



PEAL News

Winter 2009

Parent Education & Advocacy Leadership

A Preview of our Conference Keynoters

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The Mission of the PEAL Center is to ensure that children, youth and adults with disabilities and special health care needs lead rich, active lives and participate as full members of their schools and communities by providing training, information and technical assistance based on best practices to individuals, families and all people who support them.

David Pitonyak When the World Is Not Perfect, Imagination Can Make It So

My work is dedicated to supporting people who experience disabilities and exhibit, what some have called, "difficult behaviors." In my view, what's most needed when a person engages in difficult behaviors is *imagination*. The story line that is floating around about the person is a major part of the problem. What's needed is a new story.

My practice is based upon a simple idea: *difficult behaviors result from unmet needs*. In a sense, difficult behaviors are messages which can tell us important things about a person and the quality of his or her life. People with difficult behaviors are often missing: meaningful relationships, a sense of safety and well-

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LeDerick Horne Beyond Classification

LeDerick Horne believes that disabilities not only consist of challenges that are visible to the eye, but include disabilities that are not as apparent.

Classified as neurologically impaired in the third grade, Horne struggled with a learning disability and the toll it took on his self-image. He spent most of his time in school believing he did not have much of a future. Finally in college, he learned alternative ways of dealing with his disability. Horne used a word processor to solve his poor spelling and was given written tests that were paired with an audio version of the questions. After he learned to overcome those challenges, Horne found success and was able to graduate with honors from New Jersey City University in 2003.

As the Keynote Presenter during the annual PEAL Conference luncheon on March 17, Horne will share his personal struggles as a

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Christi Kasa-Hendrickson Presentation Focuses on Presuming Competence

Christi Kasa-Hendrickson began her career in education as an elementary school teacher in the public schools of Southern California. Her primary role was to serve as an inclusion facilitator for students with significant disabilities. Although she has left her role as a classroom teacher Kasa-Hendrickson remains active in schools through research and volunteer activities. Her research interests include inclusive schooling, access to academics for students with significant disabilities, and access to meaningful communication.

"I have been studying inclusive classrooms for over 12 years now," says Kasa-Hendrickson. "Over the course of my work in classrooms in six different states across the US, teachers have communicated a consistent message, "Inclusive classrooms benefit

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Keynoters Continued

Pitonyak, Imagination

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being, power, things to look forward to, a sense of value and self-worth, and relevant skills and knowledge.

These needs are usually minimized or ignored in educational or human services settings. As a result, individuals may become: relationship resistant, chronic rule-breakers, helpless and insecure, depressed and isolated.

Supporting a person with difficult behaviors requires us to get to know the person as a complicated human being influenced by a complex personal history. While it is tempting to look for a quick fix, it is disrespectful and counterproductive. Difficult behaviors are a reflection of unmet needs. They are "meaning-full." Our challenge is to find out what the person needs so that

we can be more supportive.

While it is tempting to blame caregivers for failing to "deal" with a person's difficult behaviors, I believe that the vast majority of people working in human services are interested in helping not hurting. But helping is difficult when your own needs are being ignored. It is a central contention of my practice that many educators and human services workers are under-supported; some must contend each and every day with management practices that discourage quality, productivity, and creativity. When people do not feel supported -- when they feel afraid -- they have a difficult time *being* supportive. Taking care of yourself is one of the most important things you can do. If you can't take care of yourself, it will be very difficult to care about someone else.

Find more of David's writings at www.dimagine.com

Horne, Classification

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student with a learning disability.

Since graduation LeDerick has become the head of his own real estate investment company called Horne & Associates, LLC. He was appointed the Board Chair of [Project Eye-To-Eye](#), a national non-profit that provides mentoring programs for students labeled LD/ADHD. He is also recognized across the country as an advocate for people with disabilities. Horne has facilitated workshops, delivered keynote presentations, and spoken to thousands of students, teachers, and ser-

vice providers about his experiences. In addition he is a recognized poet and has released a CD featuring 13 of his poems set to music.

Horne went from failing at school to becoming an outstanding student, college graduate, poet, and business founder. Out of his own experience of having a severe learning disability, he provides down-to-earth suggestions and inspiration to families and professionals. His presentation on March 17th will be filled with empowering information to improve the education of all students.

Kasa-Hendrickson, Competence

(Continued from page 1)

all students."

