



**The Council on Quality and Leadership**

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## **KATIE ARNOLD** | Director of Community Education

University of Illinois - Institute on Disability & Human Development  
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Katie Arnold, MS, is the Director of Community Education in the Institute on Disability and Human Development (IDHD) at the University of Illinois at Chicago (UIC). IDHD is the University Center for Excellence in Developmental Disabilities for the State of Illinois and serves as the bridge between academia and the community throughout Illinois. Arnold provides education, training and resources on various topics which include enhancing the direct support workforce, self-directed supports, sexual self-advocacy and family support.

Arnold also serves as the first, part-time Executive Director of the Sibling Leadership Network (SLN), a national nonprofit whose mission is to provide siblings of individuals with disabilities the information, support and tools to advocate with their brothers and sisters and to promote the issues important to them and their entire families. After graduating from the University of Chicago, Arnold lived at L'Arche Chicago, a community based on mutual relationships where people with and without developmental disabilities share life together. Arnold has a Masters in Disability and Human Development from the University of Illinois at Chicago. Arnold's passion for her work stems from her experience growing up with her sister with developmental disabilities.



## **WILLIAM BEATTIE** | Executive Director

New Horizons Resources, Inc.  
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William Beattie, MS, is the Executive Director of New Horizons Resources, Inc. located in Pleasant Valley. Beattie has been in the field for more than 45 years serving both NYS public and community non-profit sectors. New Horizons Resources is a mid-sized agency serving mostly residential programs but also includes a large MSC caseload, a Day Habilitation program at an agency operated farm, a weekend and summer respite program, and an at respite home program. Beattie has a wide range of experience in Direct Care, Nursing, Program Development, and Management. Beattie was instrumental in working with CQL to achieve Accreditation for NHR and continues to foster CQL learning principles throughout the state. Beattie also serves on the Policy and Procedure Committee for NYSACRA, is on the board of the Mid-Hudson Consortium and is a member representative to CQL for ANCOR. Beattie also has also managed his own Tax Preparation business for the past 29 years.

Beattie worked closely with CQL to achieve Person-Centered Excellence Accreditation. Prior to being named Executive Director, Beattie served as Associate Executive Director, Director of Programs, and Nursing Coordinator. Beattie has a Masters in Public Administration from Marist College and a BSN from Pace University.



## JENNIFER BECHER

V.P. of Organizational Development,  
Executive Director

Bethesda Lutheran Communities, Bethesda Institute  
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Jennifer Becher, MA, currently serves as Vice President of Organizational Development for Bethesda Lutheran Communities, and is responsible for building up the organization's leadership capacity through talent management and professional development.

Becher also serves as Executive Director of the Bethesda Institute and is responsible for leading and the company's quality and performance enhancement initiatives including obtaining or maintaining accreditation and/or certification from the Council on Quality and Leadership (CQL), and directing any necessary survey and regulatory compliance actions. Becher also oversees and analyzes the collection of key performance data which assists the organization in making data-driven, outcome-based decisions.

Becher has been employed at Bethesda since 1996 and has served in a variety of leadership roles including Corporate Director of Management Development and Employee Relations; Community Services Administrator, Program Director for Community Services, Assistant Director of Residential Services (ICF/MR) and Residential Services Coordinator.

Becher received her Bachelor of Arts degree in Social Welfare from the University of Wisconsin-Madison, and holds a Master of Arts in Public Service, specializing in health care administration from Marquette University.



## GAYLE DICESARE

President & CEO

River Valley Behavioral Health  
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Gayle DiCesare, MA, is currently President and CEO of River Valley and Affiliates. River Valley provides mental health, substance abuse, brain injury and intellectual and developmental disabilities services to both children and adults in the states of Kentucky, New Mexico, Nevada, North Carolina and Texas. River Valley Behavioral Health is the community mental health center for the Green River district in Western Kentucky.

DiCesare is a member of the International Institute of Mental Health Leadership, where she has formed collaborative partnerships in both Australia and the United Kingdom. DiCesare is a member of the Mental Health Corporations of America, board member for the Kentucky Council on Problem Gambling and is an honorary board member for the Brain Injury Alliance of Kentucky. DiCesare received her B.A from Florida State University and her MA from the University of Kentucky.



