aragon Ballroom

9:00 AM - 9:10 AM *Welcome*

Robert H. Bruininks; President,
University of Minnesota

9:10 AM - 10:00 AM *Building for the Future*

Today's citizens embark on a new century, aware that many different unrelated trends outside the field of disabilities will impact people with disabilities and their families in the future. This presentation discusses social, economic, environmental, and technological changes now rapidly influencing global civilization. Although it is difficult to say with certainty how these millennial transitions may affect us, we recognize that such innovations will alter the ways we live, work, and learn.

Cathy Ficker Terrill; President & CEO,
Ray Graham Associates

10:00 AM - 10:45 AM *Building for the Future:
Self-Advocates and Family Member Perspectives*

Missy Perrott; Advocate & Project Leader, CDRC,
The Arc of Maryland

Liz Obermayer; Quality Consultant; The Council
on Quality & Leadership

John Jordan; Minnesota Region 10 Quality
Assurance Commission

10:45 AM-11:00 AM Break/Refreshments Aragon Ballroom Hallway

11:00 AM -11:45 AM Opening Plenary Session *continued* Aragon Ballroom

***Quality: What to do When There is No Consensus
About Frameworks, End Results, Definitions, Metrics,
or Expectations.***

The first part of the presentation will provide an overview of quality concepts and review basic steps that can be taken to improve any product, service, or support. Jeff Skwarek's testimonial will include all of the components of quality as he describes 29 years of living in residential facilities and his return home with consumer directed supports. Deborah Denning will offer further insight into quality indicators, bringing a wealth of experience with the system as well as years of private sector experience in quality improvement.

Colleen Wieck; Executive Director,
Minnesota Governor's Council
on Developmental Disabilities

Jeff Skwarek; Council Member,
Minnesota Governor's Council
on Developmental Disabilities

Deborah Denning; Facility/Intervener
Mother of Jeff Skwarek

11:45 AM -1:15 PM Luncheon Aragon Ballroom

1:15 PM - 2:30 PM **Breakout Sessions I**

1:15 PM - 2:30 PM **Session I-A**

ROOM A

Pennsylvania's External Monitoring Project

This presentation will discuss the efforts underway in Pennsylvania to develop a management information system that supports the state's quality improvement goals. Although all states have quality assurance systems, it is frequently the case that there is no effective means of converting the information collected into effective actions that result in measurable changes. The presenters will discuss different mechanisms to collect data on quality and effective approaches to putting the information to use.

Presenters: Celia Feinstein; Associate Director,
Training and Technical
Assistance, UCEDD,
Institute on Disabilities,
Temple University

Dana Olsen; Section Head for Quality
Improvement, Pennsylvania
Office of Mental Retardation

1:15 PM - 2:30 PM **Session I-B**

ROOM B

Health Promotion and Monitoring

This session will provide an overview of the Massachusetts DMR initiative to enhance the quality of healthcare services for people in their service delivery system. The decision of DMR to develop a system that recognizes and supports the integral role of direct service staff in healthcare advocacy is key to this project. A review of the recently completed pilot, its objectives, and the barriers and challenges to implementation will be discussed.

Presenters: Gail Grossman MSSA; Asst Commissioner,
Office of Quality
Management,
Massachusetts DMR

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

1:15 PM - 2:30 PM

Session I-C

ROOM C

***Careers NOT Custodians: Building Direct Support
Career Paths through Skills Certificates***

Reinventing quality means rethinking the way we support and develop direct support practitioners. Attracting great people to do great work over a period of years, not months, demands that we shift to a career view with direct support as the gateway to a meaningful life/work choice. Multi-level skills certificates anchored in ethical and expert direct support practice guidelines are essential scaffolds for career paths. Learn about how two states are mapping career paths in human services using multi-level skill certificate frameworks and how CARF accreditation supports these efforts through its standards on human resources.

