



# The Compass Navigator

Volume 2, Issue 2

FALL 2004

## Monda's Success Story by Heidi Hayes

"The Compass Navigator" is published by Compass Coordination, Inc.



**Ms. Monda Johns at her new job at the DMRS West Tennessee Regional Office in Jackson.**

Monda Johns, a resident of Jackson, Tennessee, has been enrolled in the state's Medicaid Waiver Program since 1994. Until this year, Monda had worked in a sheltered workshop for 10 years!

During her annual ISP meeting, Monda expressed her desire to work outside of the sheltered workshop. She and

her circle of supporters discussed the different kinds of work Monda might enjoy and be comfortable doing. Monda informed her circle that she wanted to work in an office as a receptionist

Her Compass Support Coordinator and her Day Services provider, Madison Haywood Developmental Services, Inc., began working together to help Monda achieve her desired outcome. Monda's ISP for this year included specific actions that Monda and her supporters were to carry out in accomplishing Monda's desired outcome. As a result of the circle's planning efforts, Monda was able to access special grant money through her Day Service provider to provide her with the support she needed for her job. When the grant funds are exhausted, Compass will request a Medicaid Waiver Day Service that will continue to fund the support

Monda will need to continue her job.

On June 4, 2004, Monda's was employed at the West Tennessee Regional Office of the state Division of Mental Retardation Services in Jackson. Her duties include answering the telephone and greeting visitors.

Due to Monda's left hand being contracted, her Occupational Therapist is working with her to get a headset to make answering the telephone easier.

A few days after Monda started her new job, her Compass Support Coordinator, paid her a visit at work to see how she was enjoying her new job. Monda said to her Support Coordinator, "I never thought that before I died I would get the chance to work in a State Office, I am so proud to be working here".

And, we are all proud of you Monda!

## "I Have Been Successful All My Life" by Bonnie Malone

If you have visited Hastings Book Store in Murfreesboro, it is possible that a handsome gentleman named Michael greeted you with a huge smile. He is eager to lead you through a maze of thousands of titles of books, videos and CD's. Michael Murray's 1st anniversary celebration as a sales associate at Hastings Book Music and Video Super Store in Murfreesboro, elated me. Brenda, the Assistant Manager



was beaming with compliments of how well Michael has learned the store and greets the people that visit. Michael has worked extremely hard to achieve his goal of being employed. Without

detracting from Michael's hard work and dedication, Michael required support from a team of dedicated individuals, lead by his mother, Alice. Michael's team includes a Support Coordinator, a Physical Therapist, and an Occupational Therapist, a Speech Language Pathologist and a Personal Assistant. Michael requires the use of a power chair with a custom mount midline joystick with 5 separate switches that allow him to tilt for re-positioning and to safely maneuver in close environments.

Michael also has a computer and Voice Output Communicator that he operates with mouth pen mounted to his chair. This allows effective communication with those that may not understand his vocalizations.

These supports are provided through the Medicaid Waiver program, and the Tennessee Division of Rehabilitation Services.

When I asked Michael, "How does it feel to be so successful in your job at Hastings?" He gave me a brief lecture.

"I have been successful all my life", Michael said. "I was the first person with a disability to be mainstreamed into the public school system in Rutherford County. I graduated from Oakland High School with a High School Diploma, and I can get people to look at me as a man with a disability, and not as a person with a handicap".

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**"I graduated from Oakland High School with a High School Diploma, and I can get people to look at me as a man with a disability, and not as a person with a handicap." - Michael Murray**

## “James and Kevin’s Excellent Adventure” by Tamara Key

James and Kevin’s adventure together began this past July. Kevin’s roommate had graduated high school, and moved from their home in Murfreesboro to Nashville so that he could be closer to his parents. Kevin lives in a home supported by Tennessee Family Solutions, with a teaching family, Jan and Mitch McCue and their son Ryan, living just next door. James was living alone in Nashville but was looking for a new place to live, with quieter streets to take his walks and a big yard to relax in too. James and Kevin were introduced, and after several visits, the two moved in together on July 14th. That very first day, James unpacked all of his things, decorated his new room, and helped to hang pictures on the walls. And that first night before going to bed, James gave Jan a big hug.

