

2011 DDRC Annual Report



DEVELOPMENTAL DISABILITIES RESOURCE CENTER

Our Highest Priority:
The Needs of the People We Serve

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Commissioner Donald Rosier Visits DDRC

Jefferson County Commissioner Don Rosier recently took time from his busy schedule to tour DDRC facilities and review operations. Commissioner Rosier met with Art Hogling, Executive Director, David Pemberton, Board President, Beverly Winters, Associate Executive Director, Rob DeHerrera, Chief Financial Officer, and staff. He especially enjoyed chatting with people who are served.

All were very pleased to hear of the Commissioner's willingness to assist our program and families. It was particularly gratifying to learn of friendships Commissioner Rosier has established with persons with developmental disabilities who share teaching duties with him at his church.





2011 DDRC Board of Directors

C. David Pemberton, President
Executive, Liberty Mutual Insurance ~ Parent

Neal Berlin, Vice President
City Manager of Arvada, Retired ~ Parent

Joanne Elliott, Secretary
Homemaker ~ Parent

Jack Stunkard, Treasurer
Executive, Adolph Coors Co., Retired ~ Parent

Jean Armour
Professional Trainer and Consultant ~ Parent

Jan Beckett
Denver Federal Center, Bureau of Reclamation

Pat Bolton, Director
Child Care Innovations
Red Rocks Community College

Rob Buzogany
Division of Vocational Rehabilitation

Dan Fishbein, Ph.D.
Corporate Business Director
Jefferson Center for Mental Health

Corinne Gray
Director of Educational Advocacy
The Arc, Jefferson, Clear Creek & Gilpin Counties ~ Parent

Susan Hartley, Vice President
Mid-Market Sales & Care, CenturyLink ~ Parent

Joni Krickbaum, Coordinator,
Active Older Adult, YMCA ~ Parent

Carolyn Kwerneland, RN, BSN
Jefferson County Department of Health & Environment

Richard Markley
President, CD3 Equipment Company ~ Former Parent

Sue McElroy, Homemaker ~ Parent

Susanne Stratman
Senior Vice President, FirstBank

Kent Willis, Esquire
Willis & Associates, P.C. ~ Parent

President's Message

By Mr. C. David Pemberton, President, Board of Directors



*We have built
a strong
and sound
organization
with excellent
leadership and
have positioned
ourselves
to help people
in services
succeed
in even
the worst of
climates.*

AS WE ENTERED THIS PAST YEAR, we were confronted with a new governor and state administration along with a struggling economy. With a new administration came many changes as they strived to understand the complexities of our system. With the lack of resources, they looked for ways to find efficiencies in a system that was already strapped with an inadequate revenue stream.

Our board of directors and staff spent hundreds of hours attempting to keep up with what seems to be a flood of never ending challenges. In our field, it seems that we are constantly overcoming downturns in the economy, legislation with unintended consequences, new rules and regulations, audits from multiple agencies, and a variety of obstacles preventing creative energy to improve our system for people with intellectual and developmental disabilities.

We have built a strong and sound organization with excellent leadership and have positioned ourselves to help people in services succeed in even the worst of climates. As in the past, we will weather this storm and continue to fight for our families and participants. We have stepped up our board education efforts by adding additional opportunities so that we can be sharp and in tune with all these challenges. I am confident that we will succeed and our families will flourish in spite of these trying times.



Executive Director's Message

By Art Hogling, Ph.D.

WE MADE IT!

2011 was the heart of the Great Recession for Colorado and the rest of the United States. On the whole, DDRC was able to weather the worst of the downturn's most difficult occurrences. During this year, we avoided service cuts to the people we serve and their families. We were spared the layoffs which occurred in many human service agencies and were able to build longevity among our base of quality, experienced employees. We did this while providing record numbers of client services and supports. And, we did so while obtaining excellent survey and quality review reports.

As this is being written, Colorado's economic data is predicting the worst has passed for our state. The Colorado Legislature has given us 3 ½% new funding for service growth. Challenges remain. However, hopefully we have successfully passed through the greatest of the difficulties that damaged so many other safety net providers. We have good reason to believe better circumstances lie ahead for our most important concern, the people we serve.



Art Hogling,
Ph.D., FAAIDD

Senior Management

Dr. Arthur W. Hogling, Executive Director
Beverly Winters, Associate Executive Director
Rob DeHerrera, Chief Financial Officer
Shirley Peer, Executive Assistant
Wendy Martinez, Executive Secretary



Beverly Winters, M.S.W.

Program Directors

Jane Byron, Human Resources
Gena Colbert, Finance
Roanna Davis, Early Intervention
Kathy Davies, Quality Living Options
Keith Frambro, Information Technology
Deb Gordon, Quality Living Options
Dianne Hitchingham, Development
Pat Jefferson, Resource Coordination
Susan Johnson, Children & Family Services
Ron Marquez, Community Relations
Shelley Richardson, Adult Vocational Services
Diana Smith-Patty, A Better Choice

DDRC's Chief Financial Officer, Rob DeHerrera, CPA Wins Prestigious Jane Covode Award

The Jane Covode Award is presented by Alliance (Colorado Association of twenty Community Centered Boards and fifteen Service Provider Organizations) to an individual who has shown exceptional leadership and contributed to the benefit of people with developmental disabilities statewide.

This year's award goes to our very own Rob DeHerrera, Chief Financial Officer. DDRC, Alliance and Colorado are fortunate to have someone like Rob, who has made major contributions to our field and who provides a powerful voice for people with developmental disabilities and their families at the local, county and state levels.

Through his expertise with state budgets, Rob has emerged as a leader who has worked tirelessly to make the funding structures work better for people with developmental disabilities.

Rob, with DDRC since 1997, serves on the state Division of Developmental Disabilities (DDD) Early Intervention Task Force as the finance representative, and on the DDD Audit Committee (responsible for revisions to the Uniform Accounting and Reporting Procedures Manual for Community Centered Boards and Program Approved Service Agencies). Additionally, Rob keeps us alert to federal issues that may impact the service delivery for people with developmental disabilities.

We are happy to have Rob on the DDRC staff and congratulate him for winning the respect of his colleagues statewide.



Michael Atlas-Acuna (left), President of Alliance, presents the Jane Covode Award to Rob DeHerrera (right), Chief Financial Officer, C.P.A.