## **GARY EDWARDS** | Executive Director

UCP of Greater Birmingham  
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Dr. Gary Edwards has been Executive Director of United Cerebral Palsy (UCP) of Greater Birmingham for over 25 years. UCP provides a wide range of services including preschool for children with and without disabilities, early intervention services, adult day rehabilitation, supported employment, case management and Social Security Benefits management. UCP has recently constructed a state-of-the-art early learning center called Hand In Hand and an adult services facility called LINCPoint to meet the employment and medical needs of individuals with severe disabilities. Other areas of expansion include Special Needs Trust and safe, accessible and affordable housing and the development of a medical home for individuals with severe disabilities. The organization has received local, state and national recognition for its children and adult programs. Dr. Edwards received the 2008 Children's Advocate Award from Child Care Resources.



## **CELIA S. FEINSTEIN** | Co-Executive Director

Institute on Disabilities UCEDD | Temple University  
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Celia Feinstein, MA, is Co-Executive Director of the Institute on Disabilities. Additionally, she directs the Institute's Leadership Development activities (Competence and Confidence: Partners in Policymaking) and all of its variations. In addition, Feinstein directs The Pennsylvania Training and Technical Assistance Partnership for People with Disabilities and Families, PA Waiting List Initiatives, as well as evaluation activities such as Independent Monitoring for Quality, Montgomery County monitoring and evaluating family support services. Feinstein received a Bachelor of Arts in Psychology and a Master of Arts in Medical Sociology from Temple University. She has also completed her doctoral coursework in Medical Sociology. She is a fellow of the American Association on Intellectual and Developmental Disabilities (AAIDD), and a member of the board of directors of the Association for University Centers on Disabilities (AUCD).

Feinstein began her career in the field of developmental disabilities working as a research assistant on the landmark Pennhurst Longitudinal Study, the largest federally-funded study of its kind, tracing the outcomes of people moving from the Pennhurst Center, a facility in southeastern PA that at one time had 4000 people living in it. As a result of a court order in 1978, Pennhurst was ordered to be replaced by small, community-based settings for the 1154 people who lived there on the day of the court's order. Feinstein became one of the senior researchers on the project. Feinstein continued her career in the field, assessing the outcomes of community living for people with intellectual disabilities (ID).

Always focused on the empowerment of people with intellectual disabilities, Feinstein brought leadership development for people with ID and their families to the Institute on Disabilities as an area of concentration. Her passion for teaching people with disabilities and their families to be leaders continues through programs such as the Academy for Adult Learning, which provides a genuine, inclusive college experience for students with ID who have completed high school and are not yet ready to join the work force.

Feinstein's interest in outcome measurement continues through projects such as Independent Monitoring for Quality (IM4Q), where people with ID and families interview people receiving supports through the ID system to measure the outcomes in their lives including satisfaction, dignity, respect and rights, choice and control, relationships and inclusion.



## **WILLIAM KIERNAN** | Executive Director

**Institute for Community Inclusion**  
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Dr. William Kiernan is the director of the Institute for Community Inclusion (ICI) and a research professor in the Graduate College of Education and the McCormack School of Policy Studies at the University of Massachusetts Boston. Dr. Kiernan has served in a variety of capacities at ICI for 30 years at Children's Hospital Boston, and has been a university faculty member for over two decades.

Dr. Kiernan has broad experience developing and implementing training and model demonstration projects in integrated employment, inclusive education, recreation, transition and systems change. Dr. Kiernan has worked extensively with the public and private employment and training systems at the state and national levels. Dr. Kiernan has served as an international consultant in seven countries and provided training and technical assistance in more than 45 states. Dr. Kiernan holds several national offices in professional and advocacy groups, including current president of the Association of University Centers on Disabilities (AUCD) and past president of the American Association on Mental Retardation (now the American Association on Intellectual and Developmental Disabilities). Dr. Kiernan is the author of six books and more than 125 articles and reports, emphasizing employment and public policy development in adult services, and is considered a national expert on the subject.



## **JOSEPH M. MACBETH** | Executive Director

**National Alliance for Direct Support Professionals**  
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Joseph M. Macbeth is the first Executive Director of the National Alliance for Direct Support Professionals (NADSP) where he is responsible for growing state chapters and membership; oversee a national credentialing program and enhancing the status of more than 1.2 million direct support professionals working across the United States. Prior to this appointment, Macbeth was the Assistant Executive Director for the New York State Association of Community & Residential Agencies (NYSACRA) and has worked in the field of disabilities for 29 years - beginning as a Direct Support Professional.

