



**American Association  
on Mental Retardation**

**AAMR Publications**

- ▶ *New! The Supports Intensity Scale is a unique, consumer-directed planning tool for adults with developmental disabilities.  
See page 5.*
- ▶ *New! The Positive Behavior Support Training Curriculum effectively trains both supervisors and direct support staff.  
See page 4.*
- ▶ *PLUS . . . e-books now available on AAMR's Disability BooksOnline!  
See page 3.*



## A Message from the Executive Director

The American Association on Mental Retardation, both in its publications, such as *Mental Retardation* and in its policies and programs, is a leading force in the realization of the supports paradigm -- a way of understanding each individual's needs that encompasses self-determination, personal and family supports, positive behavior support, and community building. Our new *Supports Intensity Scale* is a unique assessment tool that disability professionals can now use in their work.

Additionally, one of our continuing tasks is to publish books that inform the public, set standards, transmit the latest research, translate research into clinical practice, and educate the next generation of professionals.

Our members are leaders in the field and many of them write and edit our books. I'd like to thank all of our authors and editors who have worked so hard and so well and contributed their time and talent to the field.

M. Doreen Croser  
Executive Director

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### AAMR Mission Statement

AAMR promotes global development and dissemination of progressive policies, sound research, effective practices and universal human rights for people with intellectual disabilities.

### ■ Our members.

Members of AAMR represent a broad range of professional disciplines involved in mental retardation and developmental disabilities. These include administrators, academics, residential and direct service personnel, physicians, teachers, consultants, students, family members, and supporters.

To join these professionals and gain the benefits of membership, simply log on to [www.aamr.org](http://www.aamr.org) and click on Membership and Join for 2003.

We currently offer the following ways to contact our members.

### ■ Advertising.

Our two top-ranked bi-monthly journals, the *American Journal on Mental Retardation* and *Mental Retardation*, offer display and classified advertising. You can also place a text ad in our monthly e-newsletter, *AAMR FYI.*, exhibit at our Annual Meeting during the last week of May, or advertise in the Annual Meeting Programs. In addition, there are also marketing opportunities on our popular web site.

### ■ List rental.

The AAMR community is large and growing, with over 60,000 members, book buyers, conference and seminar attendees, prospects, and subscribers. These lists are now available for you to use to inform our community about your products and services. For more information, please contact 202-387-1968 x206 or e-mail: [brucea@aamr.org](mailto:brucea@aamr.org)

## NEW! AAMR E-BOOKS ON Disability BooksOnline!

Accessing books on developmental disabilities just got simpler, faster, and a lot cheaper. AAMR has created **Disability BooksOnline**, a web portal where you can buy, download, and start reading select e-books on your computer in a matter of minutes. **Disability BooksOnline** presents major AAMR books in electronic formats such as Adobe PDF, HTML, Ion Text, and E-Monocle. Each format is unique, and our user-friendly FAQs page helps you decide which format best suits your needs.

### Why AAMR Disability Books Online?

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Using **Disability BooksOnline** is quick and easy. Look for the letters **DBO** to find pricing and descriptions of these AAMR e-books in this catalog:

- *Disability at the Dawn of the 21st Century and The State of the States*  
Entire book as well as book chapters, page 6
- *What Is Mental Retardation?*  
Entire book as well as book chapters, page 6
- *Mental Retardation: Definition, Classification, and Systems of Supports*, page 7
- *Positive Behavior Support for People with Developmental Disabilities*, page 9
- *Out of Darkness*, page 11
- *Embarking on a New Century*, page 11
- *Participatory Evaluation for Special Education and Rehabilitation*, page 14

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# Positive Behavior Support Training Curriculum

*Dennis H. Reid and Marsha B. Parsons Edited by David A. Rotholz, Bruce A. Braswell, and LouAnn Morris*

*Positive Behavior Support Training Curriculum* is designed for training supervisors of direct support staff as well as direct support professionals themselves in the values and practices of positive behavior support.

