

Pathways to Excellence:
Achieving System-Wide Strategic Goals Together

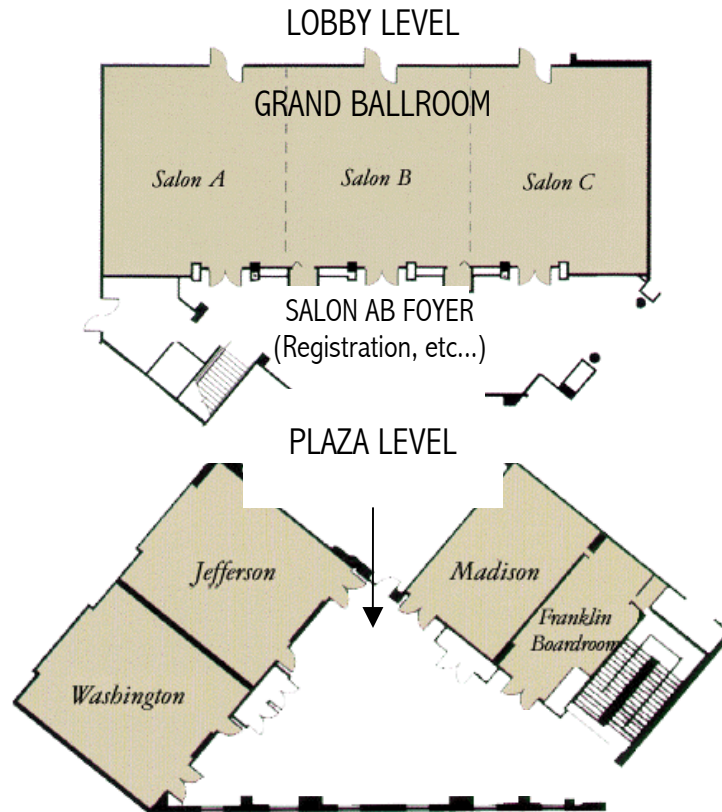


PROGRAM

NASDDDS 2003 Annual Meeting
November 12-14
Hilton Alexandria Old Town
Alexandria, Virginia



Hilton Alexandria Old Town Floor Plan



<u>ROOM</u>	<u>FUNCTION</u>	<u>LEVEL</u>
Salon AB Foyer	Registration, Welcome Reception, Breakfast, Breaks and Luncheon Set-Up	Lobby Level
Salon AB	National Policy & Directors' Forums and Plenary & Wrap-Up Sessions	Lobby Level
Salon A	Breakout Sessions	Lobby Level
Salon B	Breakout Sessions	Lobby Level
Washington Room	Breakout Sessions	Plaza Level
Jefferson Room	Breakout Sessions	Plaza Level
Madison Room	Breakout Sessions	Plaza Level
Franklin Boardroom	LDDA Meeting	Plaza Level



NASDDDS 2003 Annual Meeting

Program at a Glance

Wednesday, November 12

8:00 AM - 9:00 AM	Continental Breakfast	Salon AB Foyer
8:00 AM - 6:00 PM	Registration	Salon AB Foyer
8:45 AM - 10:30 AM	National Policy Forum*	Salon AB
	* Open to State Directors and key MR/DD staff only	
10:30 AM - 10:45 AM	Morning Break	Salon AB Foyer
10:45 AM - 12:00 PM	National Policy Forum <i>continues</i>	Salon AB
12:00 PM - 1:30 PM	Lunch On Your Own	
1:30 PM - 3:00 PM	State Directors' Forum*	Salon AB
	* Open to State Directors and key MR/DD staff only	
1:30 PM - 3:00 PM	Local DD Authorities (LDDA) Meeting	Franklin Boardroom
3:00 PM - 3:15 PM	Afternoon Break	Salon AB Foyer
3:15 PM - 4:30 PM	State Directors' Forum <i>continues</i>	Salon AB
3:15 PM - 5:00 PM	Local DD Authorities (LDDA) Meeting <i>continues</i>	Franklin Boardroom
4:30 PM - 5:00 PM	State Directors' Business Meeting	Salon AB
	* Open to State Directors and designated proxies only	
5:30 PM - 7:00 PM	Welcome Reception	Salon AB Foyer

