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July 1, 2013

Columns

CEO Perspective: Striving for Diversity

Renee L. Pietrangelo, PhD

In the search for diversity, think outside the usual boxes.

Diversity is not limited to ethnicity, gender or sexual preference. Diversity should encompass a broader range of thinking, opinions and perspectives. Because of the complexity of the environment in which we find ourselves, true diverse thinking is an essential twenty-first century business practice. As a national trade association, let's commit to considering how we can best aim at creating fresh ideas, planting seeds of innovation, and fostering contrarian views that can serve as a hedge against costly actions and poor decisions.

Former corporate CEO Ray Dalio has relentlessly promoted diverse thought within organizations. One of the tactics he's used is what he calls "issues logs." Whenever anything goes wrong, it's the responsibility of all involved to log it and diagnose why it went wrong in a non-egotistical way. The idea is to bring problems to the surface and in analyzing them, discover challenge points with total transparency in order to learn and improve. With this admittedly radical approach, Dalio says a list of tangible benefits results, including fostering innovation, garnering appreciation from staff, and building meaningful relationships and a sense of community. Dalio stresses that all of these result if you respect the fact that everybody has the right and obligation to make sense of things and do it in an open way.

The most successful leaders are those who can gather and embrace ideas from multiple perspectives that will help generate innovation and advance progress. No one has a lock on the right answers---not states, not advocates, not providers. The imperative is to work both within and without to assure the diversity of perspectives needed to generate new ideas and realize true progress.

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President's Corner: Preparing For the Affordable Care Act

Dave Toeniskoetter

The Affordable Care Act is bearing closer to implementation, causing concern among some providers that the act will force employers to opt for higher deductible plans.

As an employer, are you ready for the Affordable Care Act (ACA), aka federal healthcare reform? Although this groundbreaking law was passed more than three years ago, the major implications for employers will be effective for health insurance plans renewing after December 31, 2013. [Editor's Note: After this article was written the White House announced that it will provide an additional year before the ACA mandatory employer and insurer reporting requirements begin. Formal guidance is expected to be issued soon.] If you aren't paying close attention to the effects of this law on your workforce, you should, because the changes are substantial, perhaps equaled only by the confusion associated with this new law.

Before ACA, for most employers the decision about whether, how much and at what price to offer health insurance to our employees has been an economic matter. We've sought to offer the combination of wages and benefits that is perceived to provide the most value to our workforces, within the resources available to us in payment systems primarily funded by the Medicaid program. The ACA changes everything, by imposing a requirement for employers to provide a specific health insurance benefit at a prescribed level (not less than 60% "actuarial value") for a not-to-exceed price (9.5% of an employee's household income).

It is my observation that ACA seems to be pushing in precisely the opposite direction from where our society has been moving in recent years, in two respects. The first respect in which ACA diverges from the trend is in the mandate for employers to provide, and for individuals to purchase, health insurance. Within the service sector workforce in the United States, as wages have stagnated and individuals and families are under greater economic pressure to make ends meet, there has been a clear movement away from health insurance, in favor of preserving cash wages. ACA seeks to reverse that trend, by making health insurance a federal mandate.
The second respect in which ACA appears to diverge from the national trend is in the type of health insurance plans that will be encouraged under the new law. In my view, ACA clearly favors high deductible health plans, in which individuals are more "at risk" in sharing the cost of health care services.

In my experience, when offered a choice between a high-deductible plan with a lower premium but higher out-of-pocket costs for deductibles and co-pays, or a low-deductible plan with higher premiums but less employee cost sharing for medical claims, the preponderance of our employees will choose the low-deductible plan.
I think ACA will push employers and employees in the opposite direction. Here's why: in order to fully comply with ACA and avoid exposure to penalties, an employer with more than 30 "full time" employees must offer an adequate health insurance plan to each full time employee, at a cost that doesn't exceed 9.5% of the employee's household income. An "adequate" health insurance plan must have an actuarial value of at least 60% (aka a Bronze plan), and upper limits on coverage are not permitted, which pretty well points in the direction of a high-deductible plan. This combination of incentives and penalties may well force employers in the service sector to achieve ACA compliance by offering exactly what many in our workforces don't seem to want—health plans with deductibles as high as $5,000.

