



Reinventing  
Quality



## CONFERENCE PROGRAM

SEPTEMBER 15-17, 2024

RENAISSANCE BALTIMORE HARBORPLACE HOTEL



# Bring Balance to Support

Person-Centered Tools and Training for Supporters of At-Risk Populations

## Health Risk Screening Tool (HRST)

An interoperable and customizable health-risk mitigation tool that provides actionable steps that save lives

## Health & Safety eLearn Courses

Recognize signs and symptoms and effectively handle them

## Person-Centered Thinking Training

Essential person-centered skills and techniques for all supporters

Learn more at [ReplacingRisk.com](https://ReplacingRisk.com).





# Welcome to the 2024 Reinventing Quality Conference!

The Reinventing Quality Conference brings together the expertise, vision, and energy needed to improve the quality of supports and services for and with people with intellectual and developmental disabilities (IDD).

At this conference you can expect to connect with friends and colleagues, learn about new research findings, promising support practices, and emerging public policies. The connections made and information gained at Reinvention Quality will shape the future of inclusive practices and systems quality.

This year's plenary and breakout sessions feature a truly impressive group of speakers. We are grateful to the many organizations and people who have agreed to share their knowledge and expertise with us this year. We are also indebted to the strand leaders who organized this year's sessions for identifying the most important issues facing us today and the attendees who contribute to the dialogue. Finally, we are incredibly thankful to the terrific sponsors and exhibitors who keep the Reinventing Quality Conference affordable for attendees.

The 2024 conference is jointly hosted by a consortium of leading organizations, and we're thrilled to see you here!

**American Association on Intellectual and Developmental Disabilities (AAIDD)**

**American Network of Community Options and Resources (ANCOR)**

**Council on Quality and Leadership (CQL)**

**Human Services Research Institute (HSRI)**

**National Association of State Directors of Developmental Disabilities Services (NASDDDS)**

**National Leadership Consortium on Developmental Disabilities (NLCDD)**

**TASH**

**University of Minnesota Research and Training Center on Community Living, Institute on Community Integration**

## THANK YOU

This event requires months of planning and the work of many people. We gratefully acknowledge the following people and organizations for their efforts in creating the 2024 Reinventing Quality Conference. organizations, and we're glad to see you here!

## PLANNING COMMITTEE

**American Association on Intellectual and Developmental Disabilities** (AAIDD), [www.aaidd.org](http://www.aaidd.org)

Maria Alfaro, Monica Graziosi, Gabrielle Herald, Margaret Nygren

**American Network of Community Options and Resources** (ANCOR), [www.ancor.org](http://www.ancor.org)

Barbara Merrill

**Council on Quality and Leadership** (CQL), [www.c-q-l.org](http://www.c-q-l.org)

Mary Kay Rizzolo

**Human Services Research Institute** (HSRI)  
[www.hsri.org](http://www.hsri.org)

Alixé Bonardi, Val Bradley, Lindsay DuBois

**National Association of State Directors of Developmental Disabilities Services** (NASDDDS), [www.nasdds.org](http://www.nasdds.org)

Mary Sowers, Laura Vegas

**National Leadership Consortium on Developmental Disabilities** (NLCDD), [www.natleadership.org](http://www.natleadership.org)

Kristen Loomis

**TASH**, [www.tash.org](http://www.tash.org)

Michael Brogioli

**University of Minnesota Research and Training Center on Community Living, Institute on Community Integration**  
<https://ici.umn.edu>

Julie Bershadsky, Amy Hewitt, Jerry Smith

## STRAND LEADERS

### Behavioral Health Supports

*(Behavioral Health)*

David Rotholtz, USCMED

### Emergency Preparedness

Laura Vegas, NASDDDS

### Diversity, Equity & Inclusion (DEI)

Kristen Loomis, NLCDD

### Employment

Julie Bershadsky, University of Minnesota

### Evaluating Innovations

Julie Bershadsky, University of Minnesota

Laura Vegas, NASDDDS

### Families & Caregivers

Laura Vegas, NASDDDS

Lydia Dawson, ANCOR

### Federal & State

Laura Vegas, NASDDDS

Lydia Dawson, ANCOR

### Leadership

Kristen Loomis, NLCDD

Mary Kay Rizzolo, CQL

### Lessons Learned from the Public Health Emergency *(Public Health)*

Barbara Merrill, ANCOR

### MCOs and Others: Tying Quality to Payment Models *(Payment Models)*

Kathy Carmody, ANCOR

Mary Kay Rizzolo, CQL

### Not Otherwise Affiliated with a Strand *(Unaffiliated)*

Maggie Nygren, AAIDD

### Person Centered Practices

Alixé Bonardi, HSRI

Mary Kay Rizzolo, CQL

### Quality Oversight & Measures *(Quality)*

Val Bradley, HSRI

Donna Martin, ANCOR

### Supported Decision-Making

Morgan Whitlach, Center for Public Representation

### Self-Advocacy

Mike Brogioli, TASH

Tia Nelis, TASH

Jerry Smith, University of Minnesota

### State of the Provider Community *(Providers)*

Barbara Merrill, ANCOR

### Technology

Donna Martin, ANCOR

Gabrielle Sedor, ANCOR

Kim Fisher, Illinois State University

### Workforce

Amy Hewitt, University of Minnesota

Joseph Macbeth, NADSP



## SAVE THE DATE for Upcoming Partner Meetings, Education, and Activities



**Anchored in Advocacy:  
What's New, Now & Next Policy**  
2024 ANCOR Summit & Hill Day  
SEPTEMBER 23-24, 2024  
WASHINGTON, DC



**Directors Forum and Annual Conference**  
2024 NASDDDS Conference  
NOVEMBER 19-22, 2024  
SALT LAKE CITY, UT



**Celebrate Together: Let the Good Times Roll!**  
2024 TASH Conference  
DECEMBER 5-7, 2024  
NEW ORLEANS, LA



**Mentoring Across the Professional Spectrum:  
Doing the Fundamental Work to Get to the  
Next Level**  
2025 AAIDD Conference  
JUNE 23-25, 2025  
WASHINGTON, DC



**RTC Education and  
Training Programs**  
[ici.umn.edu/education-and-training](http://ici.umn.edu/education-and-training)



**The Council on Quality and  
Leadership's Activities**  
[c-q-l.org](http://c-q-l.org)



**HSRI's Activities**  
[hsri.org](http://hsri.org)



**National Leadership Consortium  
on Developmental Disabilities'  
Activities**  
[natleadership.org/upcoming](http://natleadership.org/upcoming)

