

CURRICULUM VITAE

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Citizenship: Canada and USA, Permanent Residence Status in Australia

Employment History

Director of Supported Decision Making Initiative

Center for Public Representation

22 Green St., Northampton, MA, USA 01040

(January 2018 to Present) 413 586 6024

The Center for Public Representation has had over forty years of experience with advocating for the rights of various vulnerable populations throughout the United States. It has seen the many potential benefits of supported decision making as being consistent with its broader concern with upholding the rights and strengthening the autonomy of persons with disabilities of various kinds as well as with the elderly.

It initiated one of the first extensively evaluated pilot projects on supported decision making in the country in Massachusetts and followed this up several years later with the launch of five new supported decision making pilot projects in Massachusetts as well as another in Georgia in cooperation with the Georgia Advocacy Office. It has also launched an ongoing technical assistance center on supported decision making. One aspect of this has been a special education and technical assistance initiative directed to medical decision making.

More recently, the Center is in the process of entering into a cooperation and technical assistance agreement with an elder care agency in Massachusetts that is seeking to initiate a first of its kind supported decision making pilot directed entirely to elders. The Center's work on supported decision making has various local, national and international aspects to it and is expected to expand further in coming years.

Consultant to the International Initiative on Disability Leadership (IIDL) (2008 to present)

The International Initiative on Mental Health Leadership (IIMHL) is a vehicle created by participating national governments to link leaders across the participating countries on many diverse aspects of the sector that are engaged with providing substantive leadership on a wide range of matters that are significant and important. The International Initiative on Disability Leadership was created as a separate initiative targeted to the disability sector and its concerns. The two organizations are essentially “sister” organizations that focus independently on their specific populations and distinct leadership challenges and operate in similar ways. The IIMHL has been in existence longer than the IIDL and consequently has more participating countries and governments.

The work of consultant has been largely directed to helping build the capacities of the IIDL at a governance, programmatic and membership level. Often, the IIMHL and IIDL collaborate on matters that are common to both organizations that pose highly relevant leadership challenges in both sectors. Given that leadership can take many forms and there are many constituencies engaged in specific leadership issues and networks, the ways to link and mobilize across these networks are multiple in nature and constantly evolving. Consequently, much of the consulting work has involved working with multiple parties both on strategic issues and the international programs that are initiated each year.

Director of Kendrick Consulting International 4 Bullard Avenue, Holyoke, MA 01040. (1997 to present)

International Consultant in Human Services

The role has been very diverse and has involved consulting, education and evaluative work with many governments, private agencies, advocacy groups, community organizations, universities and colleges, and others in countries such as Ireland, Australia, Canada, New Zealand, England, Ireland, Scotland, Northern Ireland, the United States, the Netherlands, Nicaragua, Honduras, Guatemala, Belgium, Norway, the United Arab Emirates, South Korea, Ethiopia, Mexico, Sweden and elsewhere. The work has involved training, evaluations, strategic planning, critical problem solving and confidential advice in the areas of mental health, disability and aging with an emphasis on persons requiring long term complex support.

The areas of concern generally relate to what is financially, programmatically and organizationally effective and what is consistent with good values, ethics and advanced practice and quality in the field.

This routinely has included modifying systems and practices, strengthening quality, creating and exercising leadership, fostering innovation, developing management and operational methods, crafting safeguards, engaging advocacy and change, assisting with community development, conducting evaluations, devising strategy, providing education and training, and exploring improvements in empowerment and decision-making.

The role has involved a continuing relationship with the various organizations hosting the work. During this period, I developed and delivered the Optimal Individual Service Design course that is the most in depth leadership level educational program available internationally at present on developing personalized solutions to complex needs. This ten day course has been offered over eighty five times and in three languages that several thousands of people have attended. I have also served as consultant to the International Initiative in Disability Leadership and as participant in the International Initiative on Mental Health Leadership for over a decade.

The Commonwealth of Massachusetts Department of Developmental Services, 500 Harrison Avenue, Boston, MA 02118
(1995-1997)

Assistant Commissioner for Program Development

This senior public service position as the chief deputy of the State Commissioner regarding program development was created to provide overall program leadership to all the department's services and to coordinate all external relations of the department. The position was charged with overall leadership for transforming and updating all the department's efforts to overhaul and improve the services it directly delivered and contracted for. It was intended to link the best of values based and innovative service models and practices with the best of management, organizational and financial systems. This involved situation analysis, evaluation of client impacts, policy and program design, implementation strategy, leadership, innovation and community development and relations with other systems that it interacted with this major government department. The department at the time was large with a budget of over a billion dollars (USD) with 9000 of its own employees, utilizing over 400 contracted agencies, and serving approximately 20,000 or more consumers and families. Today the DDS has a budget of 1.7 billion dollars.

Institute for Leadership and Community Development, 17 New South St., Northampton, MA 01060 USA
(1989-1995)

Founder and Director

This was an educational/consulting organization that undertook to support people and organizations to take on actions, projects, or other commitments resulting in leadership. I worked with groups throughout Massachusetts and other American states, Canada, Australia, New Zealand, the United Kingdom, and elsewhere on matters related to mental health, disability and aging. Its efforts were directed at strengthening local leadership, innovation, and problem solving.