Please know that ANCOR staff and leadership are paying close attention to ACA, and how it will affect our members as employers. ACA has been and continues to be a regular topic of discussion in Government Relations and Board meetings, as we work to understand this law, educate our members about how it will affect us, and advocate for funding to address the costs of ACA compliance. Given the gridlock in Washington, it may be impossible to change the law, so perhaps our focus needs to be educating CMS and state Medicaid programs about the costs of compliance, and the effects of such on ANCOR members and the services we provide. Please continue to share your ACA experiences with us, and thank you to the nearly 300 members who have responded to the ANCOR survey on ACA. If you haven't responded yet, please take a moment to do so at http://www.surveymonkey.com/s/VHVTZ63.

We need to hear from you!

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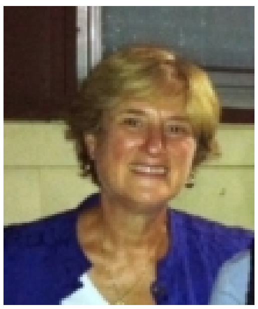
State Association Execs Corner: Creating Blue Spaces

Diane McComb

A new book by ANCOR member Hanns Meissner paints a picture of the journey his organization and society has been on and challenges its reader to think beyond the current practices to better serve people with disabilities.



I recently had the opportunity to review a wonderful new book written by ANCOR member, Hanns Meissner, CEO at The Arc of Rensselaer County in New York. ***Creating Blue Spaces- Fostering Innovative Support Practices for People with Developmental Disabilities*** is a collection of stories most of us working in this field will find familiar. Written for professionals and families alike, the rich tapestry of the disabilities movement comes alive within its pages. One only has to change the names of the people connected to The Arc of Rensselaer and it becomes everyone's story.

Meissner details the history of his agency from the beginning, weaving richly crafted stories about the founders, the individuals supported, their families and staff. He speaks openly about false starts and process laden systems and how a legacy program decided to do things differently. Throughout the text, he shapes an understanding of why things look the way they look today and why we need to move beyond this place.

The book divides itself into three themes looking at the evolution of the field of developmental disabilities and the way in which people have been supported; moving beyond slots and beds to supporting the notion of people as citizens in their communities with providers there to facilitate that transition; and adherence to individual supports with integrity – really supporting people one person at a time and crafting supports around a person's dreams.

He further discusses the four stages of how services and supports have evolved from institutional care, managed care, integrative support and community supports. He does this by looking closely at agency culture and core beliefs, the foundation of how services and supports are organized and delivered; how outcomes are defined; managing increasing complexity and competing commitments; the development of leadership orientation; how relationships between providers and people with disabilities are destined to change; how support is provided and how support is experienced by a person with a disability; and how innovation is sparked.

Perhaps my favorite metaphor in ***Creating Blue Spaces*** is used in the chapter, *Competing Commitments and the Dynamics of Being Stuck.* Meissner talks about the stages of change and compares them to hiking and orienteering (the art of setting out on a journey with no path ahead). Some of us cling to the shortest, easiest path while others of us go off the trail completely and create our own. The author makes a strong case for using trusted tools to guide this course, but not being fearful of moving away from the path well known.

Throughout the book, the reader will find familiar references to known theories of management, leadership and creative thought. At the end of each chapter, Meissner offers the reader probing questions to ponder, ideas to explore and activities in which to engage designed to spur one's thinking in an innovative direction. He charts a course of action through an accompanying workbook which agencies, staff or individual leaders can undertake over time to nudge their organization forward.

When was the last time we thought seriously about how people with disabilities experience the supports we provide? Meissner speaks of partnerships between people supported and his agency. He challenges long held assumptions by creating safe space for readers to imagine "What if…."

Creating Blue Spaces- Fostering Innovative Support Practices for People with Developmental Disabilities by Hanns Meissner, PhD is available at Inclusion Press at www.inclusion.com/bkcreatingbluespace.html or The Arc of Rensselaer County at www.renarc.org/index.php/creating-blue-space-info

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Wage & Hour: Don't Lose Sight of Sleeping Arrangements

Joni Fritz

The U.S. Department of Labor has strict guidelines on employees who require sleep while on duty.

Recent questions from a provider have reminded me that perhaps we have spent too much time focusing on the rigid sleep patterns required to comply with U.S. Department of Labor expectations of what it means to "reside on the premises for an extended period of time" to the neglect of the sleeping arrangements that must be provided to these employees.