James has much more to do at his new home than before: washing the van, helping Kevin and the McCues prepare

meals, doing the laundry and other household chores. As busy as his life has become, however, he still finds time for at least one daily stroll through his neighborhood—a quiet cul-de-sac. Sundays are “truck TV” days for the guys—Mitch, Kevin, James, and Ryan—a day for being lazy and watching guy stuff on television.

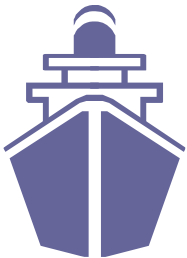
Today, only a couple of months later, James and Kevin have become fast friends. Kevin gives James someone to look out for, and James gives Kevin some to look up to. Each morning they both enjoy their decaf coffee together: James makes the coffee and takes Kevin’s cup to the table for him. When Kevin’s parents visit each Wednesday, they bring small gifts for James as well as Kevin. As Mrs. Nation describes it: “We’ve adopted Jimmy.” He and Kevin also spend lots of time with their neighbor, Merle, and his teaching family, the Duvalls. The two

households have enjoyed several late-summer barbecues together.

To see how much both James and Kevin have come out of their shells in such a short time together, it’s plain to see that they truly are sharing an excellent adventure.



“Sundays are “truck TV” days for the guys - Mitch, Kevin, James, and Ryan - a day for being lazy and watching guy stuff on television.”



## Ahoy From the Bridge by Randall Moore, Executive Director

### “Waiting List” Lawsuits Settled

In April of this year, a federal judge approved the agreements that settle the lawsuits between disability advocates and the state of Tennessee. Disability advocates had sued the state because the state had failed to tell people that help is available to them, and the state had failed to make services available to person who had asked for help. These were two separate cases that most folks had come to call the “waiting list” lawsuit.

Everyone who needs services will have access to state case managers and other state personnel who should help them understand how the waiting list works, and how to become eligible for services. Beginning this year, a limited amount of services will be available to some folks on the waiting list. Over the next few years, the state is required to make additional services available to more folks on the waiting lists. Some eventually will be able to “self-direct” their services under a new “self-determination” Medicaid Waiver that the state is required to develop. All told, over the next five years, about 200 million dollars is supposed to be spent in providing

services to persons on the waiting lists.

If you or someone you know needs help because of a disability, here are some places to go or call for more information about the waiting list, and the rights given to folks who get their names onto the waiting list:

Tennessee Protection and Advocacy, Inc. is the organization that represented the people who brought the waiting list lawsuits, and they can help provide information on your rights: Call 1-800-287-9636, or visit them on the web at [www.TAPinc.org](http://www.TAPinc.org) for copies of the agreement and fact sheets about the settlement.

The offices of the state Division of Mental Retardation Services are responsible for maintaining the waiting lists and assisting people in getting needed services. Here is the contact information for the Division of Mental Retardation Services:

**Website:** [www.state.tn.us/mental/mrs](http://www.state.tn.us/mental/mrs)

**Statewide MR Hotline:** 1-800-535-9725

**West Tennessee:** 1-800-308-2586

Memphis: 901-213-1800

Jackson: 731-423-5670

**Middle Tennessee:** 1-800-654-4839

### A “New” Medicaid Waiver is on its Way

Over the past many months, the state has been working to improve its operation of the federal “Medicaid Waiver” program. The federal agency (CMS) which oversees Waiver programs across the nation has had serious concerns about Tennessee’s Waiver program. (See article, “What is Medicaid Waiver”, on page 4.)

As a result, Tennessee has just requested CMS (the federal oversight agency) to approve a re-vamped Waiver program. The state has re-written the description of Waiver services, set a new rate structure, and developed a single, comprehensive manual for providers of Waiver services. The state expects that CMS will review and approve the new Waiver in time for a December 2004 or January 2005 implementation.

