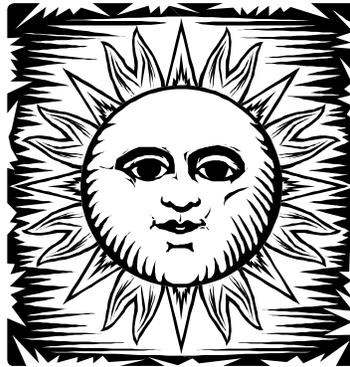


ANNUAL REPORT

2000

DIVISION OF DEVELOPMENTAL SERVICES



DIVISION OF DEVELOPMENTAL SERVICES

**DEPARTMENT OF DEVELOPMENTAL AND
MENTAL HEALTH SERVICES**

AGENCY OF HUMAN SERVICES

STATE OF VERMONT

JANUARY 2000

Annual Report 2000

Division of Developmental Services

**Division of Developmental Services
Department of Developmental and Mental Health Services
Agency of Human Services
State of Vermont**

**Prepared by:
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Division of Developmental Services
103 South Main Street
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January 2000

**The Division of Developmental Services
would like to acknowledge the efforts of the
developmental service providers who supplied
much of the necessary information for this report.**



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RECOGNITION

The Division of Developmental Services is pleased to recognize in this report some special accomplishments that have been achieved and acknowledged in FY 1999:

✦ *Vermont is ranked #1 in the country for provision of residential services based on percentage of individuals supported in home settings of one to six people.*

Prouty, R. & Lakin, K.C., Eds. (1999). Residential services for persons with developmental disabilities: Status and trends through 1998. University of Minnesota, Research and Training Center on Community Living, Institute on Community Integration.

✦ *Vermont has displayed significant leadership by effectively converting the principles of self-determination into day-to-day practice for many people receiving support, moving beyond the rhetoric to “just doing it”.*

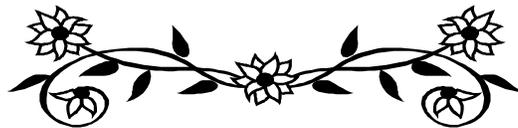
Robert Wood Johnson Foundation, National Program Office, Self-Determination for Persons with Developmental Disabilities, February 2000.

✦ *Vermont is ranked 1st in the nation in the percent of people who live in homes with fewer than 6 other people.*

National ARC (formerly Association of Retarded Citizens) study (1998)

✦ *Vermont is ranked third in the nation in cumulative rates of placement in supported employment since 1988. Vermont’s rate of placement is about 4.8 times the national mean.*

Revell, G., Inge, K., Mank, D., and Wehman, P. (1999) The Impact of Supported Employment for People with Significant Disabilities. Virginia Commonwealth University.



INTRODUCTION

“All peoples have the right to self-determination; by virtue of that right they freely determine their political status and freely pursue their economic, social and cultural development...Inadequacy of political, economic, social or educational preparedness should never serve as a pretext for delaying independence.” (United Nations, 1961)

The future of the developmental services system in Vermont will be guided by the interpretation of this United Nations’ prophesy of almost four decades ago as it relates to people with developmental disabilities who live in our communities. The Vermont system must be challenged to be as creative and free from barriers to individual independence as it possibly can. What is included in this annual report on the status of supports and services is a compilation of numbers, graphs, and information bits. They only show a small piece of the true fabric and richness of Vermont’s supports for people with developmental disabilities. What follows is the story of a woman who puts a personal face on the kind of independence and interdependence the developmental services system can help a person achieve. It’s a story about a person who, after many years, began to realize she had her own voice ... and she began to use it.

I Belong

By Patty Grassette

“I was in Brandon Training School for 7 years. The staff was like family. They were committed to the people who lived there. I was sad to leave because I didn't think I'd see these people again.

After that, I lived in my Mom's house for 19 years with my sister Lisa and my Mom. In 1984, I graduated from Lamoille Union High School. I'm very proud of my employment. I worked at the Manor Nursing Home for eight and a half years doing laundry. In early 1997, I did person-centered planning. I got to choose the people I wanted to be present. It opened doors for me. I told them I wanted my own place. I knew what I wanted and I had the people there who could help me get where I wanted to go. I was the first person who wrote my own ISA [support plan]. It gave me the knowledge and understanding of how the system works. I opened the door for other people to follow.

In November 1997, I interviewed for a new job. I am now a self-advocate facilitator for the Self-Determination Project. One evening I went to Trinity College to help give a talk about self-determination and one of my students that night was a teacher I had in high school. I love this kind of work! I help people with developmental disabilities to fulfill their dreams. I make sure I hear what the individual really wants. I keep asking, "What do you want most?". I really listen.

Moving out on my own was a very hard thing. At first, my Mom and Dad were not supportive of me moving. They felt I wasn't ready. I kept telling

people that I wanted a place of my own. I had the backing of the Self-Determination Project. A lot of people were willing to go to bat for me because they've seen how hard I worked. In August 1998, I moved into my own place, Patty's Pad. I feel great!

I have a new addition to my family, an orange cat named Pumpkin. He's playful like me, and he's good company. Without all of the support of the Self-Determination Project and my family I wouldn't have made it. I feel like I really belong."