Thursday, November 13

8:00 AM - 9:00 AM	Continental Breakfast	Salon AB Foyer
8:00 AM - 4:45 PM	Registration	Salon AB Foyer
9:00 AM - 9:15 AM	Welcome and Introductions	Salon AB
9:15 AM - 10:15 AM	Plenary Address I (Nancy Thaler)	Salon AB
10:15 AM - 10:30 AM	Morning Break	Salon AB Foyer
10:30 AM - 11:30 AM	Plenary Address II (David Pitonyak)	Salon AB
11:30 AM - 12:00 PM	Censoni Award Presentation	Salon AB
12:00 PM - 1:30 PM	Luncheon	Buffet Set-Up in Salon AB Foyer
1:30 PM - 3:00 PM	Breakout Sessions I	<i>See detailed Program for locations</i>
3:00 PM - 3:15 PM	Afternoon Break	Salon AB Foyer
3:15 PM - 4:45 PM	Breakout Sessions II	<i>See detailed Program for locations</i>

Friday, November 14

8:00 AM - 9:00 AM	Continental Breakfast	Salon AB Foyer
8:00 AM - 11:45 AM	Registration	Salon AB Foyer
9:00 AM - 10:30 AM	Breakout Sessions III	<i>See detailed Program for locations</i>
10:30 AM - 10:45 AM	Morning Break	Salon AB Foyer
10:45 AM - 11:45 AM	Facilitated Wrap-Up Session (Valerie Bradley, Facilitator)	Salon AB



Breakout Sessions: TRACKS

Sessions of the Association's 2003 Annual Meeting are designed to offer member state agency officials a chance to explore the opportunities and challenges associated with addressing the principal components of the recently updated NASDDDS Strategic Plan.

At the core of the plan are its five goals:

- Strengthening Quality Assurance/Improvement Capabilities;
- Developing Responsive Financial Systems and Strategies;
- Building the Community Infrastructure to Under-gird a System of Individualized Supports;
- Building Community Capacity to Support People with Multiple and Complex Needs; and
- Developing a Skilled Community Workforce.

The meeting's breakout sessions are organized around each of the goals into five tracks. To make it easier for you to identify the tracks as you look through the program, for each goal, an abbreviated name has been designated, and a symbol assigned. The table below outlines the abbreviation and symbol for each goal.

GOAL	ABBREVIATION	SYMBOL
Strengthening Quality Assurance/Improvement Capabilities	QA/QI	❶
Developing Responsive Financial Systems and Strategies	Financial Systems/Strategies	❷
Building the Community Infrastructure to Under-gird a System of Individualized Supports	Infrastructure	❸
Building Community Capacity to Support People with Multiple and Complex Needs	Multiple/Complex Needs	❹
Developing a Skilled Community Workforce	Workforce	❺



Breakout Sessions at a Glance

Thursday, November 13

	Salon A	Salon B	Washington	Jefferson	Madison
1:30 PM to 3:00 PM	I-A 5 Supporting Individuals and Families as Employers Keilson	I-B 2 Designing and Implementing Responsive Rate Structures for Providers Davis	I-C 3 Building a System of Crisis Services and Supports Wood	I-D 4 Collaborating to Support People With Criminal and Other Serious Challenging Behaviors Nicholson Rolfe du Pree	I-E 1 Involving Self-Advocates in the Quality Assurance/Improvement Process Coughlin Mills Deaton Gallivan
	Salon A	Salon B	Washington	Jefferson	
3:15 PM to 4:45 PM	II-A 2 Creating and Implementing a HIPAA Compliant, Web-Based Medicaid Billing System Prescott	II-B 1 Looking at Systemic Approaches to Quality Assurance and Quality Improvement DeCrescentis du Pree Nuss Grossman	II-C 3 The SIS: A New Scale to Measure Support Needs Thompson	II-D 4 Meeting the Needs of People with "Difficult" Behaviors: A Look at Three States' Work Pitonyak Fay Rolfe Thaler	