2011 Accomplishments

Technology

- Collaborated with Finance group on upgrading Medicaid billing system to meet Health Insurance Portability & Accountability Act (HIPAA) 5010 compliance requirements



- Collaborated with Human Resources on upgrading Health Resources Information System (HRIS) system to a cloud-based application
- Created DDRC Cloud allowing more users remote access to DDRC Network and Applications
- Started roll-out of Thin-Client Stations reducing PC acquisition and replacement costs by about 60%
- Converted Adult Case Manage-

- ment Access databases to Structured Query Language (SQL) allowing for efficient data mining
- Upgraded DDRC Network Infrastructure to prepare for advanced desktop and networking technologies in 2012
- Rolled out DDRC Extranet to provide improved electronic data exchange with Service Providers
- Worked with various departments on upgrading copiers to Multi-Functional Printers (MFPs) allowing more documents to be used electronically, reducing paper costs

Human Resources

- Implemented new Human Resources and Payroll Information Systems to decrease duplication of data entry, increased information access to employees and managers, provided a platform to convert paper time-tracking to automated time-tracking, and employee self-service for on-line benefits enrollment in 2012
- Implemented a \$1500 deductible for workers' compensation claims, and maintained diligent claims management and return-to-work programs to significantly reduce annual premium by over \$12,000 in 2012
- Obtained cost containment



- certification for workers compensation that provides for a 5% annual discount of total premium per year for the next 3 years (decrease of \$9,672 for 2012 policy year)
- Scheduled and coordinated Free Flu Shot Clinics to promote a healthy environment for employees and consumers during which 200 employees received vaccinations
- Marketed and transitioned DDRC's Life and Long Term Disability carrier to realize a \$28,371 reduction in premium costs over the next 3 years with no decrease in benefits to employees
- Coordinated and assisted with extensive agency-wide training and counseling sessions with Wells Fargo retirement advisors for employees on the new Targeted Fund options that have been added to DDRC's retirement plans
- Developed and provided over 500 hours of classroom training to over 1000 employees on various topics including CPR/First Aid, Safety Care, New Employee Orientation and Defensive Driving
- Coordinated and assisted program management with a revised hiring

- process for the direct care the staff that has significantly increased direct service substitute pool, and as a result significantly decreased temporary labor costs
- Supported and processed the advancement of 23 career ladder levels for employees

Resource Coordination

- Collaborated with community partners as an active member of the Denver Regional Mobility and Access Council (DRMAC)
- Participated in the DRMAC committee to develop and implement a metro-wide contact center to assist with transportation arrangements
- Completed the administration of 123 Quality Improvement Strategy (QIS) Surveys
- Completed consumer survey of adults aged 50 and over regarding satisfaction with day program
- Implemented Family Caregiver option for Supported Living Services (SLS) and Developmental Disabilities (DD) Waivers

Colorado Gives Day ... Donations More Than Double

DDRC friends doubled their support on the second Colorado Gives Day. More than 100 donors gave over \$40,000 on December 6-7, 2011. We deeply appreciate their support and will put these donations to good use in ways that benefit the people we serve. Thanks to FirstBank for its sponsorship and support of this great yearly effort.

Continued on page 6.





More 2011 Accomplishments

Resource Coordination, continued

- Implemented State mandated changes including Home Care Allowance and Waiver Amendments
- Planned and coordinated the 2011 Information and Provider Fair
- Developed and provided training on Conflict of Interest for all DDRC employees
- Participated in the establishment of a framework for the redesign of DDRC's website
- Collaborated to provide updated HIPAA Manager Training and expansion of investigator pool
- Revised the Complaint Procedure to include tracking within CaseTrakker for analysis and trend identification
- Implemented Fortis document imaging for terminated and historical records
- Transitioned key functions of service plan scheduling, residential monitoring and waiting list management to the CaseTrakker database



Development

- Between July 1, 2010 and June 30, 2011 Development received 1,106 gifts totaling \$216,931; 784 donations totaling \$174,442; 269 gifts of earned income totaling \$35,699; 53 repayments of \$6,790.
- Netted \$21,364 profit for the successful DDRC/DDF 19th Annual Golf Tournament
- Addressed emergency needs through the 25th Hour Fund, allocating over \$32,000, more than double the amount of emergency funds given out the year before
- Educated families on Planning for the Future with special needs trusts and home ownership as well as Powers of Attorney and Guardianship Annual Reports
- Collaborated with The Arc to present a two-part series on Guardianship
- Collaborated with The Arc and Clements Center to develop a presentation on People First Language
- Participated in Jefferson County's four-year Aging Well project and continued participation in the Jefferson County Council on Aging
- Implemented plans for addressing issues of the aging population of people with developmental disabilities
- Used designated, donated funds to install a smoking shelter on the northeast corner of the main building
- Helped plan and host Jefferson County's first Senior Law Day
- Maintained and added to the memorial garden on the west side of the DDRC building
- Hosted monthly audio conferences for Association of Fundraising Professionals

Finance

Through the collaborative and concerted efforts of several other DDRC departments, the Finance Department accomplished the following:

- Received an unqualified opinion, the best opinion that can be achieved, from Logan, Thomas and Johnson, LLC Certified Public Accounts for the fiscal year 2010/2011 Financial Statements of DDRC and Affiliates.
- Received a positive audit review from the Office of the Inspector General, Social Security Administration Division for the calendar year 2010 representative payee accounts.
- Received a positive audit review from Pinnacle for the calendar year 2010 workman compensation records for DDRC contractors.
- Implemented a self-audit of Housing and Urban Development (HUD) documents with expectation of fewer findings for future audits. Neither

HUD facility was audited in calendar year 2011.

- Continued to improve and streamline internal personal need audits resulting in new reporting processes, fewer inconsistencies, and timely resolution.
- Continued to self-audit vendor W9/1099 data with expectation of fewer inconsistencies and minimal vendor penalties. Calendar year 2010 resulted in only 5 discrepancies of 315 filings.
- Upgraded new billing system, CareVoyant, to be in compliance with the Health Insurance Portability and Accountability Act (HIPAA) 5010 electronic data information requirements, with no impact on cash flow.
- Continued to master and increase efficiencies provided by the new billing system, CareVoyant.