Presenters: Tony Thomas; Executive Director,
Welcome House

Marianne Taylor; Senior Project Director,
HSRI

Margaret McHenry; Account Manager, CARF
Employment and
Community Services
Customer Service Unit

1:15 PM - 2:30 PM

Session I-D

ROOM D

Managing a Multi-Cultural Staff

The Institute on Community Integration has developed a curriculum called "Power of Diversity" which utilizes a Train-the-Trainer method. This session will present information about two agencies' use of the curriculum, as well as their efforts to continue to expand training and learning with the agency diversity team. The agencies have continued to deal with knowledge, understanding, skills, and value sets while increasing capacity to empower multicultural staff.

Presenter: Claire Mahon; Executive Vice President,
PSCH

Cindy Hensley; Employment Manager,
Mains'l Services, Inc.

David Kolleh II; Program Service
Coordinator,
Mains'l Services, Inc.

Karma Greenly; Program Coordinator,
Dakota Communities, Inc.

Roger Lawson; Program Coordinator,
Dakota Communities, Inc.

John Sauer; RTC on Community Living,
ICI/UMN

1:15 PM - 2:30 PM

Session I-E

ROOM E

***Quality Indicators Across Nebraska,
the Dakotas, and Wyoming***

This session will focus on innovative, person-centered statewide systems for determining quality in all life aspects.

Presenters: Jon Fortune; Deputy Administrator/
Program Manager,
DD Division, Wyoming DoH

David Heath; Project Coordinator,
DD Division, Wyoming DoH

2:30 PM - 2:45 PM Break/Refreshments Aragon Ballroom Hallway

2:45 PM - 4:00 PM Breakout Sessions II

2:45 PM - 4:00 PM Session II-A ROOM A

Improving AT Access for People with Developmental Disabilities: Building and Sustaining an AT Access Infrastructure.

In today's economy we continue to struggle with limited time and money needed to meet all of the needs of individuals with disabilities. In rural communities this challenge is even greater due to lack of trained professionals, lack of transportation to needed services and great distances that staff must travel to provide these services. This session will explore several of the factors inhibiting AT Access by people with cognitive disabilities, and will highlight the ways in which the State of Delaware is eliminating these inequities. This hands-on presentation also focuses on innovative approaches to meeting these assistive technology challenges in rural communities. Many of the ideas shared can also apply to urban communities as well.

Presenters: Beth Mineo Mollica; Delaware Assistive
Technology Initiative/
University of Delaware;

Therese Willkomm; Executive Director,
ATECH Services

2:45 PM - 4:00 PM

Session II-B

ROOM B

College of Direct Support

The College of Direct Support is a multi-media training program for direct support professionals that offers exciting opportunities for increased education, training, and support. The College of Direct Support is an Internet-based, multimedia, interactive national training program for direct support staff. The presenters will demonstrate the program; discuss the framework of the course, and the involvement of other professionals.
(Session Repeats V-D)

Presenters: Charlie Lakin; Senior Research Associate,
ICI/UMN

Amy Hewitt; Research Associate,
RTC on Community Living,
ICI/UMN

Bill Tapp; Project Director,
College of Direct Support

Susan O'Neil; Project Coordinator,
RTC on Community Living,
ICI/UMN

Jim Hicks; RTC on Community Living,
ICI/UMN

2:45 PM - 4:00 PM

Session II-C

ROOM C

***Looking Forward with The National Alliance
for Direct Support Professionals***

The National Alliance for Direct Support Professionals (NADSP) is a coalition of people and organizations who have joined together to strengthen the Direct Support workforce. Regional and national coalitions are a powerful tool in transforming direct support workforce conditions. Learn about how NADSP is making a difference.

Presenters: Marianne Taylor; Senior Project Director,
HSRI
Cliff Poetz; Community Liaison;
RTC on Community Living,
ICI/UMN
Mark Olson; Arc Hennepin/Carver

2:45 PM - 4:00 PM **Session II-D** **ROOM D**

***Quality Enhancement and Reinvention:
A Provider Prospective***

A provider's perspective on ensuring quality supports beginning with quality assurance and moving toward quality improvement. Is quality ensured by senior management developing standards and inspecting for compliance or does quality rest with the people providing the supports?