The 1988 enforcement policy that governs sleep time arrangements is strict in several ways and carefully defines the terms "private quarters" and "home-like environment" before the minimum conditions required to comply with the staffing rule is addressed in the policy. "Private quarters" is defined in the 1988 policy to mean: "Living quarters that are furnished; are separate from the 'clients' and from any other staff members; have as a minimum the same furnishings available to clients (e.g. bed, table, chair, lamp, dresser, closet, etc.) and in which the employee is able to leave his or her belongings during on-and off-duty periods."

The room need not have each of the items listed. As "e.g." implies, this is an example of the items expected in the staff bedroom. The room must have the appearance of a bedroom. ***The separation must also be a real one. A sheet or curtain on a rod between two beds is not adequate to meet the Department's expectations.*** If the agency hires two people who work at a home or apartment and they are married or living together and that arrangement is approved by the agency, the couple may share a bed. If only one member of a couple works for the agency but the cohabitation is approved by the provider agency and the licensing agency, the prohibition against sharing also would not apply under this rule.

The room must <u>not</u> look more like an office than a bedroom. ANCOR has asked Department officials if a staff bedroom may have a desk and a file cabinet in it. While that has been approved, beyond that, they will not get into details as to where they might draw a line. We suggest that common sense be used. You may have to be prepared to argue with a compliance officer if your employee's bedroom has a desk and two four-drawer file cabinets.

The room should have a door that closes and locks. Remember, the quarters are expected to offer privacy. We are aware of an agency that did not have a door on the staff bedroom. It was on the first floor of a two-story home and the others who lived in the home had bedrooms on the second floor. The agency thought it offered adequate privacy as it was. Unfortunately, this compliance officer did not. Fortunately, the home had had a wage and hour investigation in the past and had passed with flying colors. No mention was made of the absent door during that earlier investigation. As a result, the agency did not have to pay the live-in employee for sleep time for the past two years as long as they immediately installed a door (an easy compliance decision). This was a slight twist on a "good faith defense."

Next month we will discuss the Department's 1988 definition of a "home-like environment."

AUTHOR LINK: Joni Fritz is a Labor Standards Specialist whose guidance is free to ANCOR members and to those who attend a Wage and Hour Workshop or participate in a teleconference she that has conducted. Any ANCOR member who wishes to make arrangements for consultation or workshops with Joni must first contact Barbara Merrill, ANCOR Vice President for Public Policy, for a referral at (703)535-785, ext. 103 or bmerrill@ancor.org.

This Month's Focus: Performance Excellence

Help Wanted. In Search of the Perfect DSP

Self-advocate Davd Liscomb, has made a career out of ensuring quality supports and services for himself and others. When it comes to supports and services, he knows what he's looking for, and he won't accept anything other than the best.

Born in 1946, David Liscomb grew up in the system. Given to the state at age 5, his early years were marked by stays in state schools, developmental centers and psychiatric hospitals. He lacked control over aspects of his life, and the years spent powerless in institutions left him more than physically blind.

“I’d lost my identity. I didn’t know anything about myself,” David said.

David’s story is all too common. What is uncommon is that David changed the narrative. His experiences lead him to seek control of his services and demand the best.

As a self-advocate David knows exactly what he wants. Early on he worked with state provider agencies to set up his personalized direct care services but ran into a few problems.

“It wasn’t about me,” David said. “It was about what they wanted for me.”

But that wasn’t what David wanted so he fired them and struck out on his own to find a provider who would offer the services he needed while respecting his independence.

The criteria were simple enough.

“It’s about me,” David explained. “Feeling safe at all times.”

David wanted someone who would help him participate in life without hassling him, someone who made him feel important. He used the NADSP Code of Ethics and credentialing to refine his search.

“It’s all about quality of life, giving you what you really need and caring about you,” David said.

David strongly believes service providers should recognize the people they’re serving are individuals, and he seeks providers who know that. He says providers should really pay attention to what the person needs, forget their record and get to know them as people.

David found a service provider who is well in-tuned with what he’s looking for. They find ways to accommodate him and help him accomplish the things he wants to do. He’s incredibly appreciative and recognizes what direct support professionals do is incredibly important.

As for the service provider David hired, “I have to say quality of life has really improved since this person took over.”

