

ANCOR Links

June 4, 2013

Columns

CEO Perspective: Gaining Perspective

Renee L. Pietrangelo, PhD

This year's conference, *Because We All Matter*, was a huge success. Attendee feedback has given ANCOR great insight into membership needs, and leadership opportunities, many of which ANCOR is already pursuing.



ANCOR's 2013 Conference provided significant perspective all around. Certainly for our attendees, it provided breadth and depth across multiple topics and issues from new HIPAA regulations and person-directed services, to leading in challenging times, operationalizing national frontline supervisor competencies and much more. Ninety-five direct support professionals participated in DSPs to DC special programming; and a record 46 vendor partners added to total participation of over 350.

Added to this year's program was a Town Hall session. ANCOR leaders understand the need for increasing flexibility in addressing issues of key importance/criticality, and are committed to providing robust opportunities for ANCOR members to engage in meaningful dialogue that can underpin our future strategies and member resource development moving forward. The Town Hall session was an outgrowth of this.

The Town Hall event, as well as the conference's "Conversations on the Edge of the Envelope" interactive session were highly regarded by participants, which is gratifying to staff and volunteer conference planners. ANCOR also hosted a "provider's dialogue" focus group of mid-sized providers that yielded additional and rich feedback and recommendations.

If you were unable to attend the conference, I think you can extrapolate from these results that you missed a vital avenue to enhancing your information and knowledge base and networking across a broad spectrum of subject experts, colleagues and corporate vendor partners.

The top five most pressing challenges identified at the Town Hall were (in priority order):

- Inadequate funding
- Workforce issues
- Meaningful employment for people served
- Managed care
- Ramifications of the Affordable Care Act.

This is important validation of ANCOR's focused allocation of resources and action around these very same issues.

The ANCOR Board of Representatives played a key role in supporting the Town Hall and will be following up through ANCOR's on-line Connected Community with the broader ANCOR membership in order to take deeper dives into these issues and others raised during the Town Hall.

Some of the more nuanced sense of the audience collected around such issues as the cultural shift in how IDD is viewed and general cultural anxieties that impact these views; the political impasse environment with which we are confronted at present; the need for more collaboration to strengthen our collective voice and defray advocacy costs; and the need to identify innovative, flexible service delivery models and how best to transition to them in the current funding environment. Concomitant with that is the role of technology in innovation.

Technology ranked in the top ten as a key issue at the Town Hall. Serendipitously, we've augmented this year's 5th Annual Technology Summit, held in conjunction with the University of Colorado's Coleman Institute, with a Tech Showcase that bridges the two summit sessions. I strongly encourage you to join us October 2-3 in Colorado.

I also want to speak to the feedback from attendees, coupled with a strong appeal from former Congressman Patrick Kennedy, conference keynoter, to broaden and deepen the scope and range of our national collaborative efforts. Around this

imperative, it's important to note that ANCOR has had a long and strong history of collaboration both within and without the disability community.

Showcased at the conference was ANCOR's collaboration with The Arc, UCP, AUCD, AAIDD and NACDD in the development of a joint Public Policy Agenda for the 113th Congress, distributed at the conference and available on the ANCOR website.

Also showcased was our growing collaboration with the Siblings Leadership Network (SLN). ANCOR is co-sponsoring SLN's Annual Meeting June 6 in Pittsburgh, and their October 17-18 National Next Chapter Book Clubs meeting in Chicago. Attendees at both the conference and DSPs to DC were encouraged to start a book club in their own organization. The ANCOR Foundation shared its ongoing work with the Stephen Covey group to more effectively adapt and advance its Lighthouse Leaders pilot program on Seven Habits personal values and leadership development.

ANCOR serves on the Advisory Board of a national grant initiative spear-headed by the University of Massachusetts around disparities in oral health for people with IDD, and later this year, is co-sponsoring a national teleconference with the National Hospice Foundation on end-of-life issues.