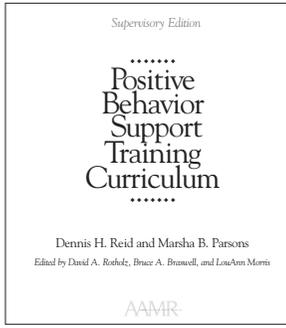
### Unique Features

- The training format:
  - is organized into as many as 26 modules addressing key sets of skills in positive behavior support
  - provides heavy emphasis on trainer demonstration and trainee practice of target skills
  - includes a “skills check” after each module that trainees are required to pass in order to complete the training
  - incorporates in-class activity, role play, and on-the-job demonstrations of skill proficiency

The curriculum format is designed for use by trainers who are experienced with the curriculum content. It includes a different *Trainee Resource Guide* of key reference materials for either supervisor or direct support trainee.

Also included are overhead transparencies for each module, all forms needed to conduct in-class roll plays, on-the-job evaluation of participant skills, and written examinations on the knowledge component of the course.

*For more details, visit [www.aamr.org](http://www.aamr.org) and click on Positive Behavior Support Training Curriculum*



### A Training Curriculum That Works!

*Positive Behavior Support Training Curriculum* has been used with more than 700 direct support supervisors across South Carolina. Not only did 85% of the supervisors demonstrate mastery level performance for each skill taught in the curriculum, but 99.6% also said they would recommend the training to other support personnel.

### How to Buy the Curriculum

Choose the edition(s) you wish to purchase. Each edition comes with one instructor copy of the *Trainee Resource Guide*.

**When you buy any edition, purchase enough appropriate guides to give trainees during the training and to use for future reference.** Call for special pricing when buying more than 50 *Trainee Resource Guides* of any kind.

**“We have searched the available curricula and only the *Positive Behavior Support Training Curriculum* requires demonstrating specific PBS skills on site. This increased our confidence that staff can provide the needed support skills where they work.”**

*Stephen J. Anderson, Ph.D.  
Director, Louisiana  
OCDD Psychiatric and  
Behavioral Resource Center*

Each edition features a handsome 3-ring notebook for the trainer’s curriculum and overhead transparencies. Also included is one copy of the appropriate *Trainee Resource Guide*.

### SUPERVISORY EDITION FOR TRAINING SUPERVISORS

#### Trainer’s Curriculum

A 420-page trainer’s curriculum, consisting of 26 modules. Contains outlines of each module, lists materials included and time requirement, step-by-step instructions for each module, plus activity sheets, skills check forms, mastery skills checklist, and 102 overheads.

**No. 362** 522 pp. \$395

#### Supervisor Trainee Resource Guide

156-page summary of important information. The guide is for trainee note-taking and reference.

**No. 363** \$10.95

### DIRECT SUPPORT EDITION FOR TRAINING DIRECT SUPPORT PROFESSIONALS

#### Trainer’s Curriculum

A 220-page trainer’s curriculum, consisting of 16 modules. It contains outlines of each module, lists materials and time requirements. You also get step-by-step instructions for each module, plus activity sheets, skills check forms, and 58 overhead transparencies.

**No. 360** 377 pp. \$295

#### Direct Support Trainee Resource Guide.

99-page summary of important information. The guide is for trainee note-taking and reference.

**No. 361** \$7.95

### BUY BOTH EDITIONS OF THE CURRICULUM AND SAVE 15%!

**No. 364** \$586

### Supports Intensity Scale

*James R. Thompson, Ph.D., Brian Bryant, Ph.D., Edward M. Campbell, Ph.D., Ellis (Pat) M. Craig Ph.D., Carolyn Hughes, Ph.D., David A. Rotholz, Ph.D., Robert Schalock, Ph.D., Wayne Silverman, Ph.D., Marc Tassé, Ph.D., Michael Wehmeyer, Ph.D*

This unique new assessment tool is designed to help you plan meaningful supports for adults with mental retardation. Developed by a team of disability experts over five years, the *Supports Intensity Scale* (SIS) reflects the most up-to-date, progressive thinking on disability services and assessment.

