Successful ANCOR Management Practices Conference
Gives Attendees Practical Tools They Can Use

“Practical and informative” were the two words most often used to describe ANCOR’s Management Practices Conference and Trade Show held in New Orleans earlier this month, which had more than 400 attendees. The conference boasted many firsts for ANCOR, including:

- The introduction of ANCOR’s Exchange Network, which provides mentoring and networking opportunities. The Exchange Network gives individuals who are in middle and upper-level management positions at ANCOR member agencies career growth and professional development. More information about this mentoring opportunity can be found on page seven.
- Free coaching sessions that gave attendees strategies to help retain exceptional and high potential leaders.
- A Shared Resources Purchasing Network booth that enabled attendees to learn how they can save money and have access to leading industry purchasing and cost control practices.
- The unveiling of ANCOR’s Performance Excellence Benchmarking Project. The project gives providers an innovative opportunity to improve quality, measure program performance and assess client functioning and satisfaction to make Quality Job 1. More information about the project can be found by visiting http://pe.ancor.org/display/pe/ANCOR%27s+Performance+Excellence+Initiative.
- An experimental game, developed by ANCOR and Therap Services, LLC, which taught attendees how to create opportunities to support people with disabilities.

“I found the experimental game to be an excellent and highly informative new addition to this year’s conference,” reflected Larry Weishaar, vice president for support services at ResCare, Inc. “The game provided me with an eye-opening experience to learn what possibilities are available in creating a system that best meets the changing needs of consumers.”

In addition to first time offerings, the conference also provided attendees with an inspiring keynote sponsored by The Mentor Network entitled, “Motivating a Multi-Generational Workforce: Creating the Culture to Succeed Today and Beyond.” The keynote, presented by Bruce Wilkinson, CSP, president and chief officer of Workplace Consultants, Inc., engaged the audience by noting all of the similarities that they share, while learning how to work together through differences.

See Conference page 17

Keynote Bruce Wilkinson, Workplace Consultants, Inc.
Beyond Today

Achieving sustainable success in the 21st century is appreciably more difficult than it has been in the past for nonprofit organizations, including ANCOR as a nonprofit trade association. A key to “sustainable success” is maintaining relevancy as the fabric of our environment continues to reshape itself at an accelerating pace.

These developments create numerous strategic implications for our organizations; at the very least, this kind of deep-seated change raises difficult questions about the raison d’être for the association. The ANCOR Board of Directors has engaged itself in an ongoing process of generative dialogue so it can effectively reorient its thinking and process in planning for the future. No doubt your organization is doing the same.

As the first decade of this century draws to a close, we must consider possible frameworks for designing the third-generation association as well as the third-generation service provider. To that end, ANCOR’s Board has unequivocally committed itself to working with and supporting our members to proactively shape the future of service delivery.

To make this possible, ANCOR leadership, staff and member volunteers must first embrace this counterintuitive, animating belief: The only way to respect the past is to create the future.

If we choose to make tradition a platform for innovation and new thinking in creating the future, we must embrace ways of thinking and being that will serve our organizations well, even as we progress toward a turbulent and uncertain future. So, what might be the “next” traditions that can help form and bolster our efforts to make innovation, transformation and renewal a top strategic priority? Author Jeff DeCagna, a chief strategist and founder of Principled Innovation, LLC, suggests these six new traditions:

**Tradition of curiosity.** In a world where both associations and providers don’t know what they don’t know, learning is an absolute prerequisite for success. But before there can be learning, there must be curiosity, which inspires us to learn as much as possible—especially about ideas that challenge us, rather than narrowing our search to the supposed “right” answers that reinforce our existing assumptions. We must be able to ask ourselves, our staff members and our Boards even as we progress toward a turbulent environment continues to reshape itself.

**Tradition of care.** The association community has engaged in considerable discussion about the critical need to build community; but genuine communities are much more expansive and thoughtful questions, stay with them and consider the entire continuum of possible answers, including strategic opportunities and unintended consequences.

**See CEO Perspective page 23**
ANCOR’s Management Practices Conference and Trade Show held in New Orleans has concluded. The vendors quickly packed and the conference participants rushed to catch their flights or that last toast on Bourbon Street.

How can one sum up this year’s conference? For starters, the music and food belayed the struggles that the city is battling as it tries to return from the devastating Hurricane Katrina, when the Mississippi River was at flood stage and from the riverboats you could look down on the rooftops of houses in some neighborhoods. This provided a reminder of just how perilous the relationship between home and water actually is in New Orleans. However, despite the destruction wrought by Hurricane Katrina, at no time did the locals sound like they were looking back. Nope, they only appeared to be looking forward.

While ANCOR was holding its Management Practices Conference and Trade Show, New Orleans was alive with the sights, sounds and smells of the French Quarter Festival. The festival, which was jammed with tens of thousands of people, punctuated the “can do” attitude of the people of New Orleans, especially the direct support providers (DSP) that we met. The DSPs thanked us for coming and we thanked them for being there to support the consumers.

Although just being in New Orleans was inspirational, our keynote speaker Bruce Wilkinson, a New Orleans native, was inspirational and motivating as he elevated our emotions from laughter to tears at a moment’s notice. Like the city of New Orleans itself, it was hard to keep up with Wilkinson as he moved with speed and intensity. How could any of the other conference speakers compete? Somehow they did, as each session seemed to have equally gifted presentations.

However, the speakers are only one part of any good conference. For many attendees, fellowship and networking were the highlight of the conference. Our exhibit area, for example, was a sight to behold with 33 vendors on hand each offering their goods and services. Also at the conference, ANCOR recognized some members who have retired or who are planning to retire soon. Some of our thanks and best wishes went out to Jan Hannah of Texas, John

See President page 15
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Carolyn Greene, School Administrator, J. Vernon Riddle Developmental Center, North Carolina

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Michael F. Dorsey, Director of Clinical Services, Mental Retardation Division, Vinson, Massachusetts

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ANCOR Rolls Out Mentoring Program to Prepare Tomorrow’s Leaders Today

By Larry Weishaar

One sentiment echoed repeatedly at ANCOR’s Management Practices Conference and Trade Show held this month in New Orleans, LA, was that Generations X, Y and Z are looking for opportunities to be heard, challenged and to lead. As providers, we must address how to best support and channel this energy and enthusiasm.

To that extent, ANCOR has recently rolled out a mentoring exchange network, which works to prepare tomorrow’s leaders today. Through the ANCOR Exchange Network, individuals who are in middle and upper-level management positions at ANCOR member agencies can select from two tracks designed to provide them with career growth and development. Those two tracks are:

• Networking and idea exchange events where participants can share ideas and establish contacts.

• Mentoring that offers those seeking a mentor, or those who would like to share their knowledge, the opportunity to work together in a one-on-one confidential, structured and focused environment.

Now more than ever, ANCOR’s Exchange Network is needed. Recently, the Young Nonprofit Professional Network (YNPN) released a report entitled, “Stepping Up or Stepping Out: A Report on the Readiness of Next Generation Nonprofit Leaders [http://bss.sfsu.edu/~mpa/documents/SteppingUporOut.pdf].” The report highlighted information gleaned from a survey of YNPN’s 10,000 members to learn more about their career aspirations. According to the report, nearly half of all young leaders will leave the nonprofit sector, although they may intend to return. In addition, the report found that 48 percent of respondents consider lack of management experience a barrier to reaching an executive position; and, while one-third of respondents noted that they consider it highly likely that they will become executive directors in the future, only eight percent of these respondents said they believed it would occur at their current nonprofit.