More recently we've been in discussion with the National Association of Area Agencies on Aging (N4A) and the Georgetown University National Center for Cultural Competence about potential collaboration options. There's much more, particularly on the public policy front. I urge you to share your suggestions, ideas and referrals for other collaborations you think would be of value and benefit in advancing our global association agenda.

Author LINK: Renee Pietrangelo is CEO of ANCOR. She can be reached at rpietrangelo@ancor.org.



President's Corner: What I Learned At the Annual Conference

Dave Toeniskoetter

ANCOR President Dave Toeniskoetter, walks through the conference, touching on highlights which left impressions on him.



The ANCOR Annual Conference is always like drinking from a fire hose; I wish I could hit the pause button and have more time to absorb the cascade of information and ideas that wash over me. I would like more time to renew old acquaintances and the opportunity to participate in every meeting and hear every presentation. Alas, I can't stop time nor fit everything in, but here is a sampling of what I learned at ANCOR's annual conference and leadership meetings, April 27-30 in Washington D.C.

- From Patrick Kennedy's keynote address, I gained new appreciation for the vision of those who led the community integration movement for people with disabilities in the 1960's and heard a rousing call for those of us in the IDD world to enhance our collaboration with folks who are advocating for improvements in community mental health services.
- From ANCOR's government relations staff and expert consultants, I learned about the Sustainable Medicaid Proposal being developed by ANCOR members who care deeply about Medicaid and wish to offer constructive proposals to use Medicaid funds more effectively, as our nation continues to wrestle with our federal budget deficit and challenges to entitlement programs.
- From presenters too numerous to mention here, I learned about innovative approaches to delivery of supports for people with disabilities, including health homes, managed care programs and family support networks.
- From the Government Relations Committee meeting, I learned just how nuanced the issues are surrounding some of the most hotly debated subjects of our time. The committee vigorously debated all sides of issues including the companionship exemption for in-home caregivers and the payment of subminimum wages to people with disabilities. There are no right and wrong positions on some of these issues because they affect providers, our DSP workforce and the people we serve in such complex ways. ANCOR offers the opportunity for members with very different experiences to work together toward common understanding and well thought out positions on these difficult issues.
- I learned how to participate in a Town Hall meeting. ANCOR's inaugural technology-assisted Town Hall meeting was a great opportunity for every conference participant to weigh in on the challenges we all face as providers and advocates for people with disabilities and to provide direct feedback to ANCOR about our individual and collective priorities.

- From State Share, I learned that ANCOR members continue to face daunting challenges as a result of inadequate payment rates and dysfunctional state bureaucracies, but I also heard some reasons for optimism, as more states are beginning to restore funds that were cut from payment systems during the national economic recession.

The two most important things I (re)learned at this ANCOR conference are the passion, energy and commitment of our members, and the importance of face-to-face interactions. Time and again I was impressed by the energy, passion and level of participation in every leadership meeting and conference session. On Saturday and Sunday mornings, dozens of members of committees and the Board of Representatives gave up their weekend (in Washington DC!) for the opportunity to advance our association's work. When Conversations at the Edge of the Envelope and the DSP Recognition Awards presentation were scheduled at the end of the afternoon on each conference day, I feared we would not achieve the critical mass of energy required for good conversation and to honor our best direct support professionals. Not to worry – ANCOR members packed the room for both events.

If you missed the ANCOR Annual Conference, upcoming summit meetings on Technology (October 3) and the Direct Support Workforce (November 19-20) offer additional opportunities for great learning, networking and conversations. I hope to see you there

Author LINK: Dave Toeniskoetter is President and CEO of Dungarvin. He can be reached at dtoeniskoetter@dungarvin.com.



The Case for Broader Coalitions to Advance The NAC

Barbara Merrill

JFK's call to arms still resonates. Today ANCOR still strives to build coalitions that advance the fundamental pillars of the National Advocacy Campaign.