## Registration Hours

### Sunday

September 15  
11:00 am – 6:30 pm

### Monday

September 16  
7:30 am – 5:00 pm

### Tuesday

September 17  
7:30 am – 2:30 pm

## Exhibit Hours

### Monday September 16

#### Open Exhibit Times:

> 7:30 – 6:00 pm

#### Exclusive Exhibit Times:

> 7:30 – 8:30 am  
> 10:00 – 10:30 am  
> 2:30 – 3:00 pm

### Tuesday September 17

#### Open Exhibit Times:

> 7:30 – 11:00 am

#### Exclusive Exhibit Times:

> 7:30 – 8:30 am  
> 10:00 – 10:30 am

## OUR SPONSORS

### Organizing Partners



**American Association on Intellectual and Developmental Disabilities (AAIDD)**



**American Network of Community Options and Resources (ANCOR)**



**The Council on Quality and Leadership (CQL)**



**Human Services Research Institute (HSRI)**



**National Association of State Directors of Developmental Disabilities Services (NASDDDS)**



**National Leadership Consortium on Developmental Disabilities (NLCDD)**



**TASH**



**University of Minnesota Research and Training Center on Community Living, Institute on Community Integration**



## OUR SPONSORS

### Sponsors



**Benchmark**



**DirectCourse**



**Elevance Health**



**Giv**



**ICI - Institute on Community Integration**



**The National Alliance for Direct Support Professionals (NADSP)**



**Philadelphia Coordinated Health Care**



**Star Services**

The 2024 RQ Conference presented with the support from the **Administration for Community Living, United States Department of Health and Human Services.**

## OUR EXHIBITORS

Please stop by and spend some time with each of our interesting exhibitors!

### **AAIDD** – Sponsor

The *American Association on Intellectual and Developmental Disabilities* (AAIDD) is the oldest and largest professional society concerned with understanding the causes of, and effective interventions for, intellectual and developmental disabilities. AAIDD works to achieve its mission through its three peer-reviewed journals, catalog of books and assessment materials, educational programming, and public policy positions.

[aaidd.org](http://aaidd.org)

### **ANCOR** – Sponsor

The *American Network of Community Options and Resources* (ANCOR) is a national trade association representing more than 1,000 private providers of community living and employment supports and services to more than 600,000 individuals with disabilities. As a nonprofit organization, ANCOR successfully addresses the needs and interests of private providers before Congress and federal agencies, continually advocating for the crucial role private providers play in enhancing and supporting the lives of people with disabilities and their families.

[ancor.org](http://ancor.org)

### **CQL | The Council on Quality and Leadership** – Sponsor

*CCQ | The Council on Quality and Leadership* provides accreditation, training, certification, consultation, and data-related services to organizations and systems that share our vision of dignity, opportunity, and community for all people.

[c-q-l.org](http://c-q-l.org)

### **DirectCourse** – Sponsor

*DirectCourse* online curricula are designed to help the workforce who supports the physical, social, emotional, and employment needs of people with intellectual, developmental, mental health, and physical disabilities build rewarding lives and careers. The interactive curricula are proven to increase job satisfaction and lower turnover, while empowering staff to perform at the highest level.

[directcourseonline.com](http://directcourseonline.com)

### **Elevance Health** – Sponsor

Fueled by our bold purpose to improve the health of humanity, we are transforming from a traditional health benefits organization into a lifetime trusted health partner. At *Elevance Health*, our priority is supporting people with disabilities and older adults to live with dignity and choice. We keep it simple and create collaborations that support people across their healthcare journey.

[elevancehealth.com](http://elevancehealth.com)

### **Giv** – Sponsor

*Giv* is your all-in-one software solution for developmental disability case management. Made for providers by providers.

[giv.plus](http://giv.plus)

### **HSRI** – Sponsor

The *Human Services Research Institute* (HSRI) has essential materials and information on the National Core Indicators (NCI) project for intellectual and developmental disabilities. Data briefs and user-friendly reports using NCI data are available.

[hsri.org](http://hsri.org)

### **iCareManager**

*iCareManager* is an easy-to-use, comprehensive data collection and management software system designed specifically for organizations servicing the specialized needs of individuals with intellectual and developmental disabilities. Our vision is to provide technology that is easy enough for DSPs to use every day, and yet sophisticated enough to aggregate data for your leadership team or board of directors.

[icaremanager.com](http://icaremanager.com)

### **IntellectAbility**

*IntellectAbility* provides a comprehensive suite of risk resolution and learning tools for professional supporters. Our tools empower, educate, and inform those responsible for protecting, maintaining restoring health and a good quality of life for people with IDD. *IntellectAbility* replaces risk with health and wellness.

[replacingrisk.com](http://replacingrisk.com)



## OUR EXHIBITORS

### Knowledge Services

*Knowledge Services* is a Professional Services and IT company serving State and Local government since our founding in 1994. We provide our government clients with Survey Management Solutions, Workforce Management Solutions, Managed Service Provider Solutions (MSP + VMS), and Cybersecurity Services. We have been delivering NCI (AD + IDD), CAHPS, and Customized Survey Management Solutions to our clients for over 10 years.

[knowledgeservices.com](http://knowledgeservices.com)

### NADSP – Sponsor

The *National Alliance for Direct Support Professionals* (NADSP) is a national non-profit whose mission is to elevate the status of direct support professionals. NADSP provides training, certification, accreditation, and advocacy for Direct Support Professionals and front line supervisors.

[nadsp.org](http://nadsp.org)

### NASDDDS – Sponsor

The *National Association of State Directors of Developmental Disabilities Services* (NASDDDS) was established in 1964 to expand services for people with developmental disabilities. The NASDDDS works with state agencies to assist in the development of effective systems to support people with developmental disabilities. The mission of the NASDDDS is to assist member state agencies in building person-centered systems of services and supports for people with developmental disabilities and their families.

[nasddds.org](http://nasddds.org)

### NLCDD – Sponsor

The *National Leadership Consortium on Developmental Disabilities* is a partnership of national developmental disabilities organizations. The Consortium offers intensive week-long leadership institutes, short-term learning opportunities relevant to nonprofit leadership and management, mentoring programs, and a resource-rich website all aimed at improving the lives of people with developmental disabilities and their families.

[nlcdd.org](http://nlcdd.org)

### PCHC – Sponsor

The mission of *Philadelphia Coordinated Healthcare* (PCHC) is to enhance access to community health care through education, public health outreach, advocacy, and empowerment as well as to improve health care outcomes for individuals with intellectual disability.

[pchc.org](http://pchc.org)

### Quality Trust for Individuals with Disabilities

*Quality Trust* is an independent, non-profit advocacy organization focused on improving the lives of children and adults with disabilities and their families in the District of Columbia and beyond. We work with people and their family members to solve problems, identify opportunities for learning and contribution, Quality Trust looks for creative ways to minimize differences and make the most of each person's abilities.

[dcqualitytrust.org](http://dcqualitytrust.org)

### SETWorks

*SETWorks* provides comprehensive EHR & data management software, with a focus on organizations supporting individuals with disabilities. Our platform's integrated all-in-one nature allows for seamless workflows across clinical documentation, billing, scheduling, and compliance, promoting efficiency while reducing administrative burdens.

SETWorks is more than software, we partner with organizations across the U.S. to help them maintain compliance, empower them to be data-driven, and solve complex issues through best-practice solutions.