As an organization that represents a significant number of nonprofits, ANCOR finds the YNPN report and similar studies to be a call to action. ANCOR must leverage its talent base to make certain that we do not lose the emerging leaders who possess the insight, intelligence and enthusiasm to lead the field forward for many years to come.

While studies show that nearly half of all young professionals will leave the nonprofit sector, studies also show a bleak future for the leadership of nonprofits. Approximately two-thirds of current CEOs and executive directors of nonprofit organizations expect to leave their current positions within five years or less. Furthermore, a study conducted by the University of Delaware found that more than 50 percent of CEOs surveyed do not have a succession plan in place for their organizations.

Clearly, tomorrow’s leaders need your support today. I encourage you to support the ANCOR Exchange Network by participating in networking opportunities and serving as a mentor. By committing to working with one individual currently in a middle-management position for just two hours per month, you will provide them with an opportunity to address common issues, give them guidance and improve your own knowledge and professional development in the process.

Let us make certain that the people who will lead the disabilities field when we have moved on are those who not only understand the past, but are ready to forge ahead with the vision and values necessary to help create a strong and prosperous future. To learn more about the ANCOR Exchange Network, visit the ANCOR website at www.ancor.org/benefits/network.html.

ANCOR Announces Scioto as Fifth Gold Sponsor for 2008

ANCOR is proud to announce Scioto Properties, LLC, as its fifth Gold Sponsor for 2008. “We are delighted to have Scioto as a Gold Sponsor,” said Renee Pietrangelo, CEO of ANCOR. “Scioto’s housing solutions can improve the quality of life for clients and increase agency operational flexibility, both of which are important to our members and the consumers they serve.”

“We are very pleased to be a Gold Sponsor for ANCOR,” stated Tim Vogel, co-founder of Scioto. “We are focused on finding housing opportunities for people with disabilities and offer several innovative housing solutions for purchasing, building, designing and managing homes. Nationally, we work with nonprofit and for-profit provider organizations, government agencies and individuals and their families.”

By focusing solely on housing, Scioto has garnered significant experience and has developed the capabilities to deliver value anywhere in the country.

For information about how your agency can become an ANCOR sponsor, contact Marsha Patrick, ANCOR director of resource and revenue development at (703) 535-7850, ext. 110 or mpatrick@ancor.org.
Co-Sponsors for H.R. 1279 Increases to 121!

Since the beginning of 2008, the National Advocacy Campaign (NAC) has stepped up its efforts to recruit additional co-sponsors for H.R. 1279 – the Direct Support Professionals Fairness and Security Act – initiated by ANCOR. To date, the grand total of co-sponsors for the bill has shot to 121!

In addition to informing legislators about the bill, the NAC used ANCOR’s Management Practices Conference and Trade Show as an opportunity to communicate to the ANCOR community the importance of their support for H.R. 1279. During the conference, it was announced that the NAC legislative team is seeking to increase the number of co-sponsors of H.R. 1279 to 150; secure a congressional hearing this year on the greater workforce issue; and develop a lasting strategy to identify and confirm a bill sponsor in the Senate. Although ambitious, the NAC firmly believes that with the support of ANCOR members, strategic partners and advocates, we have the shared resources available to achieve these important goals.

With attention focused on federal elections this year, it is critical that we maintain constituent contact with members of Congress regarding H.R. 1279. Already, there have been several Action Alerts posted on ANCOR’s website. Please use these Action Alerts as your opportunity to personally write, call or visit your congressional representative and urge their support of H.R. 1279. To find out more about the Action Alerts, visit http://www.ancor.org/issues/alert/?alertid=10887631.

Last Call for DSP TV Entries – Deadline is June 1!

DSP TV Online provides an inviting forum for DSPs, people with disabilities, families, supporters of people with disabilities and the direct support workforce to share their stories and compel action. And, who knows, you may win one of several prizes in the process!

The deadline for entries is fast approaching! All videos must be posted to the DSP TV site no later than June 1, 2008. One winner from each category will receive $500 and an overall winner will receive $1,000 and paid hotel and airfare to the September 2008 DSPs to DC event!

Be bold, be creative and be heard!

Mike Garcia, 2008 DSP of the Year
Catholic Community Services/Community Living Program-Tucson, AZ

Mike possesses an exemplary ability to recognize immediate needs, organize and systematize accommodations and realize success. These qualities have earned him opportunities to move from being a direct support professional (DSP) into administrative positions. However, Mike’s heart lies with his consumers. He politely turns down the offers, believing that his strengths and purpose in life are to work with individuals directly and to advocate for their needs at all times.

Don’t forget to read the special NAC spotlight on the Direct Support Workforce insert in this issue!
ANCOR’s National Advocacy Campaign (NAC) celebrates direct support professionals’ (DSPs) skills, dedication and humanitarianism through its annual Direct Support Professionals Recognition Award. This year, ANCOR members submitted nearly 200 nominations from which the Selection Committee chose one national and 39 state winners. The Committee also took special note of the courageous acts of an exceptional DSP from New Orleans who lived in her automobile for three months while she relocated and supported her consumers in the wake of Hurricane Katrina.

Nominations were judged on criteria that included how well the nominee helped consumers build social capital, fostered independence, and established ties to their individuals and families. Their level of creativity demonstrated on the job was also a factor. The winners were honored on Tuesday, April 15 during an awards ceremony at ANCOR’s 2008 Management Practice Conference in New Orleans, Louisiana.

The individual stories of these honorees vividly demonstrate just how critical DSPs are to our healthcare system and the tremendous need that exists for compassionate, devoted skilled workers. As you read their stories, it is important to consider, not only people with disabilities, but also the fragile seniors and families who need direct support. Understand that if you don’t know how important DSPs are today, you will when you or someone you love needs their supports.

Photos by Riverview Photography
2008 DSP of the Year

Mike Garcia
Catholic Community Services/
Community Living Program
Tucson, AZ

Mike Garcia is a humble guy. He shouldn’t be. He possesses an exemplary ability to recognize another person’s immediate needs and then figures out a way to organize and systematize accommodations and help them realize success. These qualities have earned him opportunities to move from being a direct support professional (DSP) into administrative positions. However, Mike’s heart lies with the people he serves. He politely turns down offers of advancement believing that his strengths and purpose in life are to work with individuals directly and to advocate for their needs at all times. He has been doing just this for an amazing 15 years.

A born innovator, Mike created and teaches a training method called the Community Living Program (CLP) Boot Camp. In the boot camp, he cross trains staff on necessary consumer services and the specific skills required to support each individual. This program gives people better services and graduates from the CLP Boot Camp receive the title of DSP3 and an increase in their hourly wages.

Mike’s dedication and creativity not only brings out the best in his colleagues, but also in the individuals he serves. His work and sincere camaraderie creates rewarding behavioral changes. Mike’s honed instincts enabled him to quickly identify a person’s serious situation that was resolved by surgery. Mike’s commitment to this person did not end at the hospital door. When the doctors wanted the individual to go to a rehabilitation facility, Mike said, “No, he wants and needs to come home and we can do it.” And, they did! Mike arranged everything in advance and utilizing the CLP Boot Camp method, this individual recovered at home and far quicker than expected.