In a barnstorming campaign-style speech at ANCOR's 2013 Annual Conference: *Because We All Matter*, last month, keynote Patrick Kennedy took us back 50 years ago – to the occasion of the signing of the Community Mental Retardation Facilities and Mental Health Centers Construction Act. Peppering his speech with quotes from the remarks made by President Kennedy when he signed the legislation, Patrick Kennedy urged ANCOR members to partner with veteran groups, seniors and mental health advocates to have the strongest opportunity to advance the objective of the National Advocacy Campaign (NAC) - to obtain adequate public funding to provide competitive wages, benefits, training and career development for the long-term supports and services workforce.

President Kennedy's remarks on October 31, 1963 acknowledged the necessity of having an adequate workforce to "instruct the handicapped" in signing the bill that "for the first time, parents and children will have available comprehensive facilities to diagnose and either cure or treat mental retardation." The president's remarks were actually focused on the need to increase the number of special education teachers, but the broader point that Patrick Kennedy made was on point – coalitions are effective. ANCOR is an active participant in several cross disability coalitions for precisely that reason, but we must work harder to

persuade seniors and veterans groups to make workforce adequacy a much higher priority. The current example of the broad coalitions working to advance immigration reform shows that it can be done.

Our record of working in partnership with other organizations is very strong. We are a founding member of the Alliance for Full Participation. We serve on the board of Advance CLASS. We have participated actively for many, many years in the Consortium for Citizens with Disabilities, and we belong to the Collaboration to Promote Self Determination. We are currently partnering with the American Health Care Association and other groups on managed care issues, and every two years we sit down with our colleagues from the UCP, The Arc, AAIDD, UACD and NACDD in partnership for the development of a Public Policy Agenda.

As a direct consequence of our participation with the latter coalition, the 2013 Public Policy Agenda highlights the importance of Direct Support Professionals and states the following:

A well-trained, adequately compensated direct support workforce is essential to providing the necessary supports and services to our constituents, where they live and work. The current Medicaid reimbursement system, and cost cutting actions by state legislatures and Medicaid officials, has exacerbated the workforce crisis hampered by low wages, a lack of health

insurance, high turnover and a shortage of staff. These problems have been compounded over three decades, leading to a crisis that presents a grave threat to the lives of our constituents and their families. During the 113th Congress, our public policy goals are to:

- Ensure adequate funding so that direct support workers are paid a living wage, including appropriate benefits, at the same level of pay and benefits that states provide for staff working in state-operated programs.
- Require that states develop and implement a plan to address all relevant components that drive the crisis, including low wages and reimbursement rates, high turnover, and inadequate training;
- Require any state and federal minimum wage increases or changes in employment standards be reflected in state reimbursement rates for services;
- Support authorizing legislation and continuing financial support to provide pre-service and in-service training and other relevant educational opportunities for direct support workers to meet the diverse needs of individuals with disabilities, and
- Implement programs aimed at the direct support labor market to increase the pool of available workers and improve recruitment, retention, training, and supervision of direct care workers to better serve individuals with disabilities.

Make no mistake about it – that agenda item would have been deleted had we not been at the table. But that coalition is not cross-disability, and Patrick Kennedy’s point was that we need to marshal a larger coalition, one that specifically includes veterans and senior citizens – groups that have significant political clout, groups that Congress cannot afford to ignore. The challenge point we face in persuading others to make this a top priority in part points to the success and maturity of the IDD community. As leaders in person centered planning and community based services, we have been able to focus on workforce adequacy because we have been so much more successful in balancing services and supports, and providing people with meaningful choices. Veteran’s groups must prioritize simply getting the basic LTSS needed for the thousands of Iraq and Afghanistan soldiers returning with brain injuries, the AARP and other senior advocacy groups are trying to replicate the success the disability community has had in providing community services to allow seniors to continue to live at home as long as possible.