**The Safeguards Project, Sponsored by the MA Department of Mental Health, Northampton, MA 01060
(1980-1989)**

Founder and Director

This was a long term education and development project that was created to try to establish conditions in both mental health and developmental disability services, as well as to a degree in the broader community, that would be most facilitative of such persons obtaining both a high quality of service and lives in the community that were valued and satisfying. The intent was to go beyond just the provision of community supports to stimulate a shift in values, perceptions and practices in favor of such persons; many of who had spent long periods of time in institutions.

It accomplished this in part through providing training, technical assistance, conferences, study sessions, planning assistance and problem solving to staff and community people associated with mental health, physical disability, and other developmental disability services. It necessarily focused on values, service quality, and leadership with a specific emphasis on linking positive community living and service goals and practices to the needs of those persons served by the Department of Mental Health.

**National Institute on Mental Retardation, Toronto, Canada (now called the G. Alan Roeher Institute)
(1977 to 1979)**

Consultant on Community Service System Development & Training and Atlantic Region Representative

This was a national position created to assist with the effort to stimulate the emergence of comprehensive community service systems developments across the country (“ComServ”) as well as many related leadership development activities to this end. This was done as a form of technical assistance to not only the national, provincial and local

advocacy groups which were sponsoring such change but also many others including allied advocates, consumers and families, professionals, academics, activists and others. It involved a wide range of activities that include troubleshooting, training, networking, evaluation, conferences, consultation, study sessions, program development and so forth. The effort involved many people over the decade of the 1970's. Its overall thrust was what was called at the time "values based" leadership.

Community Mental Health Services, (Services for the Post Mentally Ill), Province of Nova Scotia, Department of Community Services, Halifax, N.S., Canada (1976-1977)

Coordinator

This position involved program development work in support of the creation and enhancement of community services for people leaving in-patient institutions, as well as already living in the community. This was a new position intended to reflect the growing conviction at that time that community supports were preferable as the priority for development.

Other Prior Human Services Positions

Metropolitan Region Street Services for Persons Who Abuse Drugs, Halifax, NS, Canada

Coordinator

Group Home for Persons with a Developmental Disability, Halifax, NS, Canada

Coordinator

Family & Children's Services Bureau, Halifax, NS Canada

Child Protection Officer

Mental Health Research Project on Community Service Use, Halifax, NS Canada

Researcher

Education and Advanced University Degrees

Bachelor of Arts: St. Mary's University, Halifax, N.S., Canada

Master of Social Work: Dalhousie University, Halifax, N.S., Canada

Doctorate in Sociology: University of Massachusetts, Amherst, MA, USA

University Teaching Positions

Adjunct Faculty, **University of Massachusetts**, Department of Psychology, 1995 Course: Key Issues in Disability.

Adjunct Faculty, **University of Calgary**, 1996-1999 Rehabilitation Studies Department, Course: Consumer Centered Leadership in Human Services.

Lecturer, **Flinders University**, South Australia, Course: Consumer Centered Leadership in Human Services (with TEC), 1996, 1997.

Adjunct Faculty, **Smith College School of Social Work**, Northampton, MA 01060, 1990-1992. Course: The Social Worker in the Community and Agency.

Instructor, **Auckland College of Education**, Auckland, New Zealand Course: Consumer Centered Leadership in Human Services, 1993, 1995, 1996.

Instructor, **Edith Cowan University**, Perth, Western Australia, 1987-1999, Various in-service courses including leadership, service design, advocacy etc.

Instructor, **Massey University**, Palmerston North, New Zealand, 1997, Course: Consumer Centered Leadership

Adjunct Professor, **Griffith University**, Brisbane, Australia, College of Human Services and Social Work, Special Projects, 2015

Current Voluntary Roles

Member, National Disability Insurance Scheme Advisory Board, Australia

Member, TASH international Activities Committee and TASH Community Living Committee

Board member, TASH (2018)

Public Speaking Topics

The author has given many thousands of public presentations in many countries on a wide range of topics that would be too lengthy to mention here. However, it may be possible to discern what many of these topics might be from the list of publications directly below. Otherwise, it would be best to contact the author for more detail.

PUBLICATIONS

Kendrick, Michael (1980), "The Response of the Community", in Sterilization and Mental Handicap, National Institute on Mental Retardation, Toronto, Ontario, Canada (Proceedings of Symposium).

Hogan, Michael and Kendrick, Michael, (1986), "Values Training and Systems Change: A Human Resource Development Strategy, Western Interstate Commission for Higher Education, Publication Number 3B42

Schwartz, David B., Kendrick, Michael J., McKnight, John, (1988), A Story That I Heard, Pennsylvania Developmental Disabilities Planning Council, Harrisburg, PA, USA.

Kendrick, Michael, "Community Living and The Changing Role of Voluntary Associations", *Alberta Perspective*, Edmonton, Alberta, Canada, February 1989.

Kendrick, Michael, "Some Reflections on Community Living, Reform and Personal Conduct", *Interaction*, National Council on Intellectual Disability, Canberra, Australia, 1989.

Kendrick, Michael, "The Myth of Public Concern: Will It Be Safe to Be Old in the Twenty-First Century?" in Aging Into the Twenty-First Century, Edited by Christine Blais, Captus University Publications, Ottawa, Ontario, 1991.