Making Your Case: How to sacrifice a sacred cow without getting burned

Neal Meltzer

On the road to better outcomes, some practices, ideas and beliefs may be better off left behind, even when those practices, ideas and beliefs are near and dear to your heart. Here's a step-by-step way to evaluate which to bring with you and which to leave behind.

As we all have experienced, read about in LINKS and discussed at various ANCOR conferences, these are transformative times for the delivery of supports and services to people with intellectual disabilities. Embracing aspects of the legacy systems in our organizations that have been effective in providing years of stability while also promoting new complementary and perhaps more flexible and responsive systems that are proficient in dynamic environments is challenging at best. Navigating through this labyrinth requires a thoughtful, respectful and balanced approach. Here are some ways that we are approaching this in our organization that have proven to be effective.

Each of us have sacred cows...ideas, subjects, topics, beliefs that we feel very passionate about and when broached may elicit a strong reaction that seems disproportionate, aka "pushing my buttons." Sometimes we may wander into these land mind areas unaware of where we have landed while at other times we are clear about what type of terrain we have just entered. Yet as leaders of organizations we have an obligation to bring up subjects that, while perhaps uncomfortable, may have salient aspects that could benefit our company or agency. So, how do we do this and keep our heads attached? Well, here are some suggestions worthy of consideration that can be helpful under any set of circumstances and can be useful in most discussions.

Set the stage: Time is valuable and often seems to be one of our most precious commodities, particularly as daily demands often can intrude on some of the longer-term work that must be a large part of a senior leader's focus. Are you presenting a random or inspirational idea or thought that you just had that might be worthy of more consideration, or have you had deeper explorations and are presenting information that is more comprehensive? It is worthwhile to let the recipients of your thought know which situation it is so that they can gauge their mental and physical preparation/time to be attentive and responsive and/or be forewarned that the following subject may be sensitive.

Determine the context: Being able to represent what the "urgency" of a situation, thought, or idea is helps determine the amount of attention it should receive. Identifying the scope of the idea (just impacts you, some of your staff, your department(s), entire organization, our community, etc.) also helps frame the amount of time that may need to be dedicated to adequately address and also frames the breadth of areas potentially impacted by action or lack there of.

Be prepared: Have your facts in place, not just opinions, but concrete information that you have vetted from multiple sources and takes into account and addresses institutional memory/history ... how did we get where we are and what are the benefits/downsides of staying where we are or adopting a new direction? Leading with an emotion premise or not fully informed approach probably won't get you the result you were looking for

Validate the present tense and legacy decisions: Everything the organization/individual has done up until this point of time was necessary to bring us to right where we are now... immersed in having a discussion about how we can be better.

Don't personalize: De-identify the reaction to your proposal. If you have presented it thoughtfully the response is not about you; it is about the issue. That is where the focus should be and perhaps may need to be redirected towards... the issue.

Be thoughtful: Being mindful that all of us want what we believe is best for our organizations yet will have different perspectives of what that means is one of our greatest strengths when we are able to tap into that. Carefully choosing the right idea, time, and place will keep the aloe, salve, and first responders at bay.

Next steps: Fire up the barbecues and let the festivities begin.

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Organizational Changes Using Personal Outcome Measures

Cathy Ficker Terrill, MS

CQL's POM tool helps organizations measure quality of life and supports.

The Council on Quality and Leadership (CQL) has been using Personal Outcome Measures® (POM) for more than twenty years. POM is a powerful tool for measuring personal quality of life and the degree to which organizations provide supports to facilitate outcomes. The tool assists people, families and organizations in improving personal quality of life.

In 2005, CQL introduced its current edition of the Personal Outcome Measures® containing 21 Personal Outcomes, organized into the following factors:

My Self: Who I am as a result of my unique heredity, life experiences and decisions
My World: Where I work, live, socialize, belong or connect
My Dreams: How I want my life (my self and my world) to be

This set of 21 POMs, as with earlier versions, is a scientifically validated metric.

Personal Outcome Measures® help us learn about people's personal definition of quality of life and gather information about the person's priorities and preferences in order to support their personal outcomes.

Personal Outcome Measures®:

- Offer the best tool for evaluating personal quality of life and quality of services;
- Put listening to and learning about the person at the center of our work;
- Guide the delivery of individualized supports based on people's priorities;
- Help focus limited resources and organizational energy on what really matters;
- Provide data and analysis for evidence-based practice; and
- Demonstrate the link between person-centered/recovery-based services, quality of life and cost effectiveness.

