

Section 2

Overview of Dane County's DD System

As illustrated in the “Living in the Community” diagram, Dane County has a rich network of providers who provide support to people with disabilities. In addition, the county has an accounting and financial infrastructure that enables people to have individual budgets and make individual payments to the service provider of their choice. This is outlined on the “Self-Directed Services Flow Chart”.

Once approved and prioritized to receive services, people with disabilities obtain an individualized rate, hire a support broker and select who they want to provide needed support. As funding is limited, people often feel they do not have enough money to purchase all the assistance they want or need. A support broker helps people make a plan, set priorities and live within their individual budget.

♦ ***Living in the Community*** ♦

**for Individuals with Developmental
Disabilities and Their Families**

Dane County Community Programs

Accessing services...



Adult Community Services Intake & Assessment
Intake and Assessment For Adults

United Cerebral Palsy
Children's Intake and Assessment, Birth to 3 years (Rural)

Family Support & Resource Center
Intake and Assessment For Children

Imagine a Child's Capacity
Children's Intake and Assessment, Birth to 3 years

for a place to live...



Catholic Charities
Live-In, Come-In, Live-Near Support

Community Living Connections
Live-In, Come-In, Live-Near Support

Create Ability Inc.
Live-In, Come-In, Live-Near Support

Creative Community Living Services
Live-In, Come-In, Live-Near Support

Creative & Caring Healthcare Solutions
Come-In Support

Dreamweavers
Live-In, Come-In, Live-Near Support

Dungarvin
Live-In, Come-In, Live-Near Support

Integrity Residential Services
Live-In, Come-In, Live-Near Support

Lutheran Social Services
Live-In, Come-In, Live-Near Support

Neighborhood Connections
Live-In, Come-In, Live-Near Support

Options in Community Living
Live-In, Come-In, Live-Near Support

Partners in Community Living
Live-In, Come-In, Live-Near Support

The Good Life
Live-In, Come-In, Live-Near Support

REM
Live-In, Come-In, Live-Near Support

RISE-UP
Live-In, Come-In, Live-Near Support

St. Coletta James
Live-In, Come-In, Live-Near Support

... in a family setting...

Family Support & Resource Center
Financial Assistance, Respite Care

Adult Family Care Create Ability, Inc
Adult Family Homes Private CBRF's

Children's Foster Care
Private & Corporate Foster Homes

Exchange Center for the Prevention of Child Abuse
Support for parents with cognitive disabilities



a place to work
or spend your
day...

| | | | | |
|---|--|---|--|--|
| Advanced Employment Supported Employment | Community Work Services Supported Employment | Community Support Network Supported Employment | Create-Ability, Inc. Supported Employment | Creative & Caring Healthcare Solutions Supported Employment, |
| Dane County Timebank Neighbor to Neighbor Help | Encore Studio for Performing Arts Supported Performances | Integrated Community Work Supported Employment | Goodwill Industries Supported Employment, Co-Employment | |
| Madison Area Rehabilitation Centers Supported &, Sheltered Employment, Day Services | Pathways, Inc Supported & Sheltered Employment, Day Services | Progressive Community Services. Supported Self-Employment High School Coordination | Successful Work Options Supported Employment | |
| Opportunities Inc. Sheltered Employment | Work Plus, Inc. Supported Employment | Working Partnerships Supported Employment | Work Opportunities in Rural Communities Supported Employment | |

a way to get
around...