In addition to his dedication and creativity, Mike exhibits friendship with his consumers by volunteering his personal time to help them achieve their dreams. Mike once camped out overnight at Best Buy to purchase a computer during the annual post-Thanksgiving “Black Friday” sale. Among his other self-less actions, Mike has kept night vigil over a frightened person undergoing a sleep apnea test and he spent his own time locating a grant and filling out the paperwork to successfully obtain $2,500 for a person’s dental needs.

Clearly, Mike demonstrates devotion, loyalty and friendship along with his exceptional work ethic and is a shining example of all that a DSP of the Year encompasses.

Unsung Hero Award

Deborah Anderson
Volunteers of America Community Living Services
Metairie, LA

Deborah Anderson genuinely loves the people she serves. She demonstrates her affection by taking them on family outings and protecting them as if they were her own.

During Hurricane Katrina, Deborah and her family lost everything: their home, car, clothes and personal belongings. Managing to relocate to a new home in Texas, Deborah and her family were living expense free. Yet, unable to leave her consumers behind to fend for themselves, Deborah chose to return to New Orleans. For the next three months, Deborah’s car was her home as she worked determinedly to make sure that her consumers were settled and received the care that they needed.

Deborah’s actions helped the helpless, instilled hope and served as a voice for those otherwise left behind. She is the heart of faith and inspiration—a true unsung hero.
Arkansas

Jerry Stout of Bost, Inc. passed up a lucrative position with a prestigious company to be a DSP. He has no regrets. Jerry is a Supported Employment Coach, one of six agency team leaders and also hosts a consumer in his home as an “alternate living” setting. Jerry has the option of finding substitute staff when he vacations, but he opts to take his consumer with him. They are family. His consumer’s confidence has grown immensely under Jerry’s guidance, making his own coffee, operating the VCR/DVD player, taking the lead when they are traveling and even crossing the border into Mexico independently!

Arizona

Tracey Preszler of The Centers for Habilitation has been making each day fun and exciting for the staff and their consumers for the past 10 years. Everyone gets involved in her activities, one of which is a Halloween Haunted House. No one is left out of this annual event: Consumers lacking mobility are turned into ghoulish vampires and ghosts, delighting in their opportunity to scare intrepid visitors. Tracey empowers people with disabilities through her compassion and her devotion to helping everyone become the best they can be.

California

Rita Castro, Lifehouse, manages to adapt her style to work with eight consumers individually and has been making a difference with them for 16 years. Rita assures that their needs are met, all the while sustaining their dignity and uniqueness. A client who was vulnerable to credit card company marketing ploys was on the edge of bankruptcy. Rita encouraged him to save his mail and open it with her so he would have her support when making his financial decisions. He managed to pay off his debt and avoid falling victim to credit card enticements again.

Colorado

Kris Duncan, Imagine! Innovations, passed up numerous offers for administrative promotions in order to continue her work as a DSP. Kris views DSP work to be a bit like the lyrics to Hotel California, “You can check-out, but you can never leave.” Her heart is with her medically fragile consumers who rely heavily on her to assist them in daily activities. Kris works with grace and humor ensuring that they are comfortable, safely positioned in their wheel chairs and that their food is pureed to their liking.

Connecticut

Kim Brown, Ability Beyond Disability, has seen a lot of change in how individuals with disabilities receive services in her 17 years as a DSP. This accumulation of knowledge makes her an invaluable resource to her colleagues. Kim always takes full advantage of teachable moments to promote independence and is exceptionally skilled at helping her consumers find their voices and advocate for themselves. Kim believes in her work and is proud that her daughter followed in her footsteps to become a DSP, too.

Delaware

Rhonda Patrick, Mosaic Sherwood, is a people magnet; they just naturally gravitate to her. The five gentlemen she supports are genuinely happy to see her, whether it is at home, in the community or at their day program site. They count on her to make their wants, needs and concerns known and trust her in a very unique way. Rhonda works to integrate them into the community by introducing them to different places and experiences. Through her own perseverance, Rhonda worked with a consumer to build his confidence until he no longer needed sedation for routine eye exams.

Florida

Susan Kaminski, ResCare Pinellas, is a proud mother of six and an active grandmother with a passion for her work. A Residential Home Manager, Susan’s position requires that she not only work as a DSP, but also provide managing supervision for a home. Regardless of physical, mental or emotional challenges, all Susan’s residents feel they are an integral player in their home. One of her individuals wanted to move to Georgia to be near her sister. Susan helped her work through the obstacles and benchmarks to make it happen and successfully achieve a huge personal goal in her life.

Georgia

Sylvia Flockhart, Enable of Georgia, Inc., possesses the natural ability to recognize the capabilities of people, and not their limitations. She enhances the lives of the people she supports with her focus on community inclusion. Sylvia’s consumers can rarely be found at home; they enjoy going to bookstores, coffee shops, restaurants, movies and other community activities. Sylvia supports a person with a dog who is learning how to care for his pet and she works out at a gym alongside another consumer. Always keeping an eye on the big picture, Sylvia doesn’t see goals as unconnected and random. Instead, she understands that they are each a step in the ladder to bringing a level of independence to each person.
Illinois

Janice Reese, Clearbrook, works in a unique day program called Partners in Adult Living (PAL). Here young adults with multiple challenges enjoy opportunities to become familiar with technology, community-based experiences and personal choice. These individuals require total assistance with all their personal care, plus each utilizes some form of communication other than the spoken word. Janice incorporates communication devices into their personal needs programs to assure that no opportunity for a thought; a comment or choice goes unexpressed. Janice assures that her individuals have the fullest access to their selected experiences and plans. At every step, Janice expresses her highest regard and respect for their achievements.

Indiana

Daisey Diggins, Mosaic of Northern Indiana, gives 110 percent of herself to her individuals and her colleagues. Always willing to help out when needed, Daisey is committed to her job, does everything to the best of her ability and expects the same of others. Daisey steps out of her comfort zone in times of need and excels in building relationships with peers, families and consumers. By taking one of her individuals to church on Sundays, she is able to assist him with his ushering job, yet another one of her consumers is now a volunteer at a pet store. Daisey helped another get a new Primary Care Physician after ascertaining that staff, family and the individual felt the current doctor was discourteous.

Iowa

Pete Faust, Opportunity Village, has been continually serving others for 30 years. He accomplishes success by first and foremost becoming friends with his consumers. Pete supports people who can be aggressive at times, so it is particularly important that he earn their trust and confidence. Other staff members seek his advice and he mentors many. Pete chooses to stay with his people because he worries that it is hard on them not to see the same friendly, familiar face on a regular basis. Pete’s passion for serving is extraordinary and he is an inspiration to all.

Kansas

Andrea McMurray, Cottonwood, Inc., supports seven people with rich, busy lives and manages to get everyone where they want to go, when they want to go. Andrea recognizes each individual’s right to make meaningful choices, and to take reasonable risks. While Andrea has highly marketable skills and talents that would allow her to make a lot of money in other jobs, her passion lies in providing exemplary direct support. An exceptional mentor for other DSPs, Andrea provides them extra support and guidance in their quest to help people with disabilities shape their own futures.