Kendrick, Michael, "Some Key Evaluative Questions for Service Programs", *Leisurability*, Vol. 18, #3, 1991

Kendrick, Michael, "Clarifying Ultimate Personal Responsibility for A Local Citizen Advocacy Program", *Citizen Advocacy Forum*, Vol. 2, No. 2, 1991

Kendrick, Michael, "The Choice Between a Real Home and A Program," *Progress*, Vol. 2, Issue 1, Commonwealth of Massachusetts, Department of Mental Retardation, Boston, MA, USA, 1993

Kendrick, Michael, "Personal and Public Leadership Challenges," in V.J. Bradley, J.W. Ashbaugh and B.C. Blaney (Eds) Creating Individual Supports for People with Developmental Disabilities, Paul H. Brookes Publishing Company, 1994.

Kendrick, Michael, "Thirty Elements of Service Quality, " *Progress*, Vol. 2, Issue 2, Commonwealth of Massachusetts, Department of Mental Retardation, 1994

Kendrick, Michael, "Some Reasons Why Social Role Valorization Is Important," *The International Social Role Valorization Journal*, Vol. 1, No. 1, 1994

Kendrick, Michael, "Some Significant Ethical Issues in Residential Services", Sundram, Clarence J., Editor, Choice and Responsibility: Legal and Ethical Dilemmas in Services for Persons with Mental Disabilities, State of New York Commission on Quality of Care for the Mentally Disabled, Albany, New York, 1994.

Kendrick, Michael, "Further Thoughts on the Mental Health System in 2020," *Resources*, Vol. 6, No. 2, 1994

Kendrick, Michael, "Some Examples of Personal Responses to Stigma Which Can Be Positive and Helpful", *Resources*, Vol. 6, No. 3, 1994.

Kendrick, Michael, "The Natural Authority of Families", *Crucial Times*, Brisbane, Australia, 1995.

Kendrick, Michael, "Leadership and Service Quality," *The International Social Role Valorization Journal*, Vol. 2, Number 2, Autumn, 1996.

Kendrick, Michael, "The Leadership Challenge of Service Quality", *Interaction*, Vol.11, Issue 1, 1997

Kendrick, Michael, "Best Practices in Mental Health Community Supports and Social Role Valorization Theory", *UK SRV Newsletter*, Issue 2, Summer, 1997

Kendrick, Michael, "The Impact of Social Role Valorization on Selected English Speaking Countries, in Flynn, Robert J. and Lemay, Raymond A. (Eds), A Quarter Century of Normalization and Social Role Valorization: Impact and Evolution, University of Ottawa Press, Ottawa, ON, Canada, 1999

Kendrick, Michael, "Some Reflections on the Struggle to Make a Real and Enduring Difference" in Cross, A, Sherwin J, Funnell B, Rodgers M, (Eds), Gathering the Wisdom: Changing Realities in the Lives of People with Disabilities, CRU Publications, Brisbane, Australia, 1999

Kendrick, Michael, "Renewal and Rebuilding", in Cross, A, Sherwin J, Funnell B, Rodgers M, (Eds), Gathering the Wisdom: Changing Realities in the Lives of People with Disabilities, CRU Publications, Brisbane, QLD, Australia, 1999

Kendrick, Michael, "Formal Individualization Systems: Their Potential and Limitations", *Crucial Times*, July 1999

Kendrick, Michael, "Reducing the Fears and Inhibitions Concerning Personal Advocacy", *Citizen Advocacy Forum*, October 1999

Kendrick, Michael, "Quality and Community Employment" in Bennie, G. and Sullivan, M. (Eds), Work Matters: Disabled People and the Challenge of Unemployment, Massey University Press, New Zealand, 2000

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Kendrick, Michael (2000), "Some Observations on What One Person Can Do In Human Services, in Montgomery, Chris (editor) Sharing the Road in 1999: Proceedings of the 1999 Conference for Direct Support Workers Brisbane: ASSID (QLD) Inc., Brisbane, Australia, 2000

Kendrick, Michael, "Examples of Some Successful Strategies in Empowering Those Who Utilize Services" *Interaction*, Volume 13, Issue 2, 2000

Michael John Kendrick, "Leadership, ideology and the community living movement", (January 1, 2000). *Electronic Doctoral Dissertations for UMass Amherst*. Paper AAI9978514.
<http://scholarworks.umass.edu/dissertations/AAI9978514>

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Kendrick, Michael J., (2000), "Some Observations on Several Enduring and Decisive Leadership Challenges in the Field of Disability", Monograph of the Australian Society for the Scientific Study of Intellectual Disability, Queensland Division (ASSID QLD Inc.), Brisbane, Australia

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Kendrick, Michael J., "Person Centeredness: A Characteristic of People, Not Systems", *Crucial Times*, No.18, July 2000

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Kendrick, Michael “Conviction, Personal Commitment and Social Change”, Proceedings: Queensland Advocacy Conference, 2001, Brisbane, Australia, 2001

Kendrick, Michael “The Role of Rights in Testing the Legitimacy and Substance Of SRV Theory” Proceedings: Sharing The Road Conference, Brisbane, Australia, 2001

Kendrick, Michael “SRV Theory: The Challenge of Making the Case” Proceedings: Sharing the Road Conference, Brisbane, Australia, 2001

Kendrick, Michael J., “Supplementary Written Testimony to The Australian Capital Territory Judicial Inquiry”, Canberra, Australia, 2001
www.act.gov.au/disabilityinquiry/submissions.html