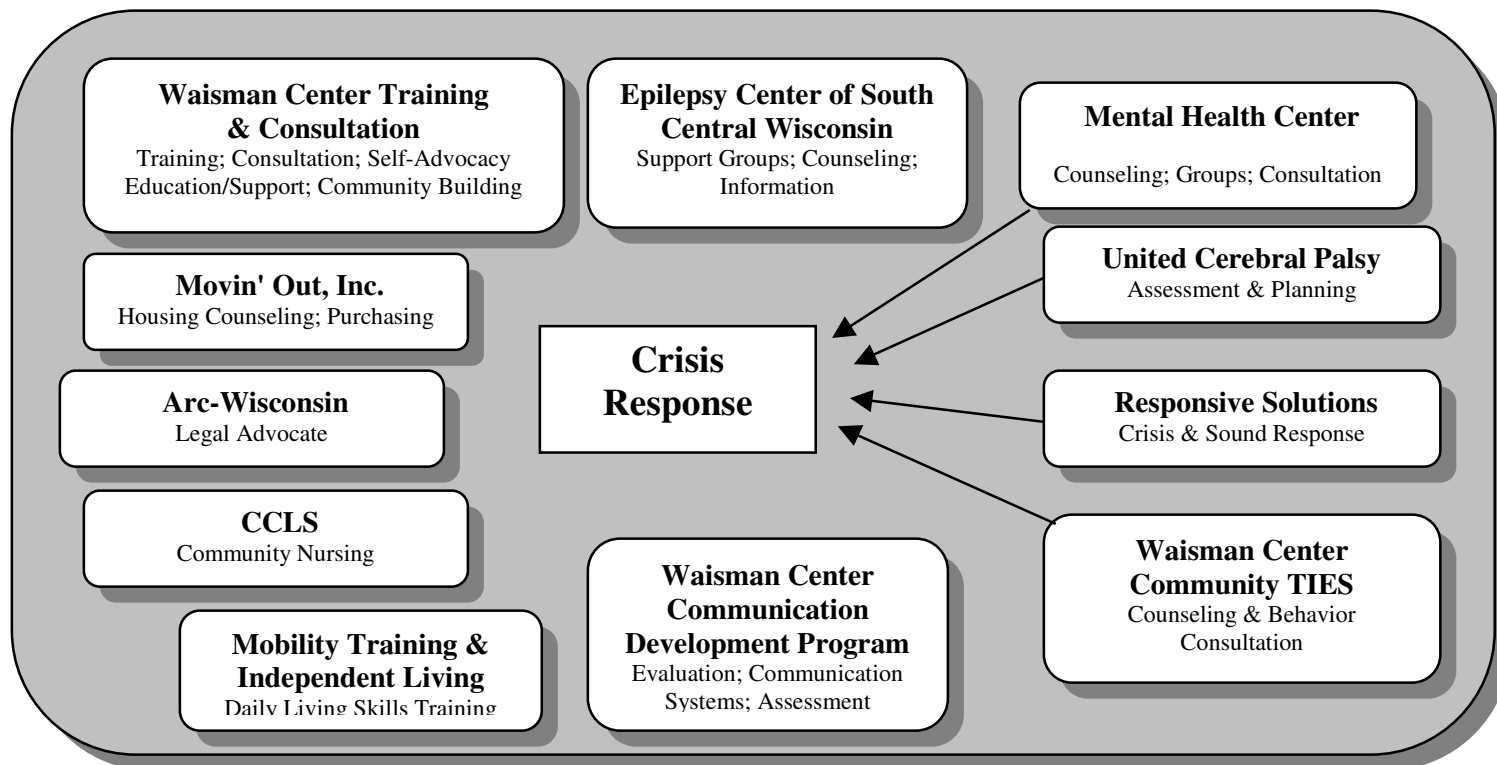


| | | | |
|-----------------------|---------------------------------|--------------------------------|---|
| Care Vans, Inc | Capital Express, Inc | City of Madison Metro | Mobility Training Learning the Transportation System |
| Laidlaw | Meister's Transport, Inc | Transit Solutions, Inc. | |

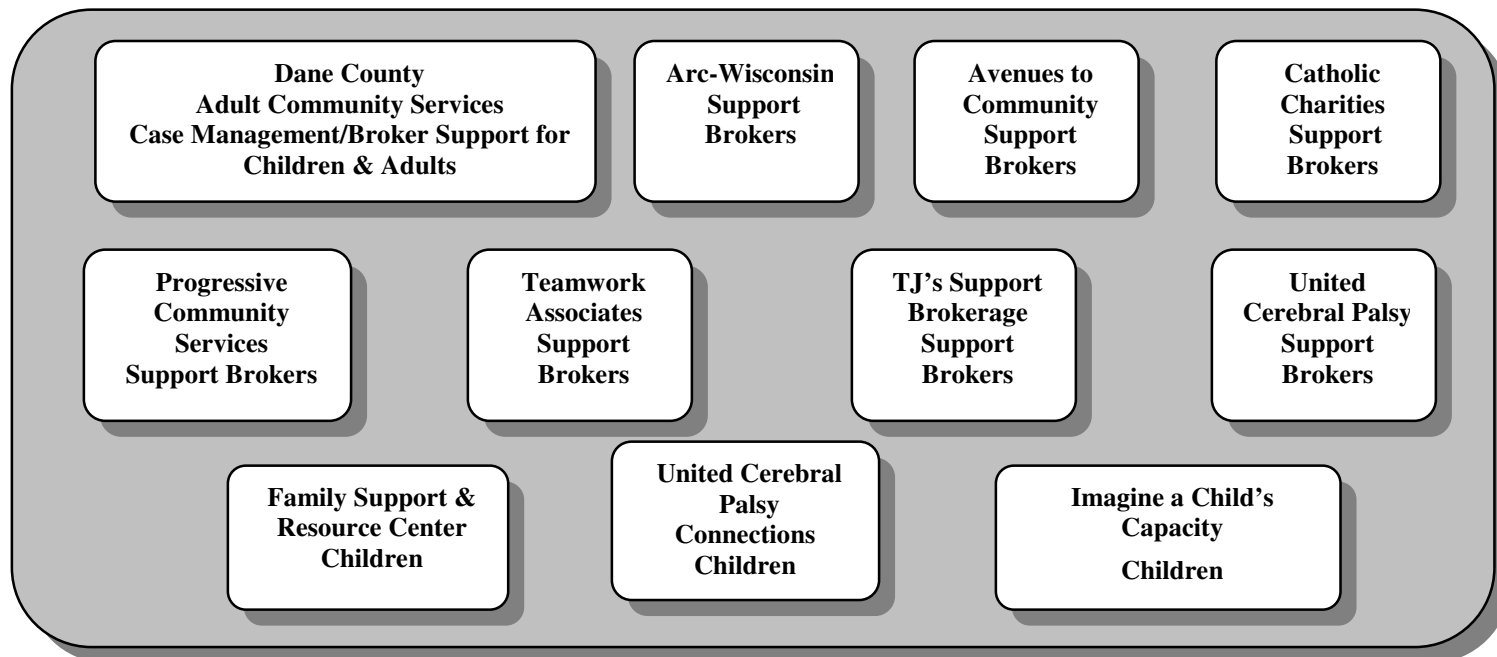
help for
children and
families when
needed...