The *Supports Intensity Scale* consists of a comprehensive scoring system that measures the supports needs of persons with mental retardation in 57 key life activities based on 7 areas of competence. These include the areas of home living, community living; life-long learning; employment; health and safety; social interaction; and protection and advocacy. Results are ranked by frequency (how often support is needed), daily support time (when support is required on a typical day), and type of support (what kind of support is needed—verbal, physical, etc). The SIS also evaluates what supports are needed in 16 medical and 13 behavioral conditions commonly associated with intellectual disabilities. Overall, you get an in-depth insight into the support strategies required by the respondent to live a

quality, independent life in society.

The *Supports Intensity Scale* is a paper and pencil based testing system administered by a qualified interviewer with feedback from one or more persons who know the respondent well. A comprehensive manual explains how to administer, score, and interpret the scale as well as how to use the instrument to create individualized supports plans.

#### Key features and benefits of SIS:

- Has excellent psychometric properties, is empirically based, and extensively field tested
- Supplements adaptive behavior measures by telling you what practical supports are required to perform a task (Adaptive measures identify the skills an individual has to do a task)
- Scale aligns conceptually with the current, supports-based system of defining and diagnosing mental retardation
- Gives you a direct, reliable, and valid measurement of supports requirements in 57 life activities with a clear ranking of support needs in 16 medical and 13 behavioral conditions
- Presents an overall supports needs score and a percentile ranking of persons needs based on national field test data
- Gives you a graphic plot of information so that you have a visual display of areas of high intensity vs. low intensity of supports needs
- Allows feedback from respondent and those close to him/her so that you have a clear picture of person's needs, preferences, and life goals

- Provides a solid knowledge base of respondent to develop individualized, person-centered plans
- Assists with resource allocation and financial planning
- Leads to long-term independence and enhanced quality of life of persons with intellectual disabilities

The *Supports Intensity Scale* fills a unique niche not covered by adaptive behavior scales and is a one-of-a-kind assessment system that makes supports planning easy for you and lets your consumer or family member with an intellectual disability live a life of their own making. Discover this unique, truly consumer-directed planning tool today!

The *Supports Intensity Scale* consists of a 128-page Manual (est.) and 25 8-page Interview Forms.

**Order the *Supports Intensity Scale* before December 31, 2003 and receive a 20% discount off the regular SIS price of \$125!**

**No. 250 \$99.95**  
Manual and 25 Interview Forms (when ordered before December 31, 2003)  
Regular price: \$125

**No. 251 \$38.75**  
25 Interview Forms

**No. 252 \$147.25**  
100 Interview Forms

**No. 253 \$95.00**  
Manual only

*Find out more about SIS -- frequently asked questions and adapted portions from the SIS Manual -- at [www.aamr.org](http://www.aamr.org)*

## REFERENCE

### What Is Mental Retardation?

*Edited by Harvey N. Switzky, Ph.D. and Stephan Greenspan, Ph.D. with Robert L. Schalock, Ph.D., and David Smith, Associate Editors.*

This book examines and critiques the meaning and use of the term “mental retardation” as defined and classified by the AAMR in its groundbreaking 1992 manual. In *What is Mental Retardation?*, 33 leading thinkers in the field give pointed opinions about the 1992 definition and system. These authors also look to the future, proposing ways to revise the definition and providing a rationale for doing so. Part I of the book, “The Concept of Mental Retardation: Critical Issues,” deals with global and theoretical concerns regarding the nature of mental retardation. Part II, “The 1992 AAMR System and its Critics and Supporters,” provides a broad spectrum of commentary. Part III, “Emerging Models and Definitions of Mental Retardation,” provides more detailed revisions of the construct of mental retardation, and provides a thorough introduction to the World Health Organization’s International Classification of Impairments, Disability and Handicaps. (ICD, formerly ICDH-2)