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Kendrick, Michael J., Fratangelo, Patricia “What The Future Holds” in One Person At A Time: How One Agency Changed From Group To Individualized Services, Editors Fratangelo, P., Olney, M., Lehr, S.,

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Kendrick, Michael J., "Self Direction" In *Services and The Emerging Safeguarding and Advocacy Challenges That May Arise*, Discussion Paper of The Connecticut Office of Protection and Advocacy for Persons with Disabilities, 2002 (see also)

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Texas, 77019, January 2006

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Kendrick, M., “On Being Somewhat Person Centered”, *CRUCial Times*, Issue 38, Brisbane, Australia, February 2007

Kendrick, Michael J., “Must History Always Repeat Itself?” CRU Conference Publications, Community Resource Unit, Brisbane, Australia, February 2007

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Kendrick, Michael J. "Kendrick, Michael J., "A brief reflection on agency viability and the creation of good service user support options", *Community News Update*, North Carolina Council of Community Providers, April 2000, Raleigh, NC

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Kendrick, Michael J. “Safeguarding the Future”, Articles: Belonging Matters, Melbourne, Australia, 2018

Reports on Independent Service or Systems Evaluations Conducted by Michael J. Kendrick PhD

Though many such reports may not always be released for public access, there are many that have been and thus may be of interest to some readers depending upon what the specific evaluation principally focused on. Since these reports number in the hundreds, it is best to contact the author to see if the subject matter you are interested in is available.

Personal and Professional References

Available upon request.

Training Or Consultation Experience

What follows is a listing of some of the agencies that I have been hosted by. The work involved has varied, but has routinely involved training and other speaking engagements, consultative and evaluative work, leadership development, planning, analysis and other supports to these organizations. They are provided to give a flavor of the types of organizations I have been involved with. The list is incomplete.

- ☞ Ability West, Galway, Ireland
- ☞ A Place to Belong, Anglicare Queensland, Brisbane, QLD, Australia
- ☞ ACT Department of Health and Community Services, Canberra, ACT, Australia
- ☞ Accessibility, Auckland, New Zealand
- ☞ Accreditation Ontario, Toronto, Ontario, Canada
- ☞ Achieve Australia, Sydney, NSW, Australia
- ☞ Activ Foundation, Perth, Western Australia, Australia
- ☞ ACROD, Perth, Western Australia, Australia
- ☞ Adelaide Central Mission, Adelaide, South Australia, Australia
- ☞ Ad Lib Center for Independent Living, Pittsfield, MA, USA
- ☞ ADACAS, Canberra, ACT., Australia
- ☞ Aged Care and Housing, Adelaide, South Australia, Australia
- ☞ Alaska Office of Protection and Advocacy, Anchorage, AK
- ☞ Alberta Association for Community Living, Edmonton, Alberta, Canada
- ☞ Alberta Safeguards Foundation, Calgary, Alberta, Canada
- ☞ Algoma And District Association for Community Living, Sault Saint Marie, Ontario, Canada

- ☞ Alternatives, Whitinsville, MA, USA
- ☞ American Association on Mental Retardation, New England Region, USA
- ☞ Amicus, Bendigo, Victoria, Australia
- ☞ Anglicare WA Mental Health, Perth, WA, Australia
- ☞ Association for Advocacy for Change Through Training, Melbourne, Victoria, Australia
- ☞ Association for Leadership and Community Development, Auckland, New Zealand
- ☞ Aurora Association for Community Living, Denver, Colorado, USA
- ☞ Auckland College of Education, Auckland, New Zealand
- ☞ Auckland Area Mental Health Services, Auckland, New Zealand
- ☞ Australian Society for The Study Of Intellectual Disability, National, Western Australian and Queensland Divisions
- ☞ Australian National Disability Agency, Canberra, ACT, Australia
- ☞ Area Agency for Developmental Disabilities, Merrimack, N.H., USA
- ☞ Authority for Intellectual Disability of Western Australia, Perth, Australia
- ☞ Auckland Area Mental Health Services, Auckland, New Zealand
- ☞ Avalon Aotearoa, Taranga, New Zealand
- ☞ BALANCE, Toronto, Ontario, Canada
- ☞ Barnwood Trust, Gloucester, United Kingdom
- ☞ Belchertown State School, Belchertown, MA, USA
- ☞ Belonging Matters, Melbourne, Vic, Australia
- ☞ Bindi, Inc, Alice Springs, Northern Territory, Australia
- ☞ Brain Injury Association of British Columbia, Victoria, BC, Canada
- ☞ British Columbia Dept. of Health, Victoria, B.C., Canada
- ☞ British Columbians for Mentally Handicapped Persons, Vancouver, B.C., Canada
- ☞ British Columbia Association for Community Living, Vancouver, BC
- ☞ Brothers of Charity, Ennis, Clare County, Ireland
- ☞ Brothers of Charity, Roscommon, Roscommon, Ireland
- ☞ Brothers of Charity, Limerick, Ireland
- ☞ Brothers of Charity, Southern Services, Cork City, County Cork, Ireland
- ☞ Burnaby Association for Community Inclusion, Burnaby, BC
- ☞ Campaign for the Mentally Handicapped Education and Research Association, London, England
- ☞ Canadian Association for Community Living, Toronto, Ontario, Canada
- ☞ Canadian Council on Accreditation, Toronto, Ontario, Canada
- ☞ Canadian National Institute for the Blind, Quebec Division, Montreal, Quebec, Canada
- ☞ Career Development Services, South Hadley, MA, USA
- ☞ CCS NZ, Wellington, New Zealand
- ☞ Cedarcrest Hospital, Newington, CT, USA
- ☞ Center for Community Education and Action, Northampton, MA, USA
- ☞ Center for Disability Studies, University of Sydney, Sydney, NSW, Australia
- ☞ Center for Human Development, Springfield, MA, USA
- ☞ Center for the Development of Human Resources, Perth, Western Australia, Australia