| | | |
|--|---|---|
| United Cerebral Palsy Youth Resources Support in Integrated Child Care Settings; Summer & After School Support; Respite | Integrated Development Services In-Home Autism Therapy Services | United Cerebral Palsy Connections Birth to 3 Program (rural) Evaluation, Therapy, Education, & Support |
| Imagine a Child's Capacity Bridges Birth to 3 Program Evaluation, Therapy, Education, & Support | Achieving Collaborative Treatment In-Home Autism Therapy Services | Young Men's Christian Association (YMCA) Group and individual recreational opportunities |
| | Wisconsin Early Autism Project In-Home Autism Therapy Services | |

Additional support when needed...



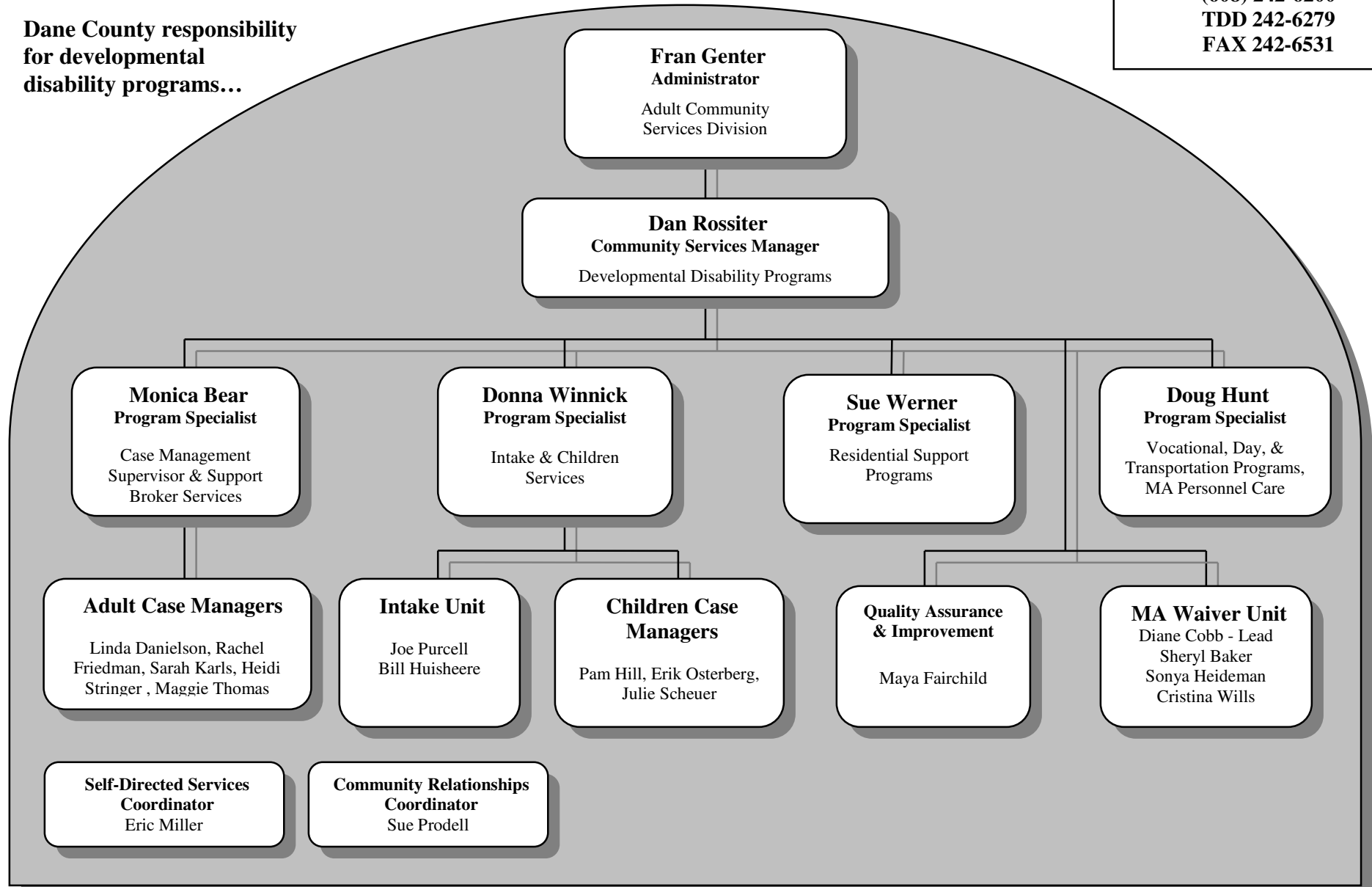
Someone to help plan, advocate, and coordinate...