Compass and other ISC agencies have been anxiously awaiting the new Waiver and Provider Manual. We are expecting the changes to enhance not only the ISC’s ability to more effectively deliver our services to our consumers and their families, but to improve the overall Waiver program.

Stay tuned for further information over the next few months!

## More From the Bridge ...

### Compass Receives Grant from U.S. Department of Justice!

Compass has partnered with the Memphis Shelby Crime Commission, the YWCA of Greater Memphis, and the University of Memphis' Mid-South Training Institute to create the "**West Tennessee Law Enforcement Training Project**" (WTLET Project). The WTLET Project is the result of a grant application submitted by Compass to the United States Department of Justice Office on Violence Against Women (OVW).

The purpose of the OVW grant is to train law enforcement officers, prosecutors, and relevant officers of federal, state and local courts in recognizing, investigating, and prosecuting instances of abuse, neglect, and exploitation of elderly persons and persons with disabilities. The grant is for a two-year period beginning October 1, 2004 until September 30, 2006.

Compass will administer this grant and hire a Project Manager who will coordinate the training activities with our Project partners. The training will be available to personnel of the targeted jurisdictions within a 100-mile radius of Memphis and Shelby County, Tennessee.



The public education system can be difficult to navigate in reference to knowing the rights you have as a parent and the rights of your child with a disability. The Americans with Disabilities Act (ADA) includes The Individuals with Disabilities Act (IDEA). IDEA applies to school aged children to assist in the ensuring that each child receives the most appropriate education based on their individual needs. Below I will highlight the basic rights outlined in the Americans with Disabilities Act (ADA) specifically the Individuals with Disabilities Act (IDEA).

The following are rights ensured to all eligible persons through the Americans with Disabilities Act to an appropriate education. First, public schools have to make available to all eligible children with a disability a free public education that is based on the individual's needs. Second, IDEA requires that all public schools require the development of an Individual Education Plan (IEP). Third, all IEP's must be reviewed annually. The Team reviewing the IEP should consist of the child's teacher, parent(s), the child (if appropriate), an education provider repre-

sentative who is qualified to provide and supervise special education programs, and any other person deemed appropriate by the parent or the education provider. Fourth, if you as a parent disagree with the proposed IEP, you have the right to request a due process hearing and review from the state educational agency. This process can vary from state to state. You can also appeal the decision of the state educational provider through the state or federal court. The following contact information can assist you with facilitating an appeal:

Office of Special Education Programs  
Office of Special Education and Rehabilitative Services  
U.S. Department of Education  
330C Street, S.W (Room 3086)  
Washington, D.C. 20202  
[www.ed.gov/offices/OSERS/OSEP](http://www.ed.gov/offices/OSERS/OSEP)  
Phone: (202) 205-5507 Voice/TTY

In closing, every child with a disability has the right to an individually based education. If their right to an appropriate education is denied, the Americans with Disabilities Act (ADA) specifically the Individuals with Disabilities Act (IDEA) protects a child's rights and can be appealed to the federal court to ensure their rights are protected.

## Physical & Nutritional Management Services *by Debra Haug*



Therapy and nutrition services are available through the Medicaid Waiver Home and Community Based Services program. These services include occupational therapy, physical therapy, speech language pathology, audiology and nutrition services. For people with mental retardation and developmental disabilities (MRDD) living in the State of Tennessee, these services are provided from a Physical and Nutritional Management (PNM) frame of reference. This frame of reference promotes the provision of critical foundational services, which address health and safety needs, as well as services that build on strengths and potentials to ensure individual achievement of functional outcomes.

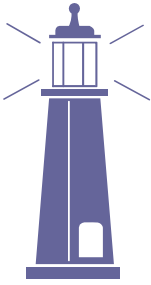
The PNM frame of reference embraces strategies that address the needs

of persons that have physical concerns such as limited mobility, poor postural alignment and control and eating difficulties. Lack of comprehensive management of these issues may result in additional health concerns such as aspiration, gastro esophageal reflux, skin breakdown and orthopedic problems, which impact the person's ability to maintain a safe, healthy and functional life. Strategies to address other issues such as limited communication, special sensory-based needs and difficulty following doctor-prescribed diets are also utilized.