Presenters: Barry Schwartz; VINFEN
Cathy Ficker Terrill; President & CEO,
Ray Graham Associates

2:45 PM - 4:00 PM **Session II-E** **ROOM E**

One "Bit" at a Time: Information Technology as a Tool for Workplace Cultural Change and the Enhancement of Person Centered Outcomes

This presentation will discuss how leading edge information technology and Intermediate Service Organizations can impact quality assurance efforts. The speakers will demonstrate and explain the use of leading edge technology can overcome traditional staff resistance and build the capacities of a service broker organization in a complex geographic environment. This model has been successfully implemented at the Regional Center of Orange County with substantial results. Attendees will have an opportunity to view a

demonstration of the capabilities of the "Virtual Chart." The presentation will also focus on the benefits of an ISO and how in Massachusetts the information system provides reports that are used by the agency and the persons and families enrolled in the ISO. Additionally, Ms. Anderson will present on the quality assurance process used by the ISO and the link to the National Core Indicators data for Massachusetts.

Presenters: Bill Bowman; Executive Director, Regional Center of Orange County

Marc Fenton; Principal,
Public Consulting Group -
Boston

Cathy Anderson; Associate Manager,
Public Consulting Group -
Boston

4:00 PM - 4:15 PM **Break**

4:15 PM - 5:30 PM **Breakout Sessions III**

4:15 PM - 5:30 PM **Session III-A** **ROOM A**

***Working Together to Achieve the Good Life:
Building an Independent Quality Management System***

This session will provide an overview of two innovative approaches to quality assurance. The independent quality management system implemented by the Delmarva Foundation, a quality improvement organization (QIO) in Florida for supports provided through the Medicaid Home and Community Based Services (HCBS) Waiver, provides an example of a cutting edge system. Results from the past two years from provider performance reviews and person-centered reviews will be shared. This session will also describe Nebraska's multi-faceted approach to quality improvement funded by the state and implemented by a non-profit advocacy agency. This

approach offers a profile of service providers that includes demographics, aggregate quality of life survey information, and changes over time. Additionally local community volunteer teams work with individuals in services and provider staff to improve quality of life.

Presenters: Marcia Hill; Vice President for Florida Program, Delmarva Foundation

René Ferdinand; Executive Director,
The Arc of Nebraska

4:15 PM - 5:30 PM

Session III-B

ROOM B

***Developing Quality Standards
for Case Management Systems***

This presentation will describe the results of an 18-month stakeholder driven process that produced a set of quality standards for a case management system. The presentation will address strategies for effective consumer, staff and provider involvement in the standards development process. Methodologies for development of standards that establish best practice competencies in the areas of self-directed supports, person-centered planning, advocacy and risk management will also be addressed. The Quality Standards document will be distributed as part of this presentation.

Presenters: Jeff Coy; Community Alternative Specialist,
Division of Developmental
Services, Vermont DDMHS

Howard Klink; Consultant

Clare McFadden; Community Alternative
Specialist, Division of
Developmental Services,
Vermont DDMHS

4:15 PM - 5:30 PM

Session III-C

ROOM C

A Balanced Plan to a Better Life

There is a growing concern that person-centered planning leaves the people we support more vulnerable to exploitation, health risks and inadequately addressed behavioral challenges. Oregon's Individual Support Planning process is based in person-centered planning but uses a detailed Risk Tracking Record to ensure people are supported around their vulnerabilities. Specific steps are taken within the planning process to minimize risks and balance them in accordance with what the person has said is most important to them.

Presenter: Jean Tuller; Executive Director, Oregon
Technical Assistance Org

4:15 PM - 5:30 PM

Session III-D

ROOM D

***Creating Quality through Partnerships
with Self-Advocates***

This experienced-based model identifies partnership roles (e.g.: visioning, strategic planning, advisory boards, steering committees, training co-facilitation, research) and recruitment/support strategies. People with cognitive disabilities are valued content experts rather than as only recipients and subjects. The presentation includes a conceptual model, self-advocate co-presenter's application examples, effective strategies for mutual coaching/support, and national efforts to expand this model. Participants will be asked to contribute best practice ideas.

Presenter: Judy Stevens; Director, Community
Support Alliance at the CDD

Jon Peterson; Self-Advocate, Sergeant at
Arms, People First of
Albuquerque

4:15 PM - 5:30 PM

Session III-E

ROOM E

***CMS National Contractor:
Perspectives on State Technical Assistance***

An update on the CMS-sponsored technical assistance (TA) project designed to assist state MR/DD agencies in improving the quality of home and community-based services. The presentations will cover the types of TA that have been provided through the project, emerging issues in quality management learned through the provision of TA, and works in progress through the contract.