Kentucky

Glenys Buchner, LifeSkills, Inc., inspires her individuals to try new things and live life to the fullest! Family members, church members and even doctors speak of the transformations they have witnessed in the lives of the individuals she supports. With her giving heart, strong work ethic and passion for life, Glenys ensures that the eight individuals she supports have a wonderful home. They enjoy a life filled with relationships, opportunities and accomplishments, such as taking ownership of their own finances; registering to vote; enjoying camping vacations and becoming photographers. Glenys is a shining example of how DSPs make a huge difference in the lives of others.

Louisiana

Bryan Bordelon of Evergreen Presbyterian Ministries arrives to work full of energy, eager to get busy. Happily greeting his individuals, Bryan rounds them up to begin their day working as a lawn crew. After hours, Bryan is out in the community networking to develop community employment options for other individuals with disabilities. In the evenings and on weekends, Bryan makes time to break into his individual’s phone, simply because they miss him. Bryan never fails to demonstrate his respect and unconditional love for his consumers. Bryan Bordelon has found his calling in life.

Maine

Joyce and Mahlon Willis, Spurwink Services, have been using their strengths as a couple to help others for more than 15 years. One of their individuals, Jon, had a complex medical condition that required someone to sit with him for hours to cue him to breathe, even at 2:00 a.m. cuing him as often as every 15 seconds. Their vigilance paid off. Interrupting Jon’s cyclical actions brought significant improvements. Jon became a person who could communicate, make choices, express joy and displeasure, smile, live in a family setting and go out into his community. While Joyce and Mahlon have their own home, they rarely live in it and don’t consider this a sacrifice. They modestly view their work as DSPs as time when they simply enrich the lives of others.

Maryland

Saundra McKnight, Intervals, takes DSP work to the next level. Blessed with an infectious positive attitude and nurturing and compassionate ways, Saundra’s desire is to promote growth and personal satisfaction among her consumers. Taking all the daily challenges in her stride, Saundra willing and unselfishly sacrifices her personal time to help her people. When one of her individuals was in and out of hospital, Saundra was by her side. Later, when she was transferred to a nursing home closer to her family, Saundra drove the three-hour trip numerous times to provide comfort and support and ensure a successful transition.
Massachusetts

April Stout of WCI (Work. Community. Independence) is a calm, upbeat, warm and encouraging presence to her consumers and her philosophical approach has served them well: “Have them do as much as they can on their own and teach them the rest bit by bit.” Bob always wanted to learn how to read, but never had the opportunity. April found “Hooked on Phonics” and spent hours helping him learn basic reading skills, which greatly improved his self-esteem. Tom wanted to go to college and fly a plane. April not only found a college night class for him, but also modified flight lessons. Then, she actually flew with him! Through her dedication and perseverance, April helps others realize their dreams.

Michigan

Pamela Cameron of ResCare/CAMI gives supports around the clock, at home and work at the France Home. She begins each day providing for her husband, an individual with disabilities, and still arrives at work ready to give her all. Pamela is tri-lingual and signs, skills that she puts to very good use. When Jose was separated from his father, Pamela and her support team managed to reunite him with his family in Mexico. Working attentively with an autistic consumer, Pamela discovered that specific behaviors are triggered by specific foods. In addition, Pamela teaches signing and translates for a deaf individual. Pamela’s total commitment and dedication allow her consumers to thrive and be the best they can be.

Minnesota

Tammy Delfun, Hammer Residences, Inc., regards her DSP work as a passion, not just a job. Tammy is the most sought-after staff member to help male residents process emotional pain and difficult issues. By encouraging them to break out of their routines and do the things that bring them joy and fulfillment, Tammy instills confidence in them to make their own decisions. Tammy listens without censure and provides her consumers feedback to aid in their decision-making. Tammy’s compassion and dedication extends beyond her duties as a DSP. A champion for the vulnerable, she cares for an aged mother, is legal guardian of a former consumer and self-sacrificing, an advocate and a friend. The ideal DSP.

Missouri

Kevin Barrett of St. Louis Arc has been a DSP for 20 years; 15 of them with the same four men. Although he has taken on supervisory roles several times, Kevin jokes that he always manages to “demote” himself. Preferring to be in daily contact with his four men, Kevin understands that long-term relationships are vital to having a quality life. Kevin provides transportation for Larry to accompany his aging mother to the symphony or theater; he arranges for Dennis to call his sister and visit her monthly at her supported living home; he supports Cary in being a responsible and loyal owner to his nine-year-old black lab, Lady. And, although Rick died in 1999, Kevin still stays in touch with his mother, sending her a note or calling on Rick’s birthday. To Kevin, DSP work doesn’t seem like a job. He says, “I enjoy so much being with these guys, and being part of their lives and their families’ lives.”

Montana

Ladonna Yates of Opportunity Resources, Inc. is the go-to person for recreational and home crisis. Ladonna saved the life of a consumer with communication barriers. When she realized his situation was urgent, Ladonna got him to the hospital. By working with him to overcome his fears, he proceeded with major surgery and post-operative care. His mother died unexpectedly, so Ladonna stepped in to help him and his brothers manage their grief, and also guided them through the purchase of their own home. When not handling a crisis, Ladonna enjoys organizing consumer trips to Yellowstone Park, the Black Hills and Custer Battlefield. Ladonna is a proven advocate and a consummate DSP.

New Jersey

Owen Woolley of the National Institute for People with Disabilities is a natural-born advocate. Owen strives to understand his consumers’ anxieties, upsets and psychiatric issues and then follow the plan that will help overcome them. When Owen met Kelly, an individual with intellectual disabilities and Cerebral Palsy, he not only helped her learn to express herself, but to find a passion in life—cooking. If something seems unjust, Owen seeks justice, not only for himself, but also for his consumers and colleagues. A deeply caring person, Owen wants everyone to grow and flourish.

New York

Jessica Elam, the Arc of Delaware County, embraces a zest for life that fills her consumers with a drive and passion to do more. Jessica assists people in achieving their goals by assessing their interests, exposing them to new opportunities and supporting them within the community. Struck by the passion in Nancy’s voice when talking about her dream of becoming a star, Jessica enrolled Nancy in an acting class, accompanied her to class and helped her practice her lines. When a local actors guild held auditions, Nancy and Jessica both landed roles. With Jessica’s support, Nancy became the star! Jessica is caring, innovative, self-sacrificing, an advocate and a friend. The ideal DSP.
New York

Mickey LaCoppala of Liberty doesn’t know the meaning of can’t. He meets every challenge with a “What can we do to make this happen?” outlook. Involved with his local Town Council, Mickey gave the gentlemen he supports the opportunity to be involved as well. The meetings are televised and Mickey’s consumers frequently appear on screen as active participants. Mickey clearly understands the value of social capital and helps build it with the individuals he supports. He is a shining example of commitment, tenacity and devotion.

North Carolina

Larry Revels of ResCare, Inc., puts passion and zeal into his work as a DSP. Larry effectively and patiently provides social and personal care skills training to a very unpredictable young man with limited communication skill.

Ohio

Debbie Shrode, Wood Lane Residential Services, Inc., never considered working anywhere else and is now invaluable to her team. A stalwart advocate for independence, Deb assists residents, emotionally and physically as they transition into the ICF/MR facility from larger institutions or their parent’s home. Battling cancer, Deb never dwells on her own situation. Instead, she gives extra support to her consumers’ health. In particular, special attention is paid to a lady preparing for a mastectomy and radiation. Deb’s unselfish dedication, perseverance and life long love of DSP work is an inspiration.