We are currently working with a broader coalition that includes the AARP and others – through the Advance CLASS board – to advocate for a long term solution to the lack of access to affordable long term supports and services for seniors and people with disabilities, and workforce adequacy is one of the priority issues. Our work in that group is focused on the opportunity presented by the establishment by Congress of the Long Term Commission that was created with the repeal of the CLASS Act. The Commission, which has now been named and that should begin their work soon, is specifically charged to address the adequacy of the workforce to provide home and community based supports.

ANCOR will continue to work in coalitions to raise consciousness of the importance of this issue - we believe it imperative that we stay the course and work to expand our roster of allies. The passion, expertise and commitment to advancing the professionalism of the direct support workforce demonstrated by our member’s contributions to the NAC has made ANCOR the recognized leader on this issue, and the campaign moving forward will be expanded to ensure we occupy that position.

Author LINK: Barbara Merrill is ANCOR’s Vice President of Public Policy. She can be reached at bmerrill@ancor.org.



This Month’s Focus: Community Living

Secretary of Labor Nominee Has Strong Record on Disability Issues

Katherine Berland

The Obama administration’s pick for Labor secretary has a strong background in Olmstead enforcement and a dedication to advancing community living.

President Barack Obama announced Thomas E. Perez as his pick to lead the Department of Labor (DOL) on March 18, 2013. Perez currently serves in the Obama administration as the Assistant U.S. Attorney General for the Department of Justice’s (DOJ) Civil Rights Division, a position he has held since 2009. At the DOJ, Perez made pursuing cases brought under the Olmstead doctrine a priority. (Olmstead v. L.C. is a 1999 Supreme Court ruling that says the Americans with Disabilities Act [ACA] is properly interpreted to require that people with disabilities be served in integrated, minimally restrictive settings whenever appropriate.) Under Perez’ leadership in the Civil Rights Division, the DOJ has been involved in more than forty Olmstead matters in twenty-five states, often intervening in cases and negotiating settlement agreements with states to create



plans to minimize the risk of institutionalization for people with intellectual and developmental disabilities.

Prior to his tenure at DOJ, Perez served as Secretary of the Maryland Department of Labor, Licensing and Regulation. In that role, he worked to target Maryland companies suspected of committing workplace fraud and tax evasion. He also helped Governor Martin O'Malley address the state's healthcare workforce shortage, by allowing immigrants with nursing qualifications to have their foreign certifications count toward state registration requirements.

"[He] demonstrated an understanding of the challenges people with disabilities confront when attempting to enter the workforce," praised Marty Lampner, President and CEO of ANCOR Member Chimes. "He was committed to removing barriers to employment while in Maryland."

Other positions Perez has held are federal prosecutor at the DOJ, Deputy Assistant Attorney General for Civil Rights under then Attorney General Janet Reno, Special Counselor for Senator Ted Kennedy (D-MA) and as Director of the Office for Civil Rights at the U.S. Department of Health and Human Services under President Bill Clinton.

Perez' confirmation hearing was held in April, but a vote to confirm him as Secretary of Labor was postponed. Some senators have expressed concern over his stance on immigration and his decision not to intervene in a specific whistleblower case. As of the publication deadline for this issue, Perez is still awaiting confirmation

Author LINK: Katherine Berland is ANCOR's Director of Government Relations. She can be reached at kberland@ancor.org.



How Can Software Improve Quality of Life?

Maurizio Pittau

In the shift towards a more person-centered model of service delivery, Direct Support Professionals may find software designed to enhance communication a big asset.

People served rely on quality supports for their well-being, and quality supports require great communication. Direct Support Professionals must be able to respond quickly to the needs of people served, so communication devices need to be easily accessible and provide a mechanism for instant response in order to be effective. Existing methods for interactions rely on slow-to-respond software systems and computer platforms.

Fortunately new developments in communication technology are helping to improve customer service and, in turn, improve the well-being of people served.

CareDirector is a Microsoft Dynamics software program which allows people served to self-direct their own social care and simplifies work procedures for DSPs. CareDirector can be accessed via cloud-based technology from a PC, laptop or mobile device, enabling DSPs and the people they serve to communicate better with each other.