Teaming up with Jamie Burke, a student from Syracuse University, the pair will give the keynote address on March 18th at the annual PEAL conference. Together they will share the possibilities when educators and families work together creating practices that ensure a quality education. As a success story, Burke says, "being included has meant everything to me."

From pre-school to high school graduation, Burke was included in regular classes along side his general education peers. This meant regular training of teaching staff so that he could receive the appropriate support for communication throughout the day. "Teachers sought my answers" and his parents provided the support at home for doing homework. At twelve, Jamie started to read aloud his typing. From this, he has gone on to develop his ability to

speak. Support for Jamie's communication was developed through strong home/school collaboration and a commitment to best practice.

Kasa-Hendrickson will share examples of how inclusive classrooms benefit all students. Such things include materials that support access to the curriculum, teaching strategies that support all learners, efforts of collaboration, increased use of technology in the classroom and learning about multiple ways to communicate.

"As an integral process of their work, teachers tried a variety of strategies to create successful learning opportunities in their classrooms," says Kasa-Hendrickson. "Teachers took a careful look at their materials, lesson formats, and various options for student participation to create successful inclusion and realized that including students with disabilities can be a catalyst for changing the classroom in a way that would benefit all students."

Conference Highlights

March PEAL Conference is Very Economical for Families

Scholarships Available

The PEAL Center is offering conference fee scholarships for parents of children with disabilities, other family members, and people with disabilities. Please check the appropriate box on the registration form to request a scholarship. Parents accepting a scholarship will be asked to volunteer at the conference.

Complimentary Hotel Room

Parents of children with disabilities, other family members, and people with disabilities who live more than 40 miles from the conference hotel are also eligible for a shared hotel room the night of March 17. Parents accepting this offer will be asked to volunteer at the conference. Those requesting a hotel room will be matched with another parent. Your hotel reservation must be made through Linda Rose, by calling 412-281-4404 or 1-866-950-1040 or through email to: lrose@pealcenter.org

Silent Auction

Don't miss the chance to shop at PEAL's Silent Auction at this year's conference. Network with fellow conference attendees and presenters and bid on a variety of items including presenter's autographed books, jewelry, weekend getaways and much more! Bid on a week in Mojacar, Spain on the Mediterranean; or a week in a Palm Springs, CA carriage house condo featuring three bedrooms with a great room and private balcony; or a New York City theater weekend; or a getaway weekend on the Virginia Eastern shoreline.

All proceeds from the Silent Auction will help fund future conferences. Do you have any items you would like to donate to the 2009 Silent Auction? Please email silentauction@pealcenter.org to learn more.

Have Lunch with a Conference Speaker

Have you ever gone to a conference, heard a speaker and thought, "I would love to have some time alone with this person, ask questions and get their advice?" This is your opportunity to do just that! For only \$10 a chance, your name could be drawn to have a one-on-one lunch conversation with the speaker of your choice. Indicate how many tickets you want to buy on your registration form and we will have your tickets ready for pick-up at the conference registration table. At the conference, drop your tickets in the box labeled with the speaker's name and your name could be drawn to have lunch with that speaker. Take a chance on several speakers! Tickets will also be available for purchase at the conference. The more tickets you buy the better your chances.

Bullying: You Can Make a Difference

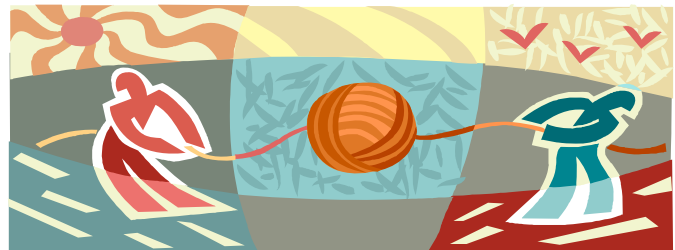
Are you a parent looking for more information on bullying prevention for your child? Is your school or organization thinking of organizing a presentation on bullying prevention? Maybe the PACER Center can help with their innovative bullying prevention project for all children, including children with disabilities.

The program promotes bullying awareness and teaches effective ways to respond to bullying including a new animated Web site www.PACERKidsAgainstBullying.org for elementary school students. It is a creative and informative resource to educate students about bullying prevention and provide methods to respond to bullying situations. The site features an animated cast of characters, information, celebrity videos, Webisodes, games, animations, contests and other activities. Parents and professionals will find helpful tips, intervention strategies, and resources for use at home or school.