While at NYSACRA, Macbeth was responsible for implementing and advancing all of the organization's workforce development activities. Through a variety of grants, Macbeth helped NYSACRA incubate a New York State Chapter of the NADSP where he continues to serve as an advisor to the board; produced an award-winning Realistic Job Preview video, "Working as a Direct Support Professional: We Get It Done"; and co-authored a series of written publications, "Voices from the Frontlines".

Macbeth has assisted more than 3,000 of New York's direct support professionals in achieving advanced training and competency through the College of Direct Support and provided access to higher education for more than 500 direct support professionals toward a "Disabilities Studies Certificate" from the State University of New York. Prior to his work at NYSACRA and NADSP, Macbeth spent fifteen years working for a large human services organization where he was responsible for the development and administration of all "non-traditional" residential and day services programs.





## **RON MANDERSCHIED, Ph.D. | Executive Director**

**National Association of County Behavioral Health and Developmental Disability Directors**  
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Ron Manderscheid, Ph.D., serves as the Executive Director of the National Association of County Behavioral Health and Developmental Disability Directors. The Association represents county and local authorities in Washington, D.C., and provides a national program of technical assistance and support. Concurrently, Dr. Manderscheid is Adjunct Professor at the Department of Mental Health, Bloomberg School of Public Health, Johns Hopkins University, and Immediate Past President of ACMHA—The College for Behavioral Health Leadership. Dr. Manderscheid serves on the boards of the Employee Assistance Research Foundation, the Danya Institute, the FrameWorks Institute, the Council on Quality and Leadership, the International Credentialing and Reciprocity Consortium and the National Research Institute. Dr. Manderscheid also serves as the Co-Chair of the Coalition for Whole Health. Previously, he served as the Director of Mental Health and Substance Use Programs at the Global Health Sector of SRA International and in several federal leadership roles in the U.S. Department of Health and Human Services. Throughout his career, Dr. Manderscheid has emphasized and promoted peer and family concerns.

Dr. Manderscheid is a former Member of the Secretary of Health and Human Services Advisory Committee on Healthy People 2020, Past President of the Federal Executive Institute Alumni Association (FEIAA) Foundation, Past President of FEIAA, and past Chair of the American Public Health Association (APHA) Mental Health Section and a past member of the APHA Governing Council. Dr. Manderscheid has also served as the Chairperson of the Sociological Practice Section of the American Sociological Association, and as President of the Washington Academy of Sciences and the District of Columbia Sociological Society.



## **TIA NELIS | Self-Advocacy Specialist**

**Rehabilitation Research & Training Center, Institute on Disability & Human Development**  
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Tia Nelis is a Self-Advocacy Specialist at Rehabilitation Research and Training Center, Institute on Disability and Human Development, University of Illinois at Chicago. Nelis also is one of the past chairpersons of the National Organization Self-Advocates Becoming Empowered. Nelis has founded People First of Illinois, and has successfully promoted people first. Nelis has served as President of People First of Illinois and Naperville, has been honored with the Burton Blatt Award by the Illinois Tash, and the Elizabeth Boggs award from the President's Committee. Nelis has drawn on experiences relating to her own disability in promoting and demonstrating the benefits of empowerment for people with disabilities. Nelis has wide experience in conducting training and advocating for progressive policies with legislators and public officials.



## **JOANNA PIERSON, Ph.D. | Executive Director**

**The Arc of Frederick County**  
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Joanna Pierson, Ph.D., recently celebrated her 34<sup>th</sup> anniversary as the Executive Director of The Arc of Frederick County in Maryland. The Arc's services are based on the idea that people with developmental disabilities and their families want supports and services that are simple, flexible, available when needed, the least intrusive possible and support people in living enviable lives. Dr. Pierson is an adjunct professor at the University of Maryland School of Social Work since 1994. Dr. Pierson is a past President of the American Association on Intellectual and Developmental Disabilities and serves on the CQL Board of Directors as the AAIDD representative. Dr. Pierson participated as the Leader of a People to People Delegation to India and Co-Leader in a People to People study tour to Russia, visiting services and speaking with academics and government officials in the developmental disabilities field. Dr. Pierson has conducted independent studies of emergency response services for individuals with developmental disabilities in the Middle East.



