



LINKS

ANCOR Links

October 7, 2013

Columns

CEO Perspective: The Big IT

Renee L. Pietrangelo, PhD

The recent Technology Summit brings into focus the imperative of being nimble and forward thinking. Technology continues to be an evolving pillar of success for organizations and the people they serve.



I just returned from the 2013 ANCOR Technology Summit and Showcase, held in conjunction with the 13th Annual University of Colorado Coleman Institute Summit. My overall reaction to what I learned and what was shared is that the only sustainable competitive advantage any organization can have today is its ability to learn quickly. It's only by doing so that we can re-perceive the world and our relationship to it, and extend our capacity to re-create ourselves and become able to do things we were previously unable to do.

It's clear that for the first time in history humankind has the capacity to generate far more information than anyone can absorb, foster far greater interdependency that anyone can manage, and accelerate change faster than anyone's ability to keep pace.

ANCOR's Technology summit attracted a record number of registrants representing about 75 provider organizations, or about 13 percent of ANCOR member organizations. Most of these organizations sent multiple attendees, attesting to the value of program content and networking opportunities.

Thirteen percent is a distressing number considering the absolute imperative of technology innovation and application to supports and services delivery and continued relevance and sustainability into the future. Those who were there get the big "IT" imperative that technology engenders. Others need to very quickly get "IT" too.

The technology imperative is just as relevant to the issue of technology access for the people with disabilities we serve. ANCOR is proud to have been one of the founding developers and endorsers of the Declaration of Rights for People with Cognitive Disabilities to Technology and Information Access, launched at the October 2nd Coleman Institute Summit and distributed to all ANCOR members the same day.

A compelling Jeffersonian document, the Declaration is a statement of principles on the rights of all people to inclusion and choice in relation to technology and information access.

The Declaration moves the inclusion dialogue into the realm of the newest and fastest growing expression of community inclusion---the centrality and criticality of digital technology to social interaction, sharing of common experience, citizenship and participation in government at all levels, access to education and access to and engagement in e-commerce.

We all know that the pace of the digital revolution is rapidly accelerating through such new innovations as cloud computing, where the potential positive impact of cloud-based initiatives include not only improved personal communications, but also health promotion, disease prevention, enhanced social interaction; employment opportunities like individualized supported employment through remote job coaching; and unlimited educational opportunities.

I enjoin each of you to reach out through your networks (DSPs, people served, family members and guardians, Board members and community centers of influence) to endorse the Declaration. Print and proudly display the Declaration in your organization and facilitate discussions and brainstorming among staff, family members and people served around the potential of technology application for enhanced, improved and expanded supports and services in your organization. As important, mark October 9-10, 2014 -- the dates of next year's technology Summit -- on your calendar and invest in enlightening your staff about technology's potential, and exposing them to the creative work of providers nationwide around technology application.

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



President's Corner: Visionary Meets Practical

Dave Toeniskoetter

The Coleman Institute National Conference on Cognitive Disability and Technology and the ANCOR Technology Summit and Showcase brought together ideas and practices. This year also brought the introduction of a groundbreaking technology position in the field of IDD.



It isn't every week that one has the privilege to be present at a historic event, but I had that experience this week. I'm writing this column as I return home from Denver, having spent the past two days participating in the 13th Annual Coleman Institute National Conference on Cognitive Disability and Technology, followed by the Annual ANCOR Technology Summit and Showcase. These two coordinated events are the result of a very fruitful partnership between the Coleman Institute and ANCOR.

These two days are an excellent juxtaposition of the visionary and the practical. The Coleman Institute Conference, lead by founding donor Bill Coleman and Coleman Institute Executive Director Dr. David Braddock, is a day of dreaming big dreams, visionary thinking about how our world will change over the next five to twenty-five years, and calls to renew and extend our commitment to improving the lives of people with disabilities. The folks at the Coleman Institute have a clear vision about how advances in the field of information technology can be leveraged to greatly increase opportunities for independence and quality of life for people with disabilities, and they've committed their resources and energy to

realize that vision.

