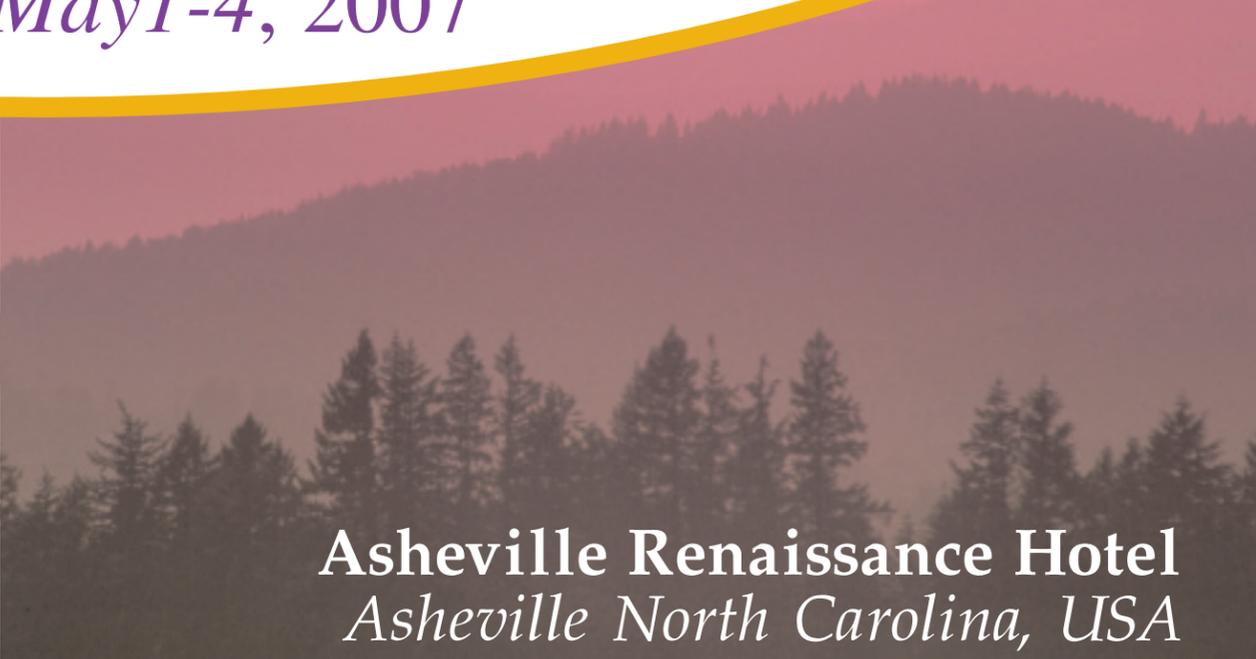


# Service Transformation:

## When Person-Centered Options are Made Available to All People Served... *Without Exception*

May 1-4, 2007



**Asheville Renaissance Hotel**  
*Asheville North Carolina, USA*

*Sponsored by the North Carolina Council On Developmental Disabilities*

### Facilitators:

#### Michael J. Kendrick PhD:



Mr. Kendrick is currently an independent international consultant in human services and community work with ongoing work in the United States, Canada, Australia, New Zealand, the Netherlands, Ireland,

Scotland, England and other countries throughout the world. His interests, involvements and writings have included leadership, service quality, the creation of safeguards for vulnerable persons, social integration, change, innovation, values, advocacy, the role of individual persons and small groups in creating advances, evaluation, alternatives to bureaucracy, personalized approaches to supporting people, and reform in the human service field amongst others. [www.kendrickconsulting.org](http://www.kendrickconsulting.org)

#### Dennis Harkins:



Dennis Harkins has worked on systems change based upon individualizing services for much of his career. Through A Simpler Way, Inc., his focus is on integrating the strengths of individuals, families, communities, and disabilities service systems.

#### Michael Mayer PhD:



Michael Mayer is currently a Senior Partner at Community Resource Alliance and is known as an internationally known speaker, consultant and trainer. Mr. Mayer has a unique approach, compassionate drive, enlightening and dynamic presentations. He has led over 400 local, state, and national organizations to pursue his penetrating and enriching training.

### Asheville North Carolina



statesmen and bohemians, Asheville is one of the most welcoming, vibrant cities in America.

A bastion of cutting-edge art and technology in the Blue Ridge, the city also prides itself on its fascinating Appalachian past and celebrates this culture with annual events such as Shindig on the Green. While many cities underwent major overhauls in past decades, Asheville's historic and architecturally diverse downtown remains beautifully preserved.

Asheville is that type of unique, special place that lingers sweetly in your mind and memories for years to come. The city's rich architectural legacy with its mix of Art Deco, Beaux Arts and Neoclassical styles is the perfect retro-urban backdrop to the edgy energy that emanates from the locally owned-shops and art galleries, distinctive restaurants and exciting entertainment venues.