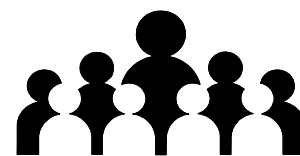
Presenters: June Rowe; Senior Project Director, HSRI
Val Bradley; President, HSRI

5:30 PM ADJOURN FOR THE DAY

2003

Reinventing Quality Conference

Meeting Program



FRIDAY, AUGUST 1

8:00 AM - 9:00 AM Continental Breakfast Aragon Ballroom Hallway

8:00 AM - 11:30 AM Registration Aragon Ballroom Hallway

9:00 AM - 10:30 AM Plenary Session Aragon Ballroom

9:00 AM - 10:00 AM *Federal Quality Initiatives*

As the number of individuals receiving Home and Community Based Services continues to grow, CMS works under higher expectations to meet the challenge of bringing together the various levels of government to implement effective quality assurance and improvement systems. Mr. Hamilton will discuss CMS' initiatives in this area, including collaborative efforts with states and stakeholder groups to design the Quality Inventory and the Quality Framework, and the future prospects of developing a common framework for federal/state oversight of the quality of HCBS and ICF/MR services.

Thomas E. Hamilton; Director, Disabled and Elderly Health Programs Group, Centers for State Operations, Centers for Medicare and Medicaid Services

10:00 AM - 10:30 AM *Federal Quality Initiatives:
Rethinking the Quality Conundrum*

A state service delivery system perspective.

Robert M. Gettings; Executive Director, NASDDDS

10:30 AM-10:45 AM Break/Refreshments Aragon Ballroom Hallway

10:45 AM -11:30 AM Plenary Session *continued* Aragon Ballroom

***Envisioning Future Technology-Based Supports
for People with Developmental Disabilities***

Emerging technology can play a significant role in "Building for the Future" of service delivery for people with developmental disabilities. It can also help realize the principles of person-centered supports. Advances in fields such as microelectronics, software, communications, neuroscience, nanotechnology, and health/rehabilitative sciences present tremendous potential for new technology-based applications. A confluence of key advances in connectivity, interfaces, sensors, miniaturization, computation, and adaptivity is enabling ubiquitous, pervasive, personalized, and smart systems and devices. New developments in personal support technology include personal digital assistants, personalized software, virtual reality, and robots. Researchers are investigating brain interfaces that might empower individuals in new ways. Research in sensor nets and predictive models will yield systems for maintaining health and augmenting cognition. Urban-scale systems will help persons find their way in cities. Pervasive, assistive care systems integrate tracking, biosensors, building automation, networked information systems, and data mining. They will support residential communities of people with DD, family, and care-staff to promote independence and quality of life of persons with DD. Collectively, these applications can help empower persons with DD, watch over their security and health, support their integration in communities, and assure quality of service delivery. To realize this vision requires more than technology, namely, user-centered development, sensitivity to ethical issues, and both financial and organizational feasibility. To realize the benefits of technology, we must evolve and adapt technology in

concert with nurturing appropriate cultural and organizational change.

Rodney Bell; Consultant, Coleman Institute for Cognitive Disabilities, University of Colorado System

11:30 AM - 12:00 PM The Moving Mountains Awards Presentation Aragon Ballroom

These awards are presented to organizations and agencies that have demonstrated best practice in direct support workforce development. They are awarded by the Research and Training Center on Community Living (RTC/CL) at the University of Minnesota in partnership with the National Alliance for Direct Support Professionals (NADSP).

This year's awards are presented to:

- ▶ Special People in Northeast, Inc.
- ▶ ELM Homes
- ▶ Mid Hudson Coalition, Inc.