E-BOOK 2003 467 pp.  
DBO E-book only \$42.84  
Single chapters \$10.00

### BESTSELLER! Disability at the Dawn of the 21st Century and The State of the States

*A Detailed State-by-State Analysis of Public Financial Support for Persons with MR/DD, Mental Illness, and Physical Disabilities (6th edition)*

*David Braddock, Ph.D., and Colleagues*

*The State of the States* is the consummate sourcebook on the analysis of financing services and supports for people with developmental disabilities in the United States. This new edition extends and substantially expands the book’s historical, analytical, and comparative focus. In addition to meticulously documenting where money for developmental disabilities services comes from, where it is spent, and who is served, an entirely new section is devoted to cross-disability perspectives, including mental illness and physical disabilities as well as developmental disabilities.

This includes chapters on the history of disability services, and the first-ever empirical study of public financial support for disability services in the U.S. Other narrative sections in *The State of the States* include an analysis of institutional and community services in the states of Michigan and Illinois, including a discussion of how the declining economy will impact the future of MR/DD services in the U.S.

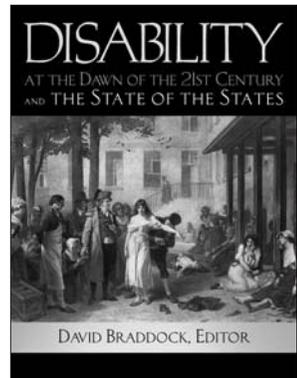
No. 231

ISBN 0-940898-85-3

HARDCOVER 2002 512 pp.  
\$99.95

DBO E-book \$59.98

Single state data \$10 each



“This resource is well organized, easy to read, has useful references at the end of each chapter, and is pitched for audiences from general readers to professionals. It will assist persons looking for data on disability services programs and funding in general, especially at the state level.”

*Choice, Current Reviews for Academic Libraries*

“For the reader who is seeking a concise but detailed and comprehensive history of attitudes and practices in the treatment and care of the disabled, *Disability at the Dawn of the 21st Century* is an excellent source.”

*Psychiatric Services*

“*Disability at the Dawn of the 21st Century* is still the most important and often-used reference at the Council. It is an indispensable tool for anyone involved in shaping public policy in our field and disappears from my desk regularly.”

*Ethan B. Ellis,*

*Executive Director, New Jersey Developmental Disabilities Council*

## REFERENCE

### BESTSELLER!

## Mental Retardation

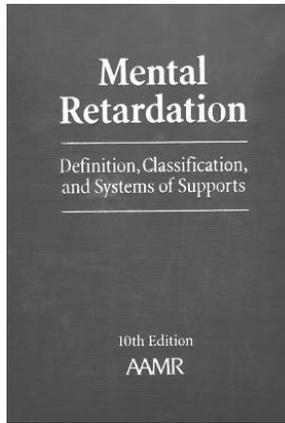
Definition, Classification, and Systems of Supports

*Ruth A. Luckasson, Ph.D.; Robert L. Schalock, Ph.D.; Deborah M. Spitalnik, Ph.D.; Scott Spreat, Ph.D.; Marc Tassé, Ph.D.; Martha E. Snell, Ph.D.; David L. Coulter, Ph.D.; Sharon A. Borthwick Duffy, Ph.D.; Alison Alya Reeve, Ph.D.; Wil H.E. Buntinx, Ph.D.; and Pat M. Craig, Ph.D.*

The 10th edition of this AAMR classic presents a complete system to define and diagnose mental retardation, classify and describe strengths and limitations, and plan a supports needs profile. More than just a definition, the book discusses five key underlying assumptions, presents a theoretical model of five dimensions essential to understanding mental retardation and applying the new definition, and offers a framework for diagnosis, classification, and support needs. This volume, the companion workbook, and forms, contain everything needed to incorporate the new definition system into existing programs. It is an indispensable resource for anyone working with people with mental retardation or developmental disabilities.