Known as an art colony, a healing resort and a home to notable luminaries,

### Hotel Information

The site of this conference is the Asheville Renaissance Hotel. The Renaissance has a block of rooms being held for attendees from April 30 - May 14, 2007 at a rate of \$129.00. Please inform the reservation clerk that you are part of the NC Council of Developmental Disabilities. Contact the Asheville Renaissance Hotel Reservations at 800-468-3571. Reservations must be made by March 31, 2007. Rates and availability can not be guaranteed after this date.

### Cancellation/Transfer Policy

All cancellations and transfers must be received in writing by March 31. For cancellations received prior to March 31, we will refund registration cost less administrative fee of \$30.00. We are unable to make refunds after March 31 but will gladly transfer your registration to a colleague if the request is made in writing to NCCDD, P O Box 98073, Raleigh, NC 27624 or by e-mail to [cam@nc.rr.com](mailto:cam@nc.rr.com)

For questions or additional information please contact  
Cathy Womack

919-518-0963 phone

919-844-8119 fax

[cam@nc.rr.com](mailto:cam@nc.rr.com)

# Service Transformation:

When Person-Centered Options Are Made Available  
To All People Served... **Without Exception**



? Are you tired of hearing **excuses for not providing person-centered services** to all people with developmental disabilities?

? Are you **looking for solutions that will work** in your community?

**Learn from those who prove that you can successfully convert group supports to individualized services on a systematic basis.**

Human services consultants **Michael J. Kendrick, Ph.D.**, **Dennis Harkins** and **Michael Mayer, Ph.D.** will lead this unique international conference to discover the secrets to success of eight agencies that have maintained their commitment to offering only personalized supports, without exception, for one or more decades.

**These agencies will share how they:**

- Converted from group to individual options
- Evolved individual opportunities over long periods of time without compromising on their commitment to keeping supports person centered

In discussion groups, we will identify ways to apply this information to our own communities to expand person-centered options for all people with developmental disabilities.

## Who Should Attend?

This **conference is for anyone** who is **interested** in seeing more widespread availability of **person-centered options** for people with developmental disabilities. This includes **self-advocates, families, systems administrators, funders, board members, advocates, civil servants, agency administrators, legislators, journalists** and **many others** who are seeking expanded life possibilities for people with disabilities or perhaps other persons and groups who are also currently denied such possibilities.



## Participating Community Service Agencies

The following organizations will share their stories of how they routinely offer person-centered supports to each and every person they serve:

**Community Options:** Madison, Wisconsin

**Common Ground:** Littleton, New Hampshire

**Jay Nolan Community Services:** Los Angeles, California

**Nonotuck Community Resources:** Northampton, Massachusetts

**Onondaga Community Services:** Syracuse, New York

**The Polus Center:** Worcester, Massachusetts

**Total Living Concept:** Seattle, Washington

**Independent Living:** Baton Rouge, Louisiana

## Daily Conference Schedule

### April 30

6:00 - 8:00 pm Early Registration

### May 1

7:30 - 9:00 am Registration

9:00 am -12:00 pm Jeff Strully, Jay Nolan Community Services, California

1:00 - 4:30 pm Michael Lundquist, John Struth, Nonotuck Community Services and The Polus Center, Massachusetts

### May 2

9:00 am -12:00 pm Pat Fratangelo, Onondaga Community Living, New York

1:00 - 4:30 pm Mark Vincent and/or Scott Ryder, Common Ground, New Hampshire

### May 3

9:00 am -12:00 pm Lyle and Mary Romer, Total Living Concept, Washington

1:00 - 4:30 pm Jacquie Blaney, Independent Living, Louisiana

### May 4

9:00 am -1:00 pm Kim Turner, Community Options, Wisconsin

This **exciting four day conference** begins **Tuesday, May 1** with registration/check in at 7:30 am and presentations will begin at 9:00 am. Lunch will be provided Tuesday through Thursday. The conference **will conclude at 1:00 pm on Friday, May 4**. All sessions will be held at the Asheville Renaissance Hotel in **Asheville, North Carolina, USA**.

## Registration Registration is easy!

3 Three simple steps to register

1 Visit our Web site, [www.ncddc.org](http://www.ncddc.org).

2 Complete registration form

3 Print and fax it to Cathy Womack at **919-844-8119**.

If you **register by March 31**, you are eligible for an early bird discount rate. For more information about registration, contact Cathy Womack at **919-518-0963** or by emailing us at [cami@nc.rr.com](mailto:cami@nc.rr.com)

[www.ncdd.org](http://www.ncdd.org)