Friday, November 14

	Salon A	Salon B	Washington	Jefferson
9:00 AM to 10:30 AM	III-A 1 Exploring Alternative Oversight Models for Medicaid Home and Community-Based Services Butkus Ketch Garland Jones	III-B 2 Using Alternative Approaches to Individual Budgeting Zillinger Nuss	III-C 3 Reorganizing State Systems of Services for Better Results Fay Haire Morrissey	III-D 5 Community Workforce Development: Core Elements and Contemporary Strategies May Losinno Losinno



Wednesday, November 12

Continental Breakfast

Salon AB Foyer
8:00 AM – 9:00 AM

Registration

Salon AB Foyer
8:00 AM – 6:00 PM

National Policy Forum

Salon AB
8:45 AM – 10:30 AM

The National Policy Forum is open to State Directors and key MR/DD staff only.

Morning Break

Salon AB Foyer
10:30 AM – 10:45 AM

National Policy Forum *continues*

Salon AB
10:45 AM – 12:00 PM

Lunch On Your Own

12:00 PM – 1:30 PM

State Directors' Forum

Salon AB
1:30 PM – 3:00 PM

The State Directors' Forum is open to State Directors and key MR/DD staff only.

Local DD Authorities Meeting

Franklin Boardroom
1:30 PM – 3:00 PM

Afternoon Break

Salon AB Foyer
3:00 PM – 3:15 PM

State Directors' Forum *continues*

Salon AB
3:15 PM – 4:30 PM

Local DD Authorities Meeting *continues*

Franklin Boardroom
3:15 PM – 5:00 PM

State Directors' Business Meeting

Salon AB
4:30 PM – 5:00 PM

The State Directors' Business Meeting is open to State Directors and voting proxy only.

Welcome Reception

Salon AB Foyer
5:30 PM – 7:00 PM

Take advantage of this opportunity for networking among state directors, NASDDDS staff, and other meeting participants.



Continental Breakfast

Salon AB Foyer
8:00 AM – 9:00 AM

Registration

Salon AB Foyer
8:00 AM – 4:45 PM

Welcome and Introductions

Salon AB
9:00 AM – 9:15 AM

Lynda Kahn
President
NASDDDS Board of Directors and
Executive Director
Rhode Island Division of Developmental Disabilities

Robert M. Gettings
Executive Director
NASDDDS

Plenary Address I

Salon AB
9:15 AM – 10:15 AM

Nancy Thaler
Former Deputy Secretary for Mental Retardation in
Pennsylvania, current Director of Quality
Improvement, Center for Medicaid and State
Operations, CMS

Ms. Thaler will weave together the major themes of the strategic plan and comment on the opportunities and challenges attendant to achieving these system change goals within the present public policy environment.

Morning Break

Salon AB Foyer
10:15 AM – 10:30 AM

Plenary Address II

Salon AB
10:30 AM – 11:30 AM

David Pitonyak, Ph.D.
Founder, Imagine and
Contributing Editor, *The Community Journal*, and
President, Commonwealth Coalition for Community

Dr. Pitonyak will draw on his experience consulting on positive approaches to difficult behaviors to highlight the role that each of the major goals of the strategic plan plays in accomplishing one - supporting people with multiple and complex needs.

Censoni Award Presentation

Salon AB
11:30 AM – 12:00 PM

Recipients of the 2003 Censoni Awards for excellence in public service will be announced and recognized for their accomplishments.

Luncheon

Buffet Set-Up in Salon AB Foyer
12:00 PM – 1:30 PM



Breakout Sessions I

Session I-A

TRACK: Workforce ⑤

Salon A

1:30 PM – 3:00 PM

Supporting Individuals and Families as Employers

Jeffrey A. Keilson
Independent Consultant

As more and more states are supporting consumers as employers, people with disabilities and their families are finding that they may need assistance in recruitment and retention of direct support staff. In this session, information about state initiatives will be shared, including a new Web-based program created for residents in Massachusetts and Connecticut that will assist elders and persons with disabilities and their families in recruiting and hiring their own staff. Lessons and tools from Utah's experiences with its Self-Administered Model (SAM), and from Kansas' long-term efforts with self-directed services will be explored, as well. This session will also include a discussion around identifying issues and sharing solutions in supporting people with disabilities and their families in being successful employers.