This highly personalized customer service software solution is built on the principles of Customer Relationship Management, which suits the individual needs of people served and empowers them to have more control over their own needs.

CareDirector has been created by CareWorks, a leading organization in the shift in social services sectors towards self-directed supports. CareWorks designs and delivers social care management systems to a wide range of sectors, including criminal and youth justice departments and children's and adult services.

By utilizing the CareDirector online service platform, DSPs can monitor and manage their case loads, allowing them to spend less time on administrative functions, travel and documentation and more time providing care in their community. DSPs can respond in real time to communications from people served and instantly address their care needs.

Maurizio Pittau is the Marketing Manager for CareWorks, one of the sponsors of ANCOR's Tech Summit in October. He can be reached at mpittau@careworks.ie or (202) 470 0914.



Rest Assured Keeps Individuals in the Community

Rest Assured offers technology that helps advance community living.



Rest Assured® offers web-based supports that help people with disabilities live independently and safely at home, while enjoying the sense of involvement that comes with living in typical homes in the community. Rest Assured's Telecare system securely connects individuals with real people over the Internet using the latest wireless technology. Specially trained caregivers get to know each person individually to provide the in-home supports they need. Rest Assured also provides the extra level of support adults with disabilities need as they begin to age and need consistent support or someone to check in on them more often when they are at home alone.

Individuals using Rest Assured can free up dollars in their budget, providing extra resources to spend on staff hours. This allows more time to enjoy activities outside of their home, from visiting with their loved ones to participating in adult day centers to attending community events.

Rest Assured is customizable to fit unique needs

Whether an individual needs full-time, intermediate or just occasional supports while recovering from illness, injury or surgery, the dedicated Telecaregivers at Rest Assured can help. Telecaregivers can provide prompts with critical tasks, such as taking medication, cooking and opening doors to visitors, or they can simply allow loved ones to rest easier knowing that someone is available to provide help if it's needed. Rest Assured offers service plans tailored to meet any situation.

Our professional staff is available 24 hours a day, seven days a week, including holidays. Scheduling can be arranged in increments ranging from as little as 15 minutes for drop-in support to 24 hours a day for Rest Assured's active support service.

Rest Assured is an expert in senior care

In addition to providing supports to individuals with disabilities, Rest Assured is also an expert in providing supports for seniors. This makes them a natural fit for adults with disabilities who are aging because they are familiar with the unique needs of elderly individuals and can easily and quickly adjust to new needs.

Rest Assured understands that as individuals with disabilities age, so do their parents and siblings, so frequent visits may become more of a challenge. Rest Assured allows family members to have face-to-face virtual communication with their loved one from any computer Internet access. Individuals using Rest Assured quickly find themselves creating bonds with their Telecaregivers as well, and feel comforted knowing that someone who cares for them is always there should they need help or just a little reassurance from a friendly face.

For more information about how Rest Assured can provide cost savings for individuals with disabilities while maintaining safety and independence in the home, visit www.RestAssuredSystem.com or contact 877.338.9193.



AAIDD Prepares to Launch ejournal "Inclusion"

AAIDD's new ejournal *Inclusion* will focus on all aspects of societal inclusion for people with intellectual and developmental disabilities. The new publication is actively seeking submissions.

Inclusion is an open submission ejournal. AAIDD welcomes submission of manuscripts pertaining to the inclusion of people with intellectual and developmental disabilities in all aspects of life and will review all manuscripts that meet the aims, scope, and style guidelines of the journal. *Inclusion* is published quarterly in an online-only format, enabling timely dissemination of emerging and promising research, policy, and practices. Submitted manuscripts will be reviewed by the co-editors, editorial board members, and ad hoc reviewers. The editorial board represents a wide range of perspectives. Manuscripts submitted will undergo a blind peer review. Reviewers' comments, along with an editorial response, are sent to the author and to the reviewers of each manuscript (typically three reviewers per manuscript).