Therapeutic Learning Connections

- Provided over 600 activities including both group and individual
- Renovated Warm Water Therapy Pool including grouting, paint-

ing, new benches and chairs and adapting locker rooms in accordance with ADA requirements

- Wellness/fitness program was rearranged to provide a larger, more spacious room to accommodate all the equipment and supplies. Participants can now workout on weights, stationary bikes, fitballs, steppers and flexibility all in the same area.
- Another area of growth is our collaboration with Metro State College in providing supervision and training for students and interns in the field. We now are involved with four levels of students ranging anywhere from 20 hours a semester to 480 hours a semester. This includes students assisting in both group and individual activities at the Walters Center and in the community.
- Interns are also working with individuals in Group Residential Services & Supports (GRSS) and Individual Residential Services & Supports (IRSS) facilities, focusing on individual goals in Therapeutic Recreation. Over the past year, recreation has supervised over 8 students, totaling close to 300 student volunteer hours.



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Supported Living Services (SLS) ~ Community Centered Board (CCB)Administrative Functions

- Prior to last year there were approximately 25 people and four program managers who performed SLS Support Coordinating Agency (SCA) functions; there are now two employees, one program manager and a billing coordinator. The program manager is responsible for all service plan management utilization, billing functions, and interfacing with Resource Coordinators (RCs) and vendors. The second employee is responsible for all billing data entry and reports and interfaces with RCs and vendors as well. Roles were redefined for these remaining SLS staff to eliminate conflict of interest or perception of conflict of interest.
- Designed and implemented modifications to the billing and data program used by SLS to accommodate the operational changes required by the waiver. One person is now entering plan authorization information, interfacing with RCs, and assisting external vendors.
- Modified the building program to show plan end dates, units authorized, and "used year to date" in the billing screen to respond to the need

- for greater billing entry accuracy within plan years
- Redeveloped utilization reports to be more user friendly and provide vital information. Utilization can be seen at a glance verifying units authorized, utilized, and what is still available.
- Designed reports to aid in the transition of tasks once done by the SLS department to be assumed by Resource Coordination with information requested
- Created detailed reports as requested by Finance, RC and Administration to help these departments respond to Waiver changes
- Continued to assist internal and external vendors accommodate waiver and waiver rate changes as needed, providing mailings and responding to questions
- Continued to provide contracts for outside vendors in response to individual choices. The department currently has 44 Independent Contractors with 19 providing Professional Services (occupational therapists, physical therapists, behavioral specialists). The department currently contracts with 28 Program Approved Service Agencies as well.

A Better Choice • Supported Living Services (SLS) ~ Program Approved Service Agency (PASA)

- Prior to last year, there were approximately 25 people who performed SLS Support Coordinating Agency (SCA) program functions; there are now three program managers who administer the program functions. The program employs six full-time direct service counselors, and approximately 200 part-time direct service staff hired by families that DDRC provides an Employer of Record service for.
- Previous to the SCA function being eliminated, the same computer programs were used for both the CCB functions and the program functions. With the Conflict of Interest issues, there was added security put into place allowing the SLS program operations to only view the individuals they served.
- Redesigned the main service screens to include information needed to monitor the Service Plan Allocation Limits (SPAL) and manage all of the part-time staff. Information not needed to perform daily job functions has been eliminated on the program screens.
- Designed and implemented utilization reports to assist management

- staff with monitoring the authorized limits and notifying families and RCs when units are close to being used
- All plan information now is uploaded from the CCB billing program into the SLS Service Agency data base creating the ability to share information without conflict of interest. Efficiencies created assist with time management.
- Automated new billing procedures which are in the third month of testing. All working according to plan.
- Created new forms and procedures to manage the Human Resource/Personnel functions of the Employer of Record.
- The SLS program agency was chosen by parents who provided personal care supports to their children under the previous waiver. This was necessary after the 15-minute unit was initiated.
- Currently reviewing the Family Caregiver Act regulations to be able to offer the option in the future. Policies and procedures not yet developed.
- Continue to provide services to many challenging individuals that are under-served by other agencies

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More 2011 Accomplishments

Adult Vocational Services (AVS) ~ Community Employment

- The Colorado economy, with 8% unemployment, continues to be a challenge for our Employment Consultants. AVS Employment Consultants assisted 82 individuals in keeping their jobs. This was done by excellent negotiations with employers, although their hours and/or duties may have been modified.
- Made six new job placements, which includes providing the initial job training with ongoing support to help individuals transition to their new jobs
- Developed a new recycling work crew and a new lawn care/odd jobs crew for individuals who have challenging behaviors. These two crews provided new jobs for 14 people working 2-4 days per week.
- Assistant Director Diana Holland was appointed to the Developmental Disabilities State Employment Group

year there are specially designed floats completed by the consumers to celebrate the holiday theme. Immediately after the parade, pumpkin pie was served to all the participants, families, friends and staff.

- Hosted the 6th Annual Chili Cook-Off. It has become a tradition that the Arvada fire department be on hand to put out the fires from all the hot chili that is being served up—as well as serve as the Cook-Off judges.



AVS ~ Weiland Center

- Continues to grow and now provides services to 65 individuals in community participation and day activities.
- Held its annual summer festival with this year's theme being a Western Roundup. The event was a resounding success and a fun day for participants, staff, families and special guests.

AVS ~ Gray Street Center

- Held its Third Annual Gracie's Thanksgiving Day Parade. Each

• Gray Street was given a much needed facelift this year which included new carpeting and tile. An Open House is being planned in 2012, and we hope you can attend and see our new look!

AVS ~ Bruno

- The Colorado economy has also taken a toll on the work contracts that are completed at Bruno. New contracts added this year in spite of the slow economy have included: Tommy Knocker Brewery, Precision Oiler Plus, Colorado Sunscreen,



Devil Dog Coffee, Mike Haynes Wines, Charles Holland, Spay Today, as well as adding some new contracts with existing customers.

- AVS Director, Shelley Richardson, was appointed to the Developmental Disabilities State Work group to write the regulations for the new waiver program Pre-vocational Services.

