

Summit Addresses Technology Solutions

ANCOR-National Council-NADSP Technology Summit a Success

Over seventy leaders participated in the 2nd Annual Technology Leadership Summit sponsored by ANCOR, the National Council, and NADSP on Friday, October 22, 2010 in Westminster, CO. This practitioner-focused event provided an intimate venue to highlight model practices in technology applications, share successful strategies in financing the use of technology and hear from frontline workers on what technologies would be most helpful in assisting those they support and minimizing time spent on onerous tasks.

Participants left with plenty of tangible take-aways and new insights, and had the opportunity to network with their peers during the day-long event.

Here's what some of the participants had to say:

"I wasn't certain what to expect from this event. The summit exceeded my expectations by providing good dialogue and practical technology applications I can use today. Thank you."

"As specific technologies were outlined in the presentations, I was taking notes of which consumers in our organization could benefit most from them. Having such tangible information was helpful."

"Hearing about specific strategies states have employed to help fund technologies through their waiver made me realize that sometimes

we, not the system, can be the main challenge." For additional information, including presentations from the summit, and to connect with providers interested in discussing technology related issues, join the Tech study group on the ANCOR Connected Community.

The easiest way to join the Tech study group is to log on to the ACC, select "Discussions" from the top navigation bar and then click on "My Subscriptions" from the drop down menu. You should then see a list of discussion groups you can join. Select the "ANCOR Tech Study Group" and the communication option you'd like:

ANCOR Tech Study group in the library list.

You can also select "search library" from the drop down menu, then "search tags" on the search page, and use the tags "Coleman Institute" and "Technology for Providers."



Keynote speaker Dan Davies, President, AbleLink Technologies, discusses key trends in technology that are improving the quality of life for individuals with disabilities.

To see presentations from the Coleman Institute's Tenth Annual Conference, which ANCOR continues to support as a sponsor, go to www.colemaninstitute.org.

We encourage all members to participate in a follow-on technology survey. See page 6. ●



Panelists Mark Davis, Dave Toeniskoetter, Sandy Henry, and Dustin Wright discuss how states are strategically incorporating funding for technologies into their waivers.

- Real Time – get a separate email notification every time there is a posting to one of your groups
- Daily Digest – receive one email daily with all the postings made during the previous day. Most people prefer this option.
- PDA – have updates sent to your device

You can access files in the Tech Study Group library by selecting "Libraries" from the top navigation bar and then "Resource Libraries" from the drop down menu. Look for the

Thanks

Special thanks to the steering committee for assisting with the Technology Leadership Summit:

*Mark Davis, OPRA
Sandy Henry, Dungarvin
Dave Toeniskoetter, Dungarvin
Greg Wellems, Imagine!
Dustin Wright, RestAssured*

CEO Perspective

The Technology Wave

The national landscape will again change pending the results of the November 02 elections. That change pales in comparison, however, to the more dramatic changes we're undergoing as a result of global interconnectedness through the Internet and social networking platforms.

At the recent Technology Conference hosted by The Coleman Institute of the University of Colorado, and of which ANCOR, NCCBH and NADSP were a part, Bill Coleman stated that we are at one of the most critical inflection points in the history of humankind. Coleman equated the impact of the Internet and social networking to the invention of language and the printing press---the only other historical inflection points he believes of comparable importance. This is our moment.

In another presentation, Dr. David Braddock said that the access to education movement for people with IDD that began with de-institutionalization has been eclipsed by the access to technology movement we must promulgate today and into the future. Access to technology holds the key to an engaged, meaningful and productive life in communities of choice for people with disabilities into the future.

The nearly 40 ANCOR member organizations attending the ANCOR Technology Leadership Summit, held in conjunction with the Coleman conference, saw firsthand through various mediums how technology applications are revolutionizing capacity and abilities for the people we serve, for our operations, and for direct support staff. ANCOR and NADSP's National Advocacy Campaign contest to solicit technology application ideas from DSPS garnered some inspired thinking. Our plan is to continue our solicitation for new and creative ideas from DSPs and to work with the Coleman Institute and others to bring the most promising of those ideas to fruition.

Access to technology is the next movement, and ANCOR is prepared to lead the way by providing seminal and dynamic forums for generating new ideas, exchanging model practices, and assuring the establishment of public policy that supports technology application. The playwright August Wilson describes movements as waves: A wave hits a wall, and the wall doesn't give. But then another wave hits, and another, and another until finally the wall

See, *CEO*, page 5.



Renée Pietrangelo

ANCOR's Vision

Advancing excellence in supports and services ~ Leading the way to communities of choice.

ANCOR's Mission

To inform, educate and network service providers to safeguard, develop, grow and extend their capacity to support the choices of people with disabilities.