### Features of the 10th edition:

- defines adaptive behavior by conceptual, social, and practical components;
- expands the previous three-step process into a framework for diagnosis, classification, and planning of supports;
- incorporates a standard-deviation criterion into the intellectual and adaptive-behavior components;
- adds a fifth dimension of participation, interactions, and social roles



- expands its discussion of critical issues in clinical judgment;
- addresses the relationships between the 2002 system and the DSM-IV, ICF, ICD-10, and other classification systems.

### No. 225

ISBN 0-940898-81-0  
HARDCOVER, INDEX  
2002 250 pp. \$79.95  
DBO Paper back \$59.98  
DBO E-book \$44.27

## Workbook: Mental Retardation

(10th Edition)

The *Workbook* presents key components from a practical point of view. Illustrative case studies and easy-to-use forms will help you implement the definition in your programs.

### No. 226

ISBN 0-940898-82-9  
PAPER 2002 64 pp. \$29.95

**“This book will be a useful resource for both professionals and lay persons who are interested in, work with, or are advocates for individuals with either a diagnosis of mental retardation or individuals who score within normal levels on IQ tests, but have significant limitations in adaptive skills.”**

*The Psychological Record*

## Forms: Mental Retardation

(10th Edition)

Order these pre-printed, easy-to-use forms along with *Mental Retardation* and the *Workbook* and begin implementing the new definition immediately. Each package of forms contains 3 sets of the 14 different forms you will need.

### No. 228

ISBN 0-940898-83-7  
2002 42 pp. \$12.95

## Book, Workbook, and Forms Set: Mental Retardation

(10th Edition)

### GET THESE SPECIAL FEATURES WHEN YOU ORDER ALL THREE:

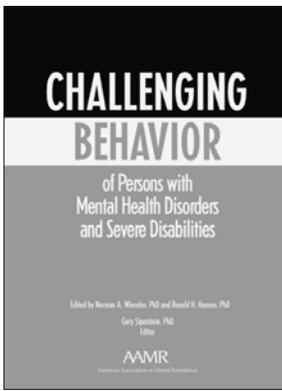
- provide a complete system with step-by-step instructions that allows you to diagnose mental retardation, define and classify strengths and limitations, and plan support activities
- explain the theoretical framework for the definition and the five assumptions it is based on;
- enumerate five dimensions which provide a complete picture of how an individual functions within his or her environment;
- contain detailed forms to help you execute the process step-by-step.

### No. 227

ISBN 0-940898-84-5  
\$122.95

**“The (book) makes an important contribution in its integration of contemporary perspectives and its adoption of a supports-based approach to diagnosis, classification, and service provision.”**

*Mental Retardation Journal*



**Challenging Behavior**  
of Persons With Mental Health Disorders and Severe Developmental Disabilities

*Edited by Norman A. Wieseler, Ph.D., and Ronald H. Hanson, Ph.D.*

This edited volume provides a valuable compendium of the current knowledge base and empirically tested treatments for individuals with severe developmental disabilities, especially when problematic patterns of behavior are evident. The book is divided into three parts with 15 chapters written by recognized authorities in the field. The book is useful for practitioners and service providers who are not extensively trained in the principles of behavioral psychology or pharmacotherapy. Professional practitioners will also find this book useful in designing comprehensive treatment plans.