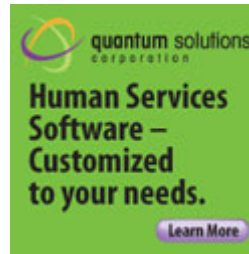
On the next day, following the Coleman Institute conference, the ANCOR Technology Summit brings me back to earth. All that visionary stuff is great and inspiring, but we are providers working in an exceptionally challenging environment, and we must address the needs of the people we serve today, with the tools available to us today. ANCOR's Technology Summit provided exactly that focus. About 150 summit participants had the opportunity to hear from fellow providers and leading technology vendors about tools and projects that are being implemented now. Providers spoke about their successes and challenges in implementing assistive technologies; payroll, HR, time and attendance systems; mobile device management systems; and partnerships with other organizations to leverage the cost and effectiveness of technology. We were briefed on strategies to pay for technology and protect ourselves against malicious attacks, and the day concluded with an exceptionally lively discussion around the ethics of the use of remote monitoring technology.

Now, let's get back to that historic event. Dr. Braddock and the visionary leaders at the Coleman Institute recognize that the information technology revolution sweeping through our world has profound implications for people with disabilities. We read about the "digital divide" resulting from unequal access to technology by richer and poorer segments of society. The same issues face people with disabilities. There is an opportunity for people with cognitive disabilities to have enormous new freedoms and independence through assistive technologies, or they could simply be left behind in a rapidly changing world.

On October 3, the Coleman Institute unveiled and formally announced *The Rights of People with Cognitive Disabilities to Technology and Information Access*, which declares that people with cognitive disabilities have a fundamental civil right to equal access to the information technologies that are rapidly reshaping our world. The declaration itself won't change any laws or provide any better access to technology for people with disabilities, but it is an opportunity for members of the disabilities community to say to our legislators and policy-makers, with one loud, clear and unified voice, that access to information technology must be treated as a fundamental civil right and must be extended to people with cognitive disabilities. ANCOR has endorsed the declaration, and I and my agency have also endorsed *The Rights of People with Cognitive Disabilities to Technology and Information Access*.

You may endorse the declaration by visiting the Coleman Institute website at www.colemaninstitute.org/declaration. I hope you will visit the website and add your endorsement to this historic declaration right now!

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



Wage & Hour: Labor Law No Nos!

Joni Fritz, Labor Standards Specialist

Tempting as they are, some labor practices will get you in hot water. Avoid these labor pitfalls and you'll be cool as a breeze.



As agency CEOs get farther from direct supervision and decision-making over the payment and scheduling of direct support staff, we suspect more decisions may be made that violate the Fair Labor Standards Act.

For example, the FLSA specifically states that employees may not give up their right to be paid at least the minimum wage and overtime as required under the law. What happens then if an employee who is paid on an hourly basis approaches his supervisor seeking to earn some extra money and says that he will be glad to work over 40 hours a week at his regular rate of pay? He doesn't need overtime and is willing to sign a statement to that affect. Unfortunately, his supervisor isn't familiar with the FLSA. She has been told that the agency budget is tight and she is not to approve overtime, so she approves this employee's request. Fortunately, the agency's finance department catches the problem the first time the employee works overtime and it does not happen again, so a larger problem is averted. Otherwise, if a Department of Labor investigation were to occur at some time in the future, the agency could be ordered to pay substantial back wages over the prior two year period. The employee's signed statement would make excellent evidence that a violation had occurred.

Several agency employees work for two separate corporations within the same agency but are not paid overtime when they work more than 40 hours a week for the two jobs combined. While the two departments are incorporated separately, one as a transportation corporation and one as a residential corporation for example, they have the same CEO and many of the same board members. They are therefore considered to be the same enterprise and overtime must be paid when these employees work more than 40 hours at the two jobs combined, even though the jobs may be entirely different in nature, such as one may be driving a van while the other is as a direct support professional.