Session I-B

TRACK: Financial Systems/Strategies ②

Salon B

1:30 AM – 3:00 PM

Designing and Implementing Responsive Rate Structures for Providers

Norm Davis
Mercer Human Resources Consulting, Inc.

Mr. Davis will explore Florida's recent implementation of a standardized rate structure for its providers of home and community-based waiver services as part of its overall system redesign. He will also discuss similar efforts in Kentucky.

Session I-C

TRACK: Infrastructure ③

Washington Room

1:30 AM – 3:00 PM

Building a System of Crisis Services and Supports

Theresa Wood
Director
Vermont Division of Developmental Services

Ms. Wood will describe the underlying processes, structures, and strategies that Vermont's DD service system has in place to support people when they are in crisis.

Session I-D

TRACK: Multiple/Complex Needs ④

Jefferson Room

1:30 PM – 3:00 PM

Collaborating to Support People With Criminal and Other Serious Challenging Behaviors

James Nicholson
Division Administrator
Oklahoma DD Services Division



Linda Rolfe
Director
Washington Division of Developmental Disabilities

Kathryn du Pree
Deputy Commissioner
Connecticut Dept of Mental Retardation

This session will introduce models of state systems of support for people with mental retardation and developmental disabilities who have been charged with/convicted of crimes, and/or present with serious behavioral challenges such as known predatory sexual behavior and/or extreme violence. Because of the multiple needs of people in these groups, multiple services they require, and processes they must go through, states are challenged with forging interagency partnerships on a number of levels. This session will explore these partnerships and related processes that are in place to provide supports and justice.

Session I-E
TRACK: QA/QI ❶
Madison Room
1:30 AM – 3:00 PM

Involving Self-Advocates in the Quality Assurance/Improvement Process

Diane Coughlin
Director
Maryland Developmental Disabilities Administration

Vicki Mills
Self-Advocate
People on the Go

Anne Deaton
Director
Missouri DMRDD

Jane Gallivan
Program Director
Maine Adult MR Services

Ms. Coughlin and Ms. Mills will discuss Maryland's "Ask Me!" Project and its use of self-advocates as interviewers to survey individuals receiving services from DD licensed providers. The focus of the survey is to collect information from individuals receiving services to determine their satisfaction with the quality of their lives. Dr. Deaton will describe the involvement of self-advocates in the development of Missouri's quality management processes through their roles on task forces and advisory boards. She will also discuss the MoA project that relies on people with DD and their family members as volunteers to assess quality of life in the state's group homes. Ms. Gallivan will explore similar efforts in Maine.

Afternoon Break

Salon AB Foyer
3:00 PM – 3:15 PM

Breakout Sessions II

Session II-A
TRACK: Financial Systems/Strategies ❷
Salon A
3:15 PM – 4:45 PM

Creating and Implementing a HIPAA Compliant, Web-Based Medicaid Billing System

Dee Prescott
New Hampshire Developmental Service System



The session will describe New Hampshire's recent efforts to design and implement NHLeads.org, a Web-based infrastructure that includes a Medicaid billing system. It will outline the elements of the Web-based system, including unique identifier assignment and intake sub-systems.

Session II-B

TRACK: QA/QI ❶

Salon B

3:15 PM – 4:45 PM

Looking at Systemic Approaches to Quality Assurance and Quality Improvement

Fred DeCrescentis

Director

Colorado Developmental Disabilities Services

Kathryn du Pree

Deputy Commissioner

Connecticut Dept of Mental Retardation

Laura Nuss

Director

Strategic Leadership & Quality Management

Connecticut Dept of Mental Retardation

Gail Grossman

Assistant Commissioner

Office of Quality Management

Massachusetts Dept of Mental Retardation

Representatives from state DD agencies that have been involved in long-term system-wide quality assurance and/or improvement efforts talk about the components of their QA/QI systems, and the lessons learned from their efforts to date.