Assessments completed by approved providers identify interventions to support persons across all environments and optimize health and safety while identifying functional potentials. Therapy and nutrition providers then work with other providers supporting the persons to develop and implement plans to address identified needs.

Each Regional Office has a Regional Physical Nutritional Management Team that is composed of therapists, a nutritionist and a nurse. These teams are responsible for providing: consultation, technical assistance, training, maintaining a lending library of equipment for therapy providers to use during assessments, building therapy and nutrition resources, providing consultative services to persons with MRDD, monitoring compliance with established statewide standards for the delivery of therapy and nutrition services.

In the State of Tennessee, therapists and nurses wanting to provide services to persons through the DMRS must become licensed through the Department of Health as a Professional Support Service. This license is in addition to the professional license they must obtain to practice. For further information regarding therapy and nutrition services, PNM, contact your Compass Support Coordina-



## Shedding Some Light: What is Medicaid Waiver?

By Nicole Arsenault

As families assist their loved ones in getting the services they need in the community, many turn to the "Medicaid Waiver".

Some are told that the Waiver is the entity that funds the community-based services that folks receive, but most would agree that is not a very enlightening answer. Unfortunately, beyond that small bit of information, a lot of us don't really know what the Waiver is. What follows is a short explanation of the Waiver, which will hopefully shed some light on this important, but often misunderstood, source of funding.

Medicaid provides states with federal dollars to fund healthcare and long-term, institutional care (nursing homes, for example) for persons with low incomes and persons who have disabilities. Medicaid is very specific about how funds may be used for medical and long-term care, unless a state asks the federal government for an exception, or "Waiver".

When a state wants to use Medicaid dollars to fund alternative ways of providing care, the state applies for a "Waiver". For example, the state will ask to waive the Medicaid requirement that long-term care must be provided only in nursing homes or institutions so that the services can be provided in the person's home or the community.

The money that goes into the Medicaid Waiver is made up of both federal and state funds. In most cases, the federal government pays two thirds of the total and the state government kicks in the remaining third. Despite the state matching funds, ultimately, the program is a federal program, and the federal government calls the shots on the ways a Waiver may be used in any state.

Waiver programs have spread throughout the nation and every state now has at least one. However, even today there might not even have been any options for persons with developmental disabilities in this country but institutionalization were it not for the tireless crusade of one parent in Iowa.

Julie Beckett gave birth to her daughter, Katie, in March of 1978. Over the summer that followed, Katie developed encephalitis, which left her with severe developmental delays. While Katie improved and her family was able to

plan for her to be discharged from the hospital, they faced another problem.

Katie's medical bills had reached the limit of the family's health insurance. Mrs. Beckett thought that the problem would be easily solved. In Iowa, Katie became eligible for SSI because of her disability and was also automatically eligible for Medicaid.

The problem was that Medicaid did not pay for home-based care. Institutionalization was the only option. Mrs. Beckett approached her congressman about getting an exception for Katie and continued her advocacy all the way to President Reagan. The president was touched by Katie's situation and held a news conference in November 1981. A couple of days later, Katie Beckett was granted her exception. Hundreds of other families followed Katie's story in the news and requested that their loved ones receive the same exception. This is how the Waiver was born.

Each State is responsible for writing a description of its Waiver programs and applying to the federal government for approval of its respective Waivers. Each state may choose to write one or more Waivers in various ways. Or, states may choose to not have a Waiver.

A Waiver might be written to pay for services for persons with developmental disabilities and other groups can have other Waivers. For example, there might be a Waiver to serve older adults in lieu of nursing homes or to provide services to low-income, teenage mothers.