Some travel time is part of a day's work and must be compensated. While the travel time to and from work at the beginning and end of the day generally need not be compensated, that which takes place in the middle of the day usually must be paid for. Employers are not expected to pay for an employee's usual commute, but if an employee has arrived at work and must travel to a second site to continue working, the time spent traveling to the second site must be compensated, as must any other travel for work purposes until the trip back home, even if that is from someplace other than where the employee's day began. Travel to and from a worksite to lunch need not be compensated, just travel from one worksite to another.

Compensatory time is strictly limited in the private sector. While non-exempt public sector employees may choose to collect compensatory time in lieu of being paid overtime, this is not permitted in the private sector. It is permitted for bona fide exempt white collar employees who are paid on a salary basis but not for hourly exempt employees. It is not unusual for an individual who has worked in the public sector and accumulated comp time to take off to extend vacation time or to use for a special occasion to want to do the same when working in the private sector, but this is strictly a no no. An example we get a kick out of, which we understand occurs primarily with public safety officials (like police and firefighters, the majority of whom are also men), involves those who collect it to use during hunting season. Apparently spouses don't complain so much when comp time rather than vacation time is used to go hunting. Unfortunately, as much as you may want to, you may not let hourly employees accumulate comp time in the private sector.

Author LINK: Joni Fritz is a Labor Standards Specialist whose guidance is free to ANCOR members and to those who attend a Wage and Hour Workshop or participate in a teleconference she that has conducted. Any ANCOR member who wishes to

make arrangements for consultation or workshops with Joni must first contact Barbara Merrill, ANCOR Vice President for Public Policy, for a referral at (703)535-785, ext. 103 or bmerrill@ancor.org.



This Month's Focus: Employment

Want to Get Ready to Work? Tour DC Embassies!

Holly Flickinger

Visit foreign embassies, learn about new cultures, get job training and nosh on good food. This employment program scores big points.



Individuals in the Employment Readiness Program at RCM of Washington are exploring what employment looks like around the world by visiting DC's embassies each week. In addition to learning about jobs internationally and observing embassy employees at their daily tasks, the *RCM Clubhouse Crew* engages in cultural learning activities and often feasts on cultural treats during their visits.

It is our goal that the individuals in this program will become better prepared for their own future employment in the community by positively interacting and networking with dynamic community partners, such as the embassies right here in our neighborhood!

In addition, members of this program gain work experience through a wide variety of volunteer opportunities at community partners, such as Martha's Table

Thrift Shop, Food Prep and Food and Friends.

"I really enjoyed our visit to the Embassy of the United Arab Emirates," said Ashley Lucas. "They made us feel very comfortable during our visit and the building was absolutely beautiful! We learned about the country flag, which is red, black, white and green."

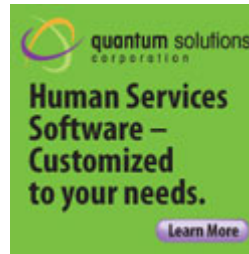
"When we visited the Australian Embassy, the people were really nice and they had accents," Daniel Smith chimed in. "I really enjoyed the poem they shared with us and the pictures they shared with us of their country."

So far the club has visited the Embassies of Australia, United Arab Emirates, Namibia, Egypt and Gambia. The embassies the *RCM Clubhouse Crew* are scheduled to visit next are Iceland, Austria, Slovenia, Mozambique and France.

The RCM of Washington Employment Readiness program is currently accepting new referrals.

Author LINKS: Holly Flickinger is Director of Community Services at RCM. You can reach her at hflickinger@rcmofwashington.com.





Meet Aaron Moye: An Empowered Employee

Courtney Chazen

The right job does more than fill needs for both the employee and the employer. Finding the right job to feed the soul as well as the body is the ultimate success story.



Mention the name Aaron Moye to the nurses at St. Mary's Health Center and they will immediately speak of his friendly and positive demeanor. However, even more important to the nurses is the efficient and detailed manner in which Aaron performs his day-to-day tasks. "Our stretchers have never been cleaner!" is a phrase often repeated by the nursing crew.