ATTACHMENTS

DIVISION OF DEVELOPMENTAL SERVICES

January 2000

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 FAX: (802) 241-1129

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Smith, Phil	Acting Self-Determination Project Admin.	241-2617	Psmith@ddmhs.state.vt.us
Wood, Theresa	Director	241-2648	Twood@ddmhs.state.vt.us
Muriel Morse	Executive Secretary	241-2648	Mmorse@ddmhs.state.vt.us

Red & Blue Teams

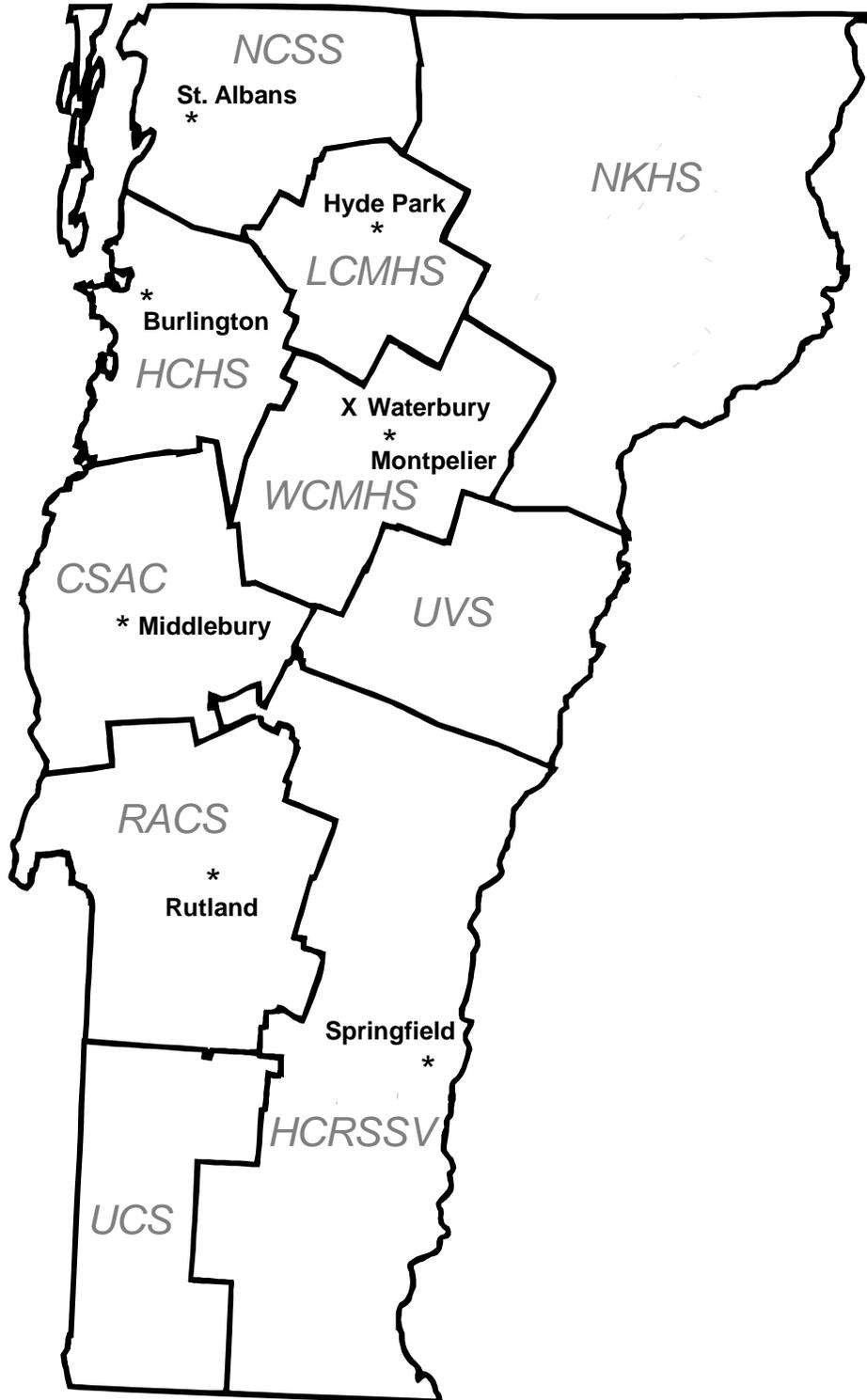
Staff Name	Title	Phone (802)	E-mail Address
Cameron, Jim	Contracted Housing Specialist	660-2442	Jcatgdd.aol
Coy, Jeff	Red Team Adult Specialist	241-2618	Jcoy@ddmhs.state.vt.us
Freund, Avi	Blue Team Training Specialist	241-2723	Afreund@ddmhs.state.vt.us
Goslant, Marie	Secretary	241-2678	Mgoslant@ddmhs.state.vt.us
Homiller, John	Blue Team Adult Specialist	241-2675	Jhomiller@ddmhs.state.vt.us
Kennedy, Jennie	Red Team Employment Specialist	786-2571	Jkennedy@ddmhs.state.vt.us
Malone, Ellen	Red Team Leader	786-5047	Emalone@ddmhs.state.vt.us
McFadden, Clare	Blue Team Children Specialist	241-2863	Cmcfadden@ddmhs.state.vt.us
O'Neill, Chris	Blue Team Employment Specialist	786-8831	Coneill@ddmhs.state.vt.us
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Spencer, Kate	Red Team Nursing Specialist	786-5054	Kspencer@ddmhs.state.vt.us
Stambler, Kay	Red Team Training Specialist	241-2727	Kstambler@ddmhs.state.vt.us
Turchin, Bob	Blue Team Leader	786-5048	Bturchin@ddmhs.state.vt.us
Ward, Erin	Secretary	241-2614	Eward@ddmhs.state.vt.us