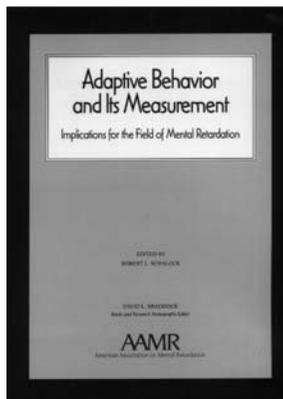
**No. 221**  
ISBN 0-940898-66-7  
PAPER 1999 278 pp.  
\$39.95

**Adaptive Behavior and Its Measurement**  
Implications for the Field of Mental Retardation

*Edited by Robert L. Schalock, Ph.D.*

*Adaptive Behavior* integrates the concept of adaptive behavior more fully into the AAMR definition of mental retardation. The book relates the multidimensional structure of adaptive behavior with the parallel development in intelligence, and pursues reliable and valid ways to assess adaptive behavior. Fourteen of the nation's experts in adaptive behavior discuss the importance of the concept, measurement, and use of adaptive behavior for people with developmental disabilities. This ground-breaking book sets the direction for future research and discussions. It is essential for all serious students in the field.

**No. 219**  
ISBN 0-940898-64-0  
PAPER 1999 227 pp.  
\$39.95



**Crisis: Prevention and Response in the Community**

*Ronald H. Hanson Ph.D., Norman A. Wieseler, Ph.D. and K. Charlie Lakin, Ph.D.*

The change from large congregate-care facilities to more integrated community-based settings has required profound alterations in the design and provision of services. Crisis services, which can minimize inappropriate and costly alternatives, such as emergency psychiatric hospitalizations or incarceration, and ensure the success of deinstitutionalization efforts, are critical. This publication provides a look at crisis services for people with developmental disabilities and how they impact the surrounding community. Written by 27 recognized authorities who provide such services on an everyday basis, it outlines how to prevent and minimize dangerous and destructive behaviors and how to respond effectively -- without institutionalization -- when crises occur. *Crisis: Prevention and Response* is essential reading in how to effectively manage community programs.

**No. 230**  
ISBN 0-940898-74-8  
PAPER 2002 240 pp.  
\$49.95



**Positive Behavior Support for People With Developmental Disabilities:**

**A Research Synthesis**

*Edward G. Carr, Ph.D., Robert H. Horner, Ph.D., Ann Turnbull, Ed.D., Janet G. Marquis, Ph.D., Darlene Magito McLaughlin, M.A., Michele L. McAtee, M.A., Christopher E. Smith, Ph.D., Kaarin Anderson Ryan, M.A., Michael B. Ruff, Ph.D., Ajit Doolabh, M.A. Forewords by Todd R. Risley, Ph.D., and Madeleine Will*

Edward G. Carr, Robert H. Horner, Ann P. Turnbull and colleagues deliver an objective analysis of hundreds of studies in positive behavior support. The book offers a careful analysis documenting that positive behavioral procedures can produce important change in the behavior and lives of people with disabilities. Positive interventions can be effective; this book demonstrates how.

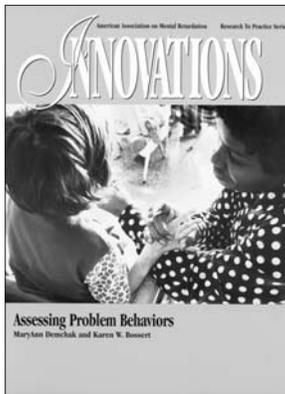
**No. 352**  
 ISBN 0-940898-60-8  
 PAPER 1999 108 pp. \$31.95  
 DBO E-book \$19.17

**BESTSELLER!**  
**Assessing Problem Behaviors**

*Mary Ann Demchak, Ph.D., and Karen Bossert, M.Ed.*

Demchak and Bossert, using a functional assessment of problem behaviors, assume that problem behaviors are a communication mechanism. Problem behaviors are related to other events, may serve multiple purposes, and can be used to control one's environment. This *Innovations* book shows you how to conduct a functional assessment, to link assessment results to interventions, and gives you an example of a completed functional analysis.