Oklahoma

Katherine Jordan, Phoenix Residential Services, Inc., volunteered to support her neighbor Nora even before she became a DSP. Everyday, after eight hours at her full time job at a local nursing home, Kathy heads for Nora’s house. Kathy immediately picks up on the needs of wheelchair-bound Nora and her Dad, an injured Vietnam Veteran. Kathy created a physical therapy schedule for Nora, who is now able to pull herself into a standing position. To buoy Nora’s self-esteem, Kathy found a hairdresser who donates her time and makes Nora feel beautiful. Kathy is a role model for Nora and her family and a loving mother to her own two teenage girls. She is an impressive DSP: A dedicated teacher, friend and advocate with a strong work ethic and the sheer determination to make a difference.

Oregon

Aaron McMillan of Sunny Oaks, Inc. walks through the door and eyes light up. Nothing is impossible when Aaron is around. Whether it’s an everyday activity or a special event, Aaron builds people’s self-esteem and social skills by giving them his complete, undivided attention. One of Aaron’s specialties is taking extra care to ensure that everyone’s clothes are not just clean, but stylish. Shopping with consumers at thrift shops is one of Aaron’s pleasures. When a beautiful sapphire formal didn’t quite fit, he altered it; Aaron knows that when his consumers look good, they feel good about themselves. His attention to detail and selfless giving make Aaron an invaluable and much loved DSP.

Pennsylvania

Tia DeFlavia of SPIN, Inc. doesn’t think she does anything extraordinary, but to others, she makes the impossible possible. Tia’s person-centered philosophy benefits her individuals in building their interpersonal relationships and social skills. Tia’s work schedule is entirely determined by the three women she supports. In the past year, she has supported each one in their employment by obtaining better work schedules and encouraging them to keep their commitments. Tia helped one of her individuals process her grief over friendships she lost when her employer went out of business. Tia has a gift for connecting with people and supporting them in what they want and need. Thanks to Tia, they believe in themselves more strongly.

South Dakota

Kelly Keiser of South Dakota Achieve thrives on providing training to people with communication barriers and sensory processing issues. By incorporating the use of switches and other augmentive communications systems in their daily activities, Kelly fills their days with interactive tasks, such as creating scrapbooks, reading, singing, playing games and planning parties and special events. Kelly excels in keeping people calm and on task. She brings sunshine into the lives of everyone she helps, including her two adopted sons who both have Fetal Alcohol Syndrome.

Tennessee

Lashanda Pillow of Bios of Tennessee, LLC believes in “walking the walk, not just talking the talk,” and practices this philosophy everyday. Communication skills are everything to Lashanda, not just verbal, but body language as well. Through her devoted attention, her individual now has the ability to communicate his needs and desires through his body language and tone. Lashanda recognizes the importance of his desire and right to develop relationships in his community and promotes his independence, safety and well-being in every aspect of his life.
Texas
John Seesholtz of EduCare Community Living has become a strong mentor and friend to the men living at Timber Meadow for the past eight years. The job is a tough one because the men he works with need quite a bit of assistance during the day and frequently exhibit challenging behaviors that test John’s patience and diplomacy. But, for John, his time at work with the guys is quality for him and he strives to make it quality time for them as well. Picnics, hikes and nature walks in the hill country are just a few of the activities he routinely plans. John sees himself as their advocate and cheerleader, always giving them the benefit of the doubt when they struggle with their tasks, always giving them credit for their efforts.

Utah
Justin Gibson of Mosaic is called “the Rock” by his consumers. Justin goes the extra mile to be a friend and confidant to the people he supports. Justin was successful in helping write a letter that garnered 20 complimentary tickets to a Utah Jazz game. When the tickets arrived, the seating didn’t include provision for a wheelchair. Undaunted, Justin assisted that individual to his seat by slowly helping him maneuver the steps, even carrying him some of the way. When a consumer moved to care center, Justin helped her move in, setting up her fish tank and plasma TV. Justin has a huge heart and makes it his business to make a difference in other people’s lives.

Vermont
Tammie Clifford of Washington County Mental Health Services, Inc. tackles her consumers’ issues head-on, approaching each day with fresh resolve and determination to make a meaningful difference. When she began working with an overweight consumer, Tammie prevailed where others had failed. Tammie recognized that the extra pounds were fast becoming a significant health issue. Combining a regimen of exercise, diet planning and cooking, Tammie made steady and significant progress in intervening with the individual’s obsessive activities, ultimately changing her routine. Today, her consumer enjoys regular daily exercise, has learned healthy cooking techniques and views eating as a social event.

Virginia
Kathy Roseberry of Community Alternatives of Virginia works hard to ensure that her consumers receive a listening ear. Kind and warm-hearted, Kathy respects her consumers and, in turn, they trust her. Kathy provides outlets in the community and encourages her people to bowl, attend concerts or decorate vehicles for parades. She arranges for them to help others in need by ringing bells for the Salvation Army, collecting for local food drives or Toys for Tots or the Ronald McDonald House. A tireless worker, Kathy is there for her consumers, no matter where: in the home or community; church; a picnic or volunteer work.

Washington
Allen Smith, Creative Living Services/ResCare of Washington, does an admirable job of listening for what people really want and involving them in real conversation. Allen recognizes that choice empowers people to live to their highest potential and encourages them to be as independent as possible. When one of Allen’s consumers wanted to take a vacation, Allen rose to the occasion. Although visually impaired, his consumer wanted to drive down the Washington and Oregon coasts...to learn what kind of shortwave radio reception he could get! They carefully laid out plans, deciding how far to travel each day, where to stay and where to eat. The trip turned out to be a huge success. An added bonus, the shortwave radio reception was great.

West Virginia
Shari Rome Rogers of ResCare North Central Agency is called the Pied Piper by her colleagues. Wherever she goes, her consumers will follow. A nurse by training, Shari became a DSP after she had a dream about working with disabled people. Her professionalism and tenacity propelled her into a management position, but Shari quickly insisted on a demotion. She missed being a DSP. By putting herself in their shoes, Shari fosters growth for her consumers. “If you have a consumer who likes music, but hates cleaning, say ‘Let’s go clean your room and listen to some country music.’ You have to find out what they like and explore opportunities for growth.”

Wyoming
Joann Candaleria of Ark Regional Services made a conscious decision to give up her successful career as a store manager to become a DSP. Her focus is on DSP professionalism and Joann has an intense desire to further her own skills, plus “raise the bar” for the field as a whole. Joann uses verbal and non-verbal skills, gestures and her history with her consumers to assure that they have the opportunity to be heard and to be listened to. She demonstrates an innate ability to know when and where people need support and when they are able to fare for themselves. Working with people with complex support needs, Joann encourages them to develop their capabilities and celebrate the intrinsic rewards of self-sufficiency.
Support DSPs! Support H.R. 1279!

No one can tell the story of the direct support workforce better than the DSPs themselves. The NAC slogan, “You Need to Know Me! I am a Direct Support Professional,” succinctly sends the important message that failing to address the DSP workforce crisis is a detriment to our society at large. DSPs make a substantial difference in the quality of life for people with disabilities and other vulnerable citizens.