Guardianship Services Specialists

1-800-642-3100

<p>Burlington Office 108 Cherry Street Box 205, Suite 205 Burlington, VT 05401 Fax: 863-7425</p>	<p>Linda Vondle – GSS Ed Wells – GSS</p>	<p>865-7720 865-7721</p>	<p>Lvondle@ddmhs.state.vt.us Ewells@ddmhs.state.vt.us</p>
<p>Hyde Park Office Ken Gar Building PO Box 266 Hyde Park, VT 05655</p>	<p>Sedney Ulrich – GSS</p>	<p>888-2525</p>	<p>Sulrich@ddmhs.state.vt.us</p>
<p>Middlebury Office 700 Exchange Street, #204 Middlebury VT 05753 Fax: 388-4694</p>	<p>Lisa Lamoureux – GSS Dale Severy – GSS Joan Stephens – Senior GSS</p>	<p>388-4691 388-4692 388-4693</p>	<p>Llamoureux@ddmhs.state.vt.us Dsevery@ddmhs.state.vt.us Jstephens@ddmhs.state.vt.us</p>
<p>Montpelier Office 155 Elm Street Montpelier, VT 05602</p>	<p>Nancy Collins-Zucca – GSS Joan Gilbert – GSS Becky Guyett – Senior GSS Leslie Pinkham – GSS Lisa Sipsev – GSS</p>	<p>828-3623 828-0262 828-3622 828-3620 828-3621</p>	<p>Nzucca@ddmhs.state.vt.us Jgilbert@ddmhs.state.vt.us Bguyett@ddmhs.state.vt.us Lpinkham@ddmhs.state.vt.us Lsipsev@ddmhs.state.vt.us</p>
<p>Rutland Office One Scale Ave. Suite 109 Rutland, VT 05701-4460 Fax: 786-5055</p>	<p>Michael Fisher – GSS Rodger Goodrich – GSS Timothy Haley – GSS Karen Hawley – Senior GSS Jan Sherman – GSS Rachel Longaway – Secretary Vicky Wetmore – Community Financial Specialist</p>	<p>786-5042 786-5049 786-5040 786-5043 786-5041 786-5840 786-5045</p>	<p>Mfisher@ddmhs.state.vt.us Rgoodrich@ddmhs.state.vt.us Thaley@ddmhs.state.vt.us Khawley@ddmhs.state.vt.us Jsherman@ddmhs.state.vt.us Rlongaway@ddmhs.state.vt.us Vwetmore@ddmhs.state.vt.us</p>
<p>St. Albans Office 20 Houghton Street Room 207 St. Albans, VT 05478 Fax: 524-5404</p>	<p>Diane Morris – GSS Michael Walker – GSS</p>	<p>524-7992 524-7991</p>	<p>Dmorris@ddmhs.state.vt.us Mwalker@ddmhs.state.vt.us</p>
<p>Springfield Office 100 Mineral Street Suite 306 Springfield VT 05156</p>	<p>Jay Derderian – GSS Jon McGovern – GSS</p>	<p>885-4980 885-8893</p>	<p>Jderderian@ddmhs.state.vt.us Jmcgovern@ddmhs.state.vt.us</p>
<p>Waterbury Office 103 South Main Street Waterbury, VT 05671-1601 Fax: 241-1129</p>	<p>Gail Falk – Director Tracie LeBoeuf – Administrative Secretary</p>	<p>241-2616 241-2663</p>	<p>Gfalk@ddmhs.state.vt.us Tleboeuf@ddmhs.state.vt.us</p>