**No. 607**  
 ISBN 0-940898-39-X  
 PAPER 1996 44 pp.  
 \$21.95



**Innovations Series**

- There are the 13 *Innovations Series* of research-to-practice-based books in this catalog:
- Assessing Problem Behaviors, 9*
  - Community-Based Instructional Support, 9*
  - Designing Positive Behavior Support Plans, 9*
  - A Family-Centered Approach to People With Mental Retardation 14*
  - Increasing Variety in Adult Life, 14*
  - Natural Supports: A Foundation for Employment, 12*



**BESTSELLER!**  
**Designing Positive Behavior Support Plans**

*Linda M. Bambara, Ed.D., and Tim Knooster, Ed.D.*

*Designing Positive Behavior Support Plans* provides a conceptual framework for understanding, designing, and evaluating positive behavior support plans. This *Innovations* book begins with a functional assessment to identify environmental influences and individual strengths and interests. Behavior support plans are then customized to include multiple support strategies that emphasize alternative skill training, environmental adaptations, and lifestyle enhancements.

**No. 616**  
 ISBN 0-940898-55-1  
 PAPER 1998 43 pp.  
 \$21.95

- Opportunities for Daily Choice Making, 12*
- Teaching Buddy Skills to Preschoolers, 14*
- Teaching Goal Setting and Decision-Making, 14*
- Teaching Practical Communication Skills, 14*
- Teaching Problem Solving to Students with Mental Retardation, 13*
- Teaching Self-Management to Elementary Students, 13*
- Teaching Students With Severe Disabilities in Inclusive Settings, 13*

## HEALTH

### SPECIAL ISSUE!

## Treatment of Psychiatric and Behavioral Problems in Mental Retardation

*Edited by John Rush, M.D. and Allen Frances, M.D.*

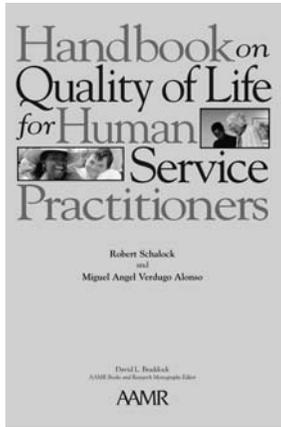
This special issue of the *American Journal on Mental Retardation* contains the *Expert Consensus Guideline Series*. Surveys of the leading experts in the field on the treatment of psychiatric and behavioral problems have resulted in guidelines in this issue that include: Diagnosis and Assessment; Informed Consent; Psychosocial Treatment; Medication Treatment: General Principles; Selection of Medications; Managing Inadequate Response to Initial Medication Treatment; and Medication Dosing.  
No. 407  
Vol. 105, No. 3  
2000 72 pp.  
\$34

## Achieving a Beneficial Fitness A Program and a Philosophy in Mental Retardation

*James H. Rimmer, Ph.D.*

This first book in our *Contemporary Issues in Health* series provides the philosophy of being physically fit and describes research and fitness programs as well as specific exercises for persons with intellectual disabilities.  
No. 726  
ISBN 0-940898-71-3  
PAPER 2000 38 pp.  
\$11.95

## QUALITY OF LIFE



## Handbook on Quality of Life for Human Service Practitioners

*Robert L. Schalock, Ph.D., and Miguel Angel Verdugo-Alonso, Ph.D.*

In this groundbreaking handbook, internationally recognized experts Schalock and Verdugo propose a revolutionary “generic” model for quality of life (QOL) that integrates core domains and indicators with a cross-cultural systems perspective that can be used in all human services. They analyze the past 12 years of research and measurement, using it to explain QOL and outline a model to assess, apply, and evaluate the concept for practitioners. The authors review more than 890 international QOL research articles from 1985 to 1999, covering the areas of education and special education, physical health, mental and behavioral health, mental retardation and intellectual disabilities, aging, and families – and integrate this research into a unified model for all human services.  
No. 234  
ISBN 0-940898-77-2  
PAPER 2002 429 pp.  
\$59.95

### About *Handbook on Quality of Life:*

“This well-researched book with its extensive guide to evaluating quality of life issues will be most helpful to policymakers and researchers.”