What have we learned from the Personal Outcome Measures® over the past 20 years?

Based on over 8,200 interviews conducted during CQL Accreditation visits over the past 20 years, the CQL findings reveal:

- Safety, security and health are well supported in these organizations.
- Exercising meaningful choice in important life decisions remains a challenge for most people.
- Community integration and enhanced social roles are the least likely to be present in people's lives.

Having looked at the data and listened to people's stories, CQL began to dig deeper. We asked which individual outcomes best predict the attainment of multiple outcomes? The regression analysis revealed these outcomes to have the greatest degree of predicting many more outcomes for the person:

- Exercising rights
- Choosing where to live
- Choosing where to work
- Performing different social roles

These outcomes, though not commonly achieved, are good predictors for the presence of several more outcomes in a person's life. Therefore, organizational efforts to provide supports that increase the presence of these four outcomes can have an even greater impact on the overall quality of life for people.

At the individual level, data about outcomes are linked directly to how the organization provides supports and services – person by person. The information from the outcome interview informs the person-centered plan. At the organizational level, organizations collect, analyze and use this measurement across groups of people … for both program and organization improvement.

One can aggregate Personal Outcome Measures® data in terms of present or not present, across groups of people receiving services:

- across programs
- across the entire organization
- or by country, region, province or state

The personal outcome message is such that we can use it to drive:

- the planning of services,
- the measurement of service quality, and
- ultimately, program improvement and organization improvement

How does this apply to what is currently happening across the country?

Managed care is sweeping the nation. People with disabilities who were once carved out of managed care initiatives, are now being included. Long term services and supports (LTSS) are increasingly moving toward managed care and other capitation constructs. We must provide leadership, and not just wait to react. There are multiple opportunities for innovation.

As states move toward a managed care model for long term services and supports, the presence of quality measures becomes even more important and urgent. While states are experienced in providing LTSS to various subpopulations, many Managed Care Organizations (MCOs) have little to no previous experience. States delegating the provision of LTSS to new entities must emphasize the need to measure the quality of LTSS. Quality is equally as important as measuring health and safety. Some states have incorporated LTSS-specific measures into their quality management programs, though the lack of a nationally endorsed set of measures has resulted in highly unique approaches from state to state.

What should be measured?

Organizations can use the Personal Outcome Measures® to learn about people's (individual's or group's) priority outcomes, find out if these outcomes are being realized, and use the tool to put in place organizational change. The information gathered from the POM interviews helps to inform the person centered plan, as well as set a strategic direction for organizational change.

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Leading the Change Process

Mike Holihan

Attaining performance excellence may require some organizational change. Here's a step-by-step process taken from John Kotter's book ***Leading Change*** to help get you started.

Implementing change requires skills in leading organizational change management. The approach we recommend follows the steps of the foremost expert in the subject, John Kotter. John Kotter is a professor at the Harvard Business School and authored THE book in change management titled, "Leading Change." Let's examine his steps.

STEP 1: CREATE URGENCY

For this change to actually happen and be embraced, it helps if your whole agency really wants it. Leadership understands the overall net positive benefits to the agency, but it takes some work to get everyone else on board. You need to develop a sense of urgency around the need for change. Commonly, this can be done by identifying potential threats or scenarios that show what could happen in the future. In a less negative light, urgency can also be developed around opportunities that could be exploited. In either approach, you must be aware that this change affects everyone, all departments from entry level to executive.

STEP 2: FORM A POWERFUL COALITION

It takes strong leadership and visible support from key people within your organization to get people on board with change. Responsibility for leading change is with the management and executives of the agency, but you should build your team or coalition of change champions and influencers from across the agency. To lead change you need to bring a team of influential people together early and give them responsibility in the project that will empower them and also give the technology and change credibility to others. These same individuals help serve as examples and proponents of the project as it kicks off and becomes a permanent change for the better at the agency.

STEP 3: CREATE A VISION FOR CHANGE

When you first think of change there will probably be many great ideas and solutions floating around. Link these concepts to an overall vision that people can grasp easily and remember. This does three things:

- determines the values that are central to the change
- develops a short summary that captures what you see as the future (going back to urgency)
- helps create a strategy to execute that vision

STEP 4: COMMUNICATE THE VISION

Once you have a concrete vision set, you need to communicate it frequently and powerfully and embed it with everything you do. Change doesn't occur overnight; there are major and minor milestones. Use the vision daily to make decisions and solve problems. Creating forums for discussion is a good place to start. Providing outlets for your staff to give feedback or feel heard during this process.