Session II-C

TRACK: Infrastructure ❸

Washington Room

3:15 PM – 4:45 PM

The SIS: A New Scale to Measure Support Needs

James R. Thompson

Chairperson, Dept of Special Education

Illinois State University

Dr. James Thompson, lead author of the Supports Intensity Scale (SIS), will provide an overview of the new assessment: how the scale is to be completed, and how information from the SIS can be used for a variety of planning and policy purposes.

Session II-D

TRACK: Multiple/Complex Needs ❹

Jefferson Room

3:15 PM – 4:45 PM

Meeting the Needs of People with "Difficult" Behaviors: A Look at Three States' Work with David Pitonyak

David Pitonyak, Ph.D.

Imagine, Founder and

Contributing Editor of *The Community Journal*, and

President, Commonwealth Coalition for Community

Mary Lee Fay

Administrator

Office of Home and Community Supports,

Oregon Division for Seniors & People with Disabilities



NASDDDS 2003 Annual Meeting

Thursday, November 13

Linda Rolfe
Director
Washington Division of Developmental Disabilities

Nancy Thaler
Former Deputy Secretary for Mental Retardation in
Pennsylvania, current Director of Quality
Improvement, Center for Medicaid and State
Operations, CMS

David Pitonyak will talk specifically about some of his
work with state DD agencies, and give
representatives from those states an opportunity to
share their perspectives on building systems of
support for people with "difficult" behaviors.

Adjourn for the Day
4:45 PM

Just a Reminder...

Please Be Sure To Turn In Your
Meeting Evaluation Form
And
Recycle Your Badge
At The
Registration Desk
At The End Of The Meeting



Continental Breakfast

Salon AB Foyer
8:00 AM – 9:00 AM

Registration

Salon AB Foyer
8:00 AM – 11:45 AM

Breakout Sessions III

Session III-A

TRACK: QA/QI ❶

Salon A
9:00 AM – 10:30 AM

Exploring Alternative Oversight for Medicaid Home and Community-Based Services

Stan Butkus
Director
South Carolina Dept of Disabilities & Special Needs

Todd Ketch
Vice President of Government Affairs
American Health Quality Association

Olivia Garland
Vice President of Business Development
First Health Services

Timothy Jones
Senior Vice President
Delmarva Foundation

Stan Butkus will describe South Carolina's experience using a peer review organization/quality improvement organization (PRO/QIO) to conduct quality reviews of the state's Medicaid-funded home and community-based wavier services. Mr. Ketch will talk about the

role QIOs have played in the health care industry to identify opportunities and provide assistance for improvement. While Ms. Garland and Mr. Jones will talk from the QIO perspective about the application of the QIO model to DD service systems.

Session III-B

TRACK: Financial Systems/Strategies ❷

Salon B
9:00 AM – 10:30 AM

Using Alternative Approaches to Individual Budgeting

Margaret Zillinger
Director
Community Supports and Services
Kansas Dept of Social & Rehabilitation Services

Laura Nuss
Director
Strategic Leadership & Quality Management
Connecticut Dept of Mental Retardation

This session will look at different approaches to individual budgeting used by state systems of MR/DD services.

Session III-C

TRACK: Infrastructure ❸

Washington Room
9:00 AM – 10:30 AM

Reorganizing State Systems of Services for Better Results

Mary Lee Fay
Administrator
Office of Home and Community Supports, Oregon
Division for Seniors and People with Disabilities



Lisa Haire
North Carolina Dept of Mental Health, Developmental
Disabilities & Substance Abuse Services

Gerry Morrissey
Assistant Secretary-Commissioner
Massachusetts EOHHHS/Dept of Mental Retardation

Representatives from three state DD agencies that
have recently participated in human services
reorganization at the state systems level will describe
their new organizational structures, premises behind
the changes, and early outcomes.