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President's Corner

Bracing for a Long Winter

Today we live in the shadow of the November 2nd election. What will the ramifications be for our industry? How will the election impact each state? How will it impact the Affordable Care Act and how will it impact your bottom line? We do not need to use a crystal ball to be able to predict some of the changes. What do we know?

We know that it is highly unlikely that we will see a continuation of stimulus money trickle into our states. We know that the economy does not show signs of quick recovery. We know that many of our states will be facing large deficits and will be forced to cut services. We know we are about to face a very, very long winter. I am concerned that in an industry that was always funded inadequately - and where there is no 'padding' - that in these very lean times, many providers will have not saved the capital, developed deep enough lines of credit or have enough support for this 'long winter' that will go deep into 2012 and perhaps 2013.

Many of us have survived these lean times before and I thought that I might share with you some ideas and proven methods that might help get you through this inevitable winter. The

first reality you must adopt is that even though you say to yourself, "It could not possibly get any worse," you are wrong. It can get worse, and it will, and your agency's survival depends on you as its leader planning a systematic approach to get through this difficult time. The second reality that you must face is that fear will drive emotions that will decrease productivity and erode the strongest mission and vision. You will have to step up as the leader and share a message that conveys faith, hope, truth and safety for both your consumers and your employees. This is a critical time to increase communication.

We live in a fortunate time where inexpensive methods for very effective communication now exist. We can publish a monthly newsletter right from our desks. We can share a message of hope mailed with our employees' pay checks. It is important to keep your employees informed about the truth in regard to contract cuts, unemployment rates and other significant issues that your employees will eventually hear from someone. It is better that they hear it from you.

Share stories of success. We know that the majority of our workers chose this profession



Wendy Sokol

because they care about the people we support. They did not choose this field because of the pay check, so it is important to reinforce the values that brought them to you in the first place. Tell your employees about the great things they are doing to improve the lives of the people they support. Print testimonials from family members, praising your workers for the great job that they do.

See *President*, page 5.

The American Network of Community Options and Resources (ANCOR) was founded in 1970 to provide national advocacy, resources, services and networking opportunities to providers of private supports and services. LINKS provides a nexus for the exchange of information, ideas and opinions among key stakeholders.

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Insurance and Risk Management Commitment to ANCOR Members

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CEO, from page 2.

comes down. It's our calling as community service providers and the national association of community service providers to be an active and engaged part of each wave to remove barriers to effective technology application and access. Our auspicious partnership with the Coleman Institute is a notable example of our response to that call. ●

Board of Directors Makes Change

The ANCOR Board of Directors has elected Director Mike Decker (Liberty) Treasurer, to complete the term vacated by former Treasurer Dave Toenisketter (Dungarvin) upon his election as ANCOR Vice President.

Philadelphia Insurance Testimonial

“EPI has had a long business relationship [over 20 years] with Philadelphia Insurance as our provider of professional liability, directors and officers, and umbrella coverage. We appreciated the fact that they maintained a focus on human service organizations allowing them to understand our business, and that they were very competitive from a rate standpoint as we put the coverage out for bids every five years. The coverage was one of those things that we paid for but never really thought about needing. This changed a couple of years ago when we were faced with a very unpleasant claim. An adjuster was assigned to our case, and she was engaging, empathetic, and supportive. Her knowledge and investment allowed the claim to be successfully resolved. I would unreservedly recommend Philadelphia Insurance. They have a number of assets including a specialization in human service coverage, a website property liability tool, and ongoing education like a recent webinar on Cyber liability. With the risks involved in service delivery, we really need an insurance carrier that will partner with us in mitigating and covering exposure and Philadelphia has proven to be such a partner for us.”

Chris Sparks
Executive Director
Exceptional Persons, Inc.



President, from page 3.

I recently spent two days in Colorado at the Coleman Institute and ANCOR 2nd Annual Technology Leadership Summit where I saw how inexpensive technology could open the door for many opportunities particularly in the area of more effective communication with staff, consumers and their families. Facebook and Twitter are free. Many young people have the skills to take your website from a billboard to an interactive site where communication can be a two way conversation. I learned that for my company to survive I must embrace technology and use it to increase efficiencies. I learned I will need the help of all my employees and consumers to make this possible. If I can harness the energy of their creativity, then they will help me find the solutions to run my company faster, leaner and better. Today is the time when your employee's suggestions can translate into huge savings on the bottom line.

Consider an employee challenge where each team that works in a group home, ICFMR or day program gets to keep some of the savings that they generate. When I implemented this savings program, I thought we would get savings for a year or maybe slightly longer but I did not think my staff could come up with

better ideas that resulted in savings for five continuous years. I grossly underestimated them because they did come up with ideas that resulted in savings for 48 group homes for five continuous years. It was simple; if they can increase efficiencies and save money, then the company would allow the team to keep 25% of the saving as a bonus and the home could spend 25% on anything that would improve the satisfaction and happiness of the people who live, work or play at that location. The 50% savings for the company went into that rainy day fund. We were saving for winter.