Dane County responsibility
for developmental
disability programs...

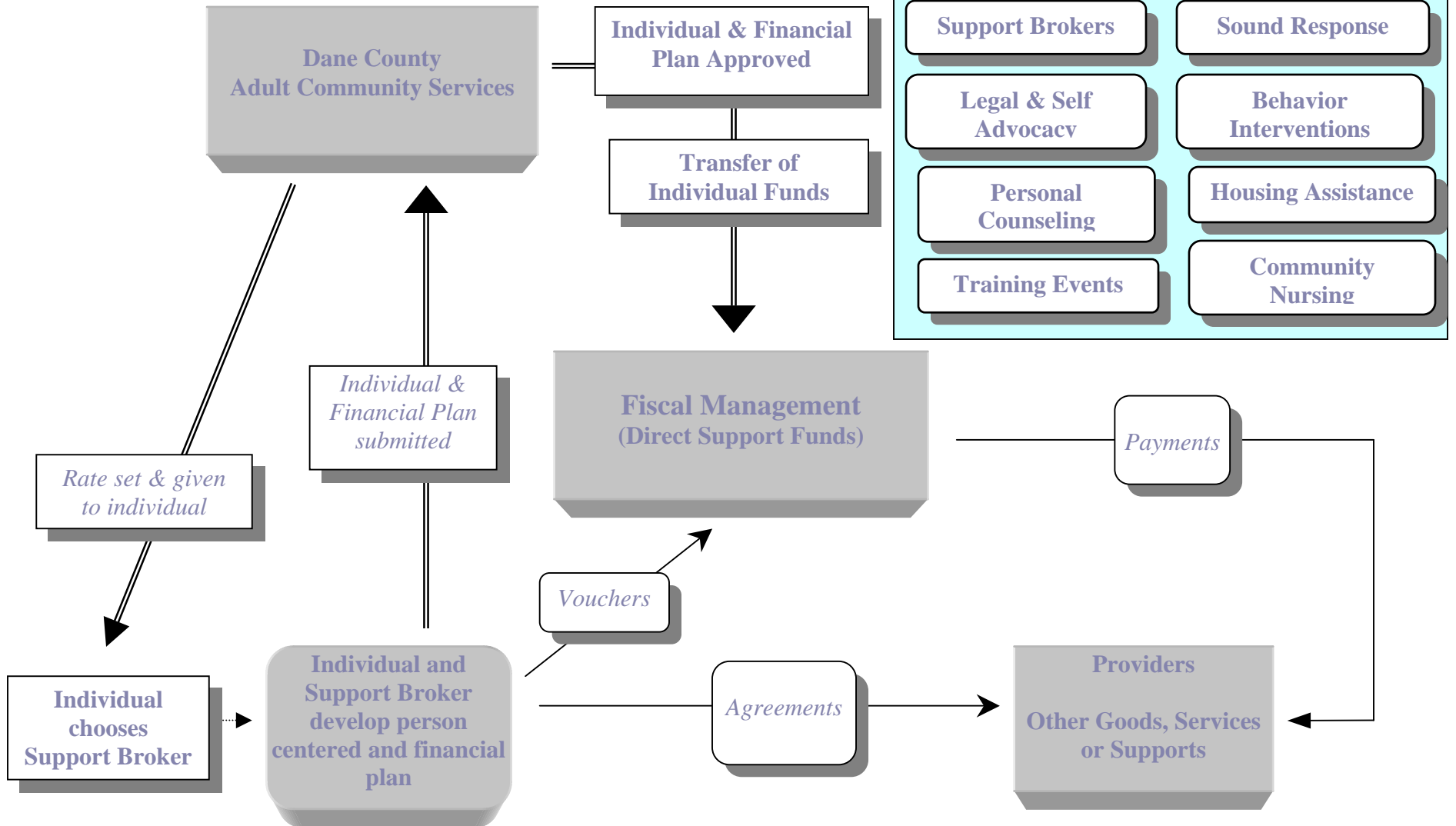
**Dane County
Adult Community Services**
1202 Northport Drive
Madison, WI 53704
(608) 242-6200
TDD 242-6279
FAX 242-6531





Adult Community Services
 1202 Northport Drive
 Madison, WI 53704
 (608) 242-6200

Self Directed Support Flow Chart



SUPPORT BROKER EMPLOYERS AND AFFILIATES

AGENCIES

Avenues Inc.

Contact: Kevin Keisling
2802 Coho St Suite 201, Madison WI 53713
(608) 663-8390
kevink@avenuestocommunity.org

United Cerebral Palsy

Contact: Matt Jahnke
2801 Coho St Suite 300, Madison WI 53713
(608) 273-8482
mattjahnke@ucpdane.org

Catholic Charities

Contact: Theresa Wonders-Tamez
PO Box 46550
Madison WI 53744-6550
(608) 821-3120
Twonders-tamez@ccmadison.org

Progressive Community Services (PCS)

Contact: Alexa Butzbaugh
607 Green Meadow Dr, Verona WI 53593
Phone: (608) 848-8305
alexab@pcsdane.org

Teamwork Associates, Inc.