AAIDD invites people who wish to serve as guest reviewers of manuscripts to send a letter of interest and curriculum vitae to the co-editors, along with material indicative of special interests and areas of expertise.

Special topical issues are occasionally published, with specific manuscripts invited as needed. These issues deal in depth with specific topics of current interest. On occasion, guest editors will be invited to assist in the preparation of topical issues. Ideas for topical issues and other editorial correspondence should be sent to the co-editors.

Aims and Scope

Inclusion provides a multidisciplinary forum for the discussion of interventions and strategies that support the full inclusion of people with intellectual and developmental disabilities, across the life span, in society. Emphasis is placed on emerging research directions and practices that have direct implications for building systems of supports that enhance the inclusion of people with intellectual and developmental disabilities and promote enriched quality of life outcomes.

Articles must be written to be accessible to an array of audiences interested in promoting the inclusion of people with intellectual and developmental disabilities. Preference will be given to original articles that describe promising practices and identify clear implications for the implementation of these practices in society. This may include original research reports, literature reviews, syntheses of research, case studies, policy analyses, program evaluations, position papers, and other manuscripts addressing solutions to barriers common to achieving the full inclusion of people with intellectual and developmental disabilities in society. Topics appropriate for the journal include, but are not limited to the following:

- applied cognitive technologies,
- positive behavior interventions and supports,
- community-based supports,
- educational interventions,
- employment supports,
- family supports,
- organizational change,
- transition, and
- community participation.

Inclusion submissions are accepted electronically and can be submitted [here](#). All manuscripts are peer-reviewed by at least two and usually three anonymous reviewers selected by the co-editors.

Inclusion strives toward fairness and courteousness in the review process. The initial review process ordinarily takes from 8 to 10 weeks, and revisions are often requested. AllenTrack is able to convert most word-processing files (e.g., Word, WordPerfect, Text, PostScript, and Rich Text Format).



In Other News

Gold Partners Shine at Luncheon Presentation

ANCOR Gold Partner's luncheon presentation a hit.



ANCOR's Gold Partners held the spotlight during ANCOR's 2013 Annual Conference: *Because We All Matter* at the special conference luncheon presentation, *Addressing Needs, Achieving Solutions*. Before an audience of over 200, each partner presented the individual solutions to different provider program problems they had solved.

The session, facilitated by Larry Weishaar, Vice President of Quality & Training at ResCare, gave a quick overview (6 slides in 6 minutes) of a program/business challenge experienced by a provider and the collaborative steps it took with the gold partner to achieve a positive outcome. Gold Partners presenting included CareWorks, MediSked, Medline, Quantum Solutions, Rest Assured and Scioto.

The fast paced presentation held the interest of the audience. Some comments received:

- Very informative, short and sweet! I went to a couple of their exhibits afterwards.
- It was great combining lunch with a fast moving presentation.
- I enjoyed it – it was like speed dating. I learned a lot about the different companies.

To learn more about ANCOR's Gold Partners and the solutions they offer, click [here](#). For information on the Gold Partner program, please contact Marsha Patrick, ANCOR's Development Director, mpatrick@ancor.org.



ANCOR Names Sen. Collins Disability Community Champion

ANCOR named **Sen. Susan Collins (R-ME)** National Advocacy Campaign's 2013 Disability Community Champion



ANCOR named **Sen. Susan Collins (R-ME)** the National Advocacy Campaign's 2013 Disability Community Champion. The award was presented to Sen. Collins in her office on Wednesday, April 24.

"I am grateful to ANCOR for this recognition, and I thank all direct support professionals across Maine and the country for bringing us closer to the promise of full community participation for individuals with disabilities," Senator Collins said. "I have long been a supporter of services that allow individuals with disabilities to be supported in their communities rather than in institutions.

Community services keep individuals connected to their families, friends and neighbors, and it also saves Medicaid and other health care programs millions of dollars each year."