Imagine a world where you save from your staff ideas rather than having to implement cuts or layoffs. Imagine a world where the staff treats the group home van as if it is their own, where everyone turns the lights off and cuts coupons. Imagine a world where your staff come up with fun and free recreation activities and discover that home maintenance such as landscaping, painting and washing the van can actually be fun as well as cost effective. Imagine a world where your staff solicits the consumer's families to be actively involved and you have an almost unlimited supply of great volunteers.

If you can just imagine and communicate an idea founded in hope and faith then you might also find that your team will respond to the call and work together so you can all survive the impending long, long winter. ●



Thinking about the holidays?

If you're shopping online, don't forget to use Amazon and help the ANCOR Foundation.

Remember, every purchase using the link from this icon results in a contribution to the ANCOR Foundation.

Member Input Needed on Technology Use Survey

ANCOR members, here is a chance to shape the future of technology development in our field. Please consider participating in one or both of these efforts.

People use many technologies to make their lives easier and more enjoyable—cell phones, music players, kitchen timers, computer games, and many other electronics.

Researchers at the University of Colorado and at Beneficial Designs, Inc. think that many of these products could be more helpful for people with cognitive impairments. They are creating ease-of-use guidelines for designers and manufacturers. This information will also help shoppers match product features to what they need.

Which products should they work with first? Take their survey and tell them.

- An online survey for family members and professionals who understand the needs of a person with cognitive impairment is at www.beneficialdesigns.com/survey.

- They also need to talk with people with cognitive impairment about the consumer electronics and household tools that are important to them. To learn more or to schedule a telephone interview, please email seanna@beneficialdesigns.com or call 831-685-4798.

If you are interested in joining the new RESNA Standards Committee on Cognitive Technologies, please contact Seanna at the email or phone number above.

More information on this project, The Development of Uniform Standards for Cognitive Technologies, is at www.BeneficialDesigns.com. More information about the University of Colorado's Rehabilitation Engineering Research Center for the Advancement of Cognitive Technologies (RERC-ACT) is at www.rerc-act.org.

Funding is provided by the National Institute on Disability and Rehabilitation Research under the US Department of Education, Grant #H133E090003, and the Coleman Institute for Cognitive Disabilities. ●

Staff Transition

Kari Amidon, ANCOR's Education and Foundation Director, left the association staff effective October 29, 2010.

Her replacement is Debra Langseth, who will be working part-time while fulfilling the same duties.

ANCOR wishes Kari the best of everything in her new adventure and welcomes Debra to the ANCOR family.



In the 1970s, you could gather the whole gang around the fondue pot.

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Are you connected?

Commemorative Items On Sale NOW

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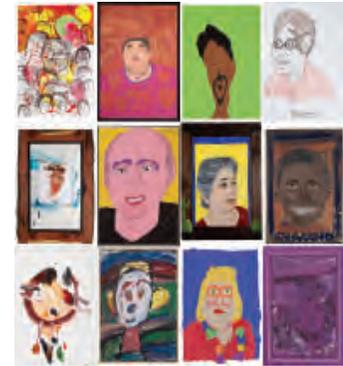
The ANCOR 40th Anniversary Party was a huge success. Now, whether you were at the party in person - or just in spirit - you can order ANCOR 40th Anniversary commemorative items for yourself, your artists, to give as gifts, or to use in promoting your organization and ANCOR in the community.

We've created two sets of note cards, using some of the images from the 71 self-portraits that were part of the display at the National Portrait Gallery. We're also offering copies of the beautiful commemorative program. It includes a timeline of the last 40 years, photos from our archives, photos and descriptions of all the self-portraits, and lists of our Legacy Leadership Circle inductees, and past winners of the Community Builder and DSP of the Year awards.

Organizations with an artist in the exhibit may also be interested in ordering quantities of a single image notecards. The minimum purchase of a single image is 100 note cards.



Note Card Set A



Note Card Set B

TO ORDER: Visit the Publications page of the ANCOR website, [here](#).

Proceeds from the sale of the note cards go to the ANCOR Foundation.



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Federal Wage And Hour Guidance

Just the Basics

Joni Fritz,
Labor Standards Specialist

As the result of questions sent to this author, it seems appropriate to briefly review the basic requirements of federal wage and hour requirements. All of these are discussed in greater detail in the ANCOR Wage and Hour Handbook.

Employees who provide direct support or work in some other capacity for agencies that support people with disabilities are covered by provisions of the Fair Labor Standards Act.