In September 2012, Aaron was one of eight students from the St. Louis area chosen to participate in the Employment Training Pilot Program at St. Mary's Health Center. The one-year program takes place during the school year and teaches transition-aged students with developmental disabilities competitive and marketable job skills in a health care setting. It is a collaboration effort between SSM Health Care, Vocational Rehabilitation (VR), the St. Louis Arc, Special School District of St. Louis County (SSD), and Productive Living Board (PLB).

The student trainees are first brought into a classroom setting where their strengths, likes and dislikes are assessed. From day one, they begin exploring various positions available in the hospital and are presented with a task list, photographs and a description of the individual jobs. Once a student identifies the field of work they want to pursue, they are paired with a mentor within the department to help them learn the skills necessary for that particular job. When a student has grasped 80% of the task analysis required for the job, they begin searching for employment.

Initially, Aaron shadowed the housekeeping unit but quickly realized that he was more interested in the Post Anesthesia Care Unit (PACU) and Same Day Surgery departments. In the PACU he was taught how to clean the stretchers, organize supplies and clean out the first aid room. Similarly, in Same Day Surgery he was responsible for cleaning out empty patient rooms and re-stocking the rooms with supplies.

In addition to the necessary job skills that Aaron learned, he was also taught valuable life skills. One of the first things he needed to master was navigating the Metro bus route from his home to work.

"He gained so much confidence learning to travel to and from work independently," said Alice Jensen, Aaron's SSD Teacher. "He trained to ride the bus in the fall when it was cold, but he never complained and was ready to learn. He would come in for the day with a huge smile across his face."

Aaron displayed so much initiative in a short amount of time that he was hired-on at St. Mary's as an Inventory Assistant for the PACU department before the end of the pilot program.

"He's very self-motivated," said Andrew Johnson, Aaron's Employment Advisor from the St. Louis Arc. "And he's grown a lot in terms of building relationships with his co-workers."

Aaron recently approached his supervisor about increasing his job responsibility by learning how to transport patients. He wants to learn this skill so that he can be an even bigger help to the nurses who are constantly busy.

"My favorite part about the job is cleaning the stretchers and then bringing them to the patients in the waiting room, who are ready for surgery," said Aaron. He also enjoys earning a paycheck and is saving up so that he can one day move into his own apartment. "I plan on staying at this job for a long time," said Aaron.

Undoubtedly, the nurses will be thrilled.

Courtney Chazen is Director of PR and Communications for St. Louis Arc. She can be reached at cchazen@slarc.org.



Lighting the Leadership Path

Peter Holden

When a group from New Horizons Supported Services, Inc. decided to improve their organization's leadership and communications development, they turned to ANCOR's Lighthouse Leaders and Stephen Covey's *7 Habits of Highly Effective People*.



In late July 2013, as I was in the midst of trying to get our agency server working properly, it occurred to me that communication in the year 2013 is one-sided and overly reliant on electronic memos, letters, texts and tweets. What about face-to-face human communication? Have we forgotten how to talk personally to each other? How has our so-called "professional" electronic communication diminished our personal dialogue? How has it reduced our interaction with the individuals and families we support? How has it effected the most important and effective communication, eye to eye contact?

So I pulled out my worn and dog-eared copy of the *7 Habits of Highly Effective People* by Stephen R. Covey to refresh my memory on the value and importance of effective two-way communication, to not just examine our values but to rebuild our beliefs.

Having been a Covey reader and believer for years, I know that value-based and effective communication should be used to improve our agency's effectiveness. I believe it should not only apply to management and administration but it most certainly is crucial for our front line staff: our Direct Support Professionals. If we are really serious about building and empowering the DSP staff then let us be equally serious about giving them the value-based communication tools to increase their effectiveness.

It was then that I read about the ANCOR Foundation's Lighthouse Leaders project. The partnership with Stephen R. Covey Center for Leadership is based on the Franklin-Convey 7 Habits Training and was something I immediately pursued, knowing it would bring about improvements and transformations that we could hopefully generate for our agency and those we support.