[set-works.com](http://set-works.com)

### Star Services, Inc. – Sponsor

Professional development and consulting for disability services providers.

[starsvc.com](http://starsvc.com)

### Tarrytown Expocare Pharmacy

*Tarrytown Expocare Pharmacy* is a national pharmacy that only services facilities/agencies that support individuals with IDD.

[tarrytownexpocare.com](http://tarrytownexpocare.com)

## OUR EXHIBITORS

### TASH – Sponsor

The mission of *TASH* is to promote the full inclusion and participation of children and adults with significant disabilities in every aspect of their community and to eliminate the social injustices that diminish human rights. These things are accomplished through collaboration among self-advocates, families, professionals, policy-makers, advocates and many others who seek to promote equity, opportunity, and inclusion.

[tash.org](http://tash.org)

### Institute on Community Integration – Sponsor

*The Institute on Community Integration* (ICI) at the University of Minnesota pushes the edge of inclusion through an intensive focus on policies and practices that affect children, youth, and adults with disabilities, and those receiving educational supports. ICI's collaborative research, training, and information-sharing ensure that people with disabilities are valued by, included in, and contribute to their communities of choice throughout their lifetime. ICI works with service providers, policymakers, educators, employers, advocacy organizations, researchers, families, community members, and individuals with disabilities around the world, building communities that are inclusive.

[ici.umn.edu](http://ici.umn.edu)

### The BI Collaborative

*The BI Collaborative* helps providers become better data-driven organizations. Research confirms that data-driven organizations are 30% more likely to reach goals, 6% more profitable and 173% more compliant with regulations. We only work in the Human Services Industry. We automate pulling data from disparate systems to create a single source of truth for performance reporting in Power BI.

[thebicollab.com](http://thebicollab.com)

### The Sanctuary Institute

*The Sanctuary Institute* is the home of The Sanctuary® Model which is a blueprint for clinical and organizational change which, at its core, promotes safety and recovery from adversity through the active creation of a trauma-informed culture and community within organizations.

[thesanctuaryinstitute.org](http://thesanctuaryinstitute.org)

### Therap Services, LLC

*Therap* provides a comprehensive, person-centered electronic documentation and information management system to support agency workflows, communication, compliance, organizational outcomes, and revenue management.

[therapservices.net](http://therapservices.net)

**Giv. + RQ** Reinventing Quality

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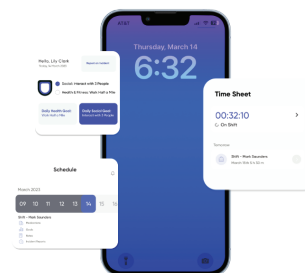


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dsws.umn.edu

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# STRANDS

## Behavioral Health Supports *(Behavioral Health)*

Strand Chair: David Rotholtz

SESSIONS:

- **Breakout D:** Evaluating Workforce Investments - Lessons from the State of New York *(Maryland B)*
- **Breakout E:** Technology in the Effective Delivery of Clinical Services *(Maryland A)*

## Emergency Preparedness

Strand Chair: Laura Vegas

SESSION:

- **Breakout C:** Be Ready: Louisiana's Office for Citizens with Developmental Disabilities Emergency Preparedness and Disaster Response *(Maryland D)*

## Diversity, Equity, and Inclusion *(DEI)*

Strand Chair: Kristen Loomis

SESSIONS:

- **Breakout A:** Becoming an Equity Champion: How to Use Your Strengths to Advance DEI *(Maryland D)*
- **Breakout B:** Promoting Equitable Access Across the System *(Maryland C)*
- **Breakout E:** It's More Than a Performance: ANCOR's Journey of Systemic Change *(Maryland E)*

## Employment

Strand Chair: Julie Bershadsky

SESSIONS:

- **Breakout A:** One State's Approach to Capacity-building and Transformation of Employment Services *(Maryland B)*
- **Breakout B:** Creating Pathways to Employment through Authentic Community Life Engagement *(Maryland A)*

## Evaluating Innovations

Strand Chairs: Laura Vegas & Julie Bershadsky

SESSIONS:

- **Breakout D:** Evaluating Workforce Investments - Lessons from the State of New York *(Maryland C)*
- **Breakout E:** Technology in the Effective Delivery of Clinical Services *(Maryland B)*

## Families & Caregivers

Strand Chairs: Laura Vegas & Lydia Dawson

SESSIONS:

- **Breakout B:** The National Agenda for Supporting Families in Action *(Baltimore B)*
- **Breakout C:** Bridging State IDD and Aging Programs *(Maryland E)*

## Federal & State

Strand Chairs: Laura Vegas & Lydia Dawson

SESSIONS:

- **Breakout A:** Stories & Numbers: Effective Grassroots Advocacy and Coalition Building *(Maryland E)*
- **Breakout B:** The HCBS Settings Rule Ten Years Later: From Aspiration to Reality *(Maryland D)*



# STRANDS

## Leadership

Strand Chair: Kristin Loomis & Mary Kay Rizzolo

SESSIONS:

- **Breakout D: Everyday Leadership: Stories of Success & Lessons Learned** (*Maryland A*)
- **Breakout E: Leadership at the Systems Level: Opportunities for Impact** (*Maryland C*)

## Lessons Learned from the Public Health Emergency (Public Health)

Strand Chair: Barbara Merrill

SESSION:

- **Breakout C: Lessons Learned from the Pandemic** (*Maryland A*)

## MCOs and Others: Tying Quality to Payment Models (Payment Models)

Strand Chairs: Kathy Carmody & Mary Kay Rizzolo

SESSION:

- **Breakout A: You Get What You Pay For: Incentivizing Quality Services and Supports** (*Maryland C*)

## Not Otherwise Affiliated with a Strand (Unaffiliated)

Strand Chair: Maggie Nygren

SESSIONS:

- **Breakout D: Effective Sexual Assault Response: From Reporting to Recovery** (*Maryland E*)
- **Breakout E: The DSP Role: Beyond a Caretaker Mentality** (*Maryland D*)

## Person-Centered Practices

Strand Chairs: Alixe Bonardi & Mary Kay Rizzolo

SESSIONS:

- **Breakout A: Reinventing Your Quality Measures: Keeping the Focus on People** (*Maryland A*)
- **Breakout B: National Efforts to Advance Quality Person Centered Practice** (*Maryland B*)
- **Breakout C: Practicing Quality, Person-centered Supports in the Real World** (*Maryland C*)

## Quality Oversight & Measures (Quality)

Strand Chairs: Val Bradley & Donna Martin

SESSIONS:

- **Breakout D: Using National Core Indicators to Identify Quality Improvement Targets** (*Baltimore A*)
- **Breakout E: Person-centered Advocacy, Vision and Education (PAVE) Service Outcomes System** (*Baltimore B*)

## Supported Decision-Making

Strand Chair: Morgan Whitlatch

SESSION:

- **Breakout C: Supported Decision-Making: Addressing Diversity, Equity, & Inclusion** (*Baltimore B*)

## Self-Advocacy

Strand Chairs: Mike Brogioli, Tia Nelis & Jerry Smith

SESSIONS:

- **Breakout A: Get Out and Vote! Lessons from SABE's Go Voter Project** (*Baltimore B*)
- **Breakout B: Beyond Tokenism: Meaningful Engagement of Self-advocates** (*Maryland E*)

## STRANDS

### State of the Provider Community

Strand Chair: Barbara Merrill

SESSION:

- **Breakout D: State of the Provider Community** (*Baltimore B*)

### Technology

Strand Chairs: Donna Martin, Gabrielle Sedor, & Kim Fisher

SESSIONS:

- **Breakout D: Assistive Technology Training Center (ATEC) and ARMS Overview** (*Maryland D*)

### Workforce

Strand Chairs: Amy Hewitt & Joseph Macbeth

SESSIONS:

- **Breakout A: Multi-level Systems Change to Address Workforce Development: RI and PA Initiatives** (*Baltimore A*)
- **Breakout B: Moving Mountains Award Winners Program Descriptions of Interventions for Success** (*Maryland E*)
- **Breakout C: Data-informed Workforce Development Practices and Policy** (*Baltimore A*)



## Quality Assurance, Compliance and Audit Solution

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Last Update: 05/24



## Human Services Research Institute

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- Mental and Behavioral Health
- Intellectual & Developmental Disabilities
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[hsri.org](https://hsri.org)



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Congratulations from the NADSP Board and Staff



National Association of State Directors  
of  
Developmental Disabilities Services

NASDDDS assists member state agencies in building person-centered and culturally and linguistically appropriate systems of services and supports for people with intellectual and developmental disabilities and their families.

Find out more at [nasddds.org](https://nasddds.org) or use the QR code!







**NATIONAL LEADERSHIP CONSORTIUM ON DEVELOPMENTAL DISABILITIES**

**GREAT SERVICE SYSTEMS START WITH GREAT LEADERS**

The National Leadership Consortium provides quality, values-based training, technical assistance, research, evaluation, and resources aimed at developing the skills, knowledge, resources, and networks of leaders so that organizations and systems can best support people with disabilities to direct their services and lives and to fully belong in their chosen communities!

"The Leadership Institute provides essential skills to lead the field to the next level of community inclusion, building leaders from the ground level up. It was one of the best experiences of my career."  
-Attendee Winter Leadership Institute Training

**MORE INFORMATION :**  
[INFO@NATLEADERSHIP.ORG](mailto:INFO@NATLEADERSHIP.ORG)  
[NATLEADERSHIP.ORG](http://NATLEADERSHIP.ORG)

Scholarships are available For DSPs and applicants with disabilities for our Leadership Institutes



SCAN TO LEARN MORE!



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A Human Service Systems Management Company

Our mission is to **enhance access** to community *physical and mental health care* through **education**, public health outreach, **advocacy** and empowerment as well as to improve health care outcomes for individuals with an Intellectual Disability (ID) and/or Autism.

**215-546-0300 \*3685**  
[www.pchc.org](http://www.pchc.org)

Funding provided by the Philadelphia Department of Behavioral Health/Intellectual disAbility Services, the Bucks, Chester, Delaware and Montgomery County Offices of Intellectual/ Developmental Disabilities and the Office of Developmental Programs, Pennsylvania Department of Human Services.




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**BENCHMARK HUMAN SERVICES**

**Connecting People and Potential**

For more than 60 years, Benchmark Human Services has been helping people with disabilities and behavioral health needs reach their full potential.

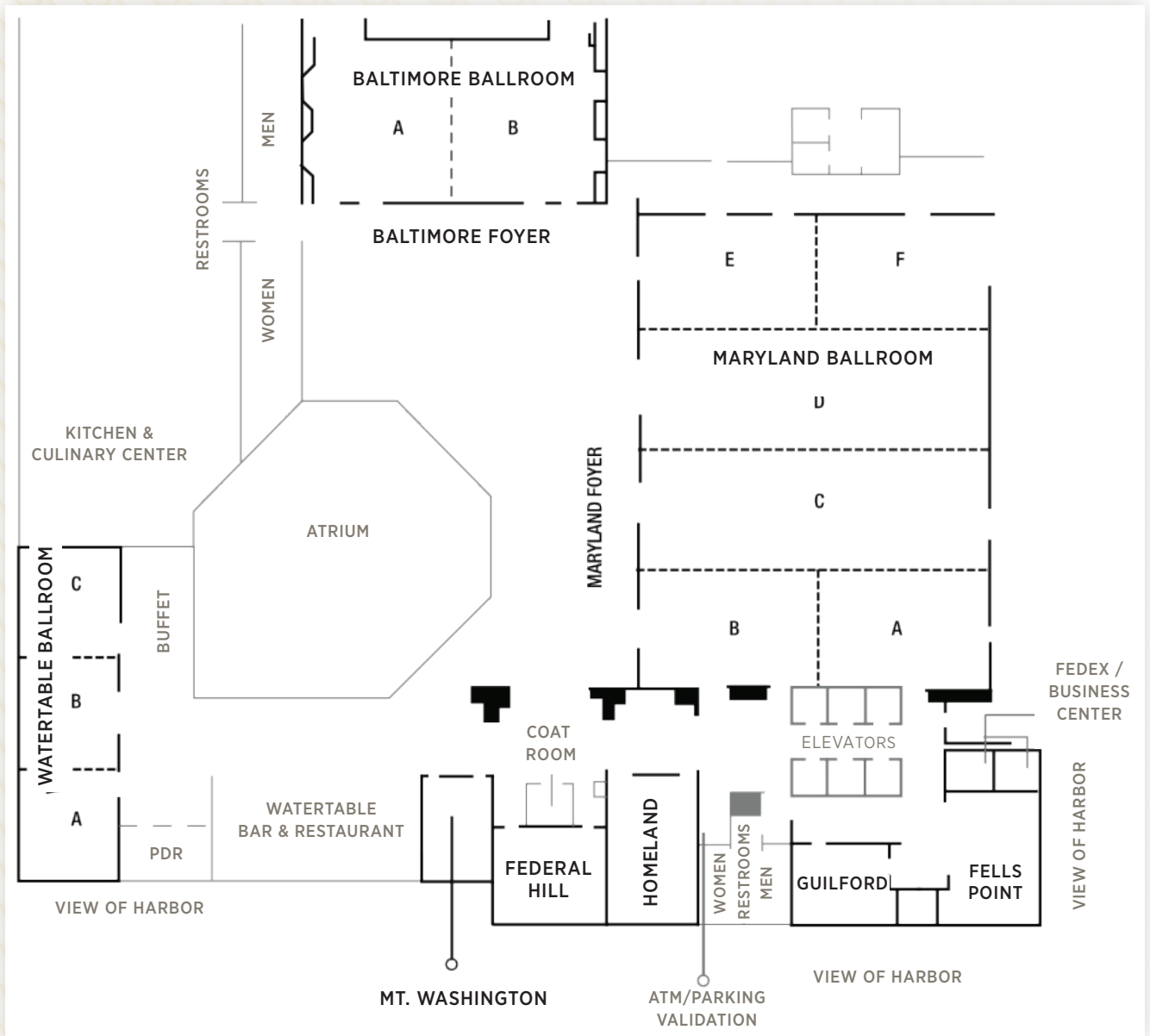
From residential and employment services to mobile crisis response and family unification, Benchmark provides a variety of services. Our team is 3,400-strong and serves more than 20,000 children and adults throughout the United States.