Unless specifically exempted, employees must be paid at least the minimum wage for the first 40 hours worked each week, plus one and one-half times their regular rate of pay for each hour worked that exceeds 40 hours in each workweek.

The federal minimum wage is currently \$7.25 per hour. Some states have higher minimum wages. Employers must always use the higher amount.

An employee may not waive his or her statutory right to be paid the applicable minimum wage.

Overtime must be computed on the basis of each employee's workweek. Wages may not be averaged over two workweeks.

If an employee works two separate jobs for an agency, overtime must be computed based on the total number of hours worked, even if the agency is comprised of more than one corporate entity (e.g., one governing residential supports plus another for transportation services).

Most training time is considered hours worked for employers, and must be compensated.

Some travel time is also considered hours worked for hourly employees.

Non-exempt employees may not volunteer their services to their employer if they are performing the same work for which they are normally paid.

Non-exempt employees may not accumulate "compensatory time" to be taken off during a later workweek.

Generally, hourly employees must be compensated for all hours when they are required to be on their employer's premises. Exclusions for the sleep time of some employees are complex and must be followed explicitly.



Joni Fritz

Contact ANCOR at 703-535-7850 or www.ancor.org to order a copy of the ANCOR Wage and Hour Handbook for more specific information regarding compliance with each of these provisions of federal law, regulation or enforcement policy. ●

AUTHOR LINK: Joni Fritz is a Labor Standards Specialist whose guidance is free to ANCOR members and participants in a Wage and Hour Workshop or teleconference that she has conducted. Any ANCOR member who wishes to make arrangements for consultation or workshops with Joni must first contact Jessica Sadowsky, ANCOR Director, Government Relations, for a referral at (703)535-785, ext. 104 or jsadowsky@ancor.org.

Scioto provides residential homes for people with disabilities ...in communities everywhere.

Scioto's focus, as the number one provider of housing solutions for people with disabilities, is to help providers address the complexities of this market. Our team of specialists is flexible enough to develop solutions for even the most complex housing situation. Our goal is to allow providers to focus on the delivery of services to the people they support, instead of housing issues.

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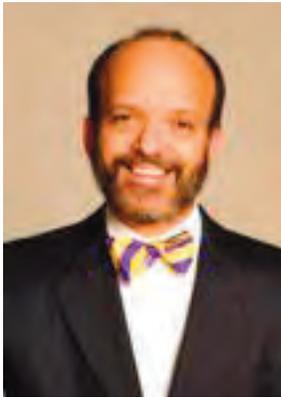
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News and Notes

New From Around the Broader ANCOR Community

Paul Steven Miller

May 4, 1961 – October 19, 2010



Paul Steven Miller, a legend in the disability rights movement in the United States, died at his home October 19, 2010 following a long illness. Born with achondroplasia, a genetic condition that results in dwarfism, Paul graduated from Harvard law School in 1986. But despite facing overt discrimination early in his career, Paul became an internationally acclaimed expert in discrimination and disability law and was the trusted advisor on these issues to Presidents Clinton and Obama.

Paul is survived by his wife, Jenni Mechem and his two young daughters, Naomi and Delia. He will be missed.



Siegel Names DSP Award Winners

The Irwin Siegel Agency, Inc. has announced the 2010 winners and runners-up for their annual Direct Support Professional Awards. The three winners and their agencies are:

- Brandon Schoonmaker, Ulster-Green Arc
- Dytra Hales, Individual Support Systems, Inc.
- Isabel Chica, Miami Lighthouse for the Blind and Visually Impaired

The three runners up are

- Patrese Brown, Southeastern Virginia Training Center
- Wilton Robinson, AHRC Nassau
- Samuel Hundeyin, Melmark



Ripple of Hope Award Ceremony

The MENTOR Network's Ripple of Hope Awards were created in 2005 to recognize employees, Mentors and other independent contractors whose compassion, energy and skill create ripples of hope in the lives of others. Award winners are nominated by their peers and selected by The Network in recognition of their unwavering commitment to make a positive difference in the lives of others, whether through small, meaningful acts or dynamic systems innovations.

This year's awardees will be honored at a ceremony on Monday, November 8 in Boston. The honorees are:

- Andréa and Nathan Cook, Mentors, Florida MENTOR
- Jim Fouty, Maintenance Director, REM West Virginia
- Ryan and Sheryl Francisco, Mentors, California MENTOR
- Diane Goodwin, Program Coordinator, REM Ohio
- Darlene Pike, House Manager, Virginia NeuroCare
- Lisa Pitcock, Mentor, Indiana MENTOR
- The Staff of REM Dommo, Karen Harden, Director of Program Services, REM Wisconsin
- Mary Rodenberg-Roberts, Assistant General Counsel, Regulatory and Licensing, The MENTOR Network



Alliance for Full Participation Webinar Now Available

Materials from the Alliance for Full Participation's October 22, 2010 Webinar on Using the AFP Scorecard are now available for viewing and download.