Session III-D

TRACK: Workforce 5

Jefferson Room

9:00 AM – 10:30 AM

Community Workforce Development: Core Elements and Contemporary Strategies

Michelle May
Grants Manager
Kansas Council on Developmental Disabilities

Trina Losinno
Executive Director
Special People in Northeast (SPIN, Inc.),

David Losinno
President & CEO
Special People in Northeast (SPIN, Inc.)

Ms. May will describe the Kansas Council on
Developmental Disabilities direct support workforce
development project being carried out by the
Research and Training Center on Community Living at
the University of Minnesota, the Kansas University
Center on Developmental Disabilities, and the Human
Services Research Institute. This comprehensive
effort seeks to improve recruitment and retention of

direct support workers through increased training
opportunities for direct support workers and
supervisors, improved marketing and recruitment
tools, a credentialing and apprenticeship pilot
program, and statewide capacity building plan.
Products created through the projects such as the
realistic job preview video will be showcased. The
Losinno's presentation will outline the workforce
development strategies implemented over the past
five years by SPIN, Inc, a community provider agency
in Pennsylvania, and recipient of the 2003 Moving
Mountains Award for workforce development. They
will also discuss the measures taken to fund and
institutionalize these strategies.

Morning Break

Salon AB Foyer

10:30 AM – 10:45 AM

Facilitated Wrap-Up Session

Salon AB

10:45 AM – 11:45 AM

Valerie Bradley
President
Human Services Research Institute

Ms. Bradley will facilitate a wrap-up dialogue in which
short-term and longer-range implementation
strategies for each strategic goal will be identified
and discussed. Questions to be explored include:
What steps can individual states take to initiate and
complete related system improvement initiatives?
What can NASDDDS do to support such efforts by
member state agencies? What can the federal
government do to facilitate state-level efforts to
initiate and complete key system improvement
initiatives?



Presenter Bios

Plenary Address I: Nancy Thaler

In August 2003, Nancy Thaler began her role as Director of Quality Improvement with CMS. Before joining CMS, Ms. Thaler was the Deputy Secretary for Mental Retardation in the Pennsylvania Department of Public Welfare, a position she held since 1992. During her tenure at Pennsylvania's Office of Mental Retardation she was instrumental in implementing a number of key initiatives including the development of a needs-based individual funding formula, creating a sophisticated consumer information system that includes key quality assurance indicators, and re-designing related business processes. While Deputy Secretary Ms. Thaler served as both a board member and president for the National Association of State Directors of Developmental Disabilities Services.

She served in Pennsylvania's Office of Mental Retardation as the Bureau Director for Community Programs for six years prior to being appointed Deputy Secretary. Before her career in state government, Ms. Thaler worked for sixteen years in a large nonprofit agency in southern Pennsylvania. While with that agency, she served eight years as a direct care worker in private institutions, including four years as a houseparent in a group home for children and another eight years in administrative positions in various capacities. She and her husband are also the parents of a son with disabilities.

Plenary Address II: David Pitonyak, Ph.D.

Dr. Pitonyak is interested in positive approaches to difficult behaviors. He believes that difficult behaviors are "messages" which can tell us important things about a person and his or her surroundings. Understanding the "meaning" of an individual's difficult behaviors is the first step in supporting the person (and the person's supporters) to change. Dr. Pitonyak also believes (to paraphrase Jean Clark), that a "person's needs are best met by people whose needs are met." Supporting a person with difficult behaviors begins with an honest assessment of the needs of the person's supporters. Creating more responsive human services is possible only when we take responsibility for problems of the workplace culture.

Dr. Pitonyak has consulted with families and professionals throughout the United States, Canada, and England. He has worked with people in a variety of settings, including: home and professionally staffed residential settings, schools, supported competitive job sites, sheltered workshops, and day activity programs. He is the founder and a contributing editor for *The Community Journal*, a



Presenter Bios cont...

disability rights newsletter that focuses on building community. He is also the President of the Commonwealth Coalition for Community, a grass roots effort to improve services for people with disabilities and their families in Virginia. In 2001, Dr. Pitonyak was presented with the Outstanding Professional Award by the Autism Society of America, Greater Roanoke Valley Chapter.