- ☞ Center for Humanistic Change, Springfield, MA, USA
- ☞ Center for Inclusion and Citizenship, University of British Columbia, Vancouver, BC, Canada
- ☞ Centre for Disability Law and Policy (NUIG), Galway, Ireland
- ☞ Center for Public Representation, Northampton, MA USA
- ☞ Cerebral Palsy Association of Western Australia, Perth, Western Australia, Australia
- ☞ Cheshire Homes, Dublin, Ireland
- ☞ Child, Woman and Family Services, Waitemata DHB, Auckland, New Zealand
- ☞ Children's Aid Society of Prescott Russell, Plantagenet, Ontario, Canada
- ☞ Chrysalis, Edmonton, Alberta, Canada
- ☞ Citizen Advocacy, NSW, Sydney, New South Wales, Australia
- ☞ Citizens for Valued Lives, Albany, NY, USA
- ☞ Coalition for Community Living, Belchertown, MA, USA
- ☞ Coff's Harbour Support Services, Coff's Harbour, NSW, Australia
- ☞ Colchester Citizen Advocacy, Colchester, CT, USA
- ☞ Colorado Dept. of Developmental Disabilities, Denver, CO, USA
- ☞ Colorado Association for Community Living, Denver, CO, USA
- ☞ Comhairle, Dublin, Ireland
- ☞ Commonwealth Dept. of Health, Housing and Community Services, Brisbane, Adelaide, Perth, Sydney, Australia
- ☞ Commonwealth Institute, Harrisburg, PA, USA
- ☞ Commonwealth Residential Program, Springfield, MA, USA
- ☞ Community Provider Consortium, Meriden CT, USA
- ☞ Company of Friends/LIFE, Winnipeg, Manitoba, Canada
- ☞ Community Living Belleville And Area, Belleville, Ontario, Canada
- ☞ Community Living Brandt, Brantford, Ontario, Canada
- ☞ Community Living British Columbia, Vancouver, BC
- ☞ Community Living Huntsville, Huntsville, Ontario, Canada
- ☞ Community Living Kingston, Ontario, Canada
- ☞ Community Living Ontario, Toronto, Ontario, Canada
- ☞ Community Living Parry Sound, Parry Sound, Ontario
- ☞ Community Living Society, Vancouver, BC, Canada
- ☞ Community Living Trust, Hamilton, New Zealand
- ☞ Community Options, Belchertown, MA, USA
- ☞ Community Options, Canberra, ACT, Australia
- ☞ Community Resources, Inc., Taunton, MA, USA
- ☞ Community Resources for People with Autism, Easthampton, MA, USA
- ☞ Community Resource Unit, Brisbane, Australia
- ☞ Connecticut Valley Hospital, Middletown, CT, USA
- ☞ Connecticut Office of Protection and Advocacy, Hartford, CT, USA
- ☞ Connecticut Association of Rehabilitation Facilities, CT, USA
- ☞ Connecticut Dept. of Mental Retardation, Hartford, CT, USA
- ☞ Connecticut Dept. of Mental Health, Hartford, CT, USA
- ☞ Connecticut Training Project, Hartford, CT, USA
- ☞ Connecticut Coalition for Citizens with Disabilities, Hartford, Ct, USA