Learn how two state teams, Iowa and California, are using the AFP Scorecard to evaluate their current state employment environment and identify incentives, set priorities and create new initiatives to remove barriers and promote employment for people with intellectual and developmental disabilities. Please note, the video recording begins just after Pat Steele's presentation began.

This webinar is part of an ongoing series sponsored by the Alliance for Full Participation.

Join with us and our state teams to double the rate of employment for people with intellectual and developmental disabilities by the year 2015.

Mark Your Calendars for AFP's 2011 Summit
November 17-19, 2011
Gaylord National Harbor Hotel,
Washington DC



TASH Conference – Deadline Approaches

The deadline for offsite registration for the 35th Annual TASH Conference – *Embracing Difference...It's Time!* - is November 10. The Conference will be held December 8 – 11 in Denver, CO. Conference topics include Inclusive Education, Employment, Community Living, Human Rights and more. Information on all conference sessions and workshops can be found at www.TASH.org/2010 TASH, or by contacting Jonathan Riethmaier at jriethmaier@tash.org.



Michelle Auer Becomes WomenHeart Champion

ANCOR Board of Directors member Michelle Auer (Rise, Inc.) recently became a *WomenHeart Champion* after graduating from the prestigious annual WomenHeart Science and Leadership Symposium at Mayo Clinic. Auer is one of 55 women from around the country – all heart disease survivors, from 27 states and the District of Columbia and ages 33 to 77 - who was selected from a nationally competitive application process to attend the four day symposium and return home as a leader to educate, advocate and support her community on the issue of women and heart disease – the nation's leading cause of death for women.

WomenHeart: The National Coalition for Women with Heart Disease is the nation's leading organization representing the 42 million women living with or at risk for heart disease.

Congratulations, Michelle!

Learn more about women heart at www.womenheart.org.



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- Courses Coming Soon: Outcomes Measures from CQL, the Council on Quality Leadership; Customized Self Employment from Griffin Hammis Associates

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Renee Pietrangelo
CEO ANCOR

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The Lucky Seven:

Easy and Effective Recycling Tips that Make a Difference

by Jill Oldenburg

If you're like most people, you want to practice more green habits but find yourself confused with where to begin. Here's a compilation of tips, resources and facts that will leave you inspired and ready to take action. And, did I mention, they are EASY? Go forth, and Go Green!

1. Paper - Every Scrap Counts

Buy recycled paper: it's easy to find, competitively priced and features the same performance characteristics as the virgin paper equivalent.

Double sided printing: Never leave a side unused and recycle it when you are finished. Private document? Shred it and recycle the shreds in a paper bag (to reduce air-borne shreds).

- **FACT:** By recycling one ton of paper, you can save 17 trees, almost 7,000 gallons of water and more than three cubic yards of landfill space.

2. Be Recycling Ready

Just like a dieter shouldn't keep cupcakes in plain sight, putting recycling bins and containers in key areas of your work or home makes it easier to do the right thing. If you are in a busy work environment, labeling the bins and/or hanging a simple to follow sign makes it easier.

- **FACT:** About 80% of what Americans throw away is recyclable, yet our recycling rate is just 28%. Environmental Protection Agency.

3. Inkjet Cartridges = Tiny Money Makers

The seemingly innocuous inkjet cartridge has increasingly become one of the most problematic items in our solid waste stream. When not properly recycled, the ink from the cartridges can leach into the soil and pollute the environment and the plastic cartridges take several generations to decompose.

Good news for ANCOR members and their supporters: Inkjet cartridges are one of the

items collected and recycled, 100% landfill free in the Recycle for ANCOR fundraiser. Business and organizations that use a lot of these items can get a free collection box for proper disposal and earn money, too. Visit www.scrapdr.com for more info.

- **FACT:** Almost eight cartridges are thrown out in the United States every second of every day. That's almost 700,000 cartridges per day. Office Depot

4. Electronic Age - Benefits & Concerns

Going electronic is a wonderful way to save on paper and space for businesses and home offices alike, but be sure to have sufficient back up systems and anti-virus software in place. NOTE: The increase in technology correlates with the amount of electronic waste (e-waste) that is disposed. Properly recycling these items (laptops, cell phones, PDAs, etc.) helps lessen their impact on the environment and Recycle for ANCOR is one great option.

- **FACT:** The Recycle for ANCOR box collection fundraiser earns participants

See [Recycle](#), page 14.

