

Delaware's Third Annual
Conference
for
Direct Support
Professionals



**Interested in volunteering for the 2009 Conference for
Direct Support Professionals planning committee?**

Contact Renée Settles-Bean at
(302) 831-3073 or rbean@udel.edu.

May 1, 2008
8:00 am – 3:00 pm
Sheraton Dover Hotel
Dover, Delaware



Feeling good about yourself and your work

Dear Conference Participants,

Welcome to our Third Annual Conference for Direct Support Professionals! We are so glad you are participating in what promises to be our best conference ever. This conference has been planned by a statewide committee committed to providing you with a program that informs, celebrates, and acknowledges your daily work and efforts to support yourself, your family, and the lives of individuals with disabilities.

The theme of this year's conference – “Feeling good about yourself and your work” – was created to focus on the many issues of importance to the direct support profession everyday. We hope you will embrace this theme, recognize your valuable contribution to your profession, and use this conference as an opportunity to learn, network, and celebrate.

Please take time to visit with the exhibitors, network with other DSPs, share your experiences, expand your knowledge, and create a vision for an empowered profession.

We are honored to be a part of this great event, which includes an awesome group of DSPs, state and national speakers, and conference sponsors who have invested in your growth as a valued professional. On behalf of the conference planning committee, again welcome! It is our hope that you enjoy today and every day while “feeling good about yourself and your work!”

Sincerely,

C. Renée Settles-Bean Kelly Engel
Co-Chairs, 2008 DSP Conference Planning Committee

agenda

8:00 am - 9:00 am **Registration, continental breakfast, exhibitors**

9:00 am - 10:15 am **Session A Workshops**

Corporate Room West

1. Advance Care Planning - How do you talk about it?

Venetian Room

2. Intimate and Sexual Relationships and Adults with Developmental Disabilities

Verona Room

3. You Want Fries With That?

Sienna Room

4. Taking Care of Our Financial House

Chardonnay Room

5. Zen-sational You!

Corporate Room East

6. Morning Stretch

10:15 am - 10:45 am **Break, exhibitors**

10:45 am - 12:00 pm **Session B Workshops**

Sienna Room

7. The Resilience Factor: How to Bounce Back from Life's Never-Ending Challenges

Corporate Room West

8. What Lights your Light and Trips your Trigger?

Chardonnay Room

9. Pampering the Person Inside of the Professional

Verona Room

10. Got Conflict? Who Doesn't? So Communicate Your Way Out Of It!

Corporate Room East

11. Be Healthy Delaware

Venetian Room

12. Intimate and Sexual Relationships and Adults with Developmental Disabilities

12:00 pm - 12:15 pm **Break, exhibitors**

12:15 pm - 1:15 pm **Lunch**

1:15 pm - 3:00 pm **Plenary Session: In Recognition of Direct Support Professionals**

Conference Objectives

This conference was developed to celebrate the Direct Support Professional by providing resources and information to enhance the quality of work they perform and the prestige of the profession they represent.

A Direct Support Professional is defined as one whose primary job responsibility is to provide support, training, supervision, and personal assistance to people with disabilities where at least 50% of their hours are spent in direct support tasks.

The objectives are:

- To offer information and skill-building that will enhance the personal and professional development of Direct Support Professionals.
- To encourage networking with colleagues.
- To enhance the overall image and professionalism of those who support people with disabilities.

Networking Contacts

Include the names and contact information for people you have connected with today.

Kim Beniquez

Division of Substance Abuse & Mental Health Services

Tammy Clifton

Division of Vocational Rehabilitation

Kelly Engel

Bancroft NeuroHealth

Nancy Freedman

Center for Disabilities Studies

Tracy Mann

Center for Disabilities Studies

Sandra Miller

Division of Vocational Rehabilitation

Cory Nourie

Center for Disabilities Studies

Michael Partie

Center for Disabilities Studies

Paula Resele

Easter Seals

Ilka Riddle

Center for Disabilities Studies

Michele Sands

Center for Disabilities Studies

C. Renée Settles-Bean

Center for Disabilities Studies

Katie Sheridan

Bancroft NeuroHealth

Beverly Stapleford

Center for Disabilities Studies

planning committee



Timothy Quinn

*The Arc Northern Chesapeake Region,
Maryland*

**Helping Others to Get a
Life – and Keeping One
Yourself**

Direct Support Professionals are dedicated to providing assistance and support to people with disabilities to help them live the lifestyle they choose. Tim Quinn’s presentation will focus on how Direct Support Professionals can keep the meaning in their own lives while helping others to get a life.

Tim has found that when an individual or organization steps outside their own comfort zone to support someone, “cool and great things happen” to get services and support in ways that are not typical. These actions are enriching both to the recipient and provider.