- ☞ COPE, Cork City, County Cork, Ireland
- ☞ Cornerstone, Easthampton, MA, USA
- ☞ Cortland Association for Retarded Citizens, Cortland, NY, USA
- ☞ Denver Association for Community Living, Denver, CO, USA
- ☞ Department of Community Services, Melbourne, VIC, Australia
- ☞ Department of Developmental Services, Commonwealth of Massachusetts, Boston, MA USA
- ☞ Department of Health, Developmental Disability Services Division, Santa Fe, New Mexico, USA
- ☞ Department of Mental Health, Commonwealth of Massachusetts, Northampton, MA, USA
- ☞ Disability, Housing and Community Services, Canberra, ACT, Australia
- ☞ Disability Services Commission, Perth, Western Australia, Australia
- ☞ Disability Services Queensland, Brisbane, Queensland, Australia
- ☞ Disability SA, Department of Families and Communities, Adelaide, South Australia
- ☞ Division of Mental Health, Retardation and Substance Abuse of North Carolina, Raleigh, NC, USA
- ☞ Division of Developmental Disabilities, Dept. of Health and Social Services, Olympia, WA, USA
- ☞ Dunn Mental Health Center of Eastern Indiana, Indiana, USA
- ☞ Durham Association for Family Respite Services, Oshawa, ON, Canada
- ☞ East Central Mental Health Services, Branford, CT, USA
- ☞ Eastern Region Health Authority, Dublin, Ireland
- ☞ Edith Cowen University, Perth, Western Australia, Australia
- ☞ Education for Community Initiatives, Holyoke, MA, USA
- ☞ Ellensburg Residential Conference, Ellensburg, WA, USA
- ☞ Enabling Good lives, Christchurch, New Zealand
- ☞ Eurin Boeun Dongsan Welfare Foundation, Seoul, South Korea
- ☞ FACS, NSW Government, Sydney, NSW, Australia
- ☞ Families Organizing for Change, Fairhaven, Massachusetts, USA
- ☞ Families Uniting for Change, Springfield, MA, USA
- ☞ Family Alliance of Ontario, Hamilton, Ontario, Canada
- ☞ Family Advocacy, Sydney, NSW, Australia
- ☞ Family Cash Assistance Project, Taunton, MA, USA
- ☞ Family Empowerment Project, Northampton, MA USA
- ☞ Family Support Institute, New Westminster, BC, Canada
- ☞ Foundations Inc., Sydney, New South Wales, Australia
- ☞ Foundation for Social Inclusion, Perth, Australia
- ☞ Framework Trust, Auckland, New Zealand
- ☞ Franklin County Association for Retarded Citizens, Greenfield, MA, USA
- ☞ Franklin/Hampshire Family Broker Program, Greenfield, MA, USA,
- ☞ Franklin/Hampshire Association for Community Advocacy, Northampton, USA
- ☞ Friends in Deed, Holyoke, MA, USA
- ☞ FOCUS, Canberra, ACT, Australia
- ☞ Gawith Villa, Melbourne, Australia

- ☞ Georgia Advocacy Office, Decatur, Georgia, USA
- ☞ G. Alan Roeher Institute, Toronto, Ontario, Canada
- ☞ Greenfield Partners in Advocacy, Greenfield, MA, USA
- ☞ Griffith University, Social Work Department, Brisbane, QLD, Australia
- ☞ Halifax Citizen Advocacy Project, Halifax, N.S., Canada
- ☞ Hampden County Association for Community Living, Springfield, MA, USA
- ☞ Health Funding Authority of New Zealand, Mental Health and Disability Supports Divisions, Wellington, New Zealand
- ☞ Health Services Executive, Dublin, Ireland
- ☞ Health Services Executive, Midlands Region, Ireland
- ☞ Homes West, Brisbane, Queensland, Australia
- ☞ Imagine, Burnaby, BC, Canada
- ☞ Imagine Better, Auckland, New Zealand
- ☞ Indiana Dept. of Mental Health, Indianapolis, Indiana, USA
- ☞ Indiana Safeguards Project, Indianapolis, Indiana, USA
- ☞ Indiana TASH, Indianapolis, IA
- ☞ Incentive Community Enterprises, Northampton, MA, USA
- ☞ Independent Advocacy in the Tropics, Townsville, Queensland, Australia
- ☞ Intellectual Disability Services of South Australia, Adelaide, South Australia, Australia
- ☞ In Control Wisconsin, Madison, Wisconsin, USA
- ☞ International Initiative for Disability Leadership, Auckland, New Zealand
- ☞ International Initiative for Mental Health Leadership, Auckland, New Zealand
- ☞ Institute for Family Advocacy and Leadership, Sydney, N.S.W., Australia
- ☞ Institute of Applied Behavioral Analysis, Los Angeles, CA
- ☞ Intellectual Disability Society of New Zealand, Wellington, New Zealand
- ☞ Interim Authority for Community Living, Vancouver, BC
- ☞ Jay Nolan Community Services, Los Angeles, California, USA
- ☞ Jewish Care, Sydney, Australia
- ☞ Julia Farr Center, Adelaide, South Australia
- ☞ Julia Farr Association, Adelaide, SA, Australia
- ☞ Kamloops Society for Community Living, Kamloops, British Columbia, Canada
- ☞ Kansas Association of Rehabilitation Facilities, Topeka, KS, USA
- ☞ Keystone Institute, Harrisburg, PA, USA
- ☞ Kindale Community Services, Armstrong, BC, Canada
- ☞ Kingston and District Association of Community Living, Kingston, Ontario, Canada
- ☞ Koomarri Association, Canberra, ACT, Australia
- ☞ Kootenay Society for Community Living, Nelson, BC, Canada
- ☞ Korea Association of the Welfare Institutes for the Disabled" (KAWID), Seoul & Pusan, South Korea
- ☞ Lethbridge Association for Community Living, Lethbridge, Alberta, Canada
- ☞ LEAP, Ireland
- ☞ Lifestyle Options, Brisbane, QLD, Australia
- ☞ Louisiana Developmental Disabilities Council, Baton Rouge, Louisiana