**BenchmarkHS.com** | Scan the QR code to learn more.



# CONFERENCE MAP

## Fifth Floor





## SCHEDULE AT A GLANCE

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### SUNDAY SEPTEMBER 15, 2024

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1:00 – 4:00 pm **Pre-Conference Sessions**

5:00 – 6:30 pm **Welcome Reception**

### MONDAY SEPTEMBER 16, 2024

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7:30 – 8:30 am **Continental Breakfast**

7:30 am – 6:00 pm **Exhibit Time**

8:30 – 10:00 am **Opening Plenary**

10:00 – 10:30 am **Exclusive Exhibit Time/ Break**

10:30 – 11:30 am **Breakout A**

11:30 – 1:30 pm **Lunch on Your Own/ Exhibit Time**

1:30 – 2:30 pm **Breakout B**

2:30 – 3:00 pm **Exclusive Exhibit Time/ Break**

3:00 – 4:00 pm **Breakout C**

4:00 – 4:30 pm **Exclusive Exhibit Time/ Break**

4:30 – 6:00 pm **Evening Reception**

### TUESDAY SEPTEMBER 17, 2024

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7:30 – 8:30 am **Continental Breakfast**

7:30 am – 11:00 am **Exhibit Time**

8:30 – 10:00 am **Plenary II**

10:00 – 10:30 am **Exclusive Exhibit Time/ Break**

10:30 – 11:30 am **Breakout D**

11:30 – 1:00pm **Lunch on Your Own**

1:00 – 2:00 pm **Breakout E**

2:00 – 2:15 pm **Break**

2:15 – 3:00 pm **Closing Plenary**



# CONFERENCE SCHEDULE

## SUNDAY SEPTEMBER 15, 2024

1:00 – 4:00 pm

### Pre-Conference Sessions

#### Leading in Challenging Times Fells Point

Fells Point

This session will explore the decisions leaders face during crises and difficult times. Discussion will cover skills, strategies, tools and stories featuring both lessons learned and successes surrounding leadership during periods of change and challenge.

Caitlin Bailey, *NLCDD*, Kristen Loomis Greenidge, *NLCDD*, Angela Rapp Kennedy, *CQL*

#### Trauma-Informed Care

Pride of Baltimore

This session provides insights into how people with ID may express trauma and includes strategies for use by the professionals who support them.

Karyn Harvey, *Psychologist and Author*

#### Promoting Alternatives to Guardianship for Youth with IDD: CYVYC Youth in Action

Gibson

This interactive preconference session will begin with an overview of national trends in alternatives to guardianship for youth with intellectual/developmental disabilities. We will do a deep dive into the goals and activities of the Center on Youth Voice, Youth Choice. We will highlight the Center's Youth Ambassador program, which empowers youth with IDD to be leaders in their states in promoting alternatives to guardianship.

Allison Hall, *UMB*, Val Bradley, *HSRI*, Morgan Whitlatch, *Center for Public Representation*, Dana Lloyd, *Georgia Advocacy Office*, Angad Sahgal, *Let Me Do It*

5:00 – 6:30 pm

### Welcome Reception

Maryland Foyer

## MONDAY SEPTEMBER 16, 2024

7:30 – 8:30 am

### Continental Breakfast

Maryland Foyer

7:30 – 6:00 pm

### Exhibits Open

Maryland Foyer

8:30 – 10:00 am

### Plenary Session

Maryland Ballroom

#### Keynote Address: Federal Efforts to Support Community Living

Alison Barkoff, *Administration for Community Living, HHS*

10:00 – 10:30 am

### Exclusive Exhibit Time/ Break

Maryland Foyer

10:30 -11:00 am **Breakout Sessions A****WORKFORCE****Multi-level Systems Change to Address Workforce Development: RI and PA Initiatives**

Baltimore A

This session will share outcomes of two multi-level systems change initiatives that states have undertaken to address issues of direct support workforce turnover, vacancy and professional development. Using data and evidence-informed practices these initiatives have yielded positive quantifiable outcomes. Leaders from Pennsylvania and Rhode Island will share their state efforts that are informed by multi-stakeholder groups (including direct support professionals), and have produced promising outcomes for replication.

**Amy Hewitt**, *UMN (moderator)*, **Kevin Savage**, *Rhode Island BHDDH*, **Amy Gratten**, *Rhode Island College*, **Kristin Ahrens**, *Pennsylvania ODP*, **Jeremy Yale**, *Pennsylvania ODP*

**PERSON-CENTERED PRACTICES****Reinventing Your Quality Measures: Keeping the Focus on People**

Maryland A

This session will discuss the importance of person-centered outcome measurement for understanding quality.

**Courtney Kelly**, *CQL*, **Dorothy Hiersteiner**, *HSRI*, **Tanya Richmond**, *Support Development Associates*

**SELF-ADVOCACY****Get Out and Vote! Lessons from SABE's Go Voter Project**

Baltimore B

This session will highlight the work of SABE's Go Voter project through the National Technical Assistance Center for Voting and Cognitive Access which helps protection and advocacy systems, election officials and people with disabilities to make voting accessible for all citizens. This Center is managed and operated by leaders of the self-advocacy movement.

**Tia Nelis**, *SABE*

**EMPLOYMENT****One State's Approach to Capacity-building and Transformation of Employment Services**

Maryland B

This session will explore the approaches taken in Minnesota to support providers with letting go of their 14c Special Wage Certificates and shifting services to support competitive integrated employment and community life engagement. Participants will hear from a provider who undertook the transformation journey, as well as from a person whose services changed as a result. Participants will also learn about the public policies that influenced this project and about the unique challenges and opportunities that Minnesota has encountered in making this shift.

**Brian C. Begin**, *UMN*, **Staci Jones**, *UMass Boston*, **Lesli Kerkoff**, *MN DHS*, **Tim Schmutzer**, *PHASE Industries*, **Robert Rosenwald**, *Hometown Flips*

**FEDERAL & STATE****Stories & Numbers: Effective Grassroots Advocacy and Coalition Building**

Maryland E

This highly interactive session focuses on how to build partnerships and uses a variety of grassroots advocacy tools. Virtually all of the progress in our field has come about because of persistent advocates who wouldn't take no for an answer. While data is incredibly important to influence positive change, there is no substitute for policy makers hearing directly from their constituents.