Facilitated Wrap-Up Session: Valerie Bradley

Ms. Bradley has been the President of the Human Services Research Institute since its inception in 1976.

She has headed numerous projects aimed at assessing and improving the quality and delivery of services to persons with developmental disabilities. She acted as a principal investigator for the Pennhurst project, a longitudinal effort designed to assess the impact of system change, namely the closing of a state institution in favor of community placement. Ms. Bradley is an expert on quality assurance. She participated in the design of quality indicators for major national advocacy organizations in the developmental disabilities field and has consulted with state governments regarding the design of quality assurance systems. She authored HSRI's manual in quality assurance for the human services field and is the co-editor of a book on quality assurance with Henry Bersani. An updated volume on quality assurance, *Quality Enhancement in a Changing World: Challenges and Opportunities in a Changing World* (Bradley and Kimmich, eds) was recently published by Brookes Publishing.

Currently, she is director of a project for the U.S. Health Care Administration to assess the responsiveness of current federal quality assurance regulations to individual resident outcomes. Ms. Bradley has also directed several projects focusing on family support programs for families with children with disabilities. She co-authored numerous policy analyses in the family support area and has also helped to organize families around the country to develop state family support legislation. She was a co-director of the original Skills Standards project, and with John Agosta and James Knoll, she edited a book titled *Emerging Trends in Family Support*.

She is also directing the Core Indicators project for the Institute and is responsible for the management of the evaluation of self-determination pilots funded by the Robert Wood Johnson Foundation. Her work has also encompassed international analyses – specifically a study to translate the experience with decentralization in Scandinavia to an American context. In conjunction



Presenter Bios cont...

with John Ashbaugh and Bruce Blaney, she edited a book on system change in the field of developmental disabilities titled *Creating Individual Supports for People with Developmental Disabilities*. In 1994, Ms. Bradley was appointed as the Vice Chair of the President's Committee on Mental Retardation by President Clinton, and from 1996 to 2000, she was the Chair of PCMR. In 2002, she was elected as Vice President and President-Elect of the American Association on Mental Retardation.

Breakout Session Presenters...

(As submitted; in alphabetical order)

Diane Coughlin is the Director of Maryland's Developmental Disabilities Administration. She has held this position since 1995.

Kathryn du Pree is currently Deputy Commissioner in Connecticut, overseeing the operations of the Division of Family and Community Services. She has previously designed a pilot for quality enhancement using outcome measures and has recently completed a regional reorganization creating Quality Improvement Divisions responsible for local quality review and improvement initiatives in both the public and private sectors. Ms. du Pree has also participated on various task forces developing forensic services including the creation of a secure treatment unit. She works in collaboration with DMHAS on the restoration and community transition for consumers admitted to psychiatric facilities under Court order. As an extension of this work, Ms. duPree is a member of a recently formed state task force regarding criminal justice and individuals with developmental disabilities

Mary Lee Fay has been the Administrator of the Office of Home and Community Supports, Seniors and People with Disabilities, since the office was developed as part of a reorganization within the Department of Human Services in 2001. This reorganization brought the state offices of long term care for seniors, people with physical disabilities, and people with developmental disabilities into one policy cluster. Ms. Fay is responsible for policy development, program implementation, budget development, and management for all program components of community supports. For programs supporting people with developmental disabilities this includes case management, comprehensive and support services, family support, and children's residential and intensive in-home services. For programs supporting seniors and people with physical disabilities



Presenter Bios cont...

this includes case management, in-home services, and Older Americans Act.

Ms. Fay previously held the position of Manager of Development and Technical Assistance with the Office of Developmental Disabilities. In this role she was responsible for the closure of Fairview Training Center and the implementation of the Staley Lawsuit settlement. Ms. Fay has been with the state Department of Human Services since 1987. Prior to her state employment, Mary Lee was the Executive Director of a non-profit training corporation, Oregon Technical Assistance Corporation.