AVS ~ Money Saving Efforts

- Established a cardboard recycling program at Bruno which generates revenue
- Renegotiated the cost of the trash contract for Walters, Weiland, Bruno

and Gray Street which is saving money

- AVS, in conjunction with HR, continues to focus on maintaining a well qualified substitute pool to use when regular staff are absent due to vacations or illness, which has generated significant savings

Early Intervention (EI)

- Added four new very talented early interventionists to our team
- Awarded status of "Meets Requirements" from the State for the third year in a row
- Hosted Beckman Conference with attendees from 27 different states
- Continued strong community collaboration
- Successfully accomplished transition from Assessment Evaluation Programming System (AEPS) to Child Outcome Summary Form (COSF) for measuring child outcomes
- Exceeding expectations for billing the Insurance Trust Fund for EI services

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Weiland Center
Western Roundup >

Quality Living Options (QLO) Group Residential Services and Supports (GRSS)



- Replaced windows at Allendale
- Residents at Allendale planted an extensive garden this year with assistance from staff
- Eight individuals went to Disneyland this year
- Replaced bathroom at Cedar with walk-in shower
- Installed wireless fire panel at Majestic
- Replaced fence at Allendale
- Successful Division of Developmental Disabilities (DDD) survey with minimal deficiencies
- Implemented new procedure relative to staff certifications in collaboration with HR, IRSS and AVS
- Developed GRSS Operations Manual

- Instituted Medical High Risk Committee in collaboration with IRSS
- Completed xeriscaping at Belmar
- Nursing staff completed medical follow up training
- Successfully negotiated waiver process with the Colorado Department of Public Health relative to unsupervised time for residents at Belmar and Majestic
- Implementation of ongoing dietary consultation resulted in healthier menus and increased compliance with special diets
- Held second annual QLO Barbecue for all QLO consumers and staff
- Converted on-hold positions to weekend/evenings
- Coordinator completed a Recreation Room at Belmar
- Instituted meetings with newly hired staff (3–6 months post hire) to check in on training and any concerns they may have
- Held annual planning day which resulted in numerous ideas for program improvements



Self-Advocacy and Self-Determination

- Created personal video histories for people in services so that they can share their story, who they are, and their contributions to family, friends, service providers and support people
- Employment Gateway website launched hosting of individual web pages for video and traditional resumes
- Participated in statewide coalition to seek a national grant to support employment
- Partnered with Metro State College, DDD, DD Council, Temporary Aid to Needy Families (TANF) and others in work group, to address the needs of people with disabilities who are parents
- Presented at Association for Persons in Supported Employment (APSE) National conference on Employment Gateway project with a Self-Advocate generating interest for collaboration from other states
- Presented at the National Arc conference on the Life After High School training offered by Jefferson County School District, the Arc and DDRC
- Supported a Self-Advocate in preparation for his presentation to a group of over 350 people at the National Workforce Youth Development Conference in Chicago
- Developed a pilot for a Self-Advocacy internship position

Recognition Team

- Considered nominations of individuals and groups submitted by co-workers, parents of individuals in DDRC programs, service providers, and consumers. The following awards were presented:
 - 2 Desktop “Job Well Done” Awards
 - 1 Cost Savings Award
 - 5 Customer Service Awards
 - 2 DDRC Dynamo Awards
- Sponsored Ice Cream Day and Rockies Day again this year
- Web designer Abi O’Neal developed an interactive submission form for recognition nominations for the Intranet website.
- Laura Jaquess is the committee representative from Human Resources. Other committee members are Sue Bosch, Wendy Martinez, Erlen Marsh, April Richey, Kristy Riley, Kim Simons, Sharyl Whitaker and Beverly Winters.

QLO ~ Individual Residential Services & Supports (IRSS)

- Developed five new resources in the last year as well as three new Host Home providers
- Provided extensive training and support to direct care staff around challenging behaviors, resulting in retention of more than six consumers who may have otherwise had to transition to other, more structured, restrictive residential settings or have increases in their psychotropic medications
- Contracted with a dietician and completed dietary assessments on all individuals in IRSS
- Nursing staff completed baseline medical assessments on all individuals in IRSS



THANK YOU to the Following Individuals and Companies For Their Support Of Our August 2010 Golf Tournament

Bob Adams	Robert Cohen	John Patrick Kennedy	Erin Nichols
Alliance	Concentra Health Services	Kenz & Leslie	Martin O'Laughlin
Always Best Care Colorado	Davey Coach Sales, Inc	Lewan & Associates	Edward Pierce
Anonymous DDRC	Denver West Realty, Inc	Lynn Kircher	Ralston Creek Sertoma Club
Bob Arnold	Stacey Deuel	Jana Knox	Kristy Riley
Austin Construction and Design	Dan Duncan	Todd Krapf	Eric Rosales
Bank of Choice Colorado	Paula Emeson	Jane Ann Lake	Matt and Tracy Rotter
Matt Benchich	Matthew Enright	Lewan & Associates	Nicholas Scheidt
Richard Benn	Fast Signs of Arvada	Let's Frame It Arvada	Jeremy Schupbach
Jerry Bortnem	Byron Finnefrock	Mike Litzau	SCU Community Foundation
David and Julie Bortnem	FirstBank	Jack Lopez	Seniors' Resource Center
Broomhall Brothers, Inc.	Hank Fisk	Mario and Treena Luchetta	Suzanne Stratman
David Bruno	Focus 12, Inc	Chuck Marlow	Alan Tedeschi
Lou Bruno	Gary Gibb	Ron and Patricia Marquez	Erik Templin
Bruno, Colin, Jewell & Lowe, PC	Amy Goswick	Andrew and Erlen Marsh	Jayne Thomas
Douglas Burkhardt	Todd and Susan Hartley	Toni Martin	United Healthcare
Scott Byrne	Hays Companies	Sam McKelvey	Stephanie Volz
Jackie Campeau	Renee Hazlewood	Mike Medina	Justin Walsh
CenterPoint Insurance Group	Woody Hipsher	Theresa Menard	Ward Road Pharmacy
CenturyLink	David Hitchingham	Jeff Miller	Garlyn Wieck
Cigna Healthcare	Patricia Hott	Abbey Moles	Lisa Wood
James Clary	Kelli Howe	Robert Munroe	Tim Wright
Matthew Clemo	Jefferson Center for Mental Health	Eddie Nichols	Lisa Zinno

DDRC 2011 Information and Provider Fair

Thank you to everyone who participated in the 2011 DDRC Information and Provider Fair. Hosted by Resource Coordination and Children and Family Services, over 150 people braved storm warnings to meet with 36 providers and vendors about their services and products. Fourteen special topic representatives were also on hand to share their expertise on a wide range of topics, service options and community resources including the Elderly Blind and Disabled Waiver, guardianship, Planning for the Future, financial benefits, and the new Family Caregiver option.