12:00 PM - 1:15 PM Luncheon Aragon Ballroom

1:15 PM - 2:30 PM Breakout Sessions IV

1:15 PM - 2:30 PM Session IV-A ROOM A

***What We've Learned About Personal Outcomes:
There Is No Silver Bullet***

The Council on Quality and Leadership, through the *Personal Outcome Measures*, has collected data for nearly 5,000 interviews. The data has helped us learn many things about services for people with disabilities. The data has also helped us learn that there is no one best answer for how services should be provided. There

are, however, some ingredients that good services have regardless of size, funding, or location.

Presenter: Cindy Kauffman; Vice President for Business Management, The Council on Quality and Leadership

1:15 PM - 2:30 PM

Session IV-B

ROOM B

Workforce Strategies

Dakota Communities Inc. (DCI) Advocate Continuing Education or ACE Program is a staff development program that focuses directly on teaching the Direct Support Professional (DSP) skills of advocacy. In addition to philosophical and value driven supports, the DSP is taught and becomes responsible for the technical skills related to being a DSP at Dakota Communities. Our ACE program is directly influenced and supported by other programs in our agency which will also be discussed. It is a highly successful training program, and has been in existence at DCI since 1994.

Presenters: Jill LaPaglia; Program Director - AHST, Marrakech, Inc.

Brenda Mohrland; Training & Development Coordinator, Dakota Communities Inc.

Karma Greenly; Program Coordinator; Dakota Communities, Inc.

Roger Lawson; Program Coordinator; Dakota Communities, Inc.

1:15 PM - 2:30 PM

Session IV-C

ROOM C

Microboards

Self-directed Support Corporations (SDSCs), a concept based on British Columbia's Microboards model but

adapted for the United States. Self-directed Support Corporations (SDSCs) are legally developed not-for-profit corporations developed to provide a legal entity to manage the support system for a person with a disability through the establishment of a board of directors, and designed to contract directly with the Home and Community-Based Waiver Funding (Medicaid).

Presenters: Jackie Golden; Executive Director,
Inclusion Research Institute

Liz Obermayer; Quality Consultant; The Council
on Quality & Leadership

1:15 PM - 2:30 PM

Session IV-D

ROOM D

***Risks and Root Causes-What Providers Need to Know
and How They Can Learn It***

This presentation will look at how recent court cases influence the DD field and impact provider agencies and address who determines the ability of an individual to accept the responsibility of choice. The presentation will also include a brief overview of the process of root cause analysis, including a description of how it can best be used by DD managers to help prevent adverse events that pose significant risk to persons receiving supports from community or institutional providers.

Presenters: John Rose; Irwin Siegel Agency, Inc.

Christopher Lyons; Irwin Siegel Agency, Inc.

Steven Staugaitis; Strategic Leadership
Center, Connecticut DMR

1:15 PM - 2:30 PM

Session IV-E

ROOM E

***It's Basic. Quality Staff Lead To Quality Lives -
One Person's Journey To A Good Life***

The presentation will discuss the relationship between the quality of support an individual receives and the quality of life he or she is able to access in the community. This session will share the results of a recent study in which self-advocates and family members of people with developmental disabilities who receive community supports were asked to describe how issues such as high direct support staff turnover, increased vacancies and poor training affect their lives. It also will share insights into how specific strategies used by one person to find, support and keep his staff have lead to a zero percent turnover rate, high staff satisfaction and amazing results in enhancing the individual's ability to get what he wants and needs out of life. It may be basic - but it works!

Presenters: Amy Hewitt; Research Associate/Director
Interdisciplinary Training,
RTC on Community Living,
ICI/UMN

Nathan Perry; Self-Advocate

John Sauer; RTC on Community Living,
ICI/UMN

2:30 PM- 2:45 PM **Break/Refreshments** **Aragon Ballroom Hallway**

2:45 PM - 4:00 PM **Breakout Sessions V**

2:45 PM - 4:00 PM **Session V-A** **ROOM A**

***Internet Resources For Person-Centered Supports:
The ArcLink, Medicaid Reference Desk, Quality Mall,
and LifePages***

The ArcLink and the Medicaid Reference Desk are comprehensive information systems for Information on services in each state and on Medicaid funding. Promoting the Best in Person-Centered Supports, the

QualityMall.org is a national Web site featuring the best in products and programs about person-centered supports. It is a rich resource for staff, families, self-advocates, agency personnel, case managers, and government officials. LifePages.org is a Web site designed to provide information on recreations, leisure, and other community opportunities and resources in the Twin Cities area. The project is working to bring people with similar interests together, and to increase the sharing of transportation and staff resources with and across agencies.