- ☞ Macomb-Oakland Regional Center, Detroit, MI, USA
- ☞ Mamre Association, Brisbane, Queensland, Australia
- ☞ Manitoba Association for Community Living, Winnipeg, Manitoba, Canada
- ☞ Massachusetts Council of Human Service Providers, Boston, MA, USA
- ☞ Massachusetts Dept. of Mental Retardation, Boston, MA, USA
- ☞ Massachusetts Developmental Services Department, Boston, MA USA
- ☞ Massachusetts Association of Retarded Citizens, Waltham, MA, USA
- ☞ Massachusetts Families Organizing for Change
- ☞ Massey University, Department of Social Work, Palmerston North, New Zealand
- ☞ Melba Community Support Services, Melbourne, VIC, Australia
- ☞ Mental Illness Fellowship, Melbourne, VIC, Australia
- ☞ Meridian, Inc., Greenfield, MA, USA
- ☞ Midland Regional Office, Disability Support Services, New Zealand Ministry of Health
- ☞ Mid-Glamorgan Mental Health Services, Bridgend, Wales, UK
- ☞ Milford Mental Health Clinic, Milford, CT, USA
- ☞ Milparinka, Melbourne, Australia
- ☞ Ministry of Health, Mental Health, New Zealand, Wellington, New Zealand
- ☞ Missouri Department of Mental Health, Columbia, Missouri, USA
- ☞ Mississauga Association for Community Living, Mississauga, Ontario, Canada
- ☞ Monadnock Developmental Services, Keene, NH, USA
- ☞ Muskoka Regional Center, Gravenhurst, Ontario, Canada
- ☞ Muriosa Foundation, Ireland
- ☞ National Association for Retarded Citizens, Arlington, Texas, USA
- ☞ National Association of Rights Protection and Advocacy, Minneapolis, MN, USA
- ☞ National Association of Rehabilitation Facilities, Washington, DC, USA
- ☞ National Association of State Directors of Developmental Disabilities Services
- ☞ National Association of State Developmental Disabilities Councils
- ☞ National Disability Authority of Ireland, Dublin, Ireland
- ☞ National Disability Insurance Agency, Canberra, ACT, Australia
- ☞ National Disability Services, Sydney, Australia
- ☞ National Federation of Voluntary Bodies, Galway, Ireland
- ☞ National Institute for Studies in Learning Difficulties, Trinity College, Dublin, Ireland
- ☞ Nemasket Group Community Services, Fairhaven, MA USA
- ☞ New Brunswick Association for Community Living, Fredericton, NB, Canada
- ☞ New Brunswick Department of Family and Community Services, Fredericton, NB
- ☞ New England Business Associates, Holyoke, MA, USA
- ☞ New Hampshire Alliance for Community Living, Concord, NH, USA
- ☞ New Hampshire Department of Mental Health, Concord, NH, USA
- ☞ New Horizons North, Ashland, Wisconsin, USA
- ☞ New Mexico Office of Protection and Advocacy, Albuquerque, NM, USA

- ☞ New York State Association of Community Residential Agencies, Albany, NY, USA
- ☞ New York State Quality of Care Commission, Albany, NY, USA
- ☞ New York State Office of Mental Retardation and Developmental Disabilities, Albany, New York, USA
- ☞ Newfoundland Association for Community Living, St. John's, Newfoundland, Canada
- ☞ New Zealand Ministry of Health, Wellington and Auckland, New Zealand
- ☞ New Zealand Foundation for the Blind, Auckland, New Zealand
- ☞ Northampton State Hospital, Northampton, MA, USA
- ☞ Northampton Survival Center, Northampton, MA, USA
- ☞ North Carolina Association for Community Living, Raleigh, NC, USA
- ☞ North Carolina Planning Council on Developmental Disabilities, Raleigh, NC
- ☞ North Carolina Council on Community Programs, Raleigh, NC
- ☞ North Okanagan Community Living Society, Vernon, BC, Canada
- ☞ North Quabbin Citizen Advocacy, Orange, MA, USA
- ☞ Nova Scotia Association for Community Living, Dartmouth, NS, Canada
- ☞ Nova Scotia Department of Community Services, Halifax, Nova Scotia, Canada
- ☞ Nova Scotia Government Office of Policies and Priorities, Halifax, Nova Scotia, Canada
- ☞ Occupational Center of Central Kansas, Salinas, KS, USA
- ☞ Ohio Department of Mental Health, Ohio, USA
- ☞ Ohio Safeguards, Chillicothe, Ohio, USA
- ☞ Onondoga Community Living, Syracuse, NY, USA
- ☞ Ontario Family Alliance, Toronto, Ontario, Canada
- ☞ Ontario Training Group, Toronto, Ontario, Canada
- ☞ Palmer Associates, Palmer, MA, USA
- ☞ Parent Support Project, Springfield, MA, USA
- ☞ Partners in Advocacy, West Springfield, MA, USA
- ☞ Pennsylvania Developmental Disabilities Council, Harrisburg, PA, USA
- ☞ Pennsylvania Office of Mental Retardation, Harrisburg, PA, USA
- ☞ People First of Canada, Toronto, Ontario, Canada
- ☞ Personal Community Support Association of Alberta, Edmonton, Alberta, Canada
- ☞ Person-By-Person Project, Melbourne, VIC Australia
- ☞ Persons with Developmental Disabilities, Provincial Board, Edmonton, Alberta
- ☞ Persons with Developmental Disabilities, Edmonton Region, Edmonton, Alberta
- ☞ Persons with Developmental Disabilities, Central Region, Red Deer, Alberta
- ☞ Perspectief, Utrecht, Netherlands
- ☞ Pioneer Developmental Services, Chicopee, MA, USA
- ☞ Polus Center for International Development, Worcester, MA, USA
- ☞ Presbyterian Support Services, Dunedin, New Zealand
- ☞ Pueblo County Board for Developmental Disabilities, Brisbane, Queensland, Australia