Telecare Increases Independence and Enhances Quality of Life



Rest Assured® is a Telecare system that links trained caregivers to people with disabilities in their own homes. Rest Assured is unique because of the caregivers who become an integral part of the individuals' lives and are trained in each person's specific needs and care protocols. Telecare services help stretch a person's support budget while providing the high level of services individuals need and deserve. The table below compares Rest Assured services to those provided by traditional on-site staff.

Health and Safety Concern	Rest Assured	Staff	Rest Assured VS. Staff Difference in Supervision of Consumers ISP and Healthcare Plans
ADL Assistance	Provides verbal prompts and redirection	Provides verbal prompts, redirection and physical assistance	Rest Assured places call to on-call staff when physical assistance is needed.
Nutritional Intake	Redirects consumers from eating at inappropriate times and food that does not fit dietary plans	Redirects consumers from eating at inappropriate times and food that does not fit dietary plans	NONE
Financial and Sexual Exploitation	Monitors the interactions between visitors and consumers to ensure safety and can ask visitor to leave or notify authorities	Monitors the interactions between visitors and consumers to ensure safety and can ask visitor to leave or notify authorities	NONE
Daily Progress Notes and Tracking	Monitors and documents all required documentation (Bowel Tracking, Incontinence, Seizures, Vomiting, etc.)	Monitors and documents all required documentation (Bowel Tracking, Incontinence, Seizures, Vomiting, etc.)	NONE
Emergency Medical Care	Places 911 call and contacts on-call staff for immediate assistance	Places 911 call and waits for emergency personnel to arrive and provide assistance	Rest Assured places call to on-call staff to provide additional and immediate assistance.
Behavior Tracking	Provides accurate behavior tracking on real-time basis with ability to replay incident to determine antecedents	Provides only staff interpretation of antecedents for the behavior tracking	Rest Assured more accurately documents behaviors by replaying the incident to determine the antecedent.

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Recycle, from page 12.

money for recycling e-waste: laptops, cell phones, PDAs, iPods, MP3s, digital cameras, inkjet cartridges - 100% landfill-free.

5. Lights On - Gotcha!

Whether it is your four-year-old's love of light switches or co-workers that can't be bothered to flip a switch, try a friendly competition of shutting off lights when out of a room for five minutes or more. You will be surprised at how a little competition can 'spark' the energy saving nature in all of us!

- *FACT: From an energy-conservation standpoint, it's almost always beneficial to shut off fluorescents when leaving the room—the start-up energy is offset by the power saved in even the briefest outages. www.scientificamerican.com*

6. Paper or Plastic? Neither?

While reusable shopping bags are still the top choice of environmentalists, many people find reusing their paper or plastic bags for pet clean up, lining garbage cans, crafts and more also makes smart eco-sense. Combine these uses

with carrying reusable shopping bags in your car or purse for a totally earth friendly choice.

FACT: Plastic bags may take up to 1,000 years to decompose on land and 450 years in water. www.epa.gov

7. Skip the Zip and Bring the Mug

Ziploc® and other resealable bags can be handy, but the waste they create is staggering. Reusable sandwich wraps and BPA-free plastic containers make more sense and add a better "bistro effect" to your brown bag. Water bottle and coffee shop cups are another offender - bring a reusable water bottle or coffee mug to keep in your car or desk!

- *FACT: According to Starbucks, if 50 customers at each location used reusable mugs, we would save 150,000 cups per day, reducing waste by 1.7 million pounds of paper per year. ●*

Author Link: Jill Oldenburg is a communications & eco-living expert working with BCS Recycling Specialists to spread the word about Recycle for ANCOR, a unique, free e-waste

collection fundraiser that pays ANCOR members for inkjet cartridges, cell phones, iPods, MP3s, digital cameras, smart phones and laptops. All items are properly recycled and nothing reaches the landfill. BCS Recycling is a proud member of ANCOR's Shared Resources Purchasing Network. Please click here for more information and to order your collection box.

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- ...care more than others think is wise;*
- ...risk more than others think is safe;*
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--Anonymous

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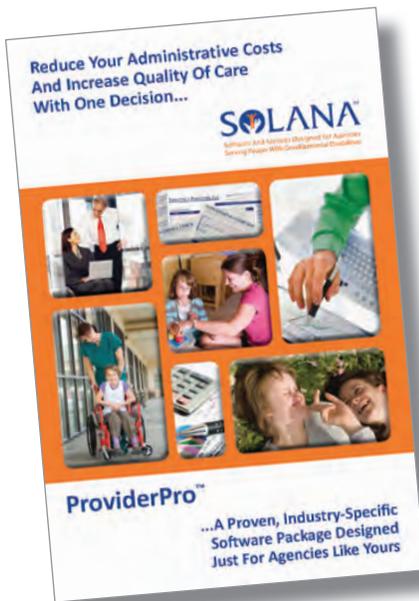
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Agency Has CDS in Its Training Toolbox

New Horizons Resources Lowers Its Turnover to 5%

By Tom King

Five years ago the rate of turnover in the Direct Support Professional (DSP) ranks at New Horizons Resources, Inc. (NHR) was 14% -- in and of itself a very low number within the field of providing supports for people with developmental disabilities. But today, that turnover rate is 5% -- an almost unheard-of -number in this field of work. Those impressive figures led to ANCOR (the American Network of Community Options and Resources) recognizing NHR in its National Benchmarking Project as a leader in staff retention.