The arm of federal government that oversees all Waiver programs is "CMS", the Centers for Medicaid and Medicare Services (formerly known as HCFA). Once approved, the Waivers are monitored by CMS and the state.

In Tennessee's case, The Bureau of TennCare is the single state agency ultimately responsible for all Medicaid funds in our state, including our Medicaid Waivers. However, on a daily basis, it is the Division of Mental Retardation Services (DMRS) that operates the Waivers for persons with mental retardation (MR).

The DMRS and the TennCare bureau work together with in designing and planning the Waiver programs. The Bureau of TennCare submits the Waiver applications to the federal government for negotiation and approval. Once the

Waiver is approved, the federal government holds the TennCare bureau ultimately accountable for the Waiver program.

The TennCare bureau oversees the DMRS in its operation of the MR Waiver programs. That is why appeals of denied Medicaid Waiver services are handled by the TennCare bureau, and the Bureau routinely monitors the services that persons receive under the Waiver.

There are a variety of services available in the MR Waivers. The DMRS "contracts" with various community agencies and other organizations to provide these services. Services include supported living, personal assistance, day services, physical, occupational or speech therapy, nursing, and special equipment, as examples.

The specific services used by a person enrolled in the Waiver program are identified through the Individual Support Plan (ISP) process. The ISP process is managed by the person's independent Support Coordinator. The ISP process can seem long and complicated, but it involves some very basic steps.

First, the person's needs and risks are determined through formal and informal assessment processes. Second, personal outcomes and goals for meeting the person's needs and desired lifestyle are identified in the ISP. Third, the Waiver services best suited for meeting the person's needs, risks and desired outcomes are identified. And, lastly, the person, family or legal representative (a legal guardian, for example) choose the providers they want to provide their Waiver services.

These steps culminate in a "planning meeting" with providers facilitated by the Support Coordinator in which the ISP is finalized to the satisfaction of the person, family or legal representative. After other available funding sources are ruled out, the Support Coordinator submits the ISP to the DMRS for authorization of the Medicaid Waiver services identified in the ISP.

Once services are authorized by DMRS, the ISP guides the delivery of the Waiver services by the providers chosen by or for the person. The person has the freedom to change among the available providers of his/her authorized Medicaid Waiver services as necessary to ensure that the ISP is carried out in a satisfactory manner. Changes and updates to the ISP are made by the Support Coordinator at least annually, or more frequently, to

(Continued on page 6)

## Mark Your Calendar!



There's a lot to do to keep you and your family busy for hours on end. Luckily, many activities are low cost and in some cases- FREE! Here are a few suggestions to help fill up your next weekend or surprise visit from the in-laws!



### NASHVILLE

**Fall Wildflower Hikes:** Warner Park Nature Center. October 1-4, 9:00 am til noon, call 615-352-6299 to register.

**Free Halloween Parade & Movie:** October 16 at Red Caboose park's Jack O' Lantern Theater 7:00 pm til 9:00 pm, 615-862-8424.

**Gentry's Farm Pumpkin Patch:** open weekends in October to the public, no reservation required. Sat. 9-5, Sun. 1-5. 615-794-4368.

### CLARKSVILLE

**VERY SPECIAL ARTS** competition coming to Tennessee. This is funded through the National Endowment of the arts and will be open to disabled folks who want to sing or dance. They will be looking for local talent and where will be based on your congressional district. More info coming in the next edition but start looking for folks who would like to participate in the arts!

### MEMPHIS

**\*Free Salsa Dancing Lessons:** Get out your dancing shoes and grab a partner! Salsa instructor Alex Labrador and his partner, Kelly Jones, are offering free Salsa dancing lessons in the big backroom of High Point Café (downtown) every Saturday night at 9pm. Call 901-525-4444 for more information. 111 Jackson Ave, Memphis.

**\*Memphis Botanic Gardens:** Grab some food and have a picnic in the gardens or take a camera and shoot some photos, just make sure to wear your walking shoes. Free admission on Tuesdays from 12 noon until closing. It is absolutely beautiful this time of year! Call 901-685-1566 for more information. 750 Cherry Rd, Memphis.