Contact: Wendy Hecht
822 Gannon Ave, Madison WI 53714
(608) 442-8785
teamwork@tds.net

The Arc-Wisconsin

Contact: Duncan McNelly
2800 Royal Ave Suite 209, Madison WI 53713
(608) 222-8907
dtmcnelly@wisc.edu

AFFILIATES

TJ Inc.

T. J.'s Support Brokerage Firm, Inc. was formed in March of 2001 to provide Support Brokers who assist with service coordination for a friend or family member who has selected them. They work on a part-time basis, and have a caseload of only one or two consumers. T.J.'s resources are made available to brokers to assure that they are able to meet the needs of the consumers they serve. The organization also serves as a liaison to Dane County Human Services to assist in providing services to the consumers, to ensure continuity of care, and quality assurance.

Contact: Diana Shinall
1329 Glacier Hill Dr Unit 3
Madison WI 53704
(608) 241-0915 phone/fax
DianaTJinc@charter.net

* * *

OVERVIEW OF SUPPORT BROKER AGENCIES

The Arc-Wisconsin Support Broker Program.....
Avenues to Community, Inc.
Catholic Charities Inc Support Brokers
Progressive Community Services, Inc. (PCS).....
Teamwork Associates Support Broker.....
TJ's Support Brokerage Firm, Inc.....
United Cerebral Palsy of Greater Dane County

The Arc-Wisconsin Support Broker Program

Duncan McNelly- Director
2800 Royal Ave Ste 209, Madison WI 53713
Phone: (608) 222-8907 Fax: (608) 222-8908
E-mail: dtmcnelly@wisc.edu

Mission Statement: To advocate for adults with developmental and other disabilities to lead a self-directed life. We believe people with disabilities deserve the opportunity to direct their own supports while maintaining or improving their quality of life in their home and in their community.

Services Provided: Support Brokers who advocate and provide case management services for adults with developmental and other disabilities funded through Dane County Human Services.

Areas of Expertise: The Arc-WI supports people with a variety of disabilities and support needs. The Arc-WI Support Brokers have flexible schedules so they are able to meet the person and their families when it is convenient for them. Our expertise is in developing creative plans to meet each person's needs.

Involving the Client and Guardian in Developing Supports and Services: The person and guardian are involved from the beginning since an Arc-WI Support Broker is hired directly by them. Once the Arc-WI Support Broker is hired and meets with all the people on the team, a Support Plan is developed. The person and guardian then approve the plan. A variety of templates, i.e. PATH, Comprehensive Service Plan, Person Centered Plan, etc. can be used as the Support Plan to cover all aspects of a client's life. We consider the person and the guardian as the director of the support team.

Creating Community Involvement: Arc-WI Support Brokers work with a person's team to assure that his/her goal of involvement in the community is attempting to be reached. The Support Broker will work on developing a Circle of Support while also discussing other community resources. This ensures the person and the team are aware of all available community opportunities while keeping the person as independent as desired.

Ensuring Safety: The Arc-WI ensures through background checks, there is no criminal history and that there are positive references for all employees. All Arc-WI employees are aware of the Arc-WI Abuse and

Neglect Policy and how to respond when there is a concern about a person's safety. Regular meetings with the person and his/her team along with informal visits in a variety of settings assure support needs are adequate along with the knowledge that general safety guidelines are being followed.

Evaluating and Improving the Quality of Services:

The Arc-WI uses both formal and informal means to improve the quality of our supports. Annually we conduct a Quality Assurance Survey with feedback for each Support Broker from the person, the guardian, other provider agencies and any other interested party. Informally, ongoing communication with the person, guardian and the support team generally allows people an opportunity to give feedback and suggestions. It is our goal that all people supported by the Arc-WI be satisfied with our services.

Training and Evaluating Staff: Arc-WI Support Brokers complete all Dane County Human Service and State of Wisconsin training. Additional training is offered when available. Regular meetings with other Arc-WI Support are scheduled to share resources, brainstorm ideas and share feedback.

References: Available upon request.

Avenues to Community, Inc

Kevin Keisling- Director
2802 Coho St Ste 201, Madison WI 53713-4521
Phone: (608) 663-8390 Fax: (608) 663-8393
E-Mail: kevink@avenuestocommunity.org

Mission Statement: The mission of Avenues to Community is to support adults with developmental disabilities in realizing their dreams and desires and in pursuing opportunities for full, satisfying lives in their communities. We support people as they learn and exercise their right to make choices for themselves. We seek to promote positive self esteem, full citizenship and community involvement through encouraging the development of naturally forming relationships. Our mission is founded in the belief that as people grow and change, ongoing assessment of support systems and the persons' satisfaction is crucial. Further, our mission encompasses providing other agencies and involved individuals with information and problem solving support that allow them to respond to people's changing needs and preferences.

Services Provided: Avenues provides person-centered support broker/service coordination to adults residing in Dane County in a variety of situations including supported living arrangements, family's homes and adult family homes. Services include developing, monitoring and implementing an individual support plan along with problem solving, crisis intervention and supportive counseling if needed.