It was very rewarding to participate in the Franklin-Convey training in Sewickley, PA and to have the opportunity to invite colleagues from our organization to participate in this event. We sent our Direct Support Professional Ms. Charmaine Williams, our Director of Human Resources Ms. Gina McDonald and myself. While I have been a Covey reader and believer for many years, this was the chance to learn more and hopefully use the Franklin-Covey training tools to transform our organization.

Arriving in Pittsburg, we were greeted by the fine folks from Verland agency. We found the presentation and materials to be truly outstanding. The trainer, Jen Cohen, was in our team's opinion exceptionally great, engaging and effective. The presentations over our three days of training were excellent. The interaction and participatory style was very worthwhile and cooperative. It allowed our team to "compare notes" and experiences with other agencies. Interacting with the agencies that have become involved in the Lighthouse Leaders program convinced me that this was the way our agency could really make our Maryland programs, services and communications more effective. It was obvious from hearing the terrific stories from colleague agencies that the Franklin-Covey and Lighthouse Leaders program was the way to improve New Horizons and

transform our engagement, involvement and DSP empowerment.

We would like to follow-up the initial training with increased participation from key employees and Board of Directors to assist us in fully implementing the 7 Habits agency-wide. We truly appreciate the sponsorship support through the ANCOR Foundation and the invaluable information conveyed through Franklin-Covey!

Peter Holden is Executive Director of New Horizons in Upper Marlboro, MD. He can be reached at pholden@nhssi.org.



Empowered, Leading and Looking for Work

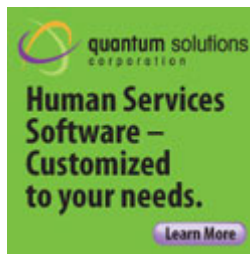
Need a great self-advocate? Check this one out!



Calling all New Orleans area providers! Do you have need of a great self-advocate or know of any opportunities in the area for one?

Jill Egle recently moved back to the area and is looking for work. Jill was, until recently, co-executive director of the Arc of Northern Virginia. She is also an alumna of the Leadership Institute at the University of Delaware's National Leadership Consortium on Developmental Disabilities.

You can read all about her moving and empowering story at www.jillegle.com.





Member Musings

Board Spotlight: Paula Hart

We continue our series spotlighting ANCOR Board members. This month is Paula Hart, President and CEO of The Volunteers of America-Minnesota.



What brought you to this industry? Why the intellectual disability field?

I volunteered throughout college every Saturday, visiting a woman about my same age named June who had intellectual disabilities and lived in a state hospital. Out of college I spent 20 years as an executive in retail and marketing before deciding to make a ditch to a "mission-based field." Reflecting on what did I care about led me to the realization of wanting to help people like June.

What aspects of your work do you find most rewarding?

Connecting the dots between strategy and helping real people.

What makes your organization unique?

Volunteers of America is enduring (117 years old!) , ethical and effective.

What innovations in service delivery has your organization brought about?

On a national level Volunteers of America is a leader and innovator in developing the PACE model.

Where do you see your organization in 10 years? What are the greatest challenges your organization must overcome to get there? How are you addressing those challenges?

We will be more explicitly in the "health business" integrating wellness and all the other aspects of the lives of people with disabilities. We need to learn the health business from the perspective of insurers and acute care providers without losing our ability to see the whole person. We are addressing those challenges by learning more about the traditional healthcare field while at the same time stretching ourselves to always reach for more in helping people with disabilities realize their full potential in the totality of life.

What programs do you have in place to develop DSPs?

The leaders in our Special Needs division are "hands on" in their approach to developing other leaders and have also done an especially good job of being intentional about formal recognition of DSP's. We felt very fortunate that one of our Directors, John Kehr, recently had the opportunity to attend the U of Delaware leadership development program. I'm sure that DSPs, as well as the people we serve, will benefit from John's experience.

How has ANCOR membership affected your organization?

ANCOR is an extremely valuable network of relationships and resources!

What do you wish more people understood about our industry?

That it's changing and that doesn't have to be a bad thing.

Paula Hart is President and CEO of The Volunteers of America-Minnesota. She can be reached at phart@voamn.org.