Presenters: Nancy Ward; TheArcLink
 Steve Larson; TheArcLink
 Cliff Poetz; Community Liaison;
 RTC on Community Living,
 ICI/UMN
 John Smith; Project Coordinator,
 RTC on Community Living,
 ICI/UMN
 Angela Amado; Project Coordinator,
 RTC on Community Living,
 ICI/UMN
 John Westerman; Webmaster,
 RTC on Community Living,
 ICI/UMN
 Anne Roehl; Project Coordinator; PICS

2:45 PM - 4:00 PM

Session V-B

ROOM B

***The National Core Indicators:
 Performance at the State System Level***

This panel will cover the activities of the National Core Indicators (NCI)—a joint venture between the Human Services Research Institute (HSRI) and the National

Association of State Directors of Developmental Disabilities Services (NASDDDS). NCI now includes 22 participating state agencies—all collecting the same data on individual and family outcomes as well as systems level performance. The panel will review national and state level NCI performance data and trends.

Presenters: Val Bradley; President, HSRI

Sarah Taub; Project Director, HSRI;

Steve Staugaitis; Strategic Leadership Center, Connecticut DMR

Susan L. Babin; Administrator, Office of Quality Assurance, Rhode Island DMHRH/DDD

2:45 PM - 4:00 PM

Session V-C

ROOM C

Are You the Architect?

Come to this session prepared to experience a Learning Portrait. This session will be informative and interactive. Self-advocates will talk about their experiences as Commission Members, Team Members, and recipients of **VOICE** reviews. Five people involved in different aspects of the Region 10 Quality Assurance System will talk about their experiences of being involved in the quality assurance process; present standings and future challenges as the concepts move statewide; and the uses of the information generated toward systems change at every level.

Presenters: John Jordan; Minnesota Region 10 Quality Assurance Commission

Tom Cramer; Self-Advocate

Matt Shoen; Self-Advocate

Cindy Ostrowski; Project Director,
MN Region 10 Quality
Assurance Commission

Sue Miller; QA Manager,
MN Region 10 Quality
Assurance Commission

LeAnn Bieber; QA Assistant Manager,
MN Region 10 Quality
Assurance Commission

Kathy Sheppard-Jones; Univ of Kentucky

2:45 PM - 4:00 PM

Session V-D

ROOM D

College of Direct Support

The College of Direct Support is a multi-media training program for direct support professionals that offers exciting opportunities for increased education, training, and support. The College of Direct Support is an Internet-based, multimedia, interactive national training program for direct support staff. The presenters will demonstrate the program; discuss the framework of the course, and the involvement of other professionals.

Presenters: Charlie Lakin; Director,
RTC on Community Living,
ICI/UMN

Amy Hewitt; Research Associate,
RTC on Community Living,
ICI/UMN

Bill Tapp; Project Director,
College of Direct Support

Susan O'Neil; Project Coordinator, RTC on
Community Living, ICI/UMN

Jim Hicks; RTC on Community Living,
ICI/UMN

2:45 PM - 4:00 PM

Session V-E

ROOM E

Self Determination as a Quality Assurance Initiative

While Self-Determination is typically presented as a shift of power from governmental bureaucratic/provider agency control to empowering individuals with disabilities, it is also an opportunity to modify the usual approach to quality assurance from the point of view of the funder to the point of view of the recipient of support. This presentation will highlight Dane County's approach to quality assurance through self-determination efforts. Acumen will present significant data on the results of self-determination on staff turnover and consumer satisfaction.

Presenters: Dan Rossiter; Community Services Manager,
Dane County - Wisconsin

Marilyn Bown; Development Director,
Acumen

Greg Murphy; North East Region Director;
Acumen

Randy Auer; CEO, Acumen

4:00 PM - 4:30 PM

Closing Plenary Session

Aragon Ballroom Hallway

Concluding comments by Val Bradley, President, HSRI

4:30 PM

ADJOURN FOR THE MEETING