A frequent presenter at state and national conferences and workshops, Tim’s presentations are fast-paced and entertaining. He is forthright about the challenges faced and mistakes made over the years and presents provocative and alternative thinking around how supports, community, friends, families, and individuals can come together to create thriving lives.

Since Tim joined The Arc Northern Chesapeake Region in 1990, the organization has moved from a facility-based provider organization to a community-building organization that counts among its accomplishments the closing of all group homes, day activity centers, and sheltered workshops.

keynote speaker

workshops

1A. Advance Care Planning – How do you talk about it?

*Muriel Foos, Tracy Tull, & Beth Zane
Delaware Hospice*

Initiating and facilitating decisions related to the end-of-life wishes of clients/residents/family members can be challenging, if not downright uncomfortable. This session will explore the concept of advance care planning, why it's important, and what makes it difficult to talk about.

Participants will practice strategies anyone can use to initiate and facilitate an end-of-life advance care planning discussion.

2A. Intimate and Sexual Relationships and Adults with Developmental Disabilities

*Jennifer Smith & Wanda Goldsborough
Community Systems, Inc.*

This session will define sexuality, present data from interviews, discuss issues, identify the role of family and staff, and identify barriers and implications for service development in the area of intimate and sexual relationships.

3A. You Want Fries With That?

*Mark Bernstein
Mark One Communications*

It is the responsibility of Direct Support Professionals to be responsive to the people they support and their families, the agency they work for, the community, and each other. This entertaining and fast-paced session will enable participants to examine their own level of customer service and offer strategies for using the "tools of the trade" to ensure that customer satisfaction is "job number 1."

4A. Taking Care of Our Financial House

*Alisha Thompson-Adams
Primerica Financial Services*

Regardless of our age, marital status, career or financial position, we're more than capable of taking control of our finances and financial future, when all that is required is the "right" tools. This session presents fundamental principles of personal financial management – principles we can use to turn our dreams of freedom, security and independence into reality.

5A. Zen-sational You!

*Cory Nourie & Ilka Riddle, Center for
Disabilities Studies, University of Delaware*

The demands of a DSP are intense and never-ending. You work off-hours, take on other people's problems, manage appointments, drive constantly, and are responsible for supporting other people's lives- not to mention trying to balance your own personal life! These are all issues that impact your stress level and health. In this workshop, we'll show you some alternative ways to manage your stress. Find out about relaxing even when it seems impossible. Find out how to change your environment to lift your energy and spirit. Find out tips to become the Zen-sational you!

6A. Morning Stretch

*Lisa Becker, Center for Disabilities Studies,
University of Delaware*

Being stretched to the limit to support your career, your family and/or yourself is something that occurs on a daily basis for you as a DSP. When is there time to think of your goals, vision, or dreams? This workshop will provide you with the tools to explore and use your talents to create a meaningful path. STRETCH your limits positively to identify your professional and personal goals.

A very special thanks to this year's sponsors:

Sponsoring Members

Center for Disabilities Studies, University of Delaware
Delaware Developmental Disabilities Council
Delaware Division of Developmental Disabilities Services
Delaware Division of Substance Abuse and Mental Health

Supporting Members

Delaware Division of Vocational Rehabilitation

Contributing Members

AARP
Chimes Delaware
Delaware Division of Services for Aging and Adults with
Physical Disabilities
Delaware Advisory Council on Career and
Technical Education
Easter Seals Delaware and Maryland's Eastern Shore

Patrons

Autism Society of Delaware
Bancroft Neurohealth
Chesapeake Care Resources
Delaware Division for the Visually Impaired
Therapeutic Options, Inc.

*Thank you to Newark Natural Foods
for their generous donation of the healthy food basket.*

sponsors

award winners

Congratulations to Delaware's Outstanding Direct Support Professionals Recognized on May 1, 2008

Lori Conlon

*Shared Living Provider,
Division of Developmental Disabilities Services*

George Earley

Case Manager, Elwyn Delaware

Alyssa Parise Arnold

Program Instructor, Easter Seals

James Petzak

Training Instructor, Elwyn Delaware

Tynell Tingle

Lead Supervisor, Salvation Army

Thank you to this year's judges:

Ann Phillips
Grant Hill
Deanna Pedicone

We acknowledge the work and dedication of all
Direct Support Professionals who "Make a Difference"
each and every day in the lives of people
with disabilities in the First State!