Division of Developmental Services Guardianship Services Offices



**Division of Developmental Services
Blue and Red Team Structure**

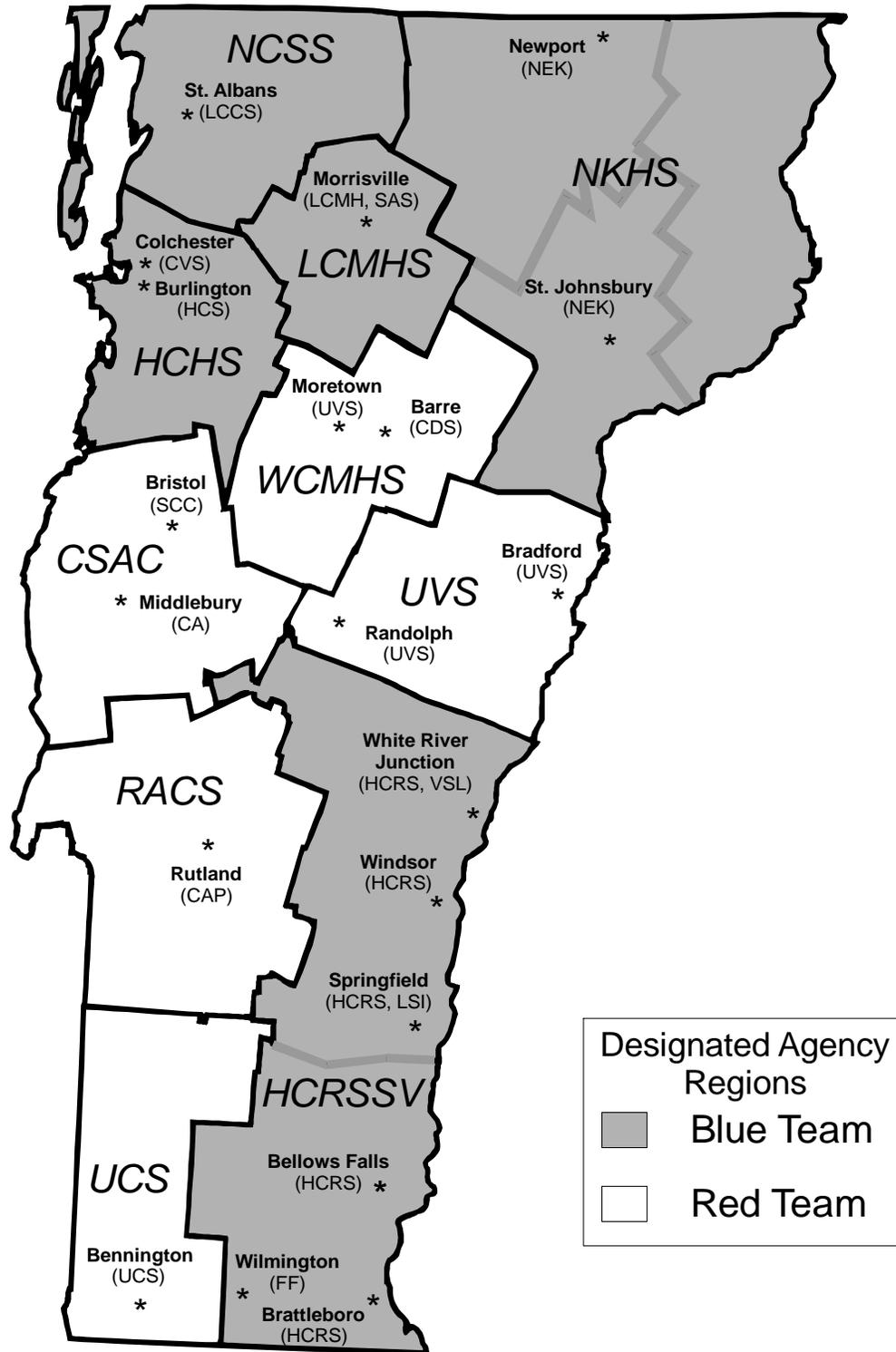
Blue Team			
Role	Staff Name	DA Contact	SSA/CP Contact
DS Team Leader	Bob Turchin	---	SCC
Adult Specialist	John Homiller	HCRSSV, NKHS	HCRS, NEK
Children Specialist	Clare McFadden	HCHS	HCS
Employment Specialist	Chris O'Neill	---	CVS, FF
Housing Specialist	Jim Cameron [†]	---	---
Nursing Specialist	Maureen Rappeno	NCSS	LCCS
Training Specialist	Avi Freund	LCMHS	LCMH
Secretary	Marie Goslant	---	---
Secretary	Erin Ward	---	---

Red Team			
Role	Staff Name	DA Contact	SSA/CP Contact
DS Team Leader	Ellen Malone	WCMHS	CDS
Adult Specialist	Jeff Coy	UVS	UVS, LSI, SAS
Children Specialist	Janine Parker-Moulton	CSAC	CA, VSL
Employment Specialist	Jennie Kennedy	UCS	UCS
Housing Specialist	Jim Cameron [‡]	---	---
Nursing Specialist	Kate Spencer	---	---
Training Specialist	Kay Stambler	RACS	CAP
Secretary	Marie Goslant	---	---
Secretary	Erin Ward	---	--

[†] Contracted position shared between Red & Blue Teams.

[‡] Contracted position shared between Red & Blue Teams.

Division of Developmental Services Red & Blue Teams



**DEVELOPMENTAL SERVICES
STATE STANDING COMMITTEE**

Name	Address, Phone & Fax	Represents	Term Expires (7/1)
Aichroth, Susan	104 Marsett Road Shelburne, VT 05482 Pager: 250-1714 Home Phone: 985-9035 e-mail: aichroths@aol.com	People with Developmental Disabilities	2001
Bakeman, Anne	3 Bedford Green South Burlington, VT 05403 Phone: 658-3374 Fax: 658-8061 e-mail: abakeman@zoo.uvm.edu fax: 658-8061	Family Members	2000
Breiden, Nancy	Disability Law Project 57 N. Main Street Rutland, VT 05701 Phone: 775-1122 e-mail: nbreiden@vtlegalaid.org fax: 775-0022	Professionals/Advocates	2000
Cummings, Richard	9 Pine Street #3 Bellows Falls, VT 05101	People with Developmental Disabilities	2002
Drabing, Rosemary	Community Access Program Rutland Area Community Services P.O. Box 222 Rutland, VT 05702 Phone: 775-0828 e-mail: rdrab1@aol.com fax: 747-7692	Professionals/Advocates	2001
Hathaway, Sarah	6 Sabin Street Montpelier, VT 05602 Phone: 223-6480 e-mail: verelli@aol.com	People with Developmental Disabilities	2000
Hasazi, Susan	448 Waterman Building University of Vermont Burlington, VT 05405 Phone: 656-1354 e-mail: shasazi@zoo.uvm.edu fax: 656-2702	Professionals/Advocates	2000
Milizia, Betty	The ARC of Vermont 187 St. Paul Street, Suite 3B Burlington, VT 05401 Phone: 658-7419 (h) 658-2221 (w) e-mail: miliziaarc@aol.com fax: 658-1557	Professionals/Advocates	2001