Areas of Expertise: Avenues Brokers work with people who live in a variety of residential settings and work with various amounts of vocational support throughout Dane County. Our service coordination focuses on individual choice, relationships and community involvement. We value family participation, natural relationships and circles of support. Particular Support Brokers have experience around issues of sexuality, person-centered future planning, community building and person-centered advocacy.

Involving the Client and Guardian in Developing Supports and Services: Support Brokers conduct annual planning meetings with the person, their family and guardian to discuss the person's preferences and service needs. We are also responsible for developing a plan that outlines those wishes. Additional meetings for continued dialogue are encouraged and occur as needed or desired by the person, their guardian or the circle of support. Support Brokers have ongoing visits with the person in his/her home and community to discuss his/her satisfaction and changing desires on a regular basis as determined by the person. Also, we have regular in-person, phone and written contact with the guardian for follow up.

Creating Community Involvement: Avenues includes the person's dreams for relationships, community, hobbies, etc. as central points in the planning process along with specific ways the support team can help the person reach those dreams. Support Brokers provide information about community activities and resources on a regular basis to the person, their guardian and others living with the person. Support Brokers socialize with the person in familiar community settings as well as introduce the person to new environments.

Ensuring Safety: Avenues focuses on supports that are built around the person's unique needs with ongoing dialogue with the person about his/her life. Support Brokers are involved in creating circles of support made up of people who know the person well, who communicate with and support the person and each other. We encourage people to have life experiences where they can safely learn and grow. Avenues provides access to information and education about self protection and advocacy in a peer setting. All employees are required to successfully complete criminal background checks.

Evaluating and Improving the Quality of Services: The quality of our work is evaluated through dialogue with the person and his/her guardian on a regular basis. Changes are made to support plans/approaches as needed. Periodic consumer satisfaction surveys are also conducted. We seek feedback from consumers and guardians about the services they want in conjunction with agency planning.

Training and Evaluating Staff: All new Support Brokers have an orientation to agency philosophy,

policy, and procedures with a supervisor. Additionally, all Support Brokers complete Dane County Human Service and State of Wisconsin training, as well as any ongoing training required by Dane County. Additional professional development through conference and workshop attendance is encouraged and supported. One-on-one formal consultations with a supervisor occur on a regular basis and staff consult with each other in a team format regularly as well. Annual performance evaluations and subsequent follow-up meetings are held. Support Brokers develop plans for continuing education as needed to maintain quality practice standards.

References: Available upon request.

Catholic Charities Inc - Support Brokers

Theresa Wonders-Tamez-Support Broker Manager

702 High Point Rd, Madison WI 53744

Phone: (608) 821-3120 Fax: (608) 821-3125

E-Mail: twonders-tamez@ccmadison.org

Mission Statement: The mission of Catholic Charities is to provide community services that address the physical, emotional, and spiritual needs of individuals and families. Catholic Charities provides responsive community leadership in order to build better and more humane communities.

Philosophy: The philosophy of Catholic Charities is to provide services that assist in developing the self-sufficiency of individuals and families, and to protect, preserve, and promote dignity of all persons. Catholic Charities provides services to all persons regardless of religious affiliation.

History: Catholic Charities has been in existence for over 50 years, and serves the 11 counties of the Diocese of Madison, which include: Rock, Dane, Sauk, Green, Green Lake, Grant, Iowa, Marquette, Jefferson, Columbia, and Lafayette. Catholic Charities has been accredited since 1993 by the Council on Accreditation of Services for Children and Families (COA). This national accreditation is one of the highest standards of quality in the United States. Currently fewer than 20 agencies in Wisconsin have achieved this accreditation. In addition to a strong presence and long history of leadership in the community, Catholic Charities also has demonstrated a record of administrative excellence and is recognized for providing cost-effective programs where outcomes are an important measure of quality.

Involving the Client and Guardian in Developing Supports and Services: Through a contract with Dane County, Catholic Charities has developed a support broker program for persons with developmental disabilities and traumatic brain injury. Our program is consumer directed and focuses on the individual's needs and preferences. Our support brokers work with the individual, their families and/or guardians and offer coordination of support and services, and assist each individual in making desired changes in services

whenever needed. A person-centered approach is used in service planning so the plan is consumer directed. The support plan focuses on choice, preferences, abilities, strengths and needs, and whenever possible assists in the person becoming more independent. Planning meetings occur regularly with the person, their family and/or guardian, and other team members, with special emphasis on making the meetings meaningful, positive and productive.

Creating Community Involvement: Self-determination is a critical component of this program, therefore close working relationships with families and guardians are of the utmost importance. Our belief is that the participants of this program and their families have both the ability and the right to make the decisions that influence their lives. Our brokers strive to form a relationship with each family and/or guardian and encourage input and assistance in designing each person's individualized plan. A partnership is established with other affiliated agencies such as state CIP staff, residential providers and vocational programs. Frequent contact with these agencies will occur on an ongoing basis to ensure team cohesiveness, which leads to a high quality of support for the individual. Our Support brokers have skills, qualifications, and personal characteristics relating to the broker position. Some of the skills and qualifications include higher education, developmental disabilities work experience, a personal commitment to a philosophy of consumer self-direction, and the ability to actualize this type of support philosophy.