**\*Duck March at the Peabody Hotel:** Free! Watch the ducks exit the elevator and walk the red carpet to the fountain in the lobby every morning at 11am. If you get there late, don't fret, they exit the fountain at 5pm and follow the red carpet back to the elevator that takes them back home to the hotel's roof. Call 901-529-4000 for details. 149 Union, Memphis.

### \*Orpheum Classic Movies Series:

Every week The Orpheum (downtown) shows a classic film. Tickets are \$6.00. Call 901- 525-7800 for details. 203 S. Main St, Memphis.

### \*Memphis Brooks Museum of Art:

Free admission on Wednesdays from 10am until 4pm. Showing through October 24th: "Jewish Life in Ancient Egypt: A Family Archive from the Nile Valley" and "An Impressionist's Eye: Painting and Sculpture from the Philip and Janice Levin Foundation". Call 901-544-6200 for more information. Overton Park off Poplar Ave between McLean and Cooper Ave in Midtown Memphis.

### JACKSON

#### **The Ned Presents, "Every Woman**

**Portraits of Life":** Free! This exhibit features works by artist Wanda Stanfill. Open Monday through Saturday, 9am to 4:30pm, September 2nd through October 28th. Call 731-425-8395 for more information.

## Compass' Jackson Office Relocates



When Compass began in July of 1996, we employed Support Coordinators who worked from their homes in and around the Jackson, Tennessee area. In November, 1998 we opened our first office in Jackson at Murray Guard Square. Shortly after opening the office, we moved it into a larger space in the same building. On September 13, 2004, we moved for a third time to the Williamsburg Square office park at the intersection of Highway 45 Bypass and North Parkway. This recent move took us to a whole new location, and a much larger and functional space.

We now have a conference room in the new office that will accommodate meetings of about 12 - 14 persons. The conference room may be reserved by our consumers and their families for their ISP planning or other meetings.

### The New Jackson Office Address:

(Note: Our phone and fax numbers did not change.)

45 Conrad Drive, Suite 100  
Jackson, Tennessee 38305  
Phone: 731.661.0183  
Fax: 731.661.0155

E-mail: [nora.buckley@compasstn.org](mailto:nora.buckley@compasstn.org)

### Compass Jackson Area Staff:

Nora Buckley, Assist. Regional Services Director  
Judith Lessenberry, Support Coordinator  
Heidi Hayes, Support Coordinator  
Cora Wright, Support Coordinator  
Stephanie Autrey, Support Coordinator  
Cindy Shankle, Support Coordinator (Paris, TN)  
Shonda Weathers, Support Coordinator (Rives, TN)

## Compass Navigators Who Contributed to This Issue:



**Heidi Hayes** ... is a Support Coordinator in our Jackson office. Heidi coordinates the newsletter contributions for West Tennessee.

**Katie Smith** ... is a Lead Support Coordinator in our Nashville office. Katie coordinates the newsletter contributions for Middle Tennessee.

**Bonnie Malone** ... is a Support Coordinator in our Nashville office.

**Linnie Bradford**... is a Support Coordinator in our Memphis office. Linnie is also our Incident Management Coordinator for West Tennessee.

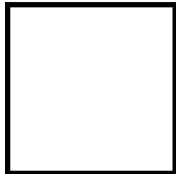
**Tamara Key** ... is a Support Coordinator in our Nashville office.