Name	Address, Phone & Fax	Represents	Term Expires (7/1)
Roth, Amy	Howard Community Services 109 South Winooski Avenue Burlington, VT 05401 Phone: 658-1914 652-2140 e-mail: amyr@howardcenter.org fax: 860-2360	Professionals/Advocates	2002
Smith, Phil	158 Culver Hill Road Middlesex, VT 05602 Phone: 223-6980 e-mail: pibanana@together.net	Professionals/Advocates	2002
Thresher, Tracy	58 East State Street Montpelier, VT 05602 Phone: 479-2502 e-mail: jeffcoy@prodigy.net	People with Developmental Disabilities	2002
Woodberry, Connie	103 Partridge Road East Dummerston, VT 05346 Phone: 257-0300 (h) 254-8611 (w) e-mail: conniewo@sover.net fax: 254-8611	Family Members	2001
Yuan, Susan	Center on Disability & Community Inclusion The University Affiliated Program of Vermont 5 Burlington Square, Ste 450 Burlington, VT 05401-4439 Phone: 656-8166 (w) 899-2883 (h) e-mail: syuan@zoo.uvm.edu fax: 656-1857 899-2883	Family Members	2000
Vacancy	---	Professionals/Advocates	2001
Vacancy	---	Family Members	2002

SELF-DETERMINATION “NON-NEGOTIABLES”

Whether supports are self-directed or self-managed, the following must be in place when getting developmental services in accordance with both state and Medicaid waiver regulations and guidelines:

- A circle of support: people chosen by the individual who are the supports and trusted people in the individual’s life;
- All waiver funding must pass through a designated agency or fiscal intermediary for funding disbursement – it cannot go directly to the individual, parents or spouse;
- An Individual Support Agreement which follows the current state guidelines;
- A crisis support plan;
- Establishment and maintenance of all required record keeping and documentation of the individual’s supports/services;
- Participation in reviews of service quality at all levels;
- Responsibility for program evaluations, supervision, oversight and monitoring of services;
- Housing safety reviews;
- Training and technical assistance to the individual, circle of support and staff; and
- Identification of the person(s) responsible for ensuring that the individual’s medical and support needs are met.

Responsibilities for employers include:

- Hiring/firing/evaluating/supervision, including conducting necessary background checks;
- Fair labor practices and labor laws;
- Personnel records;
- Payroll maintenance;
- State and federal tax laws and record keeping;
- Insurance: worker’s compensation (where necessary), state and federal unemployment, personal property and professional liability; and
- Employee benefits.

CERTIFIED PROVIDERS OF DEVELOPMENTAL SERVICES

January 2000

(CVS) CHAMPLAIN VOCATIONAL SERVICES, INC.

77 Hegeman Ave., Fort Ethan Allen
Colchester, VT 05446
Phone 655-0511 FAX: 655-5207

Exec. Director: Stephen Maglione
County: Chittenden

(CAP) COMMUNITY ACCESS PROGRAM OF RUTLAND COUNTY

PO Box 222, 1 Scale Avenue
Rutland, VT 05701
Phone: 775-0828 FAX: 747-7692

Director: Rosemary Drabing
County: Rutland

(CA) COMMUNITY ASSOCIATES

61 Court Street
Middlebury, VT 05753
Phone: 388-4021 FAX: 388-1868

Director: Gregg Mousley
County: Addison

(CDS) COMMUNITY DEVELOPMENTAL SERVICES

50 Grandview Drive
Barre, VT 05641
Phone: 479-2502 FAX: 479-4056

Director: Juliet Martin
County: Washington

(HCRS) HEALTH CARE & REHABILITATION SERVICES OF SOUTHEASTERN VT

118 Park Street
Springfield, VT 05156
Phone: 885-5171 FAX: 885-5173

Director: Maryann Willson
Counties: Windsor & Windham

Regional Offices:

5 Fairview St., Brattleboro, VT 05301
Phone: 254-6028 FAX: 254-7501

77 Maple St., White River Jct., VT 05001
Phone: 295-1705 FAX: 295-0826

PO Box 773, Bellows Falls, VT 05101
Phone: 463-3962 FAX: 463-3961

287 County Road, Windsor, VT 05089
Phone: 674-5214

14 River Street, Windsor, VT 05089
Phone: 674-2678 FAX: 674-5419

(HCS) HOWARD COMMUNITY SERVICES

109 S. Winooski Ave
Burlington, VT 05401-3832
Phone: 658-1914 FAX: 860-2360

Director: Marie Zura
County: Chittenden

(FF) FAMILIES FIRST

PO Box 939, Wilmington, VT 05363
Phone: 464-9633 FAX: 295-9107

Director: William Crayford
County: Windham

(LCCS) LAKE CHAMPLAIN COMMUNITY SERVICES

107 Fisher Pond Road
St. Albans, VT 05478
Phone 524-6561 FAX: 527-8161

Director: Tom Raskin
Counties: Franklin & Grand Isle

(LCMH) LAMOILLE COUNTY MENTAL HEALTH SERVICES, INC.
520 Washington Highway
Morrisville, VT 05661
Phone: 888-6627 FAX: 888-6393
Director: Brian Fagan
County: Lamoille

(LSI) LINCOLN STREET, INC.
PO Box 678
Springfield, VT 05156
Phone: 885-9533 FAX: 885-9575
Executive Director: Cheryl Thrall
County: Windsor

(NEK) NORTHEAST KINGDOM MENTAL HEALTH SERVICES
PO Box 724, 154 Duchess Street
Newport, VT 05855
Phone: 334-6744 FAX: 334-7455
Director: Eric Grims
Counties: Caledonia, Orleans & Essex

Regional Offices:
PO Box 368, 141 Railroad Street
St. Johnsbury, VT 05819
Phone: 748-3181 FAX: 747-7697
PO Box 249, 10 Main Street
Hardwick, VT 05843
Phone: 472-3622

(SCS) SPECIALIZED COMMUNITY CARE
PO Box 274, 16 Orchard Terrace Park
Bristol, VT 05443
Phone: 453-4175 FAX: 453-4809
Executive Director: Ray Hathaway
Counties: Addison & Rutland