References: Available upon request.

Progressive Community Services, Inc. (PCS)

Alexa Butzbaugh-Executive Director
607 Green Meadow Dr, Verona WI 53593
Phone: (608) 848-8305 Fax: (608) 848-8306
E-Mail: alexab@pcsdane.org

Mission Statement: Progressive Community Services, Inc. advocates for adults with developmental and other disabilities to lead a self-directed life. We believe people with disabilities deserve the opportunity to direct their own supports when possible, while maintaining or improving their quality of life in their home and in their community. PCS works with people with disabilities, their guardians and circle of supports to assure the person's home and community life are led as inclusively as possible.

Services Provided: PCS employs Support Brokers who advocate and provide case management services for adults with developmental and other disabilities funded through Dane County Human Services (DCHS), as well as, a Transition Coordinator position which provides services for students with disabilities graduating high school and entering the adult system.

Areas of Expertise: PCS is dedicated to developing individual and flexible plans of supports with the person with a disability and his/her support team. Support Brokers and the Transition Coordinator have flexible schedules which allows for an opportunity to meet people when it is most convenient for the person with a disability and his/her family.

Involving the Client and Guardian in Developing Supports and Services: PCS' philosophy is that the person and/or his/her guardian Self-Direct his/her own services. The first step in this process is to hire a Support Broker as an independent advocate and resource. Once the Support Broker is hired, a Person Centered Plan is developed with the person and the person's support team. A variety of templates can be used to cover all aspects of a client's life. We consider the person and the guardian as the director of the support team who has the final approval of the plan of support.

Creating Community Involvement: Consistent with our mission statement, PCS works with people with disabilities, their guardians and circle of supports to assure the person's home and community life are led as inclusively as possible. PCS works with a person's team to develop a circle of support while also discussing other available community resources.

Ensuring Safety: PCS conducts background checks to assure no employees have been charged with a criminal charge that would put a person with a disability at risk. PCS has an Abuse and Neglect Policy that is consistent with Dane County Human Services' Abuse and Neglect Policy. All PCS employees are mandatory reporters which requires them to report a potential abuse and neglect situation immediately to DCHS. Regular meetings with the person and his/her team along with informal visits in a variety of settings assure support needs are adequate along with the knowledge that general safety guidelines are being followed. Safety plans are established on each team which covers emergency situations the person may encounter.

Evaluating and Improving the Quality of Services: PCS uses both formal and informal means to improve the quality of our supports. Annually we conduct a Quality Assurance Survey with feedback for each employee from the person with a disability, the guardian, other provider agencies and any other interested party. Informally, ongoing communication with the person, guardian and the support team generally allows people an opportunity to give feedback and suggestions. It is our goal that all people supported directly or indirectly by the PCS are satisfied with our services.

Training and Evaluating Staff: PCS employees complete all required DCHS and State of Wisconsin trainings. A variety of additional trainings are offered within the county and state throughout the year when available. Annual staff evaluations occur formally while

informal evaluations are done as needed throughout the year.

Teamwork Associates, Inc. Support Brokers

Wendy Hecht-Executive Director

822 Gannon Ave, Madison WI 53714

Phone: (608) 442-8785 Fax: (608) 442-8786

E-Mail: teamwork@tds.net

What do you believe in? Teamwork Associates, Inc. believes that every resident of Dane County has the right to live a life full of meaning and purpose. Our community has the capacity to welcome every member and every person has contributions that would benefit the community. We facilitate and coordinate the development of personal goals and action plans defined by the individuals with disabilities that we serve. We offer skilled listening, extensive resource knowledge, and the spirit of collaboration to provide the most effective and positive services to a person and their team so that the person lives the life they choose with the supports they need.

What do your brokers do? First and foremost, we get to know the person that hires us very well. We visit the person often and learn as much as we can about that person's life and the goals they have. Teamwork brokers use person-centered planning tools yearly with the individual and their team to discuss and outline what is going well and what needs improvement. The plan is reviewed regularly and is written or documented in a pictorial format. Brokers help the person and those that care about them to assess the quality of support they receive and how their goals are being met. They help make action plans for improvement as needed and work to get issues of concern resolved. In addition, each Broker will ask the person that hires them what other things you'd like them to do, and this will be added to the agreement.

How Do I Know Teamwork Brokers are Qualified to Do Their Job?

Teamwork Brokers are required to have: a Bachelor's Degree in a Human Service Field; at least 2 years of direct experience with persons with disabilities; knowledge of local resources; enthusiasm, curiosity, creativity, flexibility, a positive problem-solving attitude, proven ability to work independently and meet deadlines; interest and experience working in a team environment; and the ability to facilitate team and planning meetings. We value training and all staff attend required and optional trainings to stay current on information that will help us improve our skills.

How Do You Assess the Quality of Your Services?