Comings and Goings

SEFCU Welcomes John Rose as New VP. Vickie Schwiedam, Executive Director of Sunny Oaks, passes away.



SEFCU Insurance Agency is pleased to welcome John Rose to their team as Vice President!

Highly respected in the developmental disabilities field, John Rose has worked in various capacities within it for over 30 years. He remains active within various associations and boards serving the developmental disability field including both of SEFCU's current partners, ANCOR and NYSACRA. Previously, John worked at Irwin Siegel Agency, another large insurance provider in the developmental disabilities field.

John will be integral in expanding the growth of SEFCU's Others First - Harleysville Insurance Program and he looks forward to working with ANCOR members, assisting them with risk management resources designed to enhance their operational efficiencies. With John's experience with both industries ANCOR members will find SEFCU programs provide

services beyond traditional insurance programs.

Long-time ANCOR member, Vickie Schwiedam (formally Harbaugh), Executive Director of Sunny Oaks, Inc., Salem, OR, passed away October 3rd. Our sincere condolences to Vickie's family and all at Sunny Oaks.



Join Together at the Symposium on Social Capital and Community Engagement

You are invited to join the Interdependence Network October 25th for a symposium on Social Capital and Community Engagement.

The Interdependence Network (IN), with support from the Milbank Foundation, is conducting a symposium to look closely at the power and potency of social capital and community engagement for all people. This symposium will be unlike the usual conferences you attend. Based on the results of an international study conducted by the IN to examine the community engagement patterns of people with disabilities, participants will be debating, plotting, boasting and revealing interactive strategies and actions.

The IN is a coalition of like minded advocates and organizations in the United States and Canada, dedicated to the concept of macro (community and culture) change. Join in on October 25th to learn how you can be a change agent by creating a personal blueprint for action in your community

Availability for this groundbreaking symposium is limited, so please reserve your spot by visiting <http://www.buildingsocialcapital.org/october25>.

Friday, October 25, 2013

Community Living & Support Services
1400 S. Braddock Avenue
Pittsburgh, PA 15218

8:00 AM - Registration/Continental Breakfast

9:00 AM - Introduction/Overview of Social Capital

10:00 AM - Workgroups: What Should You Do?(Vision)

11:00 AM - Reconvene to Review Group Ideas

11:30 AM - Lunch

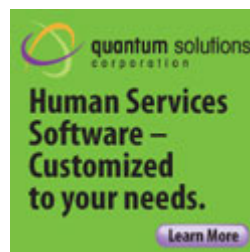
12:30 PM - Workgroups: What Can You Do?(Reality)

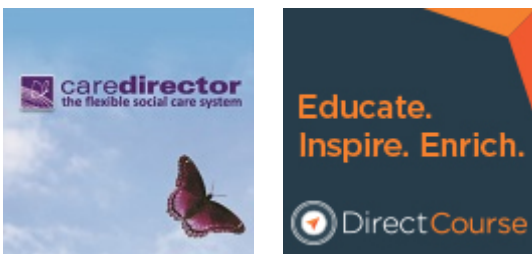
1:30 PM - Workgroups: What Will You Do? What Are You Willing To Commit?

2:00 PM - Groups Reconvene/Reconciliation

3:30 PM - Wine & Cheese Reception

The Interdependence Network is a collaborative effort among disability-based human service organizations from around the United States and Canada. The network was formed in 2008 to explore the concept of social capital and community engagement and their role in the field of rehabilitation and in the lives of people with disabilities.





Did You Know

Did You Know: Sears



Did you know Sears Commercial has a specially-designed purchasing opportunity for you? ANCOR members qualify for the Best Values Program for major appliances and household goods. [Details](#)

Heritage Christian Services recently opened two new group homes. We were very pleased to be able to use the Shared Resources Purchasing Network partnership with SEARS. It took one phone call to set up the user account with the SEARS staff and we were able to purchase all of the appliances and bedding needed to open these two homes. The order was delivered promptly within 3 days and the pricing is below the best sale price offered on these products throughout the year.

*Dan Stewart
Heritage Christian Services*

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