NHR has been a proud member of ANCOR for 10 years and an agency that is one of the standard bearers for best practices in the industry.

One of the turnover reduction factors cited by Tom McCluskey, the Staff Development Coordinator at New Horizons Resources, is the College of Direct Support (CDS) and how its curriculum is used as part of New Horizons' workforce development toolbox. McCluskey tells this New Horizons-CDS story in the CDS October Partner Profile, which you can find [here](#).

"In 2009, turnover at New Horizons Resources (NHR) was less than 5%. NHR attributes much of their success to their commitment to identifying the second most important person in the organization as the DSP," ANCOR said in its report on the bench-marking results. Those results were reported and discussed by Regis Obijiski, CEO, New Horizons Resources, and Sam Laganaro, Director of Human Resources, New Horizons Resources during an ANCOR webinar.

Tom writes: "CDS, more specifically the College of Frontline Supervision and Management (CFSM), has played an integral role in helping us maintain our DSP turnover rate of 5%. Five years ago our turnover rate was 14%. CDS is definitely one factor in this reduction. At NHR we train all Frontline Supervisors in the CFSM's best practice skills of recruitment, retention, welcoming, and developing the workforce. Again, we use blended learning reinforcing the computer-based CFSM with the University of Minnesota's Remove the Revolving

Door curriculum."

The University of Minnesota's Institute on Community Integration develops and authors the CDS curriculum.

NHR is a not-for-profit agency providing supports to children and adults with developmental disabilities in the Hudson Valley Region of New York State. Its mission is to support people to have fulfilling lives within their local communities by establishing a home, belonging, self determination, productivity and life-long learning. NHR was founded in 1974 by a group of parents seeking alternatives to institutionalized care for their sons and daughters. In 1981, the agency opened its

first residences. The founders wanted to create supports that would provide a home and a reasonable assurance of permanency for their family members. They also wanted people with disabilities to build friendships and establish relationships in their communities.

Today, NHR provides supports to 450 people where they need it most: in their homes, at their work sites, and in their communities. It operates within a 40-mile radius from its Training and Administrative Offices located in Pleasant Valley, NY.

"We work with the specific intention to establish ourselves as an employer that respects the DSP work-



Tom McCluskey



force. Our organizational chart outlines our philosophy and practices as it applies to DSPs; they are toward the top of the chart, the second most important people in the organization. Naturally the people we support are first," McCluskey says. "Successful DSPs are required to be well rounded, knowledgeable and competent in many areas. Everyone else's job at NHR is to lift up and support DSPs to be successful."

NHR had 40 DSPs (33 from NHR and 7 from sister agencies) complete a 200-hour training program which was designed to support them to apply for the National Alliance of Direct Support Professionals (NADSP) DSP-C (DSP-Certified) credential. They used the CDS as the foundation of the training program. "We used a

blended format where classroom discussion and activities reinforced the learning objectives from the CDS courses. This provided a strong foundation for the participants to begin work on their portfolios in which they are required to demonstrate mastery in 8 of 15 of the Community Support Skills Standards, a nationally recognized standard for DSP work," McCluskey explained.



New Horizon Resources DSPs-Certified (left to right) are Tina Fagan, Cammie Heiser, and Brooke McNally at the ANCOR conference in Washington, DC.

See CDS, page 17.



COLLEGE OF DIRECT SUPPORT

AN INTERNET BASED CURRICULUM FOR DIRECT SUPPORT PROFESSIONALS

CDS, from page 16.

NHR is proud that four of its DSPs -- Tina Fagan, Brooke McNally, Cammie Heiser and Lynda Dipressi -- are the first in New York and among the first 20 DSPs nationally to achieve the DSP-Certified status. Between them they have over 50 years of DSP practice, with 45 of those 50 years at NHR.

“New Horizons has quite a long history in engaging in, learning about and teaching others about the importance of an educated and empowered workforce. CDS is a part of that success but they were quite successful even before they used CDS,” says Amy Hewitt, Senior Research Associate at the Institute on Community Integration at the University of Minnesota “The fact that even given the already low turnover rates that they opted into CDS is a testimony to how valuable they think it is for New Horizons.”

AUTHOR LINK: Tom King is Director of Communications for the College of Direct Support. You can contact him at 1-877-353-2767 (toll free) or via email at tking@collegeofdirectsupport.com.