(SAS) STERLING AREA SERVICES
PO Box 1207
Morrisville, VT 05661
Phone: 888-7602 FAX: 888-1182
Executive Director: Kevin O’Riordan
County: Lamoille

(UCS) UNITED COUNSELING SERVICES
PO Box 588, Ledge Hill Drive
Bennington, VT 05201
Phone: 442-5491 FAX: 442-3363
Director: Kathy Hamilton
County: Bennington

(UVS) UPPER VALLEY SERVICES, INC.
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Bradford, VT 05033
Phone: 222-9235 FAX: 222-5864
Executive Director: William Ashe
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12 Prince Street, Randolph, VT 05060
Phone: 728-4476 FAX: 728-6741
PO Box 719, Moretown, VT 05660
Phone: 496-7830 FAX: 496-7833

(VSL) VERMONT SUPPORTED LIVING
331 Olcott Drive, White River Jct. VT 05001
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County: Windsor

VERMONT PEER SUPPORT NETWORK

January 2000

Vermont Peer Support Network

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Toll Free: 1-800-564-9990

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Bellows Falls Support Group

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Bradford Peer Support

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(802) 658-1914 – Catherine Jones &
Amy Roth

Central Vermont Peer Support

Community Developmental Services
50 Grandview Drive
Barre, VT 05641
479-2502 – Tracy Tresher &
Judy Cookson

Champlain Voices

Champlain Vocational Services
77 Hedgeman Ave., Fort Ethan Allen
Colchester, VT 05446
(802) 655-0571 – Paul Nichols &
Linda Chaisson

Connections of Peer Support of White River Jct.

PO Box 678,
Springfield, VT 05156
(802) 885-9533 – Paul Dunbar &
Karen Daley-Regan

HCRS Springfield Peer Support

118 Park Street
Springfield, VT 0515
(802) 885-5171 – Melissa Mullen

Next Step of St. Albans

Lake Champlain Community Svs.
156 North Main Street
St. Albans, VT 05478
Pam Putnam

Our Drop In Center

RR, Box 215B Glen Road
Newport, VT 05855
(802) 344-8378 – Scott Geoffrey

Randolph Area Peer Support

Upper Valley Services
12 Prince Street, Suite #2
Randolph, VT 05060
(802) 728-4476 – Ann Campbell &
Janeen Morse

St. Johnsbury Peer Support

Northeast Kingdom Human Services
PO Box 368
St. Johnsbury, VT 05819
(802) 748-3181 – Robin Burnash &
Pam Barrington

Self-Advocates Becoming Empowered of Rutland

Rutland ARC
Merchants Row
Rutland, VT 05701
(802) 775-1370 – Tricia Blanchard &
Lisa Lynch

Self Advocates Meeting of Springfield

PO Box 678
Springfield, VT 05156
(802) 885-9533 – Jean Martel &
Mary Lou Martin

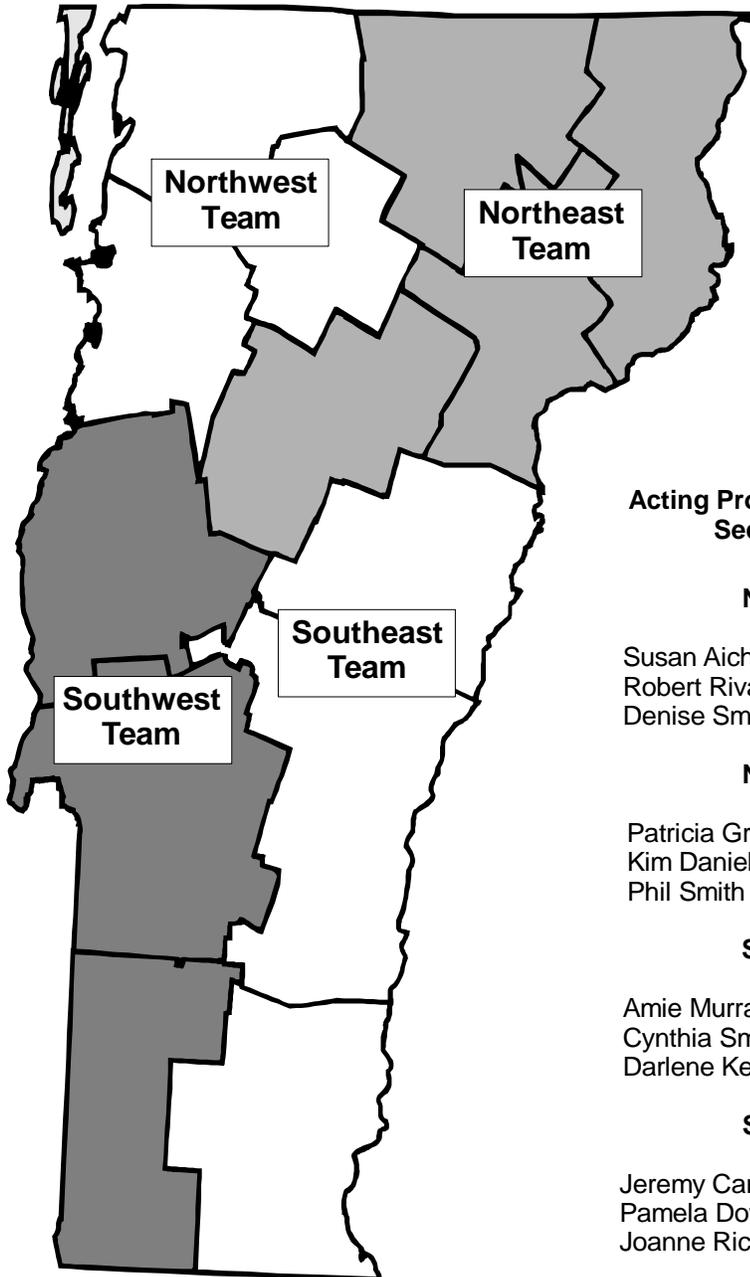
Wonderful Life of Middlebury

PO Box 194
Brandon, VT 05733
(802) 623-6654 – Carol Warner &
Darlene Kelly

Vermont Self-Determination Project

Division of Developmental Services
103 South Main Street
Waterbury, VT 05671-1601