If you missed the event, don't worry. From quick guides and links on options and choices, to a full-length presentation on the waiting list, you will find all of this and more on the

DDRC web site at <http://www.ddrcco.com/2011-provider-fair.asp>.

Comments from Participants:

- "I thought this was a total success. I was able to connect with many individuals who needed information about the Division of Vocational Rehabilitation." ~ Tanner Whittaker, Division of Vocational Rehabilitation

- "Very informative! We felt like we only touched upon a fraction of what we need to know as a parent. Please have more of these! Invaluable!" ~ Parent



2011 Information and Provider Fair



Charlie Allinson Award Winner ~ Chris Lawson

The Charlie Allinson award is named after a previous Director of the Division for Developmental Disabilities who was a strong advocate for people with Developmental Disabilities and believed in the great work of people within the Community Centered Board system.

Chris Lawson, this year's winner, is the Customer Relations Manager for DDRC and is the go-to person at DDRC for human rights issues, investigations, incident management, and related training needs. She has an unwavering commitment to securing safe settings and quality of life for people with disabilities.

Chris has worked with people with developmental disabilities for many years: as Program Manager with Adult Vocational Services, Director for the service agency Bethpage, and Assistant Director for Johnstone Developmental Center. In addition to being DDRC's lead investigator



and complaints officer, Chris is the liaison for the Human Rights Committee and chair of our Quality Review Committee. Chris has been a Commission on Accreditation of Rehabilitation Facilities (CARF) surveyor and chaired the DDRC safety committee.

Chris has earned the great respect of her co-workers and providers, but perhaps even more important is the trust and rapport she has established with the people we serve which is key to promoting positive solutions and outcomes. Chris also has a high degree of credibility with colleagues across the state and is frequently asked to provide consulting services or training for other agencies. Chris has made a significant difference in the safety, welfare and dignity of people with developmental disabilities and that is why she is so deserving of this award. Congratulations, Chris!

Special Recognition Award Winner ~ Lou Bruno

This year's Special Recognition Award goes to Lou Bruno who is well known for his many years of service on the DDRC Board of Directors, including nine years as president. Since retiring, Mr. Bruno has been an active parent volunteer for the Adult Vocational Services Program. Mr. Bruno was instrumental in establishing and organizing the AVS Golf Tournament for 17 years. He has always been willing to lend a helping hand whenever needed.

Most recently, Mr. Bruno served as a parent representative on the Colorado DDD Non-Integrated Work Services Workgroup, and was key in advocating that work centers help people with developmental disabilities develop skills for community employment. He was not only instrumental in preserving these services at the committee level, but also presented the importance of these services to the Colorado legislature's Joint Budget Committee (JBC). His JBC presentation helped solidify meaningful work opportunities into the future for individuals who have not yet reached the goal of community employment. Thank you, Lou for your countless hours of work on behalf of people with developmental disabilities.



Legislator Of The Year Award ~ State Representative Ken Summers



Over the years, Developmental Disabilities Resource Center (DDRC) has been fortunate to have the support of numerous elected officials. This year DDRC was proud to recognize a very deserving public servant, State Representative Ken Summers (HD 22). Representative Summers is not your typical politician. He is an ordained minister and a non-profit executive.

Art Hogling, Ph.D., Executive Director of DDRC, stated. "I first had the pleasure of meeting him when he was taking graduate-level management studies at Regis University, where I am on the faculty. Over the years, he has gone out of his way to support DDRC and the people we serve. He has visited our program and is a regular participant in our annual legislative forum and State DD awareness day. When DDRC was threatened with having our county mill levy re-directed to statewide needs, Representative Summers led the effort to reign in this troubling development. He has also fought for pro-active legislation, such as HB 1273, to assist families with a disabled child. Representative Summers has always heard the needs of people with intellectual and developmental disabilities and their families. He truly cares about the well-being of the people served by DDRC."



2011 Peg Johnstone Above and Beyond Awards



The Developmental Disabilities (DD) Foundation is pleased to present the sixth annual Peg Johnstone Above & Beyond Awards for Direct Service Providers. Peg Johnstone was Art Hogling's predecessor as Executive Director of DDRC. She was the impetus to establish DDRC and the DD Foundation, as well as many other organizations in Jefferson County, and always went "above and beyond" herself.

Shirlene Clayton

Shirlene Clayton is a Certified Nursing Assistant at the Weiland Adult Vocational Services (AVS) Center. Since she joined DDRC in 2007, Shirlene has been a woman on a mission to provide excellent care to the people we serve. She has been instrumental in developing trusting parent-staff relationships that are crucial to the success of the program. Many individuals attending Weiland require extensive medical support such as feeding tube care, suctioning, chest compressions and seizure management. No matter what the need, Shirlene performs the task with respect and compassion while maintaining each individual's dignity. She makes time to discuss families' concerns and parents have come to rely upon her vigilance and support. They appreciate that, without Shirlene's knowledge, hard work and dedication, their family members might not be able to attend a day program due to their extensive medical needs.

Shirlene has a strong work ethic and a "can do" attitude complemented by humility and respect for others. Congratulations, Shirlene!



Rebecca Cowart

Rebecca Cowart, a Vocational Instructor Supervisor, has been at AVS's Gray Street facility since 2005. She has consistently shown an extraordinary degree of effort with the people she serves, and is well respected by her colleagues. As Rebecca goes about her daily duties assisting 28 people with disabilities on her team, she models a professional manner to all—including coworkers—with her positive quiet demeanor. Rebecca learned American Sign Language and now is frequently observed signing to people in services to inquire about their needs and desires.

Rebecca is enrolled in a Master's level Behavioral Analysis program, while working full time at Gray Street. She demonstrates a keen sense of awareness of those individuals identified with behavior-related challenges. Recently an individual expressed heightened behavior challenges and needed additional supervision and support. Rebecca volunteered to be that person's "one on one" for several weeks and that person did extremely well under her kind direction and supervision. Congratulations, Rebecca!