STEP 5: REMOVE OBSTACLES

As the change actually begins to happen you will find some people resisting it. Expect to hear feedback like "it was easier before" or "this is cumbersome," but realize that this feedback is often a mechanism to resist change. You will probably find that there are processes or structures in place that are getting in the way of the necessary change. It's your job to put in place the structure for change and continually check for barriers to it. Removing obstacles can empower the people you need to execute your vision and it can help the change move forward.

STEP 6: CREATE SHORT TERM WINS

Nothing motivates more than success. Give your company a taste of victory early in the change process. Within a short time frame you'll want to have results that your staff can see. Without this, critics might hurt your progress. So it's important to create attainable, short term targets and not just one long term goal.

STEP 7: BUILD ON CHANGE

Most often, technology projects fail because victory was declared too early. It's recommended that you develop an education, training or skills upgrading program to get all of your employees on board and comfortable using the new technology. A lot of times your software vendor will have training programs or schemes in place based on best practices and it's usually a good idea to incorporate those into your overall education and training plan.

STEP 8: ANCHOR THE CHANGES IN YOUR CORPORATE CULTURE

To make change stick, it should become part of the core of your organization. This is something that takes continuous effort, so talk about progress every chance you get, tell the success stories and include the change ideals and value when hiring and training.

It's your opportunity to empower your employees and create a culture where people are all united in the same vision to grow and provide the highest quality of supports and services to the individuals they serve with the highest level of compliance and efficiency as possible

Author Link: These tips are provided by ANCOR Gold Partner MediSked...the leader in Agency Management Platforms with their product, Connect. To find out more contact Sales and Marketing Director, Mike Holihan mike_holihan@medisked.com.

In Other News

Spotlight: John Hannah

Linda Smith

John Hannah, self-advocate and mentor with CRSI has dedicated his life to advocacy.

Self-Advocate John Hannah, also a full-time consumer advocate by vocation, has been on staff with CRSI since 1995. His work not only touches the lives of over 750 individuals served by CRSI, it also reaches out across county and state borders in his various advocacy roles.

Currently serving as president of The Arc of Ohio, Hannah was invited to the White House in 2012 as part of a “community leaders briefing” to advocate for individuals with intellectual/developmental disabilities in a national forum with the President and top federal officials to discuss issues such as community living, education and Medicaid.

At the time, when asked what it was like to meet the President of the United States, Hannah replied, “Pretty exciting. I’ve seen other presidents but this was the closest I got and the first time I shook hands with one.”

Hannah has always been a trailblazer when it comes to community living. His own distinguished community accomplishments include being a participant in the first Special Olympics held in Chicago in 1968 and in the International Special Olympic Games in 1983 as an avid basketball player.

He also is not shy when it comes to speaking up for the needs and issues of people with disabilities and he encourages everyone to participate and have a voice. According to a press release from the Ohio Legal Rights Service following a Legislative Advocacy Day assembly in 2011, Hannah “inspired the audience with amusing anecdotes about his life and stressed the need for all self-advocates to speak with a unified voice.”

When asked to give some perspective on his advocacy work, Hannah’s first words are “I love it.”

“Technology has helped me and consumers understand reports”, says Hannah. “When I meet with individuals, they like to watch me update their reports; then JAWS reads it back to both of us; then DRAGON types it out,” he says of the assistive technology he is provided to help him in his work. “It assists me in helping them.”

He also says, “I like to help consumers get to People First meetings and state conferences to learn more about it (self-advocacy). I also help them plan ahead with their budgets so they will have some spending money when they go. At a People First meeting, we had Mayor Bean come so we could talk to him about what we’d like to see in our neighborhood. Everyone wanted a Bob Evans and a Long John Silver and the mayor said he’d like that too.”

“I like helping people get out and go to surrounding areas. Once we (Hannah and two other consumers) were in Christiansburg (Ohio) for a festival and we discovered that the sidewalks were crooked and not accessible. We took it to the council and the sidewalks were eventually fixed after they got their grants. Some stuff can’t always be fixed right away but we keep working on it anyway”, says Hannah.