Unfortunately, the DSP workforce crisis is deepening. DSPs often cannot make a living on their wages, so turnover and vacancies are high (as high as 86 percent in some residential settings). The national average wage is $9 an hour, putting unfair demands on workers already engaged in challenging and stressful work to take second jobs to feed their own families. DSP numbers can’t match the growing demand for their services. By 2020, the number of individuals with intellectual and other developmental disabilities in need of residential, in-home and day supports is expected to rise from one million to 1.4 million, a 38 percent increase. Currently there are 875,000 direct support workers to support just this one segment of the disability population, but by 2020 demand will grow to at least 1.2 million workers.

The Direct Support Professionals Fairness and Security Act (H.R. 1279) now before Congress would provide states with an option for supplemental Medicaid funding needed to increase DSP wages. This legislation garnered 121 strong supporters in this 110th Congress, but more are needed. Contact your U.S. Representative to get behind this important legislation. Visit the Action Center at www.ancor.org today to find out if your member of Congress is a co-sponsor. If so, send your thanks. If not, request support for H.R. 1279. DSPs make a difference everyday. They deserve your support. Act today!

DSPs to DC! Join us September 2008

Last year, more than 300 DSPs and their providers came to Washington to meet with their members of Congress and tell their stories about the DSP workforce crisis. The unparalleled success of that event guaranteed a repeat for 2008. Be sure to mark your calendar for DSPs to DC September 7-9. Participating DSPs will once again attend a continuing education class and receive advocacy training. There will be no registration fee for participating DSPs; but ANCOR members will be responsible for their own registration and DSP travel and lodging costs. Watch for email information from ANCOR in the coming month. The DSPs to DC event is a tremendous opportunity to build broader awareness on Capitol Hill and in the media about the direct support workforce crisis. Your participation will make a difference.
Twenty New Orleans area individuals with disabilities who were displaced as a result of Hurricane Katrina will now be able to return to their own homes thanks to more than $10,000 in funds raised by nationwide supporters of the disability community. The funds, which will be used to provide critical items such as furniture, clothing and vital home repairs, were raised on behalf of the American Network of Community Options and Resources (ANCOR) Foundation Walk for Disaster Relief.

The Walk was held earlier this month during ANCOR’s Management Practices Conference and Trade in New Orleans, LA.

“To show our support for the people of New Orleans, this year ANCOR held its annual Management Practices Conference and Trade Show in the great city of New Orleans,” said Bill Tapp, ANCOR Foundation president. “While we were there, we believed that it was important to not only support the people of that great city, but to also make certain that should another disaster strike, we can respond quickly and effectively to the needs of the disability community.”

To that extent, the ANCOR Foundation Walk for Disaster Relief.
ANCOR—Providers offering quality supports to people with disabilities.—www.ancor.org

Walk, from page 9

Foundation has also created the ANCOR Foundation Cares Fund. The fund works to provide assistance to providers and the individuals they support should a natural or man-made disaster, act of terrorism, or some other detrimental, unforeseen event occur nationwide.

“We firmly believe that through events such as the ANCOR Foundation Walk for Disaster Relief, we can send the message that the strongest communities are those that embrace the unique talents of people with disabilities,” stated Tapp. “Together, we can show that we are rooted in community and will remain so moving forward.”

To find out more information about the ANCOR Walk for Disaster Relief and the ANCOR Foundation Cares Fund, visit the ANCOR website at http://www.ancor.org/foundation/activities.htm.

The ANCOR Foundation Would Like to Thank the 2008 Walk for Disaster Relief Sponsors

GOLD LEVEL ($1,000):
• Dungarvin
• McGuire Woods Consulting, LLC
• The MENTOR Network Charitable Foundation
• ResCare
• The Mentor Network Charitable Foundation

SILVER LEVEL ($500):
• Bell-Carman Family Foundation
• College of Direct Support
• CRSI
• Keystone Service Systems
• MRDD Solutions
• OHI
• Philadelphia Insurance Companies
• RISE
• SteadyCare
• Woodfords Family Services

BRONZE LEVEL ($250):
• Camphill Foundation
• Cherry Hill Books
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• Esteam
• H&W Independent Solutions
• Hammer Residences
• Irwin Siegel Agency, Inc.
• Liberty Arc
• Renee Pietrangelo
• Potomac Center
• SOREO In Home Support and Services
• SteadyCare

FRIENDS LEVEL ($100):
• Bonnie Jean Brooks
• Community Connections
• Community Support Services
• Diane McComb
• NYSACRA
• Phoenix Residential Services
• RHA/Howell Centers
• Vertex Systems
• WCI

The ANCOR Foundation would like to extend a special thank you to everyone who participated in the Walk for Disaster Relief and made financial contributions—every effort helped to make this event a success!

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Statistics show that nationwide there are approximately 1.4 million individuals who require professional support in order to live and work in their own communities rather than an institution. Meanwhile, the number of direct support workers is 875,000. Now, factor in the growing number of baby boomers who will also be requiring assistance in the coming years. Clearly, there will be an increasing need for human services as the 21st century moves forward. That increasing need will be accompanied by two additional trends: growing public demand for excellence and the decreased availability of funds that will be available to assist individuals who require support.

As a consequence of addressing these trends, organizations that expect to serve in an exceptional way must avoid wasting scarce resources (time and money) as they pursue desirable organizational outcomes. It is critical that organizations be capable of responding effectively to these trends for the purpose of better serving individuals in a variety of contexts. To that extent, organizations must create a general framework that includes principles for understanding how to create sustainable change—change that is both effective and efficient in attaining desired outcomes.

**Principle 1: Change must represent outcomes that stakeholders believe are valuable.** Far too often organizations express their mission in relatively mundane ways. The obvious example is the for-profit company that reminds employees that its objective is to make a profit for the stockholders. The relationship between profit and job tenure may motivate many out of fear, but it is hardly an expression of desired outcomes that represents excellence for most staff members. For stakeholders to believe that any organizational purpose is important, the purpose needs to be expressed in laudable terms. Therefore, the praiseworthy mission of the organization is a more important motivator to performance excellence for stakeholders.

**Principle 2: Change must be widely understood and accepted by stakeholders.** Even if an organization’s proposed changes are commendable, those changes may be too abstract for most of us to grasp. Let’s take for example the phrase “excellent services.” Although excellent services are something that virtually everyone would agree is impressive, the phrase does not provide enough focus to be easily embraced by everyone. For example, if by excellent services we mean that “individuals receiving services will express satisfaction with their employment situation,” we provide stakeholders, including those receiving the services, with a much clearer understanding of what is meant by excellence.

To read this article in its entirety, visit the ANCOR website at [http://pe.ancor.org/display/pe/ANCOR%27s+Performance+Excellence+Initiative](http://pe.ancor.org/display/pe/ANCOR%27s+Performance+Excellence+Initiative).
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* Loss Control Services Available
* Interest Free Payment Plans Available
ANCOR members who attended the Management Practices Conference and Trade Show held in New Orleans earlier this month learned first-hand how they could save hundreds to thousands of dollars per year thanks to the Shared Resources Purchasing Network (SRPN).

“The SRPN made a big splash at this year’s conference,” stated Marsha Patrick, ANCOR director of resource and revenue development. “Through the use of an informative postcard and cookies that featured the SRPN logo, we sent the message to ANCOR members that the SRPN offers sweet benefits.”

