

The Q is the Glue: Your Vital Role in the Lives of the Individuals You Support



Presented by:
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We've walked the path you're on.

Today, we're here to share insights from our combined years of experience supporting individuals and building effective teams.

Annie Bruno

Former ISC Program Manager with extensive experience working across both ISC agencies and provider agencies. She brings a comprehensive understanding of how different parts of the support system work together to serve individuals effectively.

Ruth Aguilar

Deep roots in ISC, SDA, and CILA Q roles, as well as the mother of a girl with IDD. Her hands-on experience spans the full spectrum of coordination responsibilities, from day-to-day support to strategic planning and quality assurance.

Poll

What do you think are some of the most valuable skills a QIDP can possess?



The "Q" is the Glue



As a Qualified Intellectual Disabilities Professional, you are the central point of coordination—the essential connector that holds the entire support system together. Your role goes far beyond administrative tasks; you are the strategic anchor ensuring every piece of an individual's support plan works in harmony. Everything we do centers around uplifting the individuals we support—their voices, their goals, their quality of life.

Effective Communicator

Bridging conversations between families, providers, and state agencies with clarity and empathy.

Proactive Problem Solver

Anticipating challenges before they escalate and finding creative solutions that work for everyone.

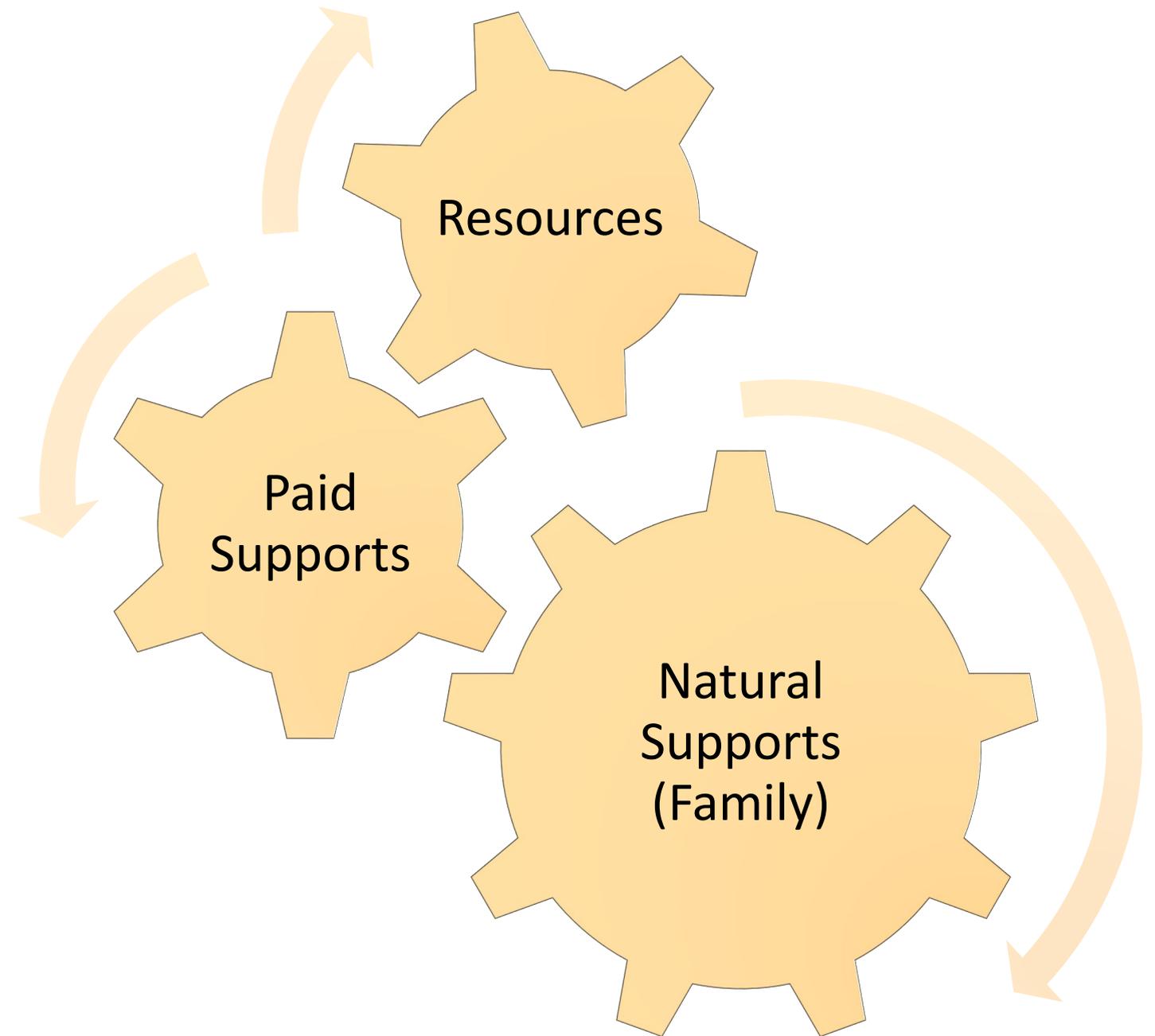
Strategic Team Builder

Assembling and empowering diverse professionals & natural supports to work collaboratively toward shared goals.

You are the hub!

The QIDP serves as the central role - connecting multiple stakeholders in an individual's life.

Your ability to facilitate clear, consistent communication across all these touchpoints directly impacts the quality and continuity of care.



Effective Communication



Effective communication isn't just about sharing information—it's about ensuring every stakeholder feels heard, informed, and aligned around the individual's needs and goals.

Translate complex acronyms or 'systems' insider language into accessible terms for families and staff.

Document decisions and action items clearly to maintain accountability.

Schedule regular check-ins to prevent small issues from becoming crises.

Use multiple channels—phone, email, in-person—to meet people where they are.

Over communication is better than under communicating.

Problem Solving



Look beyond surface symptoms to understand underlying issues. Is it a communication gap? A resource limitation? A misalignment of expectations?