**Noah Block**, *ANCOR*, **Greg Robinson**, *ASAN*

## DEI

**Becoming an Equity Champion: How to Use Your Strengths to Advance DEI**

Watertable

This session will help any leader with education, tools, and skill development to become equity champions in their organization and communities. Attendees will learn how to assess their strengths and skills, discover the best DEI role they can play, and tools to help organizations organize and implement DEI initiatives.

**Jonathan Meagher-Zayas**, *Equity Warrior Strategies*, **Nicole DamaPoletto**, *Equity Warrior Strategies*

## PAYMENT MODELS

**You Get What You Pay For: Incentivizing Quality Services and Supports**

Maryland C

This session features an engaging discussion about ways to incentivize providers to deliver the most person-centered, outcome-based services and supports. The value-based payment model being utilized in Ohio and the impact it has had on employment services will be discussed.

**Jennifer Riha**, *I Am Boundless, Inc.*, **Solomon Parker**, *CareSource*, **Stacy Collins**, *Ohio DODD*

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11:30 – 1:30 pm **Lunch on Your Own/ Exhibit Time**

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1:30 - 2:30 pm **Breakout Sessions B**

## PERSON-CENTERED PLANNING

**National Efforts to Advance Quality Person Centered Practice**

Maryland B

This session will spotlight efforts supported by the Administration for Community Living and collaborating agencies to make quality, person-centered practice a reality in the lives of people with disabilities who use long term supports and services.

**Kate Brady**, *HSRI*, **Saska Rajcevic**, *HSRI*, **Shawn Terrell**, *Administration for Community Living*

## DEI

**Embedding Equitable Access Across the System**

Maryland C

This session will explore and model practical approaches aimed at embedding equity in our service systems. We will focus on inclusive practices, prioritizing diversity in policymaking, data collection, and meaningful community engagement.

**Regina Rodriguez Sisneros**, *NASDDDS*, **Alison Whyte**, *DC Developmental Disabilities Council*

## SELF-ADVOCACY

**Beyond Tokenism: Meaningful Engagement of Self-advocates**

Maryland E

This session explores opportunities and challenges regarding how people with intellectual and developmental disabilities are engaged in the work to advance our missions. Topics to be addressed include tips for better preparing self-advocates for various roles including as project advisors, board members, and staff positions, as well as the importance of finding the right match that aligns self-advocate interests, skills and perspectives with organizational priorities and objectives.

**Michael Brogiolioli**, *TASH*, **Tia Nelis**, *TASH*, **BJ Stasio**, *NY OPWDD*



## EMPLOYMENT

**Creating Pathways to Employment and Authentic Community Life Engagement**

Maryland A

This session will examine the need to intentionally align the delivery of community-based non-work services and integrated employment services. Attendees will gain the knowledge they need to support high-quality person-centered outcomes that include both work and non-work services and reduce silos that currently exist with the delivery of these services.

**Jennifer Sulewski**, *UNH*, **Jean Winsor**, *UMass Boston*, **Staci Jones**, *UMass Boston*, **Susan Brooks**, *RCM of Washington*

## FEDERAL &amp; STATE

**The HCBS Settings Rule Ten Years Later: From Aspiration to Reality**

Watertable

This session will provide an overview of the progress made around the HCBS Settings rule, created to ensure that every person receiving Medicaid-home and community funded services has full access to the benefits of community living. While the majority of states were granted time to come into compliance for some of the requirements, in many places the Rule has been quietly transforming how people think about services—putting people in control of everyday aspects of how they spend their day.

**Bernard Simon**, *Maryland HHS*, **Cheryl Wicks**, *Mosaic*, **Melissa Harris**, *CMS*

## FAMILIES &amp; CAREGIVERS

**The National Agenda for Supporting Families in Action**

Baltimore B

This session features an engaging panel discussion as presenters share how they have seen opportunities for leadership at every level of the system and how we can support others to be leaders. As well, they will share success stories of leadership being leveraged for change and lessons learned around leadership, development, and organizational and systems change.

**Michelle C. Reynolds**, *UMKC*, **Laura Vegas**, *NASDDDS*

## WORKFORCE

**Presentation of the 2024 Moving Mountains Awards**

Baltimore A

This facilitated session will showcase details about two innovative direct support workforce development initiatives, with presentations by the organizations that won the 2024 Moving Mountains Award, Perspectives Corporation and Richcroft, Inc.

SESSION FACILITATORS: **Michelle Smith**, *UMN ICI* & **Jolene Thibedeau Boyd**, *UMN ICI*

**Perspectives Corporation** (*North Kingstown, RI*): **Amy Page** & **PJ Harder**

**Richcroft, Inc.** (*Hunt Valley, MD*): **Paula Jones** & **Tracy Chavis**

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2:30 – 3:00 pm **Exclusive Exhibit Time/ Break**

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3:00 – 4:00 pm **Breakout Sessions C**

## EMERGENCY PREPAREDNESS

**Be Ready: Louisiana's Office for Citizens with Developmental Disabilities  
Emergency Preparedness and Disaster Response**

Watertable

This session features the Louisiana Office of Citizens with Developmental Disabilities' emergency preparedness work, both past and present.

**Julie Foster-Hagan**, *Louisiana Office of Citizens with Developmental Disabilities*



## PUBLIC HEALTH

**Lessons Learned from the Pandemic**

Maryland A

This session will discuss the challenges around vaccine hesitancy, federal government assistance in the form of funding and regulatory flexibilities, and how technology has evolved to meet people's needs better.

**John Tschida**, *AUCD*, **Donna Martin**, *ANCOR*, **Maulik Trivedi**, *StationMD*

## WORKFORCE

**Data-informed Workforce Development Practices and Policy**

Baltimore A

This session will identify and discuss best practices in DSP workforce development.

**Rachel Chinetti**, *Elevance Health (moderator)*, **Jenn Cohen**, *Miami University*,

**Julie Bershadsky**, *UMN*, **Dorothy Hiersteiner**, *HSRI*

## SUPPORTED DECISION-MAKING

**Supported Decision-Making: Addressing Diversity, Equity, & Inclusion**

Baltimore B

This session will explore the practice of Supported Decision-Making (SDM) as a person-centered and culturally responsive strategy for overcoming intersectional barriers people with disabilities face when seeking decision-making supports. It will highlight lessons learned in Georgia and Massachusetts projects seeking to increase access to SDM in underrepresented and underserved communities.

**Dana D. Lloyd**, *Georgia Advocacy Office*, **Morgan K. Whitlatch**, *Center for Public Representation*,  
**Grace Sherman**, *Georgia Youth Ambassador*

## PERSON-CENTERED PLANNING

**Practicing Quality, Person-centered Supports in the Real World**

Maryland C

This session shares stories from a provider agency that has focused its efforts and made strides in ensuring that person centered practice is at the core of quality supports.