Brad Ellsworth

Brad Ellsworth has been with DDRC for more than 20 years, primarily as the Lead Counselor at Desserich Group Home. He's well respected by all, and is known as a caring and thoughtful man, always putting the interests of the people we serve ahead of his own.

Brad was very instrumental in nursing one resident through breast cancer treatments, taking him to every chemotherapy appointment even if it meant working past his regular schedule. Now, another resident is recovering from stomach cancer. Again, Brad never missed an appointment, always available to help—including coming in after his shift ended to take him to the after-hours emergency room. No matter how little sleep he got, Brad still returned to work the next day to work his shift.

Brad has dedicated his life to adults with developmental disabilities, making sure they eat right, are active and happy. Brad takes care of all aspects at the Desserich group home and can be counted on to take care of any task that is asked of him. Congratulations, Brad!



Congratulations to all the award winners!

2011 Special Recognition Award Winner ~ Mike Mills



Mike Mills accepts the 2011 Special Recognition Award

Mike Mills, a tremendous advocate for individuals with developmental disabilities and DDRC, is one of those extraordinary individuals who has enriched the lives of many. Over the past 15 years, he has devoted over 3,000 hours coaching our athletes in Alpine Skiing and Unified Softball. He focuses on the needs of each individual, increasing their skills and allowing them the opportunity to perform to the best of their ability. Along with coaching, Mike also assists our athletes to acquire the equipment needed to participate safely and successfully. Even though he can be a tough coach, Mike makes sure everyone has fun. Through Mike's efforts, a highlight of the softball season is the opportunity for the entire softball team to attend a Rockies game together at no cost.

Mike has built a wonderful relationship with several DDRC participants. One of these individuals became very ill in the Fall of last year and was in the hospital for an extended period of time. Mike visited him, supporting and encouraging him to get better. Curtis would light up when Mike walked in the room, which told all of us how important it was for Curtis to have Mike there with him. It was the best medicine for Curtis, and his mom was extremely appreciative to have Mike be there for her son.



Friend Award Winner ~ Lynn Johnson

The DDRC Friend Award is given to an individual or group who has been a true friend to DDRC, not for just one instance, but on numerous occasions and over several years. Previous winners have included former First Lady Frances Owens, Lucent Pioneers, Arvada-Jefferson Kiwanis, Nelson Nadeau, Kelly Stahlman and Adult Vocational Services volunteers.

This year's Friend Award Winner, Lynn Johnson, is the Director of Jefferson County Human Services.

Lynn has an incredible resume dedicated to helping others over many decades: as a parole and probation officer, mental health specialist, and as a key public policy advisor to Governor Bill Owens. Lynn has had a special concern for people with developmental disabilities and their families and has always worked to ensure they are included in state and county policy initiatives. She was instrumental in involving Frances Owens in DD matters, and has advocated for disability groups in political circles.

Since becoming Director of Human Services in 2007, Lynn has provided amazing leadership in revitalizing the County's Human Services Department, establishing broad outreach to nonprofits, religious and charitable organizations. This markedly improved the tone and collaboration in our county and enabled human service agencies to better weather the current fiscal crisis by efficiencies and effectiveness garnered through coordinated and mutually supportive approaches.

Lynn is never too busy to consult with DDRC leadership and truly "has the back" of persons with developmental disabilities in Jefferson County. For all these reasons and more, Lynn is very deserving of DDRC's highest award, the Friend Award.



Thank you 2011 Donors

Many, many thanks for your support from July 1, 2010 to June 30, 2011! During our fiscal year we received donations through our annual appeal, from special events such as the Golf Tournament and Bazaar, for memorials, and from grants. Donations that were designated for specific DDRCC departments were put to good use within those departments. Donations that were not designated went into the 25th Hour Emergency Fund to help people in services facing emergencies.

Platinum ~ \$5,000 and more

CenturyLink
FirstBank Holding Co of Colorado
Matt and Tracy Rotter
Scoma Foundation
Turner Foundation

Gold ~ \$1,000-\$4,999

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Anthem Blue Cross & Blue Shield
Robert and Karen Arnold
Shirley Birdsong
Harry and Phyllis Boorman
Neil and Mila Bradley
Cars for Charity, Inc.
Ruth Cato
CenterPoint Insurance Group
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Jefferson Center for Mental Health
Heidi Markley
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Sierra Forest Products
Lester and Jean Skaggs
Sooper Credit Union Community Foundation
Alan and Elaine Tedeschi
Margaret Thomas
Universal Property Management

Silver ~ \$250-\$999

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#9597 Colorado Knights of Columbus
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Lea Ann Allmendinger
Donia Amick
M. Colette Anderson
Marilyn Jean Armour
Rachel Baldon
Bear Creek English Department
Carole Becker
Neal and Myrna Berlin
Patricia Brown
Robert and Ruby Carl
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Priscilla Young

Bronze ~ \$100-\$249

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Cynthia Brogren
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David and Barbara Carroll
Cars Helping Charities, Inc
Dee Casalaina
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Jose Chavez
Robert and Joyce Clark
Odell and Leigh Coleman
Ann Cornick
Robert and Chastina DeHerrera
Don and Tamara Drumright
Charles Dunn
Edward and Shirley Erickson
Rich and Teresa Evans
Kurt Eye
Louise Finell
Shala Fjetland
Keith Frambro
Henry Fuller
Maureen Gamble
Rae Garrett
Victoria Garrett
James and Nancy Geiger
Georgetown Police Department
John and Shirley Gilmore
Give Liberty Employee Donations
James and Joan Glasmann
Deborah Gordon
John and Marion Haley

Continued on page 15.