## **NANCY POTTER | V.P. of Performance Services**

**Mosaic**  
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Nancy Potter, MA, has worked in the field of intellectual disabilities for over 26 years. Potter is the Vice President of Performance Services with Mosaic, where she has worked in various positions for 21 years. In 1994, Potter worked with a Northern Colorado agency going through accreditation with the Personal Outcome Measures<sup>®</sup> for the first time. It was a life changing experience and still shapes her beliefs today. Mosaic's mission and commitment to the people Mosaic supports inspires her every day and their commitment to CQL's Personal Outcome Measures<sup>®</sup> and Basic Assurances<sup>®</sup> is deeply ingrained in Mosaic's quality systems, policies and practices. Potter has a Bachelor of Arts degree in psychology and a Master of Arts in agency counseling.



## **CATHERINE RAGGIO | (Retired) Secretary**

**Maryland Department of Disabilities  
Ellicott City MD  
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Catherine (Cathy) Raggio retired as Secretary of the Maryland Department of Disabilities in April 2014. Appointed by Governor O'Malley in 2007, Raggio led successful interagency efforts to address the affordable housing shortage for people with disabilities and developed MD's first program at a four year college/university for students with intellectual disabilities.

Raggio was the founder and for twelve years the CEO of Independence Now, Inc., the center for independent living (CIL) serving Maryland's two largest counties. Under her leadership, Independence Now was the pioneer in assisting non-elderly people with disabilities to move from nursing facilities to homes of their own in the community. Raggio also launched and managed the MD Youth Leadership Forum, a week-long program for high school students that emphasizes leadership, independence and personal and career goal setting.

While Executive Director of the MD Developmental Disabilities Council during the 1980's, Raggio established innovative services across the State, including supported employment and family support services. Following her work at the DD Council, Raggio consulted with numerous nonprofit organizations to enhance the quality of services provided to people with developmental disabilities. During this time, she also formed and supported the statewide self-advocacy group, People on the Go.



## **JENNIFER REPELLA | V.P. of Programs**

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Jennifer Repella is the V.P. of Programs for the Autism Society; responsible for setting and implementing programmatic standards for services delivered throughout the United States via the Autism Society's network of more than 100 local affiliates. Repella brings expertise in developing and implementing training, policy and procedures, and quality assurance practices throughout the Autism Society network. Repella has provided in-service staff trainings on ASD and coordinated support provided to staff and local chapter personnel so they can effectively meet the organizations program needs. Repella has worked in the field of developmental disabilities since 1992 and has experience working with children and adults on the autism spectrum and individuals with other developmental disabilities in education, employment, and community-based settings. Her work experience ranges from direct support for individuals with disabilities to systems advocacy and public policy work. She serves on various professional committees, Boards, and advisory panels. Repella has a degree in Rehabilitation Services and Education from Penn State University.





## **WANDA SEILER** | Senior Quality Analyst

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Wanda Seiler, MS, is a Senior Quality Analyst with FEI Systems, Inc. Seiler has also worked as a consultant, supporting county and state efforts to redesign and improve human and social services programs and services. Prior to her work as a consultant, Seiler spent 20 years working for the state of South Dakota. Seiler served as a policy analyst for the Department of Social Services, the Assistant Director of the Division of Mental Health and also spent eight years in state government as the Director of the Division of Developmental Disabilities. During her tenure, the division was able to correct a significant structural deficit, eliminate waiting lists for all waiver services, implement consumer direction, refine waiver reimbursement methodologies, and facilitate state-wide implementation of Essential Lifestyle Planning.

Seiler has a Bachelor's degree in Psychology from South Dakota State University and an Executive Master's degree in Public Administration from the University of South Dakota. Seiler and her husband live in Fort Pierre, South Dakota and have four children and two granddaughters.