Hannah works as a mentor and encourages individuals to volunteer in the community as well. He is shown above with Kayla Snyder of Urbana, who volunteers at the Champaign Family YMCA

ANCOR Member Retirements

Comings and Goings of ANCOR members.

We’re hearing more and more about upcoming retirements of ANCOR members and would like to recognize all of you who will be leaving – or moving onto new positions – this summer

Our gratitude to all below for their commitment and advocacy on behalf of people with disabilities, their organizations and ANCOR.

Patti Manus, founder and long-time CEO of Rainbow of Challenges in Hope, AR has stepped down as CEO. Patti won’t be leaving but cutting back her time and will be heading up a newly formed long range development division at the agency. Patti continues to serve on the ANCOR Foundation Board. She previously was on the ANCOR Board of Directors and has served on many ANCOR committees throughout her career. **Judy Watson**, who is also an active ANCOR member, serving on the Board of Representatives, moves from COO of Rainbow to CEO.

Robert Richards, Vice President, Justice Resource Institute, Disability Division in Framingham, MA has retired as of July 1. Bob represented MA on the ANCOR Board of Representatives for multiple terms. Bob was also an active member of ANCOR's government relations committee.

Patrick Johnson, President of Oak Hill, Hartford, CT will be retiring in September. Pat has a long history at Oak Hill, which is the largest provider in Connecticut. Pat has been an active member of ANCOR. He currently serves as Treasurer on the ANCOR Foundation Board of Directors.

Mark Draves, President and CEO of Carey Services, Marion, IN is retiring after 42 years at Carey. Mark also has a long history with ANCOR, serving on both the ANCOR Board of Directors and Board of Representatives. He has also been active in a variety of committees. **Jim Allbaugh** will succeed Mark at Carey. He is currently Vice President of Research and Administration at LifeStream Services, also in Indiana.

Please let Jerri McCandless, ANCOR's Director of Member Relations, jmccandlesss@ancor.org know about any senior level retirements or moves to other agencies.

Congratulations to New Officers on NADSP Board

New Officers join the NADSP Board

The National Alliance for Direct Support Professionals (NADSP) recently named the following as members of their executive committee – all had previously served as directors on the board:

President, Carol Britton Laws, PhD, Coordinator of Interdisciplinary and Pre-Service Education, The Institute on Human Development & Disability, University of Georgia

Vice President, Kristin Dean, Director of Direct Course, University of Minnesota Research and Training Center on Community Living Institute of Community Integration

Secretary/Treasurer Julie Price, Vice President of Operations, The Arc of Broward County.

Former NADSP President Lisa Burck, Program Director for Capacity Building and Systems Change The Arc of Mississippi, will remain on the executive committee as Past President, former Vice President Don Carrick, Service Coordinator, Eitas, will remain on the board as a director.

NADSP collaborates with ANCOR on many initiatives. Most recently, they were a partner with ANCOR on the DSPs to DC program. ANCOR has been a sponsoring partner/member of NADSP since their inception. ANCOR's Director of Member Services, Jerri McCandless, is a director at large on their board.

ANCOR encourages its members to consider joining NADSP as a supporting organization or promoting individual memberships for the DSPs at your agency. You can check out the information at www.nadsp.org

You might also be interested in booking Joe Macbeth, Executive Director, NADSP or John Raffaele, NADSP's Ethics Facilitator, to do training with your agency on the NADSP Code of Ethics Encounter. They have been doing these trainings at agencies around the country and have been getting great reviews. For information contact Joe Macbeth at 518-449- 7551 or jmacbeth@nadsp.org.

Did You Know

Did You Know: US Bank

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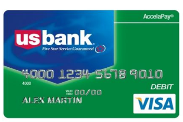

Did you know the U.S. Bank AccelaPay® Card is funded in the exact same way as a direct deposit account and can help you implement 100% electronic payments? Detail

"ASC's Shared Resources Purchasing Network really hit a home run with the US Bank AccelaPay Program. Not only are we saving trees by switching actual paychecks to this reloadable debit card but we've also made it extra convenient for our employees. We are excited about the upcoming transition to using these reloadable debit cards for more than payroll transfers, we will soon use AccelaPay to deposit employee reimbursements, including mileage reimbursements. We'll never go back to the old way! Thank you ANCOR for yet another incredible member benefit."

Mercedes Witowsky
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