*Support for Families*

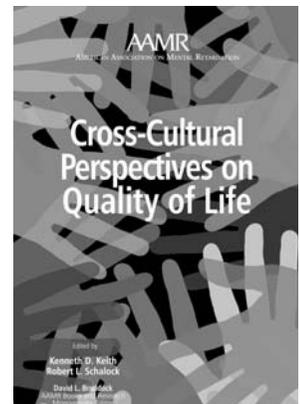
“This is an elegant, well-founded book blending conceptual rigor with an appreciation for the rather more fuzzy parameters of everyday life.”

*Patricia Noonan Walsh  
NDA Professor of  
Disability Studies  
National University of  
Ireland*

## Cross-Cultural Perspectives on Quality of Life

*Edited by Kenneth D. Keith, Ph.D. and Robert L. Schalock, Ph.D.  
Foreword by David Matsumoto*

In this extensive survey, Keith and Schalock, renowned quality-of-life experts, provide a groundbreaking global outlook on quality-of-life issues for people with mental retardation. Writers from 21 countries in 31 chapters are represented in this look at an international issue.  
No. 224  
ISBN 0-940898-70-5  
PAPER 2000 380 pp.  
\$47.95



## HISTORY

### Embarking on a New Century: Mental Retardation at the End of the Twentieth Century

*Edited by Robert L. Schalock, Ph.D., Pamela C. Baker, Ph.D., and M. Doreen Croser*

This volume of 18 essays summarizes major public policy and service delivery advancements from 1975 to 2000. These changes can be summarized as a significant shift in many areas -- from services to supports; from passive to active consumer roles; from normalization to quality; and many more. Don't miss this scintillating collection of insights into how and why we have arrived at our current situation.

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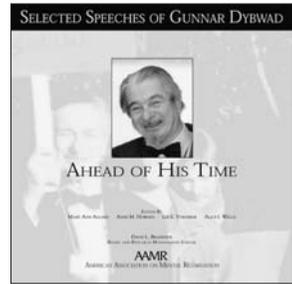
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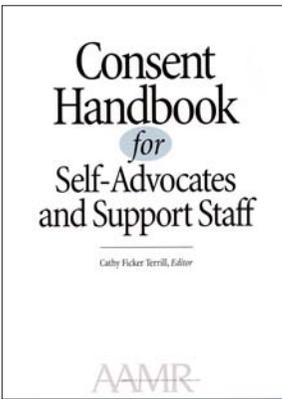
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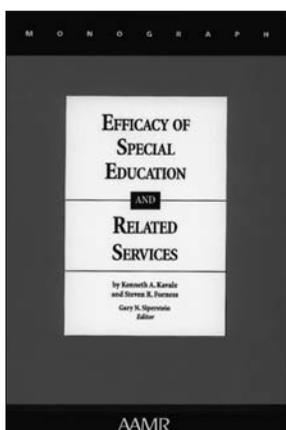
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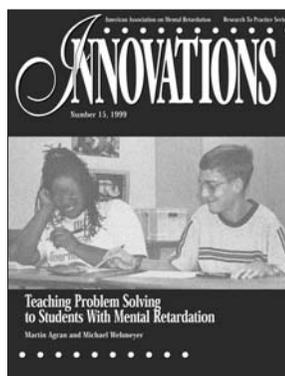
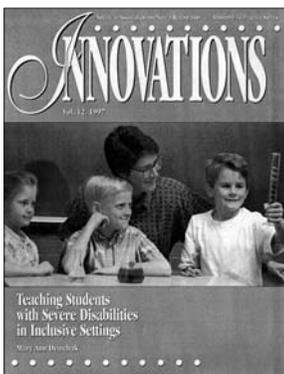
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