## **TRINA SIELING** | Director of Staff Development

**Trinity Services, Inc.**

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Trina Sieling is a founding member of the National Association of QDDPs (NAQ) which began in 1996 to provide educational experiences, exposure to best practices, and skill and knowledge acquisition primarily to those individuals working as Qualified Developmental Disabilities Professionals in programs for persons with developmental disabilities across the United States. Sieling is the Director of Staff Development at Trinity Services, Inc. where she has worked since 1989. She is responsible for writing, coordinating and implementing direct support, management and leadership training. Additionally she is the Director of Nevada Operations. Trinity Services, located in Joliet, Illinois and Reno, Nevada provides residential, employment, community and behavioral health services to people of all ages with intellectual and developmental disabilities and mental illness. Sieling is a Steering Committee member of the Illinois State Developmental Disabilities Quality Committee and the chairperson of the Illinois Training and Information Network (iTrain).

Sieling has a Bachelor's degree in Psychology from Northern Illinois University and a Master's degree in Psychology, with emphasis in Behavior Analysis from the University of Reno, Nevada.



## PEGGY TERHUNE | CEO

**Monarch**  
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Dr. Peggy Terhune has been the CEO of Monarch, a chapter of The Arc, for over 40 years. Monarch provides residential, vocational, community and behavioral health services to people of all ages with intellectual disabilities, mental illness, and substance abuse issues.

Dr. Terhune received a BS degree in Occupational Therapy from Indiana University, a Masters' in Business Administration from Rochester Institute of Technology, and her Ph.D. from the University of North Carolina at Greensboro. Dr. Terhune has worked with people with disabilities for over 40 years. Under her leadership, Monarch has moved towards evidence-based and best practice in all areas, successfully added services, enhanced community integration, improved customer satisfaction, reduced turnover and successfully developed programs to serve consumers with multiple disabilities.

Dr. Terhune was awarded the 1998 Outstanding Professional Achievement Award, presented by the National Council of Executives of the Arc, and the 2002 Carey S. Fendley Award for Executive Excellence presented by The Arc of North Carolina. In 2007, she received the National Conference of Executives Award for Executive Excellence, which is the highest honor The Arc can confer on an Executive Director of a chapter of The Arc. In 2014, Dr. Terhune won the Moving Mountains Award from NADSP and The University of Minnesota. Dr. Terhune is quite active in state committees, and has served as an appointee of the Governor on the Department Waiver Advisory Committee and the DOJ Blue Ribbon Task Force. Dr. Terhune serves as a trustee for Benchmarks (treasurer), serves on the Cardinal Southern Network Council, is a member of the Board of Directors for the NC Council on Developmental Disabilities and serves as a member of the public policy committee for NAMI.

Nationally, she serves on the CDS Advisory Board, on the Board of Directors for the Council on Quality and Leadership, and as a member of the Diversity Committee for The Arc of the United States. In her spare time, Dr. Terhune works as an adjunct professor for Strayer University in the MBA and Education Masters programs. Together with her husband, she is a therapeutic foster parent, working with Easter Seals/UCP.



## SHERYL WHITE-SCOTT | Medical Specialist

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Sheryl White-Scott, MD, FACP is the Associate Director of Community Health Services for the Medically Frail at AHRC/New York City and Medical Specialist for the Metro Developmental Disabilities Services in New York, New York. AHRC/New York City is a not for profit, family governed organization, dedicated to enhancing the lives of individuals with intellectual and developmental disabilities and their families. The Metro Developmental Disabilities Services Office of the New York State Office for People with Developmental Disabilities is the state government office responsible for helping people with developmental disabilities live richer and healthier lives in Manhattan and The Bronx.

Dr. White-Scott received her B.A. in Natural Sciences from Johns Hopkins University and received her M.D. from SUNY Stony Brook School of Medicine. She is board certified in internal medicine with additional fellowship training in developmental disabilities. Dr. White-Scott is an Assistant Clinical Professor of Medicine in the Department of Internal Medicine at New York Medical College Valhalla, New York.

Dr. White-Scott is a member of the American Association on Intellectual and Developmental Disabilities and a fellow in the American College of Physicians. She is past president of the American Association of University Affiliated Programs (now Association of University Centers for Disabilities), past chair of the Health Promotion Committee and past chair of the Multicultural Special Interest Group of the American Association on Mental Retardation (now the American Association on Intellectual and Developmental Disabilities). Her recent recognition in the field of developmental disabilities includes reappointment to the President's Committee for People with Intellectual Disabilities and the 2014 Dybwad Humanitarian Award from AAIDD.