Come hear PACER's presentation on March 17th at the PEAL Conference. The session will offer a variety of

animated and informative web-based, free resources designed to creatively educate and engage students in bullying prevention and will offer suggestions to parents and educators on how to use the resources with their children or students.

You can also request a copy of a publication titled *Protecting Students from Harrassment and Hate Crime, A Guide for Schools* at: <http://www.ed.gov/offices/OCR/archives/Harrassment/harrassment.pdf> Remember, it takes a community to prevent bullying.



Resources for Pennsylvania's Families in this Economic Crisis

Pennsylvania has just put up a new website that has helpful information for families who are affected by the economic crisis. The *Here to Help* page has a list of services and supports that the state has available to eligible individuals and families. Even if the affects of the crisis have not been devastating for you or your family members, there are quite a few resources linked to this site that can be extremely useful anyway. This one page can connect you to eleven different websites that explain the service and eligibility requirements. Some of these pages even allow you to apply for the service. The resources that are included provide information on filing for unemployment, getting help to pay for child care, transportation, medical care and food.

Many of Pennsylvania's assistance programs are included in one database that helps you find what your family qualifies for by filling out the *Compass* questionnaire which is listed in the Help: Qualify and Apply Online section.

To find financial assistance for food, the eligibility is explained for the ACCESS card that works like a debit card at the grocery store. The application is online.

Home Repair & Maintenance Pilot

The PEAL Center formed a Home of Your Own Workgroup more than a year ago to strategize how to make homeownership a real choice for young adults with disabilities as they plan for the future. We want to be Johnny Appleseeds who spread the word about how to put together a package of public benefits to make financing a home purchase possible. We have learned how to use Section 8 Homeownership Vouchers, and have learned how others have used waiver funds to pay for needed support services.

We quickly learned that the cost of major repairs or maintenance can unravel homeownership for low income homeowners who have a cap on savings because they rely on public benefits. We invited the State Office of Disability Programs (ODP) to help us solve this problem. We realized that there needed to be a safety net of funding to cover those emergency repairs and maintenance costs so they would not risk losing their home because they could not afford needed repairs and maintenance.

Working with Dana Olsen and Mel Knowlton

There are also a number of different sources for help with heating and utility bills. Low cost health insurance is available for eligible parents as well as low cost and free insurance for children. Information on job training and job search for those Pennsylvanians who have lost jobs and are beginning the search for a new career is available through the Commonwealth Workforce Development System.

If you are behind on the mortgage payments for your home, there is a link to Pennsylvania Office for Financial Education that will educate you about what you need to do to protect your home and finances.

There are also numerous programs identified for military families and veterans as well as tax forgiveness information.

This resource has a wealth of information about Pennsylvania services that many families who have not had to use these services before this time of economic difficulty.

The *Here to Help* link is:

<http://www.heretohelp.pa.gov/portal/server.pt>.



Resources available

from ODP, work group members developed guidelines for a pilot program to help cover these costs. Our proposed pilot program was approved and funded for homeowners who qualify for support coordination services from the Allegheny County Office of Mental Retardation or Westmoreland County MH/MR.

To apply for Repair and Maintenance Pilot funds individuals must own their own home, be eligible for OMR Support Coordination, must live in Allegheny or Westmoreland County, and must complete the Repair and Maintenance Application.

Mel Knowlton from ODP asked us to remember that 40 years ago people thought that it was crazy to think that people with developmental disabilities could leave institutions and live in group homes in the communities. So Mel reminded us that 25 years from now it will be commonplace for people with developmental disabilities to live in their own homes. It is inevitable!

"At one time we thought it was revolutionary that people with disabilities would live outside of institutions. Now we know that it is inevitable that they will own their homes and live as our neighbors."

Mel Knowlton
PA ODP

DONATE to the PEAL Center

to support our mission as an organization of parents of children with special health care needs and disabilities reaching out to assist other parents and professionals

Go to our website www.pealcenter.org
and click on the DONATE button

Transition: It's Not Just for Kids: Parents Need a Transition Plan, Too

Transitions in life raise anxiety and fear, but if done in a planned and thoughtful way they can be wonderful time of change and evolution. Parents of children with disabilities have multiple transition points in their lives, some of which are unexpected and difficult to navigate. The transition to adult life and away from school programming and supports is one transition that is predictable and in fact, occurs on a timeline prescribed in the federal law, IDEA. In Pennsylvania, students, parents and school personnel begin transition planning using the IEP process when the student turns 14. For most families and school support personnel this may seem early to begin talking about a future that is four to eight years down the road but, anyone who has transitioned will tell you it is never too early to start! In reality, preparation for adult life begins in early childhood!