To find out about the ANCOR Foundation partnership with the College of Direct Support and the ANCOR Member Buying Pool, contact Bill Tapp at 1-877-353-2767 (toll free) or email him at Bill@collegeofdirectsupport.com.



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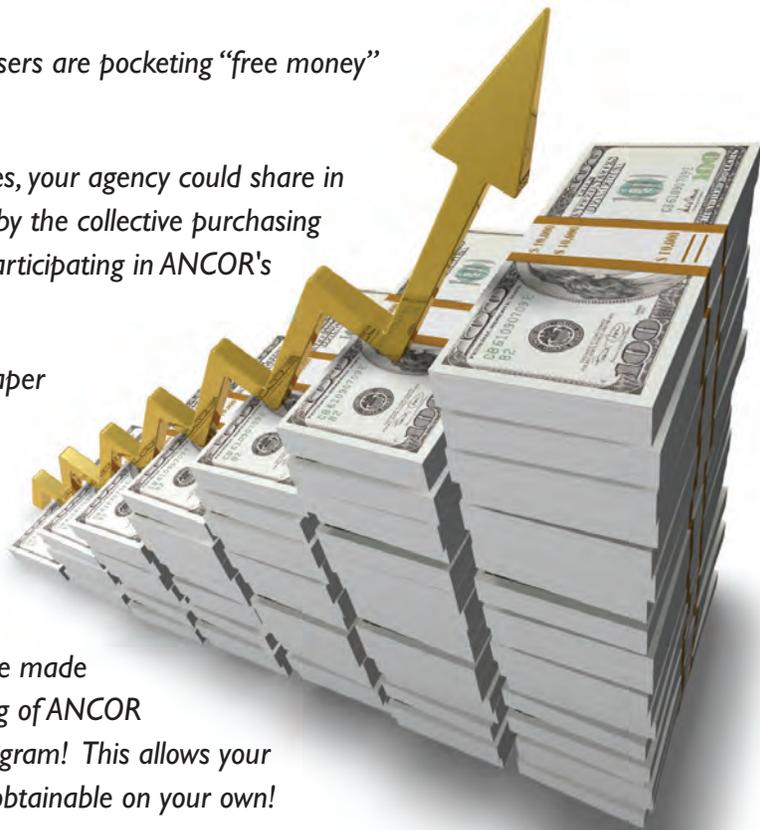
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2010 ANCOR Events Calendar

November

- 10 Free Webinar: Making the Most of the ANCOR Connected Community
2 - 3 p.m. eastern time

December

- 1 Profiles in Executive Succession: Three Success Stories
1:00 - 2:15 p.m. Eastern
- 8 I/DD and Post Traumatic Stress Disorder (PTSD): Symptoms, Diagnosis and Treatment
1:00 2:15pm Eastern

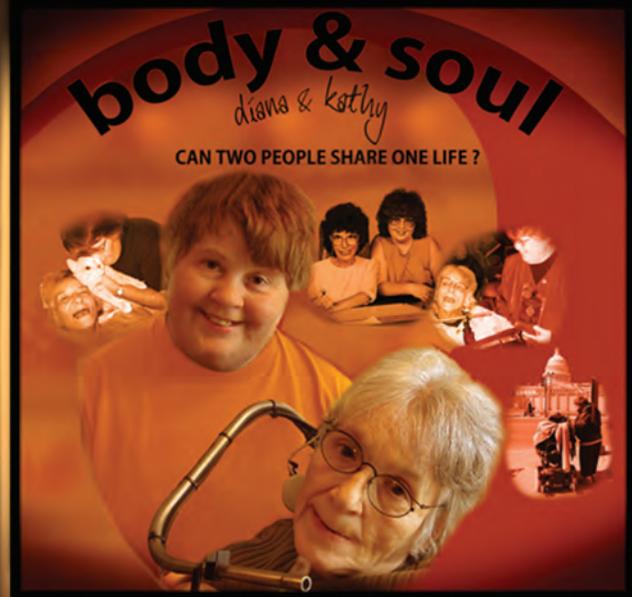
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'Body & Soul: Diana & Kathy' Film Lives Within the CDS

The story of Diana Braun and Kathy Conour in Alice Elliott's film "Body & Soul: Diana & Kathy" comes alive in this new College of Direct Support offering. This new genre within the CDS curriculum is called "Film for Thought" – a specialized type of learning that focuses on one film and uses it to help learners connect the story to the competencies and skills they have learned using CDS. It's a new way of learning!

"Body & Soul: Diana & Kathy" made its nationwide debut on PBS in the fall of 2009. This stirring movie chronicles the life of two of the country's most remarkable advocates for people with disabilities.

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