Bring the right people to the table early. Include those directly affected and those with decision-making authority.



Brainstorm options that honor the individual's preferences while addressing practical constraints and regulatory requirements.



Create clear action steps with assigned responsibilities and timelines. Follow up to ensure execution.



Evaluate outcomes and be willing to pivot if the solution isn't working. Continuous improvement is key.

Strategic Team Building

Establish Clear Expectations

Everyone should understand how they contribute to the individual's success; respect and uplift everyone's relationship to the client.

Create a Space for Collaboration

Regular meetings and check-in's ensure everyone stays aligned and can contribute meaningfully to planning and problem-solving. Ensure the environment is welcoming to all.



Foster Mutual Respect

Value the unique expertise each team member brings—whether it's a family's intimate knowledge, a DSP's daily observations, or a clinician's specialized training.

Celebrate even small accomplishments

Acknowledge progress and successes.

Accountability

Encourage everyone to follow through on discussed plans. Gentle reminders, in a respectful manner, can help keep everyone on track to succeed in this shared goal.

Strategies to Employ

Stay organized!

Be receptive to hear feedback on how you're doing.

Ensure each party feels heard by taking the time to listen – be an effective communicator.

Use your creativity and leverage to problem solve; it's important to evaluate progress often.

Create the atmosphere you want to work in. Respect and appreciate each team member's role and what they bring to the table.

Become familiar with local and state resources. Be ready to recommend a recreational opportunity at the local park district, know about local funding or grant opportunities, be aware of available state programs.

Build a personal relationship with your client - ask them what they like, bond over a shared interest, choose to care about their wellbeing.



Ensuring the Individual's Voice Remains Central

As the QIDP, you are the steward of person-centered planning. This means actively ensuring that the individual's preferences, goals, and voice guide every team decision—not convenience, habit, or institutional inertia.

Ask "What does the individual want?" at every decision point

Challenge assumptions that limit choice or opportunity

Amplify the individual's voice when they cannot advocate for themselves

Balance risk management with dignity of risk and personal growth

Partner with families while honoring the individual's autonomy



The role of the QIDP is not to make decisions for individuals, but to ensure the systems around them support their own decision-making and self-determination.