We hold a yearly focus group with a group of people that have hired us where we assess what we are doing well at and what we need to improve. From this information, we set an action plan for improvement. Teamwork Brokers meet weekly for an internal team meeting and each Broker meets monthly with the

director and makes a written work plan that includes the things they have promised the people that have hired them. We value all feedback from those that hire us and their teams and do yearly employment evaluations on each staff. We have a back-up Broker assigned for each person to cover for our time-off and a centralized record-keeping system so that we can do so effectively and efficiently. Teamwork intends to stay a small agency as we believe this has a positive impact on our quality.

Do You Provide References? We are happy to provide references upon request.

TJ's Support Brokerage Firm, Inc.

Diana Shinall-Executive Director

1329 Glacier Hill Dr Apt 3, Madison WI 53704

Telephone and fax: (608) 241-0915

E-Mail: DianaTJinc@charter.net

Mission Statement: Our mission is to assist those in the community who are developmentally disabled, advocating and assisting them in securing adequate services to ensure their needs are met. We assist our Support Brokers through mentoring and monitoring, assuring the consumer's needs are met at all times and their rights are not violated. Quality of life is the main purpose for the way we conduct business on behalf of the consumer.

History: Originated in May 1999 by the founder Diana Shinall in the State of Wisconsin. A home-based business, TJ's Inc provides its clientele with more than just service. We provide the additional ingredient of flexibility that goes to the heart of the matter of what clients look for in an agency.

Services Provided: In our effort to provide quality assistance to a growing system, as the scope broadens, our service expands to assisting other Brokers. This service will facilitate in increasing their skills, to help them meet the challenges and growing demands they will face as this segment of the population increases.

Area of Expertise: TJ's Inc. provides high quality support through a wide range of techniques. Services are provided to the consumer one-on-one in their own environment. The Broker support is also based on one-on-one through various methods such as face-to-face, telephone follow-through, and Internet connection to ensure continuity of service and care contact is ongoing between TJ's and Dane County.

Creating Community Involvement: TJ's Inc is involved in many community programs that are ensuring quality of life for the developmentally disabled. The Executive Director serves as the Chairperson of the Outreach Committee within the Developmental Disabilities Coalition, assisting in the planning of various conferences to assist the community at large with ongoing understanding of the system as a whole.

Our Motto: "There are no limitations"

References: Available upon request.

United Cerebral Palsy of Greater Dane County Support Broker Services

Matt Jahnke, Program Director
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E-Mail: mattjahnke@ucpdane.org

Mission Statement: The mission of United Cerebral Palsy (UCP) of Greater Dane County is “to enrich the quality of life

for the people we serve: in their homes, in their communities, and in their life choices.”

Support Broker Services are a component of the agency’s Adult Program, staffed by eight Support Brokers, two Planning Coordinators, and a Community Builder. Support Brokers are chosen by the individual through an interview process. They are guided by the aspirations and needs of the individuals who request their support. High priority is given to helping people establish personal networks of support. Assistance is offered in planning for, and developing, supports in a manner that is most comfortable for the person.

Assistance is also provided in advocating for funding and assuring that all necessary payments to providers of service are made. Support Brokers participate in negotiations with providers and assist individuals in clarifying expectations when necessary. If an individual has an interest in alternatives to traditional services, Support Brokers will assist them in carefully exploring their options.

Areas of Expertise: All UCP Support Brokers have at some time had experience providing direct support to individuals with developmental disabilities as well as a minimum of two years of case management experience. This background is beneficial in understanding what it takes to arrange and maintain quality services. For fourteen years prior to becoming a Support Broker agency, the Adult Program helped people to design, maintain, and budget for their own individualized residential supports. This included assistance: finding housing, hiring and supervising personal care workers,

maintaining employment, developing friendships and community connections, enjoying the outdoors and participating in special projects. UCP has a lengthy history of offering support that is individualized and designed to enhance each person’s particular situation.

Involving the Client and Guardian in Developing Supports and Services: All services provided by UCP’s Adult Program are directed by the client and or their guardian.

Creating Community Involvement: Support Brokers are committed to assisting individuals develop their own unique connection to the community. Fostering connections is one of the highest priorities of the Adult Program. People who choose a Support Broker at UCP also have access to our full time Community Builder. The Community Builder devotes time to expanding social opportunities for people through planning events and activities, organizing support groups, connecting individuals to one another and helping people explore special interests. The Community Builder also has expertise in various person centered planning methods and is available to assist people, along with the Support Broker, in the planning process of their choice.

Ensuring Safety: One of the most effective ways Support Brokers can promote a person’s safety is to get to know them well, and form relationships of mutual trust and respect. Connecting to a person in this way fosters an awareness of things that might threaten health or safety. Support Brokers also strive to become well acquainted with all service providers working with the person. They assist the person in monitoring expectations and standards for service.

Evaluating and Improving the Quality of Services: Agency policy requires that all staff members are regularly evaluated. Staff members frequently attend training on various subjects related to their work and issues affecting the lives of people with disabilities. Outside consultants are called upon to assist with program development and evaluation. Participants, guardians, supporting agencies and County personnel are encouraged to give ongoing input and feedback.