Gail Grossman has over 30 years of experience in the field of mental retardation, including legislative and legal advocacy, direct service provision, and state administration. For the past 11 years she has had primary responsibility for planning and implementing the Massachusetts Department of Mental Retardation's quality management and improvement system.

Jeffrey Keilson has a MA degree from the New School for Social Research and thirty years experience working with people with disabilities and their families. He has been the Director of the Lindemann Mental Health Center and Assistant Commissioner and Regional Director for the Metro Region for the Massachusetts Department of Mental Retardation. He is presently working as an independent consultant working on implementing more effective ways to support children and adults with disabilities and their families. He is concentrating on supporting self-determination, facilitating the development of strong self-advocacy and implementing strategies to help address workforce issues. He was a key initiator of a model recruitment campaign for direct support professionals. He spearheaded the self-determination initiative in Massachusetts, one of the cornerstones is supporting self-determination in communities of color.

David and Trina Losinno have been with the non-profit agency, SPIN, Inc. since its founding in 1970. As former teachers, workforce development has always been a high priority. Both have done design and implementation of the agency's strategies along with the staff development unit and recently elevated this unit to corporate status.

Michelle May has worked in the field of developmental disabilities for fifteen years. She began her career as a direct support worker, served as a volunteer guardian, worked as a state regulator, and has been the grants manager for the Kansas Council on Developmental Disabilities for three years.



Presenter Bios cont...

Vicki Mills is a self-advocate working as an interviewer for Maryland's Ask Me! Project.

Gerry Morrissey serves as Commissioner of the Department of Mental Retardation where he is responsible for overseeing the delivery of state services and supports to individuals with mental retardation and their families. He was recently appointed Assistant Secretary, Office of Disabilities and Community Services. In collaboration with Elder Affairs Secretary Jennifer Davis Carey, he is responsible for developing the vision and policy direction for long-term care supports in Massachusetts.

Laura Nuss currently leads quality management, waiver policy, information management, and staff development operations for the state of Connecticut Department of Mental Retardation (DMR). Before joining Connecticut's DMR, she was the Fiscal and Operations Manager for the state of North Carolina's developmental disabilities services. In her role in North Carolina, she was also responsible for waiver operations, fiscal planning, and data management. Prior to working in state government, Ms. Nuss spent fourteen years working in private, not-for-profit community service organizations.

Linda Rolfe is currently the Director of the Division of Developmental Disabilities (DDD) in the Washington State Department of Social and Health Services. As Washington's DDD Director, and over her many years as a professional in the developmental disabilities field, she has achieved a number of significant accomplishments. Among them are the design and implementation of a quality assurance process for people moving from institutions; the design and implementation of quality assurance standards for Division programs; the Markers Project, which developed a set of indicators implemented at the county level that communities may use to evaluate community capacity to welcome and support people with varying needs, cultures, backgrounds and interests; and the Case Management Information System Project to provide automated tools to enable case managers to meet job requirements efficiently and effectively. Before serving as Division Director, Ms. Rolfe was Assistant Director for the Division. She has also held Regional and Field Services Administrator positions across the state. Over her career, Ms. Rolfe has served in a number of positions that focus on the provision of community-based services to people with developmental disabilities, as well as the safe transition of people from institutions to the community.

James R. Thompson is Chairperson of the Department of Special Education at Illinois State University. He is the lead author of the Supports Intensity Scale (SIS), a new assessment tool that



NASDDDS 2003 Annual Meeting

Presenter Bios cont...

provides a standardized measure of support needs. The SIS will be published by the American Association on Mental Retardation (AAMR) in January, 2004.

Margaret Zillinger is a graduate of Fort Hays State University with a Bachelor of Science in Nursing. She has worked for the State of Kansas for the past twelve years working with home and community based services programs. She became the Director of Community Supports and Services (CSS) in May 2003. CSS is responsible for the administration of four of the six HCBS waivers in Kansas, the largest being the MR/DD waiver. Ms. Zillinger has done numerous presentations on the independent living philosophy and self-directed services.