1-888-268-4860



Acting Project Administrator: Phil Smith
Secretary: Judy LaVanway

Northwest Team

Susan Aichroth	Consumer Facilitator
Robert Rivard	Family Facilitator
Denise Smith	Provider Facilitator

Northeast Team

Patricia Grassette	Consumer Facilitator
Kim Daniels	Family Facilitator
Phil Smith	Provider Facilitator

Southwest Team

Amie Murray	Consumer Facilitator
Cynthia Smith	Family Facilitator
Darlene Kelly	Provider Facilitator

Southeast Team

Jeremy Carpenter	Consumer Facilitator
Pamela Dow	Family Facilitator
Joanne Rice	Provider Facilitator

SOURCES OF QUALITY ASSURANCE AND PROTECTION FOR CITIZENS WITH DEVELOPMENTAL DISABILITIES

Quality assurance activities will not be successful if they are relegated to a single bureaucratic cubbyhole. The Vermont developmental service system has numerous components that impact upon quality assurance. There is great value in having a multi-faceted system of quality assurance, and the participation of numerous people in quality promotion activities is a strength. In Vermont, the overall quality assurance system includes at least the following components:

I. Within the Department of Developmental and Mental Health Services:

- A. **Designation Process.** The Department of Developmental and Mental Health Services (DDMHS) designated one agency in each region of the state to ensure needed services are available through local planning, service coordination, and monitoring outcomes within their geographic region. The Designated Agency must contract with other certified providers or individuals to deliver supports and services consistent with available funding; the state and local System of Care Plans; outcome requirements; and state and federal regulations, policies and guidelines.
- B. **Certification Process.** All service providers who wish to provide supports funded by the Division of Developmental Services (DDS) will undergo a certification process conducted by DDS. All providers must be certified in one or more of the following service categories: Home Supports, Work Supports, Community/Social Supports, Support Coordination, Family Supports and Crisis Supports. The process includes, among other things, a site review to assess the quality of services being provided, record reviews, and interviews with people getting services, family members, guardians, provider staff and contracted workers. Certification includes assessment of criteria, such as compliance with state and federal Medicaid standards, meeting statewide outcomes, and responsiveness to consumer grievances and expressions of satisfaction.
- C. **Guardianship Services Specialists.** Twenty (20) staff provide protective and guardianship services as specified by law to about 570 adults with developmental disabilities. Guardianship Services Specialists play distinct quality assurance functions, including on-going monitoring of people's welfare, assessment of quality of life and functional accessibility, participation in individual support plans, and advocacy for appropriate services. Guardianship Services Specialists are expected to have face-to-face contact with people for whom they are guardian at least once a month.
- D. **Safety and Accessibility Checks.** All residences (except those licensed through the Department of Aging and Disabilities) funded by the Division of Developmental Services are inspected for compliance with safety and accessibility standards.
- E. **Supported Employment.** Every other year, each Supported Employment Project conducts a review to assess quality of services and consumer satisfaction. Throughout the year, periodic monitoring of contractual compliance and visits occur.

- F. **Satisfaction Surveys.** The Division of Developmental Services contracts for an independent statewide consumer satisfaction survey to take place annually to measure the satisfaction of people receiving services. A confidential family satisfaction survey is also conducted periodically to assess how families feel about services that they receive to support their family members who live at home.
- G. **Systems Review.** Plans are underway to obtain information on how well the Division is meeting the Developmental Services Principles of Service, including surveying consumers, guardians, family members, providers and the community in general (e.g., advocates, schools, local businesses, hospitals, etc.).
- H. **Critical Incident Reporting Process.** Service providers provide critical incident reports to the Division when certain incidents take place, such as the death of someone receiving services, allegations of abuse, neglect or exploitation, or criminal behavior by or against someone receiving services. Critical incident reports are reviewed during the re-certification process.
- I. **Grievance Process.** Each service provider must have a written grievance procedure and inform applicants and service recipients of that process. Both informal and formal grievance processes are available to people applying for or receiving services, family members, guardians and other interested individuals.
- J. **Ethics Committee.** An Ethics Committee convenes bimonthly as needed, or on an emergency basis, to review any decisions by a Guardianship Services Specialist or other DDS staff to abate life-sustaining treatment for a person receiving services. In addition, any individual who wants advice about the ethical aspects of a decision, or is dissatisfied with a critical care decision made for a non-consenting person with developmental disabilities, may request the Ethics Committee to review the decision.

II. Elsewhere in State Government:

- A. **Residential Care Home Licensure.** The Department of Aging and Disabilities licenses residences where three or more unrelated people with disabilities live.
- B. **Abuse Complaints.** The Department of Social and Rehabilitation Services and the Department of Aging and Disabilities handle complaints of abuse and neglect for children and adults, respectively. Any human services professional, including DDS staff, is legally mandated to file an immediate report of any suspected abuse, neglect or exploitation of a person with a disability. For adults with disabilities, Adult Protective Services staff conducts independent investigations of each complaint and pursues legal or other recourse as indicated by the needs of the individual.
- C. **Fire Safety Regulation.** Staff of the Department of Labor and Industry must approve all Level III Residential Care Homes and ICF/MR facilities. Facilities must meet appropriate standards of the National Fire Safety Code.