During the conference, individual partners in the network were also on hand to answer questions about how their individual products and services can provide significant cost savings to ANCOR members of all sizes. Partners in the network are InterCall, OfficeMax, Medline and US Bank.

Thanks to the SRPN, ANCOR member participants can:

• Enjoy cost savings through nationally negotiated product discounts.
• Become eligible to receive rebates through a money-saving Visa purchasing card.
• Access to leading industry purchasing and cost control practices.
• Reap the benefits of shared economies of scale.
• Save time with accurate cost reporting and allocation data.
• Profit from comparative pricing analysis.

Currently, the SRPN is exploring adding additional partners in the network such as Sears, vehicle GPS systems and computers.

To take advantage of the SRPN, ANCOR members can visit the ANCOR website at http://www.ancor.org/srpn/
SRPN, from page 13
and click on each respective purchasing partner of interest. Questions about the SRPN can be directed to Marsha Patrick, ANCOR’s director of resource and revenue development, at ancorservices@ancor.org or (703) 535-7850, ext 110.

Attendees took advantage of the chance to learn more about the SRPN partner Medline Healthcare Company.

News Briefs
April is National Autism Awareness Month
Did you know that according to the Center for Disease Control and Prevention, one in 150 Americans have been diagnosed with an autism spectrum disorder? To raise awareness about autism, organizations throughout the United States are planning events in April for families, friends and community members. For more information about Autism Awareness Month, visit the Ohio Center for Autism and Low Incidence (OCALI) website at http://www.ocali.org/naam/.
Taylor of Colorado and Dave Plowright of West Virginia who were all in attendance. Our good friend Dennis Pope from South Dakota was not present, as he has already retired and is currently running for political office. I am sorry I didn’t have an opportunity to tell him how much he has meant to me over the years. I have been fortunate to count them all as friends and wish them the best of luck.

Amongst this backdrop and diversity, it’s hard to highlight any one event. However, two events summed up just what ANCOR is all about. The first event was the DSP of the Year Recognition Award and recognition of 39 DSP state winners from around the country. It was my honor to meet them, shake their hands and offer my heartfelt thanks. During this recognition, two special presentations were made to outstanding DSPs. The first was the Unsung Hero Award, which went to Deborah Anderson of Metairie, LA. During Hurricane Katrina, Anderson and her family lost everything. Managing to relocate to a new home in Texas, Anderson and her family were living expense free. Yet, unable to leave her consumers behind, Anderson chose to return to New Orleans. For the next three months, Anderson’s car was her home as she worked determinedly to make sure that her consumers were settled and received the support that they needed.

The second special presentation was made to Mike Garcia of Tucson, AZ. Garcia received the 2008 DSP of the Year award. Garcia possesses an exemplary ability to recognize another person’s immediate needs and then figure out a way to organize and systematize accommodations to help them realize success. These qualities have earned him opportunities to move from being a DSP into administrative positions. However, Garcia’s heart lies with the people he serves as he has turned down offers of advancement. To Garcia, his strengths and purpose in life are to work with individuals directly and to advocate for their needs at all times. During the conference, I had the opportunity to spend a little time with Garcia. He is a sincere and articulate gentleman who humbly noted that he was but one member of an outstanding team at Catholic Community Services/Community Living Program. Listening to his accomplishments made it clear that he truly is a leader of people.

Amongst this good cheer, recognition and information was the ANCOR Foundation Walk for Disaster Relief. The walk raised $10,000 for 20 New Orleans area individuals who were displaced as a result of Hurricane Katrina to return to their own homes. Funds raised for the walk in excess of $10,000 will be used to seed the ANCOR Foundation Cares Fund. The fund works to provide assistance to providers, DSPs and the individuals they support should a natural or man-made disaster, act of terrorism, or some other detrimental, unforeseen event occur nationwide. Bill Tapp, ANCOR Foundation president, has asked me to remind you that it’s never too late to donate to the ANCOR Foundation Cares Fund. For more information about the fund, visit the ANCOR Foundation website at http://www.ancor.org/foundation/contribute.htm.

Like any event that takes a lot of time to plan, ANCOR’s Management Practices Conference and Trade Show went by too fast. But the memories linger. We missed those of you who couldn’t attend. I look forward to seeing you all at next year’s conference!
Deadline for entries is June 1!

DSP TV OnLine – A Video Contest  
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It's Fun
Whether it’s one person talking to the camera or a group doing a musical number, any video that helps tell the story of the direct support workforce is welcome. Get creative!

It's Open to Everyone
Direct support professionals, managers, people receiving supports, families and anyone else who’s passionate about the workforce is encouraged to participate. We need many voices from numerous perspectives to tell our story.

It's Rewarding
Not only does every submission help educate lawmakers and the general public about the direct support workforce, everyone who submits a video is entered in a raffle and eligible for prizes awarded to the best submissions!

Help us tell the story...

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Conference attendees were given valuable interactive sessions that focused on five conference tracks: human resources, leadership, business practices, consumer self-direction and employment. While not in the sessions, attendees met with a record-number 33 vendor partners who offered goods and services ranging from accounting software to recycling e-waste items such as cell phones, inkjet cartridges and laptops.

“ANCOR provides us with one of the only opportunities that we have available to meet directly with our customers,” said Jill Oldenburg of B.C.S. Recycling, an ANCOR Networking Preferred Vendor. “To us, exhibiting at ANCOR’s trade shows is invaluable.”

In addition to engaging speakers and value-added exhibits, this year’s conference and trade show featured the recognition of the 2008 ANCOR Foundation Community Builder Awards recipients and the announcement of this year’s National Advocacy Campaign DSP Recognition Award winners (see the You Need to Know Me insert in this issue for a listing of recipients).

This year’s ANCOR Foundation Community Builder Award recipients, State Senator Cynthia Nava (D-NM), KFI, Inc., and TecAccess, each shared their award-winning practices to inform and inspire others about what they can do to help ensure that individuals with disabilities can live, work and contribute to community life regardless of the challenges they may face.

Another celebration by the ANCOR community was the ANCOR Foundation Walk for Disaster Relief. The walk provided 20 consumers in the New Orleans area with critical items needed to return to their own homes. Funds raised for the walk in excess of $10,000 were contributed to the ANCOR Foundation Cares Fund. The purpose of the fund is to provide assistance to providers and the individuals they support should a natural or man-made disaster, act of terrorism, or some other detrimental, unforeseen event occur.

The ANCOR community will have its next opportunity to meet at the 2008 Governmental Activities Seminar, scheduled September 7-9, 2008, at the Washington Court Hotel in Washington, D.C. ■

See conference photo spread on pages 18-19.

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“I was sold on Vertex because they’re geared to our business of providing support to folks who serve people with disabilities.”

Marge Snavely
Controller
Horizon House of Illinois Valley, Inc.
Scenes from the 2008 Management Practices Conference and Trade Show

A Sampling of Speakers and Breakout Sessions

Bob Laux, Wild River Reality, Inc. The sessions proved to be popular with attendees.

A Sampling of Networking and Events

ANCOR Foundation Walk for Disaster Relief participants. Photo taken by Riverview Photography.

ResCare New Orleans employees Edna Kay Granger (L) and Nancy Miller (R) volunteered at the ANCOR registration booth.

Angela Mullings (L) and Maria Abrams (R) networked during the Welcome Reception.