The PEAL Center is proud to partner with PaTTAN; Parent Education Network (PEN); the PaTTAN Parent Consultants; Hispanos Unidos para Ninos Excepcionales (HUNE); and The Mentor Parent Project, Inc. to present a three-part series on Transition. Join the trainings (session 1 & 2) by webinar and or phone conference call. Session 3 will be a videoconference at multiple sites.

Session 1

You Can't Move Forward Until You Move Backwards

March 3 -- Webinar and/or phone conference call
12 noon to 1 p.m. OR 7 to 8 p.m.

The Transition process focuses on preparing you and your son/daughter for life after school. It is never too early to start this process. Join with other families to learn why transition involves everyone. Begin now to plan for a successful, fulfilling future at home, school and in the community.

Session 2

It's a Brave New World: An Introduction to Secondary Transition

March 24 -- Webinar and/or phone conference call
12 noon to 1 p.m. OR 7 to 8 p.m.

How do I make sure my son/daughter's IEP, beginning at age 14, is a road map to a successful and fulfilling future at home, school, and in the community? Learn how transition goals drive all the sections of the IEP and determine what your child is doing in school. We will review sample IEPs and resources during this session.

To receive call in information, webinar instructions and handouts, you must register!

Session 3

The GPS of Secondary Transition

April 4 -- Videoconference @ PaTTAN in Pittsburgh, Harrisburg or King of Prussia and several IUs
9 a.m. to 12 noon
12 noon to 1 p.m. -- Brown Bag Discussion (optional)

Using the Secondary Transition Road Map, we will help you take a closer look at building a strong IEP. Topics covered will include assessment, post school goals, academic achievement and functional performance, agency involvement, writing measurable goals and measuring success. This workshop will include parent-oriented activities and discussions.



Register on-line by visiting the PaTTAN website at www.pattan.net. If you have questions, have difficulty registering online, or will need handouts mailed to you, please contact: Mary Gordon at 800-446-5607 ext. 6871 or via email at mgordon@pattan.net

2009 Bureau of Autism Services Family Mini-Grants

The Bureau of Autism Services of the Pennsylvania Department of Welfare is pleased to announce the availability of mini-grants of up to \$500 each to support individuals with an Autism Spectrum Disorder (ASD) and their families that include an individual with ASD.

The focus of this project is to reach out and serve individuals and families that are not able to access existing support systems for various reasons, e.g. eligibility criteria, age, waiting lists, etc.

Priority will be given to

individuals who did not receive this grant from the Bureau of Autism Services in 2007 or 2008. Total funding for these mini-grants is limited and is on a first come, first served basis. Not everyone who applies will be funded.

Grant funds may be used for respite/child care, summer camp, recreational or community programs, conferences/workshops and safety modifications. Please see the application for specific information. The application is available at the Bureau Website, or if

you don't have access to a printer to print the application call: 1-866-539-7689 (select option # 2) or email DPW_AutismOffice@state.pa.us to request an application by mail.

Applications must be complete and postmarked by April 17, 2009 to be considered. Applications will only be accepted by U. S. mail. A Frequently Asked Questions (FAQ) list is also available on the website: <http://www.dpw.state.pa.us/ServicesPrograms/Autism/003678786.htm>

Philadelphia Parent Leadership Institute



The Family to Family Healthcare Information Center at PEAL began the second annual Parent Leadership Institute in October. The second institute is being held in Philadelphia at Vision for Equality, Inc. Twenty seven parents are meeting monthly to develop a better understanding of public healthcare and disability policies, and how the policies are manifested in each particular system. The point is to identify barriers to services and learn how to work for change. Participants are working to develop their own style of communication, leadership and advocacy skills.

We are pleased to have advocacy leaders and experts in Pennsylvania health and service policy share their information and experiences with institute members. We started with the history of children with disabilities to develop perspective about how conditions have changed over time. Participants also gained knowledge about Family Centered Care and Assertive vs. Aggressive Advocacy. The institute mapped Pennsylvania's service systems that form "silos" and how those silos result in

families experiencing a fragmented maze. The Pennsylvania Medical Home Initiative was introduced to participants by Dr. Renee Turchi at the January meeting. Preparing for a successful transition was presented by Patti Hackett from the Healthy and Ready to Work Project. In March all participants will travel to Pittsburgh for two days at the PEAL conference that will include dedicated institute sessions with the national experts who are presenters at the conference on topics of conflict resolution, health care law, collective advocacy for systemic advocacy and disability policy.