Bronze ~ \$100-\$249, continued

Riley and Madeline Hamilton
Martin and Sharon Harrison
Alex and Susan Harvey-Dunn
Jean Helzer
Larry and Margaret Henry
David and Amy Hitchingham
Marcia Hughes and James Terrell
Ock Run Joo
Gerald and Susan Klein
C. Randel Lewis
M. Lee and Carol Lopez
Richard and Candy Markley
Thomas and Dianna Meinerz
Merry Maids #119
Michael and Amber Miller
Don Mitrani
Barbara and Rand Moritzky
James and Peggy Muhn
Robert and Jill Munroe
Ann-Marie Nazzaro
George and Erna Novakovich
Carl and Merry Lou Nuemberger
Marjorie Pearsall
David and Shirley Peer
John and Anne Peraro
Elmer and Karmen Peterson
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William and Marilyn Plummer

Joe Ratledge
Violet Robinson
William and Janice Roemish
Debra Roth
Diane Saurini
Todd Schiff
James Schoemer
Gordon and Violet Sechler
Louis Siljestrom-Fasulo and Virginia Faye
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Suzanne Stratman
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Clare Summers
Imogene Thompson
Donna Valencia
Alys Veal
John and Loretta Vella
Ward Road Pharmacy
Paul and Mary Weber
Mary Weiland
Lori Wightman
Kent and Anna Willis
Christopher and Molly Wink
Brian and Jessica Wooton

Friends ~ Up to \$99

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Thomas and F. Kay Benson
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Tiffany Brown
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Nancy Connor
Daniel Coughlin
Robin Cowell
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Dick and Dorothy Crowell
John Curie
C. Dale
Cindy Davidson
Bruce Davis
Carla De Angelis

Continued on page 16.

Hero Award Winner ~ Tanja Helland

The Hero Award honors an individual who masters the day-to-day challenges of living with a disability. This is an award for people who maintain a positive attitude, contribute to their communities, exhibit perseverance and strive for personal achievements. This year's Hero Award was presented to Tanja Helland.

Tanja is a former member of the DDRC Board of Directors and was nominated by Paula Emeson, Adam Jones, and

Bob Buckley. Last year, Tanja was diagnosed with a major medical issue that required a surgical procedure. She persevered through all the treatments, getting up very early in the morning to get to the cancer pavilion. During her treatments, Tanja was thinking of others who were also going through their own treatment regime. She noticed that other patients had lost their hair and could get cold easily. She knitted each one of them a hat. Tanja has been knitting since she was 11 years old. She purchased some of the yarn

and friends donated some. Tanja also knitted hats this year for new babies born to families from her church.

What impressed her support staff the most was that while she endured her own medical crisis, Tanja was more concerned about others. She was steadfast and handled her medical issue with dignity. A strong individual who never complained, Tanja Helland is truly a deserving Hero Award Winner. DDRC is proud to have Tanja as part of the DDRC family!



Thank you, Donors!

Friends ~ Up to \$99, continued

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Hal and Helen Leith
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Daniel and Judith Lichtin
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Life's Reflections
Mark Lindsey
Jeffrey Logas
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Raymond and Jane Lundelius
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Lyle and Harriet Wood
Mary C. and Gloria Wright Graham
Margaret Wylie
Francoise and Lynn Yehle
Mark Zebrowski

Gifts In-Kind

240 Union
A-1 Scuba & Travel Center
Ameristar Casino Resort Spa
Black Hawk
Anthony M's Visions In Gold
Arapahoe Basin
Arrowhead Golf Club
Atlanta Bread
Aura Spa and Wellness Center
Bandimere Speedway
Bank of Choice Colorado
Bubba Gump Shrimp Co.
Chad's Grill

Continued on page 17.



Gifts In-Kind, continued

Children's Museum of Denver
Chipotle
Colorado Rockies Baseball Club
Colorado Symphony Orchestra
Denver Art Museum
Denver Museum of Nature
& Science
Denver Nuggets Community Fund
Digital Retirement Solutions, Inc
Divino Wine & Spirits
Finish Line Car Wash &
Detail Centers
Flatirons Golf Course
Flight For Life Colorado
Fox Hollow Golf Course
Haystack Mountain Golf Course
History Colorado
Hops Grill & Brewery
Isle Casino Hotel Blackhawk
Scott Kingsbury
Dawn Koschak
Kroenke Sports Enterprises
Lakeside Park Company
Lala's Wine Bar & Pizzeria
Let's Frame It Arvada
Sue Lewis
Little India Restaurant
Lodo's Bar And Grill
Ron J. Marquez
MetLife
Royal Gorge Bridge & Park
Safeway Inc.
Seven 30 South
Shells and Sauce
Sheraton Denver West Hotel
Spa Universaire
Sports Authority
Standley Lake Massage
Therapy Inc.
Starbucks Coffee
Kathy K. Thomas
Warm Springs Production

"He'll Talk ... Eventually?"

From the DDRC Early Childhood "Connector" • Written by Christine, Ian's mom

In the Fall of 2010, our then two-year-old, Ian, still was not verbally communicating the way we, as parents, would have expected. I had expressed my concerns to his pediatrician, but was told that with an older brother at home, we did not need to worry, "He'll talk ... eventually." About this same time, we had been struggling with what can only be described as "outbursts" from Ian where, without warning, he would become extremely upset and often physically combative. The outbursts often involved times when we were getting ready to go somewhere, leave the house, and often involved his clothes, shoes, and most often his socks, or any quick change of routine. After thirty or so minutes of drama and sitting in a dark room, we would emerge (and I would be exhausted) and life would go on.

In October 2010, our daycare provider pulled me aside and told me that the visiting nurse who made frequent visits to the center was concerned with Ian's speech development. Honestly, I smiled. It wasn't just me. Someone else was seeing this too. I told her that we thought the same thing but didn't know what to do. The next day, I had the phone number for Jefferson County's Early Intervention contact and made the call. We set up a hearing screening (all normal), the next step was to meet with the Early Intervention staff and see if there was a delay, and what might be going on.

In November 2010, Ian was determined to have significant speech and



"I am eternally grateful for Early Intervention."

cognitive developmental delays. We were referred to DDRC for speech services.

In late December 2010, our speech therapist made her first visit to our home. Looking back, I feel like an angel was sent to me. Within the first few minutes of our visit, and my explanation of what had been going on, she told me she thought Ian may be having some sensory issues. She explained very generally what Sensory Processing Disorder is, and it truly made sense. On our next visits, I was loaned a copy of

the 'Out of Sync Child' and as I read the book, light bulbs just kept going off in my head. For the first time, it started to make sense. We began some basic exercises and saw immediate results and changes. Within the first few weeks of visits, we transitioned from focusing on speech to focusing on occupational therapy. The outbursts slowed and are almost non-existent now. Then all the words came.