2008 Outstanding Direct Support Professionals Nominees

Gloria Andrews	Ada McNair
Alyssa Parise Arnold	Alyssa Middleton-Yates
Nancy Bard	Arielle Moore
Michael Batts	Annah Murage
Kim Bodie	Kenneth Oliver
Penina Bogita	Paul Overman
Gale Briddell	Horacio Pandolfino
Rehema Carter	Rhonda Patrick
Lori Conlon	Louise Peacock
Beverly Daisey	James Petzak
Monique Douglas	Robyn Richey
George Earley	Laura Rumpf
Melissa Ecret	Donise Ryle
Casey Fogel	Barbara Scarborough
Cindy Brown Gibbs	Maxine Stancell
Sharon Gray	Nancy Stanley
Victoria Grayson	Deena Strickland
Mary Hanzer	Esther Suberro
Susan Isaacs	Iola Tariq
Meda Johnson	Debra Thompkins
Tamika Jones	Ernestine Tindall
Monica Kelly	Tynell Tingle
Dawn Madjar	Carlene Toppin
Kelly Maxwell	Sherri Valle
Eudne Mbadine	Garmai Vezele
JoAnne McKinnon	Dawn Wilson

nominees

Autism Society of Delaware

Adult Services, advocacy, public education, professional and parent training and support
www.delautism.org

Center for Disabilities Studies, University of Delaware

Information for people with disabilities, their families, and the people who support them
www.udel.edu/cds

Chimes Delaware

Vocational, Residential and Supported Employment Programs
www.chimes.org

Delaware Breast Cancer Coalition

Breast health education, resources, referrals and support for newly diagnosed, mobile mammography screening on mobile van
www.debreastcancer.org

Delaware Division of Substance Abuse and Mental Health

Community support services, contracts with private agencies, case management services, mobile crisis
www.dhss.delaware.gov/dhss/dsamh

Delaware Division for the Visually Impaired

Independent living, vocational rehabilitation, education, technology, orientation, mobility services for the blind and visually impaired
www.dhss.delaware.gov/dhss/dvi/index.html

Delaware Quitline/American Cancer Society

Delaware Quitline, tobacco cessation, free phone and face-to-face counseling
www.cancer.org

Easter Seals Delaware and Maryland's Eastern Shore

Assistive technology, Rehabilitation Therapies, Adult day Services, Recreation, Personal Attendant Services
www.de.easter-seals.org

Elwyn Delaware

Providing services to people with special needs for over 150 years
www.elwyn.org

Helping Our Profession Evolve (HOPE)

Delaware Direct Support Professionals Moving Forward
www.udel.edu/cds/workforce

Keystone Human Services-Mid Atlantic

Residential, community and educational services, self-advocacy and family support
www.keystonehumanservices.org

Practice without Pressure, Inc.

Education and training
www.pwpde.com

Social Security Administration

Social Security Program information, retirement, disability, survivor benefits, and Medicare
www.socialsecurity.gov

University of Phoenix

Online educational needs
www.uopx.com/nja

7B. The Resilience Factor: How to Bounce Back from Life's Never-Ending Challenges

Carol Barnett, Delaware Division of Services for Aging and Adults with Physical Disabilities

Find out how resilient you are! In this session you will learn how to cope with and even thrive after disruptions, problems, or bad luck interrupts your forward motion. The presentation will focus on seven major resiliencies and how to incorporate these traits into your everyday approach to your life.

8B. What Lights your Light and Trips your Trigger?

Joan Sudler, Margaret Moffitt & Eileen Marvel, Elwyn, Inc.

This session includes a very interactive "radio" presentation where "field reporters" look at what Direct Support Professionals want to get out of their jobs and how to capitalize on these goals. Participants will also learn to change the way they deal with difficult situations and conflicts by altering their perspective.

9B. Pampering the Person Inside of the Professional

Lisa Minus & Faye Drummond
KenCrest Services Delaware

This session will highlight the importance of self-care and balance when you are a Direct Support Professional. You will learn how to identify when you are stressed and how that affects you and your work environment. Also included will be simple techniques to help lower your level of stress both in and away from the workplace.

10B. Got Conflict? Who Doesn't? So Communicate Your Way Out Of It!

Fran Fletcher, Institute for Public Administration, University of Delaware
Communication and conflict management DO go hand-in-hand. In this session you can use your personal style of managing conflict to your advantage. Plus, add a few techniques to your tool box for when your personal style needs some conflict management!

11B. Be Healthy Delaware

Marianne Carter
Delaware Center for Health Promotion
Despite the fact that we are "The First State," we rank 34th in the nation when it comes to the health of our residents! This session will review some of the health issues prevalent in our state and highlight how Delawareans can take personal responsibility for maintaining their health through their day-to-day habits.

12B. Intimate and Sexual Relationships and Adults with Developmental Disabilities

Jennifer Smith & Wanda Goldsborough
Community Systems, Inc.
This session will define sexuality, present data from interviews, discuss issues, identify the role of family and staff, and identify barriers and implications for service development in the area of intimate and sexual relationships.

exhibitors