Each institute participant has chosen a focus in a specific area of interest that they will work impact by applying the skills they have gained in the institute. Some participants are teaming up to work on common concerns. These dedicated people in the institute have pledged to become future advocacy leaders in the state of Pennsylvania. We are proud partner with them to make changes to improve life for families who have children with special healthcare needs.

Developmental Disabilities Council Grant Supports Erie Area



In July 2007 the PEAL Center received an Educational Rights grant from the Pennsylvania Developmental Disabilities Council. At the heart of the PEAL initiative is the core belief that families need to be well informed in order to fully participate in planning for their children's education. Through grant funding the PEAL Center has formed a partnership with Millcreek Township School District and Erie City Schools to provide training and support

As part of this school year's grant activities, the PEAL Center is sponsoring a four-part training series on strategies to support inclusive practices. In November, Kathi Ruh of Just Ask Publications was the first speaker for the full day Saturday Series. Her presentation on *Differentiated Instruction: Meeting the Needs of ALL Students* was so well received she returned on February 7 to deliver *Differentiated Instruction, Part 2* at the Erie Maennechor Club. The Ballroom was packed with 90

enthusiastic and active participants who rated the session 9.6 on a 10 point scale. Teachers, paraeducators, administrators and parents from eight school districts in the Erie area spent six hours together exploring strategies to address the needs of the diverse learners they see each day.

On Friday evening, February 6, twenty parents gathered at the Erie Family Center for a session with Kathi on Helping with Homework. Kathi donated her time and materials for the session especially designed for families. Coleen Masi of the Erie Family Center arranged for food, meeting space, food, and child care for seven kids who joined their parents for the evening. The children gleefully skipped off to the playroom for a fun-filled evening with the energetic child care workers from the Family Center.

Watch the PEAL website for information on the last two Saturday sessions to be scheduled in the spring.

RESOURCES

INCLUSIVE EDUCATION

Inclusive Schools Network: Supporting Inclusive Education Worldwide

The Inclusive Schools Network (ISN) is a web-based resource for families, schools and communities that promotes inclusive educational practices. <http://www.inclusiveschools.org/>

Kids Together, Inc.™

"To promote inclusive communities where all people belong." To learn more and to join the nationwide listerv dedicated solely to creating inclusion in schools and communities, visit <http://www.kidstogether.org/>

BEHAVIOR

Reducing Behavior Problems in the Elementary School Classroom: A Practice Guide

National Center for Education Evaluation and Regional Assistance, Institute of Education Sciences, U.S. Department of Education.
<http://ies.ed.gov/ncee/wvc/publications/practiceguides>

EARLY INTERVENTION

State Interagency Coordinating Council— Early Intervention Annual Report

<http://www.pattan.k12.pa.us/files/EI/SICC-Annual-Rpt1108.pdf>

TRANSITION

Students with Disabilities Preparing for Postsecondary Education: Know Your Rights and Responsibilities

U. S. Department of Education Office for Civil Rights pamphlet on the rights and responsibilities of students with disabilities who are preparing to attend postsecondary schools, and the obligations of a postsecondary school to provide academic adjustments, including auxiliary aids and services, to ensure the school does not discriminate on the basis of disability. The publication's citation: U.S. Department of Education, Office for Civil Rights, *Students with Disabilities Preparing for Postsecondary Education: Know Your Rights and Responsibilities*, Washington, D.C., 2007. **To order copies of this publication**, go online at www.edpubs.org or call 1-877-433-7827.

UPCOMING EVENTS IN PA

PA Youth Leadership Network Its My Life Series!

First Sunday of every month, 7 to 8 PM EST
Call 1-309-946-5255 Enter the access code 376191#

Declare Yourself: Taking Charge of your IEP

March 1, 2009, 7 to 8 PM.

Declare Yourself: Steps to Plan for Your Future

April 5, 2009, 7 to 8 PM.