**Debra Haug** ... is a Support Coordinator in our Memphis office.

**Nicole Arsenault** ... is a Lead Support Coordinator in our Memphis office.

**Randall Moore** ... is the Executive Director and President of Compass Coordination, Inc.

**Compass Coordination, Inc.**  
**500 Interstate Blvd. South, Suite 202**  
**Nashville, TN 37210**



**Our Mission & Purpose**



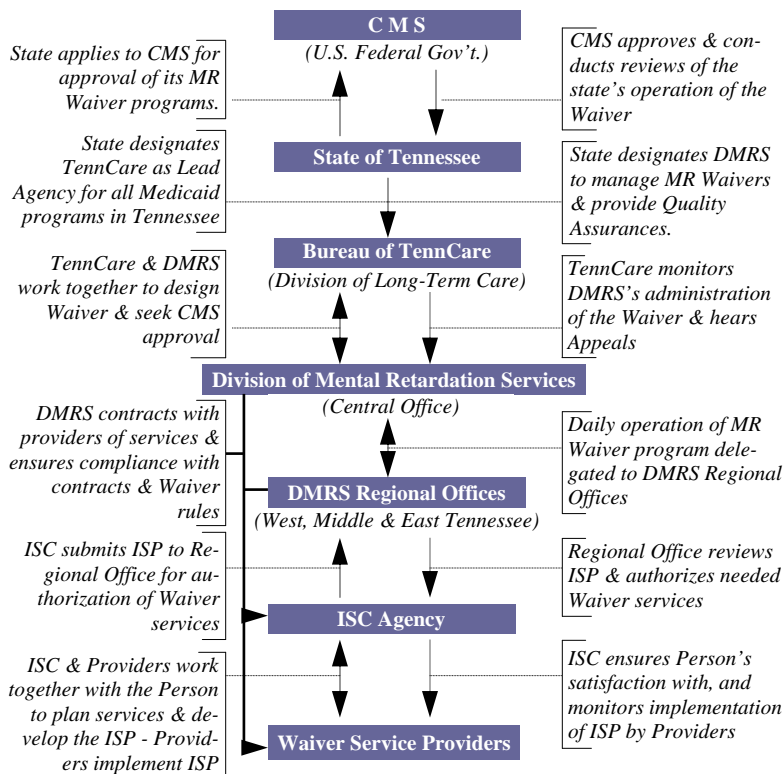
*“Helping persons with disabilities and their families to chart and navigate the course they choose for their lives.”*

Compass was founded in 1996, as the first “independent support coordination” agency in Tennessee. Independent support coordination is a type of “case management” that helps people with disabilities and their families choose, plan, manage and monitor the long-term care services they need in their homes or in the community. We are independent of the state and federal agencies that approve, fund and administer the long-term, home and community-based services that people receive. And, we are independent of the community agencies and others who directly provide the services people receive. Our independence allows us to solely represent, and to advocate for, the interests and wishes of the person receiving services, and his or her family.

*(Continued from page 4)*

meet changing or emerging needs in the person’s life.

The following diagram might be helpful in understanding how the various players fit together in making Medicaid Waiver services work:



**How to Contact Us?**

**Middle Tennessee**

**West Tennessee**

Compass Coordination, Inc.  
 500 Interstate Blvd. South, Suite 202  
 Nashville, TN 37210  
 Phone: 615.242.9500  
 Fax: 615.242.9588

Compass Coordination, Inc.  
 3251 Poplar Avenue, Suite 230  
 Memphis, TN 38111  
 Phone: 901.327.1040  
 Fax: 901.327.1141

Compass Coordination, Inc.  
 420 Madison Street, Suite B-1  
 Clarksville, TN 37040  
 Phone: 931.906.1676  
 Fax: 931.906.1625

Compass Coordination, Inc.  
 45 Conrad Drive, Suite 100  
 Jackson, TN 38305  
 Phone: 731.661.0183  
 Fax: 731.661.0155

**Via e-mail: [admin@compasstn.org](mailto:admin@compasstn.org)**

Compass Coordination, Inc. is a not-for-profit, public benefit corporation chartered in the state of Tennessee. We provide services and administer programs that benefit persons with mental retardation and other developmental disabilities and their families.

Our funding includes federal and state sources. We are an authorized Medicaid Waiver provider of Independent Support Coordination services under an agreement with the Division of Mental Retardation Services and the Bureau of TennCare.

We provide our services, employ our staff, and select our Board of Directors without regard to race, color, ethnic background, national origin, gender, sexual orientation, religion, age, or disability.