Collins was recognized for her long-time advocacy on behalf of Americans with significant disabilities. Throughout her career, Collins has fought for the funding and staff necessary to support people with significant disabilities in their communities. In presenting the award, ANCOR Past President Peter Kowalski described Sen. Collins as a proven leader with a distinguished record of bipartisan collaboration and a steadfast champion of people with disabilities.

"Sen. Collins has been a remarkable advocate for the two most critical elements of service to people with disabilities – the Direct Support Professionals who provide the services and the Medicaid funding that pays for them," said Peter Kowalski, CEO of John F. Murphy Homes in Lewiston, Maine.

"Quality supports are dependent on having a stable, professional direct support workforce. The mission of ANCOR's National Advocacy Campaign is to enhance the lives of all people with disabilities who rely on long term supports and services by obtaining the resources to recruit, train and retain a highly qualified and sustainable workforce," said Renee Pietrangelo, ANCOR CEO.

"It is fitting that the first recipient of this award should be Senator Collins. She has a track record of reaching across the aisle to ensure that the most vulnerable people in our country – frail elders, and people with intellectual, developmental and other significant disabilities have the opportunity to get the services they need where they most want to be – in home and community-based settings, at a fraction of the cost of institutional placements," added ANCOR Board member and Government Relations Co-Chair Than Johnson, of Champaign Residential Services, Inc., Urbana Ohio.



Conference LINKS Corrections

Conference LINKS Corrections

We tried, but alas, we missed some things.

In the printed edition of LINKS available at the conference, Nevada's DSP winner Cheryl Trice's bio was incorrect. For those of you who picked up a copy at the conference here's the corrected bio. (The correction is included in the electronic version, available here.)

Nevada's DSP of the Year is a Program Counselor at Dungarvin Nevada in Carson City. She works in the area of independent supported living as part of the agency's Community Service Department, managed by Kim Carter, who nominated Cheryl.



“Cheryl’s patience and understanding of individuals and their unique needs provides an impeccable relationship with those she serves. As Cheryl’s supervisor, I receive calls from individuals about how much they love working with her and request her services,” Carter said.

Carter has worked with Cheryl for 7 years and calls her “a little pistol” and that refers to Cheryl’s pro-active role as an advocate for any and all Dungarvin clients. “She gets really upset when the people she supports are not treated respectfully,” Carter said. “Working with the public is not always easy when it comes to the treatment and services of our individuals. Cheryl has written letters of complaint to doctors’ offices after a visit has gone sour due to the negative communication and treatment medical professionals impose. Her letters have been respected and responded to with apologetic statements. Return visits to these offices have been much more favorable and accommodating for the individuals. Cheryl feels there is nothing acceptable about an individual feeling belittled and not as important as any other patient served.”

She is a creative professional, a true advocate, a friend of those she supports, and she is flexible to make certain everyone’s needs are met and honored.

“As Cheryl’s supervisor, her performance and dedication are profoundly appreciated. Never is there a worry regarding communication and

quality in every aspect of the services she provides,” Carter added.

Also, our profound apologies to Washington state’s winner Jan Williams of Community Residential Services Association for failing to run her ad.

Congratulations, Jan Williams!




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Did You Know

Did you know - AFLAC



Did you know you can provide Aflac policies to employees at no direct cost to your company? Aflac policies are 100 percent employee-paid and voluntarily purchased. Details can be found [here](#).

Almost one-third of my 700 employees signed on to various AFLAC plans. The demographics of the purchases cuts right a cross our agency – from new staff to long term staff from hourly to salary folksAnd we ended up saving \$7,000 in payroll taxes to boot...more than our dues are to ANCOR. This is a real win-win scenario that saves real dollars in these tough times. Yes, the duck has made me a believer! Thank you SRPN (Shared Resources Purchasing Network).

Peter Kowalski
CEO
John F. Murphy Homes, Inc.



ANCOR | 1101 King Street Suite 380 | Alexandria, VA 22314 | Phone: 703.535.7850 | www.ancor.org

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