Empower Yourself: What is It and Why is It Important

May 3, 2009, 7 to 8 PM

www.pyln.pbwiki.com

2009 Reconnecting the Heart Conference

March 5 and 6, 2009 in Oil City
www.heart2heartpa.org/Events.html

Getting Everyone Covered Conference on Health Care Reform in PA

March 8-9, 2009, Harrisburg Hilton
A conference for those who are or want to become part of the movement to make sure every Pennsylvanian has health coverage. Sponsored by PA Health Access Network, AARP-PA, and HCAN-PA.
www.pahealthaccess.org

Come & Learn How You Can and Should Save Money for Your Child

March 11, 2009, 10 AM to 12 noon
ACHIEVA - 711 Bingham Street, Pittsburgh, PA
Learn ways to save for your child without impacting eligibility for medical assistance. To Register email klesko@achieva.info or call Kathy Lesko @ 412-995-5000 x509

Person Directed Supports, an MR Partnership Training

March 15, 2009, 6:30 to 8:30 PM

Radisson Hotel Greentree

This training is offered during the PA Connecting Communities St. Pat's Dance. Parents can network and learn about the Mental Retardation System in PA while your son or daughter enjoys the dance.

For more information call 412-784-1472

Advocacy 101

March 15, 2009

Lawrence County Autism Society's Annual Conference.

For information call: 724-657-9943

Developing a Good ISP (Individual Support Plan), an MR Partnership Training

March 17, 2009, 6:30 PM-8:30 PM

Arc of Greater Pittsburgh, Beaver Office - 500 Market Street, Suite 200A, West Bridgewater, PA

To register email klesko@achieva.info or call Kathy Lesko @ 412-995-5000 x509

Legal Advocacy As A Tool for Social Change

Thursday, March 19, 2009, 10 AM - 4 PM
Harrisburg Hilton, Harrisburg, Pennsylvania
Presented by the Disability Rights Network of Pennsylvania through

For more information, visit www.drnpa.org



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OUR THIRD ANNUAL CONFERENCE Celebrating Commons Bonds: Enriching our Inclusive Communities

Pre Conference Day: March 16
Conference Days: March 17 & 18

Four Points by Sheraton Pittsburgh North

Register at www.pealcenter.org

Dele clic aquí para ver el folleto de la conferencia en español www.pealcenter.org
Para más información llame al 866-950-1040 extensión 19 y deje un mensaje. Le llamaremos luego para responder a sus preguntas.

UPCOMING EVENTS

(Continued from page 7)

Planning for Life After High School – an MR Partnership Training

March 21, 2009. 10 AM - Noon
ARC Human Services, 270 Country Club Rd, Meadow Lands, PA 15347
To Register email klesko@achieva.info or Call Kathy Lesko @ 412-995-5000 x509

Bucks County Autism Support Coalition 2ND Annual Autism Conference

March 28th, 2009
Warrington, PA
Keynote Speaker: Jed Baker, Ph.D.
This all day conference addresses the needs of both parents and professionals covering individuals with autism from preschool through adulthood.
www.regonline.com/bcasc

Kaleidoscope

March 28, 2009 -12:00 - 6:00 PM
Penn State Behrend Junker Center
information fair about the goods and services available to families influenced by, and managing Autism in their lives.
Keynote Speaker: William Stillman, author of *Demystifying the Autistic Experience*.

Southeastern Pennsylvania Pediatric Special Needs Trade Show in Philadelphia

April 2, 2009, 11:00 AM - 6:00 PM .
Hilton of Philadelphia, City Line Avenue
Sponsored by Bayada Nurses
For more information call Kimberly Biggins at (215) 657-3900 or e-mail kbiggins@bayada.com

Living Good Lives on the Autism Spectrum

April 29 – 30, 2009 and May 1, 2009
Penn State Great Valley, Malvern PA
An exploration of autism that challenges present definitions and explanations by demonstrating the power of accommodations and inclusive, relationship-based approaches to create access to "the good life" across the autism spectrum. Presenters include: Anne Donnellan PhD, Martha Leary, MA, CCC/SLP, Nan Negri, PhD, William Stillman, David Pitonyak, PhD, Kate McGinnity, MS, Ari Ne'eman.
<http://www.yapinc.org/>

Pennsylvania Community on Transition Conference: Success by Design

July 22 - 24, 2009
Penn Stater Conference Center and Hotel, State College
For Additional Information, To obtain a copy of the Call for Proposals to Present, please visit www.sharedwork.org/patransition.
(202) 260-0818, e-mail at Katie.Mincey@ed.gov
TDD, call 1-800-877-8339