- D. **Vocational Rehabilitation Services.** Vocational rehabilitation services, (as opposed to Medicaid-funded work supports), are provided and reviewed by the Division of Vocational Rehabilitation.
- E. **Intermediate Care Facilities for People with Mental Retardation (ICF/MR).** ICF/MRs are licensed and monitored under federally specified guidelines by nursing staff of the Division of Licensing and Protection (DAD). The Division of Developmental Services conducts Utilization Reviews once every six months to determine whether continued stay is appropriate and necessary for each person residing in an ICF/MR.
- F. **Medicaid Fraud Unit.** This Unit investigates allegations of criminal activity, including abuse, neglect or exploitation, in any Medicaid-funded facility or involving a person receiving Medicaid-funded supports. The Medicaid Fraud Unit is a specially staffed unit within the Office of the Attorney General.

III. Within Developmental Service Agencies:

- A. **The Individual's Circle of Support.** Each person applying for or receiving services is encouraged to develop a circle of support. If they do not already have a circle, the service provider can help them form one. The circle is a group of people, chosen by the individual, who helps the individual identify his/her dreams, takes responsibility to help the person create his/her plans and budgets, and determine the quality of his/her life. The primary focus of the circle is on the individual and what that person wants and needs. A circle of support is the ultimate safety net for that person.
- B. **Local Standing Committee.** Each designated agency and service provider has a local standing committee that is made up of 51% consumer and families, of which 25% must be direct consumers. The purpose of the Local Standing Committee is to involve people receiving services in planning and decision making regarding policies in order to increase consumer satisfaction, service/support quality, and organizational responsiveness. The committee submits a report to DDMHS annually.
- C. **Internal Mechanisms.** All agencies have some level of an ongoing quality improvement process as well as internal quality assurance such as a Human Rights Committee, peer review, and Local Standing Committee oversight. The specific design and intensity of these efforts vary from agency to agency.
- D. **Service Coordination.** Service coordination often includes the functions of "monitoring" and "advocacy." For some people, the service coordinator is the focal point for individual-based quality assurance at the local level.

IV. External to the Service System:

- A. **Developmental Services State Standing Committee.** The Developmental Services State Standing Committee was created by statute in 1990, (and updated through regulation in 1998), and is required to have at least 51% of its membership consumer and families. The Governor appoints this committee of people with disabilities, family members, advocates, and people with professional expertise in the field of developmental disabilities. It meets monthly as a working advisory group to the Division of Developmental Services.
- B. **Vermont Developmental Disabilities Council.** A broad-based, federally mandated board which provides independent oversight and systemic advocacy for the needs of people with developmental disabilities.
- C. **Protection and Advocacy System.** This system has two components: a legal component through the Disability Law Project (DLP) and citizen advocacy. DLP is part of Vermont Legal Aid and has offices in Rutland, Burlington, and Montpelier. They provide protection and advocacy services to individuals with disabilities in a wide variety of forums (e.g., court proceedings, school negotiations, administrative hearings, Social Security Administration).
- D. **Vermont Association for Retarded Citizens.** The Vermont Association for Retarded Citizens provides a focus for families and concerned members of the public to identify and respond to the needs of people with developmental disabilities. There are four counties with local ARC offices. The Champlain ARC provides information, support and advocacy for individuals with disabilities and their family members in Chittenden County. Central Vermont ARC (Montpelier), Franklin ARC (St. Albans), and the Rutland ARC (Rutland) also share this mission. In addition, there are two local volunteer groups in the Ryegate and Bennington areas.
- E. **Self-Advocacy.** The Vermont Peer Support Network, a statewide self-advocacy group, works to empower people with disabilities to learn to make decisions, solve problems, speak for themselves, and to exert control over their own lives. It is further committed to educating and making the general public aware of the strengths, rights and desires of people with disabilities. There are presently 16 local chapters in various stages of development around the state.
- F. **Brandon Training School Association.** An association of parents and other people concerned with the well being of former residents of Brandon Training School.
- G. **Other Advocacy Groups.** There are other locally based groups of concerned families and advocates. For example, in Barre, Guardianship Trust provides regular, structured individually based citizen monitoring of residential services provided by Community Developmental Services.

- H. **Law Enforcement Agencies.** In recent years, many local and state police have received training in the techniques of interviewing mentally disabled victims of crime. The

traditional sources of citizen law enforcement—the police, State's Attorney's, and Attorney General's offices—have played an increasingly effective role in protecting citizens with developmental disabilities who may become victims of crime.

- I. **Criminal Penalties.** Vermont law makes it a crime to abuse, neglect, or exploit a person with a disability. The Office of Attorney General will prosecute for violations of this law.
- J. **The Federal Government.** Through Medicaid audits and look-behind surveys, the federal government provides a back-up system of quality assurance.
- K. **Other Concerned Members of the Public.** These include interested professionals (e.g., physicians, psychologists), members of the academic community, legislators, etc., who express their concerns through traditional channels of professional, administrative and legislative communication.
- L. **Above all, individual friends, family members, guardians, coworkers, neighbors.** Friends, family and neighbors provide for individuals in community settings the most important and dependable source of monitoring and advocacy – someone that will “go to bat” for you if things are not going well.