**James Dailey**, *Opportunities for Positive Growth*, **Tony Clements**, *Opportunities for Positive Growth*,  
**Carolyn Nickerson**, *Opportunities for Positive Growth*

## FAMILIES &amp; CAREGIVERS

**Bridging State IDD and Aging Programs**

Maryland E

This session explores how the Bridging ID/DD and Aging grants bring together State Councils on Developmental Disabilities, State Developmental Disability Agencies, State Aging Agencies, and other State and/or Territory partners through State Alliance Teams (SATs) to give States and/or Territories the opportunity to develop best practices, systems change, policy change, and other types of changes and training that can be replicated across the country that will enhance and improve aging services to individuals with IDD and their families.

**Andrew Morris**, *NACDD*, **Robin Troutman**, *NACDD*

4:00 – 4:30 pm	<b>Exclusive Exhibit Time/ Break</b>	Maryland Foyer
4:30 – 6:00 pm	<b>Evening Reception</b>	Maryland Foyer

**TUESDAY** AUGUST 2, 2024

7:30 – 8:30 am	<b>Continental Breakfast</b>	Maryland Foyer
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7:30 am – 12:00 pm	<b>Exhibit Time</b>	Maryland Foyer
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8:30 – 10:00 am	<b>Plenary Session</b>	Maryland Ballroom
<b>Keynote Address: Centering Stories on People Who Matter</b> Amy Silverman, <i>Journalist</i> , Sophie Stern, <i>Self-Advocate</i> , Rebecca Monteleone, <i>University of Toledo</i>		

10:00-10:30 am	<b>Exclusive Exhibit Time/ Break</b>	Maryland Foyer
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10:30 – 11:30 am	<b>Breakout Sessions D</b>	
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**TECHNOLOGY****Assistive Technology Training Center (ATEC) and ARMS Overview**

Watertable

This session will highlight the Assistive Technology Training Center created in 2017. The goal of the center is to support provider agencies to build their capacity for assistive technology and remote supports. The ATECH is a place where provider agencies can see the newest assistive technology, gain knowledge, and find possible technology solutions to specific barriers.

**Pam Fields**, *ATEC*, **Representative(s) from MidState Arc**, *founding organization for ATEC*

**QUALITY****Using National Core Indicators to Identify Quality Improvement Targets**

Baltimore A

This panel will focus on how four states (VA, NE, NY, and OR) — are using National Core Indicators — Intellectual and Developmental Disabilities (NCI-IDD) data from the In Person Survey to identify issues affecting people with IDD in their states, to develop quality improvement initiatives, and to track progress. Attendees will learn more about NCI-IDD and how it can be used to improve services and supports in their own states.

**Brent Watkins**, *Oregon Department of Human Services*, **Olivia Popiel**, *New York OPWDD*,  
**Sara Berg**, *New York OPWDD*, **Kristin Smith**, *Nebraska DHHS*, **Rachel Ray**, *University of Nebraska Medical Center*,  
**Parthenia Dinora**, *Virginia Commonwealth University*,  
**Seb Prohn**, *Virginia Commonwealth University*

**EVALUATING INNOVATIONS****Evaluating Workforce Investments - Lessons from the State of New York**

Maryland C

This session will describe New York's Office for People with Development Disabilities' (OPWDD) ARPA-funded workforce initiatives designed to improve recruitment and retention of Direct Support Professionals and their evaluation by University of Minnesota's Institute on Community Integration.

**Julie Bershadsky**, *University of Minnesota*, **Ryan Cox**, *NY OPWDD*, **Monica Robinson**, *NY Alliance*,  
**Kathy Brown**, *NADSP*, **Cynthia Proctor**, *SUNY*





## BEHAVIORAL HEALTH

**The Link Center: Aiming to Improve Mental Health Treatment and Access for People with IDD, Brain Injury, and Communication Differences**

Maryland B

This session will present The Link Center, a project of national significance funded by the Administration for Community Living and led by the collective experience and expertise of NASDDDS, NADD, and the National Association of State Mental Health Program Directors. We will share the many activities and intended outcomes of The Link Center aimed to increase capacity to equitably and more effectively support individuals with co-occurring conditions.

**Mary P. Sowers**, *NASDDDS*

## PROVIDERS

**State of the Provider Community**

Baltimore B

This session will explore the impact on services of stubbornly high DSP turnover rates and staff vacancies, how providers are responding, and how advocates can take action to ensure an array of providers are available for people choosing services.

**Barbara Merrill**, *ANCOR*, **Laura Howell**, *Maryland Association of Community Services*,  
**Karen Adams-Gilchrist**, *Providence of MD*

## LEADERSHIP

**Leadership at the Systems Level: Opportunities for Impact**

Maryland A

This session features leaders sharing the different ways they are investing in building the bandwidth of the system and what we can learn from them.

**Jody Roberts**, *Delaware DHSS*

## UNAFFILIATED

**Effective Sexual Assault Response: From Reporting to Recovery**

Maryland E

This session will build readiness to support sexual assault survivors. It will discuss planning for positive outcomes. It will focus recovery efforts on self-advocate survivors.

**Cynthia Burrow**, *Strategic Education Solutions*, **James Meadours**, *Strategic Education Solutions*

11:30 - 1:00pm

**Lunch on Your Own**

1:00 – 2:00 pm

**Breakout Sessions E**

## QUALITY

**Person-centered Advocacy, Vision and Education (PAVE) Service Outcomes System**

Baltimore B

This session features the “Person-centered Advocacy, Vision and Education (PAVE) Service Outcomes System”, an innovative project designed to support quality outcomes. The California Community Living Network and the California Department of Developmental Services are partnering to develop a new system aimed at improving quality services and outcomes for people with developmental disabilities. The resulting data will be used to promote strategic service planning and development, service improvement, and the implementation of a quality incentives program.

**Mark Melanson**, *California Community Living Network*, **Julie Beadle-Brown**, *California Community Living Network*,  
**Chuck Amos**, *National Quality Forum*

## EVALUATING INNOVATIONS

**Technology in the Effective Delivery of Clinical Services**

Baltimore A

This panel will explore an increasing number of new technologies and ways of providing clinical supports and services, specifically telehealth services. We have seen that using telehealth has many benefits for people we support particularly those with increased mental and physical health needs. This panel will explore these issues, discuss best practices, and, hear from professionals in the field.

**Marc J. Tassé**, *Ohio State University*, **Hope McGonigle**, *Ohio DODD*, **Ann Weisent**, *Ohio DODD*

## BEHAVIORAL HEALTH

**Strategies for Enhancing Fidelity of Positive Behavior Support across Disability Services in Two States**

Maryland A

This presentation will describe strategies used to improve quality of life and decrease challenges encountered in disability services. Presenters from Massachusetts and Minnesota will describe statewide strategies for designing effective person-centered positive behavior support.