The ANCOR Cyber Cafe sponsored by Therap Services, LLC gave attendees the opportunity to check their e-mail.

ANCOR Foundation Walk for Disaster Relief participants prepared for the big event.

Foundation Walk for Disaster Relief participants pose for the camera. Photo taken by Riverview Photography.

ANCOR Foundation Walk for Disaster Relief participants. Photo taken by Riverview Photography.

Foundation Walk for Disaster Relief participants.
Scenes from the 2008 Management Practices Conference and Trade Show

A Sampling of Exhibitors

Human Service Connections

Esteam

SteadyCare

Human Service Connections

Therap Services, LLC

Scioto

InterCall

Ancor Foundation Community Builder Award winners and Foundation volunteers.

Irwin Siegel Agency, Inc.

Ken Lovan, ResCare, receives a thank you gift for his service to the ANCOR Board of Directors from Renee Pietrangelo, ANCOR CEO.

MRDD Solutions

Ancor Foundation Community Builder Award winners and Foundation volunteers.

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ANCOR—Providers offering quality supports to people with disabilities.—www.ancor.org

ANCOR Foundation Community Builder Award winners and Foundation volunteers.

Ken Lovan, ResCare, receives a thank you gift for his service to the ANCOR Board of Directors from Renee Pietrangelo, ANCOR CEO.

Photo taken by Riverview Photography.

National Direct Support Professional of the Year Mike Garcia of Catholic Community Services/Community Living Program, Tucson, AZ, with Renee Pietrangelo, ANCOR CEO (R) and Peter A. Kowalski, ANCOR president (L).

Photo taken by Riverview Photography.
Go out into your community and:
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And you will begin to develop a real-life workable plan to address at least one of those priority issues.

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“CQL’s Community Life® LENS offers a terrific opportunity to reframe our thinking from service provision to community building, and to build our future strategies around our strengths rather than our needs. A wonderful takeaway is a methodology to determine how best to approach community building from the perspective of the work we do as service providers.”
Renee Pietranego, Ph.D., President and CEO, ANCOR

Develop real strategic community plans that will benefit not only the people you support, but all members of the community.
ANCOR Co-sponsors International Conference on Aging, Disability and Independence

More than 800 researchers, practitioners and vendors attended the International Conference on Aging, Disability and Independence (ICADI) held February 21-23, 2008, in St. Petersburg, FL. ANCOR is pleased to have been invited to be a co-sponsor of the conference.

The ICADI event highlighted that the “human touch” is essential to properly support individuals with disabilities and the aging. During the two-day conference, attendees learned how they can promote consumer independence through the use of technology and were provided with opportunities to network and learn about new products and research in the disability field.

For more information about the ICADI conference and using assistive technology, check out the following resources:


ANCOR WELCOMES NEW MEMBERS!

Casa Allegra Community Services
Cher Evans, San Rafael, CA
(415) 499-1116
cher_roadrunner@hotmail.com

DHR International
Nick Rogish, Westerville, OH
(614) 410-6683
nrogish@dhrinternational.com

Olu’s Home, Inc.
Gloria Freeman, Minneapolis, MN
(612) 824-1142
qfreeman@olushome.com

The Progress Center
Deb Anthony, Norway, ME
(207) 743-8049
danthony@megalink.net

The Magnolia School
Bris Campbell, Jefferson, LA
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Is she supportive?
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Is she a problem-solver or one who lets things slide?
Is she inclined to work long-term?
Does she truly care?

Before hiring a direct support professional, you need answers to these and many other questions. You’ll find them in the PPI Caregiver Profile, an innovative, extensively researched pre-employment assessment tool designed to help you identify the most capable, most committed candidates.

There’s too much at stake—for you and the customer—to simply assume your prospective caregiver’s heart is in the right place. Get answers. Get the PPI Caregiver Profile. For more information, please contact A & M Psychometrics, LLC, at 888-583-9635, Ext. 4, or info@ppicentral.com.
more than collections of like-minded individuals. The strength of ANCOR should be measured not by what makes our members the same, but by the ability of the various stakeholder groups represented within our members to sustain bonds of empathy and trust, even in the face of divergence and dissent. So, before there can be community, there must be care. When we care, trust is our default setting.

Tradition of imagination. Innovation must be the central capability of ANCOR as well as our member organizations. Innovation is not about incrementally trying new things or doing old things in new ways. Innovation is about envisioning what is possible, pushing tirelessly to make that vision a reality and creating new value in the process. And so, before there can be innovation, there must be imagination. We cannot build a new and more vibrant future for disability/human service delivery using only what we already know. Through imagination we can discover what we don’t yet know, using the raw material of fresh insight to create something extraordinary.

Tradition of choice. Diversity along all dimensions is exploding in our world, and yet a large part of that amazing variety is excluded from our organizations. But before there can be inclusion, there must be choice. In a world filled with an infinite number of niches, choice is a paramount business consideration for all organizations. If we’re to be an attractive and value-added opportunity for diverse people, interests and perspectives, we must make it easier for them to find a home in our organizations. By creating more choices for how that can happen through new forms of collaborative engagement, we can increase the total surface area of our organizations and, in the process, make them more inclusive.

Tradition of courage. It’s impossible to look at the world around us and not recognize its increased openness, as well as the growing demand for transparency and authenticity. Before there can be openness, there must be courage. Organization leaders often allow personal or political considerations to squelch their real thoughts and feelings about issues facing their organizations. For us to succeed in the 21st century, we as leaders will need to demonstrate the courage of our convictions by speaking forthrightly. Moreover, we will need to break down any existing walls that encircle our organizations, opening our enterprises to greater daylight.

Tradition of responsibility. We must imbue all of our stakeholders, especially our boards, with a strong sense of stewardship; in simplest terms, a commitment to leave the organization better than it was found. Stewardship isn’t about optimizing the status quo; it’s about embracing the future. Responsibility is the lifeblood of stewardship. When boards fully embrace their stewardship, it frees them to let go of personal agendas and set aside political battles. They will not always agree on how to answer the critical questions they ask, but they will share a common agreement that creating a more vibrant future is their primary concern.

We can no longer believe that we can enhance the prospects for the future by acting on the basis of a retrospective point of view. I don’t believe ever in human history has where we’ve been served as a less useful guide to where we are headed. We need to invent the next traditions for our organizations; ways of thinking and acting that will move us forward with greater confidence in realizing our full potential.

**ANCOR Calendar**

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<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>April 30</td>
<td>Webinar: Evidence-based Practices From Model Programs on Recruitment and Retention</td>
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<tr>
<td>May 5</td>
<td>Webinar: Incident Management, Organizational Culture and the Creation of Sustainable Change</td>
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<tr>
<td>June 5</td>
<td>Webinar: Training, Credentialing and Apprenticeship Strategies and Best Practices</td>
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<tr>
<td>September 7-9</td>
<td>ANCOR’s Governmental Activities Seminar, Washington, DC</td>
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<tr>
<td>September 25</td>
<td>Webinar: Supporting DSPs: Mentoring Programs</td>
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A complete list of current Professional Development offerings is available at [http://www.ancor.org/cet/index.html](http://www.ancor.org/cet/index.html)
ANCOR Mission:
To inform, educate and network service providers to safeguard, develop, grow and extend their capacity to support the choices of people with disabilities.

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