Tamekia's Story

Communication

Problem-Solving

Team Building



Valerie's Story

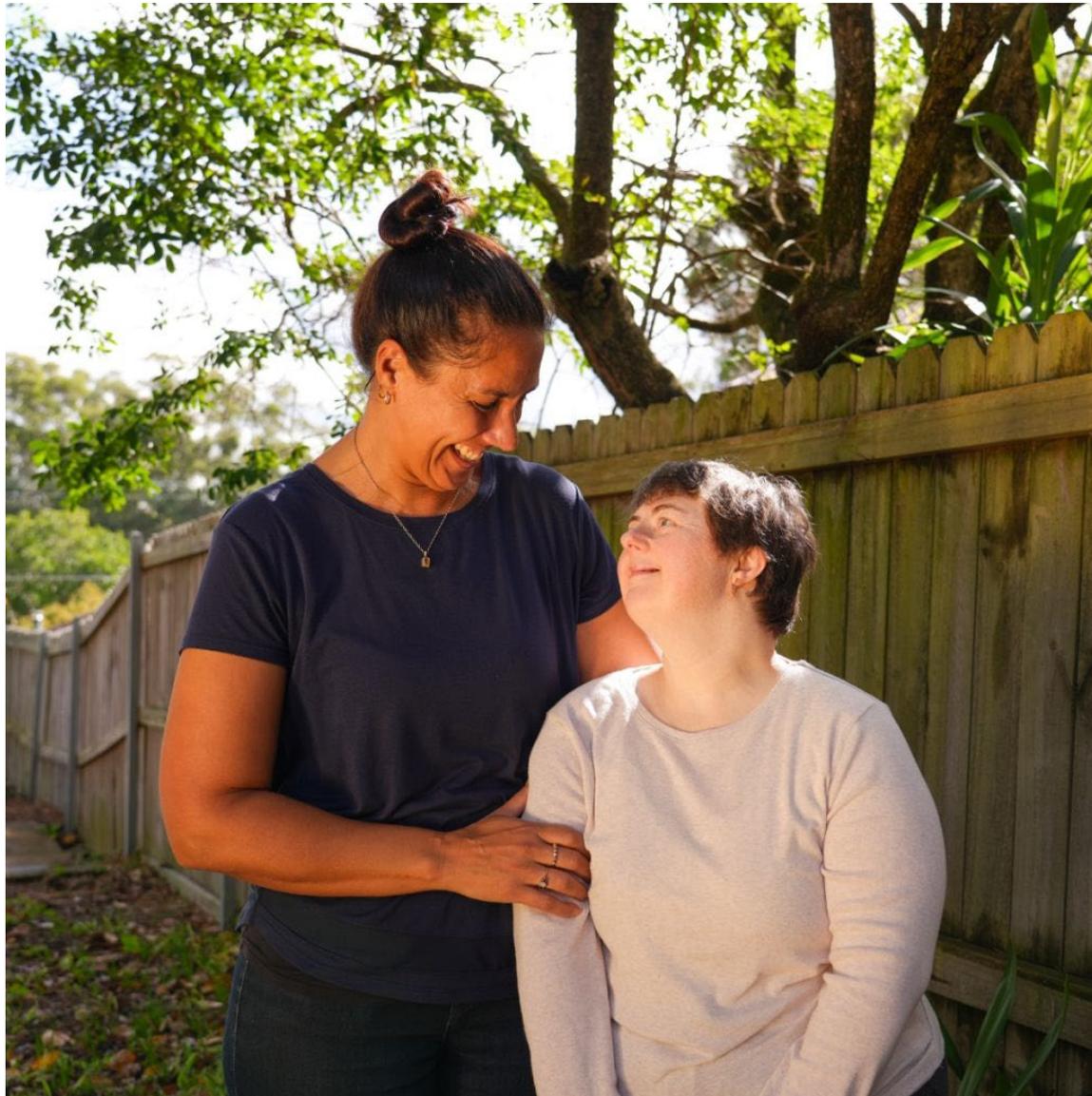
Communication

Problem-Solving

Team Building



Kudos to You!



- ❖ The work you do every day creates ripple effects across the lives of individuals, families, and communities.
- ❖ Your role as the "glue" is not just about compliance or paperwork—it's about creating stable, responsive systems that enable individuals to thrive and live fulfilling lives in their communities.
- ❖ Clear, empathetic, and consistent communication across all stakeholders prevents crises and builds trust throughout the team.
- ❖ Every decision, every conversation, every plan should be guided by the individual's voice, preferences, and goals.

You provide the stability, coordination, and strategic thinking that holds the entire support system together.



Without you, the pieces don't connect.

Thank you!

Questions?

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