**Rachel Freeman**, *UMN*, **Robert Putnam**, *May Institute*

## LEADERSHIP

**Everyday Leadership: Stories of Success & Lessons Learned**

Maryland B

This session features an engaging panel discussion as presenters share how they have seen opportunities for leadership at every level of the system and how we can support others to be leaders. As well, they will share success stories of leadership being leveraged for change and lessons learned around leadership, development, and organizational and systems change.

**Kristen Loomis-Greenide**, *NLCDD (moderator)*, **David Ervin**, *Makom*

**James Meadours**, *Strategic Education Solutions*, **Kristie Littlejohn Kendall**, *The Charles Lea Center*

## UNAFFILIATED

**The DSP Role: Beyond a Caretaker Mentality**

Maryland E

This session will explore how the media and human services have historically described and framed the direct support workforce, and the power of language in elevating or diminishing the work of DSPs and the dignity of the people we support.

**Jerry Smith**, *UMN*, **Karen Lee**, *SEEC*, **Joe Macbeth**, *NADSP*, **Janet Stewart**, *UMN*, **BJ Stasio**, *SANYS*

2:00 – 2:15 pm

**Break**

2:15 – 3:00 pm

## Plenary Session

Maryland Ballroom

### Keynote Address: Three Decades of Learning About Community Living and Inclusion, Now What?

In this closing plenary session, panelists will reflect on what they heard during the conference and what suggestions they have for paving a path forward for inclusion for all people with IDD across the lifespan. The panelists will address tough questions that begin with the structure of our service system. We know that people have better lives in the community. The current system was built as an alternative to institutions, yet some people have yet to benefit from the promise of community living. The people who have remained in institutions, sometimes for decades, typically have very complex support needs.

We built the system we have today as an alternative to institutions, but:

- Have we let the community off the hook for ensuring people with IDD are included?
- Have we made it difficult for families to stay engaged in their child/sibling's lives when they no longer live at home?
- Is our promise of person-centered supports and inclusion rhetoric or reality?
- If we could start all over and build a new, what would long term services and supports look like today?

These and other tough questions will be explored with ideas from the next generation of leaders about what needs to happen moving forward.

**Amy Hewitt**, *UMN (moderator)*, **Brian Boyce**, *Cow Tipping Press*,  
**Syard Evans**, *Arkansas Support Network*, **BJ Stasio**, *NY OPWDD*,  
**Marian Frattarola-Saulino**, *Values Into Action*





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**2**

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**3**

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## Notes

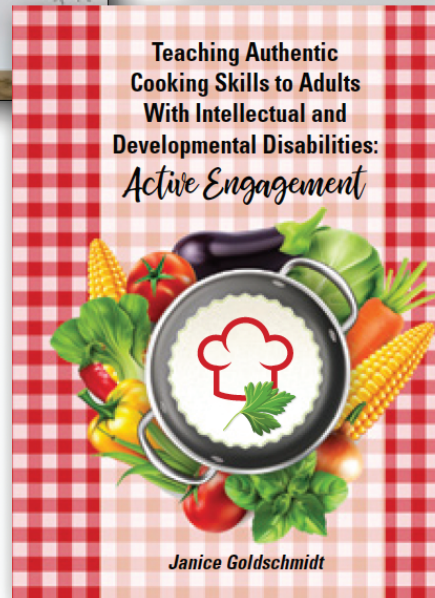
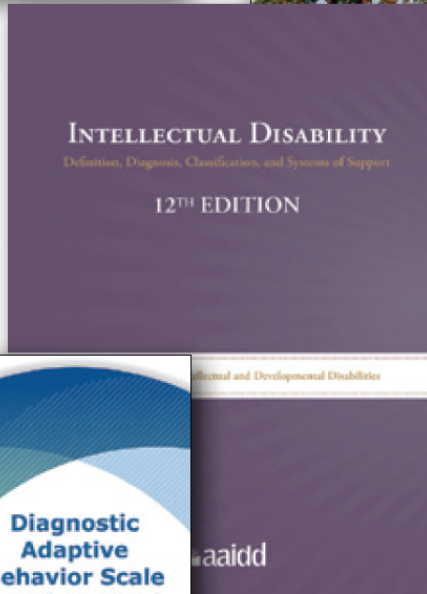
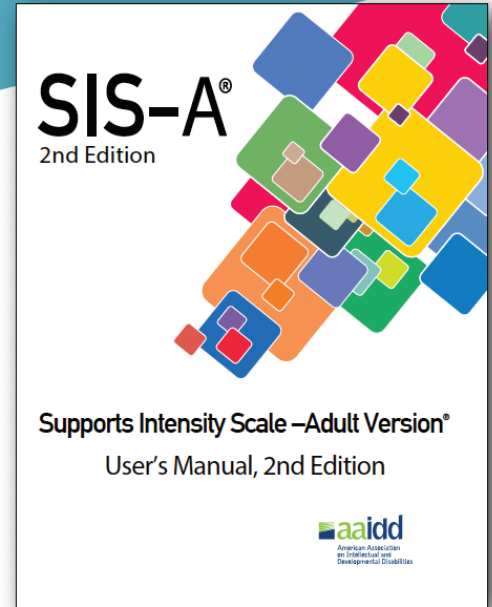
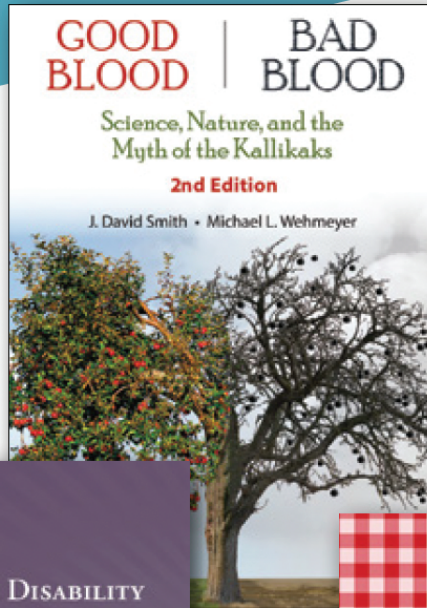
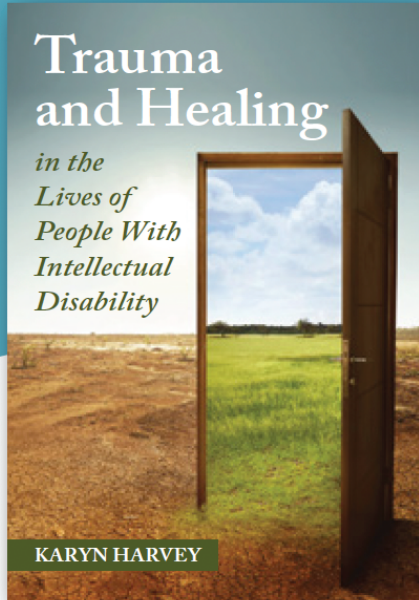
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## Notes

## Notes

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# Resources *for* Disability Professionals



**Come see us in the Exhibit Area!**  
**Special Conference Pricing Available.**