- ☞ Quality Lifestyle Support, Toowoomba, QLD, Australia
- ☞ Queensland Advocacy Inc., Brisbane, Queensland, Australia
- ☞ Queensland Parents of People with Disabilities, Brisbane, Queensland, Australia
- ☞ Regional Coordination Service, Auckland, New Zealand
- ☞ Regional Residential Services Program, Dartmouth, Nova Scotia, Canada
- ☞ Rensselaer County ARC, Troy, NY, USA
- ☞ River Valley Services, Middletown, CT, USA
- ☞ Rygiel Homes, Hamilton, Ontario, Canada
- ☞ Saint John Association for Community Living, St. John, New Brunswick, Canada.
- ☞ Saint John of God Services of Victoria, Melbourne, Australia
- ☞ Saint John of God Services, Dublin, Ireland
- ☞ Saint Vincent de Paul, Sydney, Australia
- ☞ Saskatchewan Association for Community Living, Regina, Saskatchewan, Canada
- ☞ Scottish Human Services, Edinburgh, Scotland, UK
- ☞ Services for Community Living, Holyoke, MA, USA
- ☞ Sequin Community Services, Syracuse, NY, USA
- ☞ Seven County Services, Louisville, KY, USA
- ☞ Seven Hills Foundation, Worcester, Massachusetts, USA
- ☞ Sister of Charity Jesus and Mary Services, Monasterevin, County Kildare, Ireland
- ☞ Smith College School of Social Work, Northampton, MA, USA
- ☞ South Okanagan Society for Integrated Community Living, Oliver, BC
- ☞ Southwest Community Options, NINETTE, Manitoba, Canada
- ☞ Southern Alberta Community Living Association, Lethbridge, Alberta, Canada
- ☞ Speaking for Ourselves, Plymouth Meeting, PA, USA
- ☞ Spectrum Society for Community Living, Burnaby, British Columbia, Canada
- ☞ Spectrum Care, Auckland, New Zealand
- ☞ Springfield Citizen Advocacy, Springfield, MA, USA
- ☞ Staffing Options, Kalpana, Brisbane, QLD, Australia
- ☞ Standards Plus, Auckland, New Zealand
- ☞ Standards and Monitoring Services of New Zealand, Wellington, NZ
- ☞ State of Colorado Division of Developmental Disabilities, Denver, CO, USA
- ☞ Syracuse Developmental Center, Syracuse, NY, USA
- ☞ Syracuse Institute for Planning, Leadership and Change Agency, Syracuse, NY
- ☞ Summer Foundation, Blackburn, Victoria, Australia
- ☞ Sunbeam Home Services, Bray, Ireland
- ☞ TARGET, Inc., Palmer, MA, USA
- ☞ TASH, Washington, DC, USA
- ☞ The Learning Community, Edmonton, Alberta, Canada
- ☞ The Tipping Foundation, Melbourne, Victoria, Australia
- ☞ Training and Evaluation for Change, Adelaide, South Australia, Australia

- ☞ Uniting Care Community Options, Melbourne, Australia
- ☞ Uniting Care Queensland, Brisbane, Australia
- ☞ United Kingdom/PASS/Wales, Bridgend, Wales, UK
- ☞ United Kingdom Social Role Valorization, Wales, UK
- ☞ United States Justice Department, Washington, DC, USA
- ☞ University of Calgary, Dept. Of Rehabilitation Studies, Calgary, Alberta, Canada
- ☞ University of Ottawa, Dept. of Human Kinetics, Ottawa, Ontario, Canada
- ☞ University of Trondheim, Trondheim, Norway
- ☞ Vanguard, Inc., Chicopee, MA, USA
- ☞ Valley Programs, Northampton, MA, USA
- ☞ Valley Mental Health Center, Ansonia, CT, USA
- ☞ Valued Lives, Perth, WA, Australia
- ☞ Values in Action, Persons with Disabilities, Sydney, NSW Australia
- ☞ Vermont Association for Retarded Citizens, Burlington, VT, USA
- ☞ Vermont Citizen Advocacy, Burlington, VT, USA
- ☞ Vermont Coalition of Citizens with Disabilities, Burlington, VT, USA
- ☞ Vermont Dept. of Disability, Aging and Independent Living, Waterbury, VT
- ☞ Vernon Association for Community Living, Vernon, BC, Canada
- ☞ Victoria Department of Human Services, Melbourne, Victoria, Australia
- ☞ Walking United, Leon, Nicaragua
- ☞ Waitemata Health, Auckland, New Zealand
- ☞ Wesley Central Mission, Melbourne, Victoria, Australia
- ☞ Westbrook Services, Westfield, MA, USA
- ☞ Western Care Association, Castlebar, Ireland
- ☞ Western Massachusetts Training Consortium, Holyoke, MA, USA
- ☞ Western Australia Mental Health Commission, Perth, WA, Australia
- ☞ Western Sydney Intellectual Disability Support Group, Sydney, NSW, Australia
- ☞ West Virginia Court Monitor's Office, Charleston, WV, USA
- ☞ West Virginia Court System, Charleston, West Virginia, USA
- ☞ Windsor Association for Community Living, Windsor, Ontario, Canada
- ☞ Winifred Stuart Community Services, Edmonton, Alberta, Canada
- ☞ Wisconsin Developmental Disabilities Council, Madison, WI, USA
- ☞ Zayed University, United Arab Emirates