Prior to Early Intervention and DDRC, Ian's main form of communication was various forms of ba-ba, na-na, ma-ma, and grunts and pointing to tell us what he wanted. We are now one year later and Ian is communicating using 3-5 word sentences consistently. While we continue to work on articulation issues, we are seeing ongoing progress. The first time he said 'mommy' instead of ma-ma, I cried.

Our last meeting with Marlo and Ania was just a few days before Ian's third birthday. By this time, we had already set up an Individual Education Plan and were ready to transition to Early Intervention services at the elementary pre-school program. I was scared to lose them. You see, Marlo and Ania had given me my son back. They had given me real answers to my questions, and taught us all how to move forward. I will be forever grateful to DDRC, and Marlo and Ania. They have given my son and my family something more valuable than they will ever know. I am eternally grateful for Early Intervention.



2011 Financial Activities

Fiscal Year Ended June 30, 2011

Revenues

Fees for service from government agencies & grants

State of Colorado	\$27,412,650
Jefferson County Commissioners.....	7,083,247
Grants	193,797
Total fees for service from government agencies	\$34,689,694

Public Donations.....	\$59,997
Vocational Contracts.....	294,967
Other	2,623,949

Total Revenues and Support..... \$37,668,607

Expenses

Program Services

Early Intervention	\$1,609,685
Case Management	3,393,119
Grants and other	2,358,671
Family and Supported Living	5,708,623
Comprehensive Services.....	20,738,294

Total Program Services \$33,808,392

Support Services

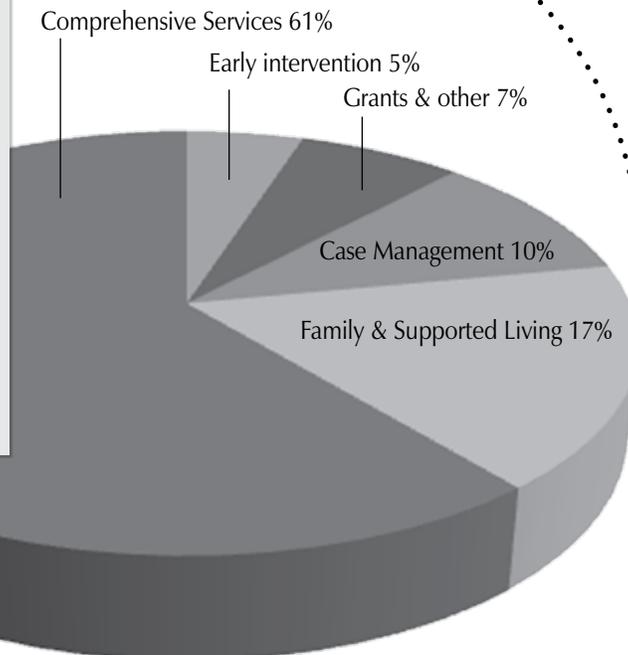
Administration and Development.....	\$3,638,558
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Total Expenses \$37,446,950



Volunteer coordinators April Richey and Elizabeth Shinn help to maximize use of DDRC resources.

PROGRAM SERVICES



Celebrating 5, 10, 15, 20, 25, 30 and 35 years of service ...

5 Years of Service

Enrica Alexander
Georgiet Amoah
Molly Balmes
Elizabeth Cole
Kathy Davies
Joseph Dykstra
Jason Hitchcock
Shirleen Huelsman
Ramee Kelly
Trevor Kraklow
Sue Lewis
Penny Murrison
Patti Ocelnik
Joan Skinner
Tricia Stone
Rebecca Tull

10 Years of Service

Andrew Acheampong
Samarita Aichlmayr
Sheila Bowes
Matt Bowman
Charles Chretien
Stephanie Cline
Roanna Davis
Rosa Harford
Ron Hebrank
Monica Jeske
Maxine Padilla
Roger Rumsey
Sharon Scott
Jeff Strickland
Jodi Velasquez
Wendy Woodman

15 Years of Service

Bruce Fritz
Rick Granquist
Lynn Inselman
Rhonda Hudson
Zannie Wyant

30 Years of Service

Deb Gordon
Verna Jaquez
Susan Johnson
Steve Lewis
Ron Marquez
Byron Nelson
Mary Santangelo
Julia Wenning

20 Years of Service

Suzanne Coffey
Brad Ellsworth
Valerie Hicks
Paul Loftis
Rick Lovato
Jeanne Terrell
Joanie Themm

35 Years of Service

Art Hogling

*Thank you all for the 686 years
of dedication to people with
developmental disabilities.*

25 Years of Service

Jane Byron
Karen Caspersen
Renee Jones
Diana Smith-Patty



Focus on the Future ~ Alliance

Colorado is one of many states considering system changes to make long-term care—including services to people with developmental disabilities—more efficient and effective. Governor John Hickenlooper stated that he wants bottom up input to improve and streamline services in the state.

Alliance is a nonprofit, statewide association of Community Centered Boards and Service Provider Organizations, of which DDRC is an active member. Alliance has taken this challenge to heart and, through the Focus on the Future effort, began a process to get input from those in (or waiting for) services, families, community leaders and representatives from advocacy organizations.

Alliance, taking a proactive role in both the design and implementation of changes, believes that people receiving services and their families must be the starting point in considering changes to the system. In order to gather the depth of information critical to understanding what is working and what isn't, Focus on the Future hosted statewide focus groups. The majority of participants in these focus groups were either waiting for or receiving services, and family members. Others invited to participate were community leaders, employers, landlords, direct support professionals, health professionals, representatives from advocacy organizations and agencies that serve people with developmental disabilities.

The Rushmore Group from South Dakota was engaged to conduct the focus groups and facilitate the project. The research organization has conducted similar projects throughout the United States with great success.

The Denver-area focus group participants were from Denver Options, Developmental Pathways and Developmental Disabilities Resource Center service areas. Included were parents, people in service, advocates, employers, board members, and parents of older individuals.

Data from the focus groups was gathered in a report used to generate recommendations for state leaders. As part of the process, national leaders were invited to give background on what is happening in other states on person-centered initiatives, Medicaid resources and managed care projects. The project's steering committee, outside experts, state officials and advocates reviewed the data from different communities, listened to experts and developed proactive recommendations.

For more information please visit www.alliancecolorado.org.



www.ddrcco.com



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