



VDA WEEKLY E-MAILING
November 13, 2013

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NASUAD Friday Update

Cecily Slasor, Administrative Support

Below is a link to the NASUAD Friday Updates

<http://archive.constantcontact.com/fs163/1109249143446/archive/1113206599203.html>

Note: The web links in this document may change over time. DARS-VDA does not attempt to refresh the links once the week has passed. However, this document is maintained on the web for a period of time as a reference. Some links may require registration.



ACL Newsletter

Cecily Slasor, Administrative Support

ACL Newsletter

<http://www.acl.gov/NewsRoom/eNewsletter/Index.aspx>

VDA New Employee: Brett Jackson

Tim Catherman, Director Aging Operations

Brett Jackson has joined the DARS - Virginia Division for the Aging as a Contract and Performance Analyst. Previous experience includes almost 5 years with from the Department of Housing and Community Development (DHCD) as the Weatherization Program Administrator. Prior to joining DHCD, Brett worked at Bay Aging, an Area Agency on Aging as the Vice President of Housing. Brett is also a ten year veteran of the United States Army and enjoys spending time with his family and has recently taken up boxing lessons with his son. Brett has a Bachelor of Science, Management from University of Phoenix.

For the next couple of months, Brett will be working with Jane Snead to learn about contracts, amendments, funding formulas, and reporting. Brett can be reached at (804) 588-3990 or at Brett.Jackson@dars.virginia.gov. Please join me in welcoming Brett to DARS-VDA.

U.S. Preventive Services Task Force Report

Tim Catherman, Director Aging Operations

The US Preventive Services Task Force (USPSTF) released *Priorities for Improving the Health of Older Adults through Research on Clinical Preventive Services*. The issues addressed include:

1. Screening for Cognitive Impairment and Dementia
2. Screening for Physical and Mental Well-Being of Older Adults
3. Preventing Falls and Fractures
4. Screening for Vision and Hearing Problems
5. Avoiding the Unintended Harms of Medical Procedures and Testing in Older Adults

For the full report go to:

<http://www.uspreventiveservicestaskforce.org/annlrpt3/annlrpt2013.pdf>



Free Webinar

Kathy B. Miller, MS, RN, MSHA, Director of Long-Term Care

Applying Evidence-based Practices to Improve the Participation of People with Disabilities and Older Adults in Coordinated Planning

Learn how evidence-based practices can be incorporated into strategies to engage people with disabilities and older adults in coordinated transportation planning. Hear stories from SURTC Researchers and ACL Catalysts about how evidence-based practices are used in their work. Obtain resources to identify evidence-based practices. Learn how can people tap into the UTC program and other Federal and non-Federal resources related to research.

Registration is not required for this event. At the time of the Webinar, click on the link below.

- Nov. 22, 2:00-3:00 p.m. Eastern Time
- Webinar Link: <http://ctaa.adobeconnect.com/r21fdfgaejd/>

See more at:

<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=3265#sthash.3euV53fy.dpuf>

Invited Speakers

- Judy Shanley, Ph.D., Director, Student Engagement & Mobility Management, Easter Seals & ACL Liaison
- Del Peterson, Associate Research Fellow, Small Urban & Rural Transit Center (SURTC)
- Crystal Lyons, President/CEO, Crystal Fortune Lyons, LLC - ACL Catalyst
- Jed Johnson, National Veteran Caregiver Program, Easter Seals - ACL Catalyst

IRS Warns of Phone Scam

Kathy B. Miller, MS, RN, MSHA, Director of Long-Term Care

The IRS is warning the public about a phone scam that targets people across the nation, including recent immigrants. Callers claiming to be from the IRS tell intended victims they owe taxes and must pay using a pre-paid debit card or wire transfer. The scammers threaten those who refuse to pay with arrest, deportation or loss of a business or driver's license.

The callers who commit this fraud often:

- Use common names and fake IRS badge numbers.
- Know the last four digits of the victim's Social Security number.
- Make caller ID appear as if the IRS is calling.
- Send bogus IRS emails to support their scam.



- Call a second time claiming to be the police or DMV, and caller ID again supports their claim.

The truth is the IRS usually first contacts people by mail – not by phone – about unpaid taxes. And the IRS won't ask for payment using a pre-paid debit card or wire transfer. The agency also won't ask for a credit card number over the phone.

If you get a call from someone claiming to be with the IRS asking for a payment, here's what to do:

- If you owe federal taxes, or think you might owe taxes, hang up and call the IRS at 800-829-1040. IRS workers can help you with your payment questions.
- If you don't owe taxes, call and report the incident to the Treasury Inspector General for Tax Administration at 800-366-4484.
- You can also file a complaint with the Federal Trade Commission at FTC.gov. Add "IRS Telephone Scam" to the comments in your complaint.

Be alert for phone and email scams that use the IRS name. The IRS will never request personal or financial information by email, texting or any social media. You should forward scam emails to phishing@irs.gov. Don't open any attachments or click on any links in those emails.

Read more about tax scams on the genuine IRS website, www.irs.gov.

Innovation Focus Survey: Employee Engagement

James A. Rothrock, Commissioner

InnovateVirginia Member:

November's Innovation Focus Survey is on Employee Engagement. We know from research that employee health and wellness programs can provide a positive return on investment when sufficient numbers of employees are highly engaged. We also know that it is not always easy to achieve the levels of engagement required to make health and wellness programs work for employees and the firm. In short, we have a lot to learn about employee health and wellness engagement.

Share your thoughts and complete the survey today:

<http://www.innovatevirginia.org/pages/innovationfocus-employee-engagement>



Submissions for Livable Communities Exhibition Due 11/22/13

Marcia DuBois, Livable Communities Coordinator

Greetings! We wanted to share an opportunity to promote livable communities. The [Virginia Center for Architecture](#) in partnership with the [Virginia Society of the American Institute of Architects](#) will host an exhibition based on the [10 Principles for Livable Communities](#) called *Livable Communities for Virginia* from **Jan. 16 through March 23, 2014**. The exhibition is intended to encourage a public dialogue about the planning and design of our communities and how these decisions impact our health, safety, the environment, and the quality of life in our neighborhoods, towns, cities, and regions.

Submissions are due by **November 22nd**! If you have any projects that you would like to showcase, or if you know of any additional institutions that might want to submit, the online entry form may be found [here](#). Please direct questions about the exhibition to Lauren Bell, lbell@aiava.org, or (804) 237-1767.

Kind Regards,

Marcia DuBois

Livable Communities Coordinator

Department for Aging and Rehabilitative Services

Virginia Caregiver Coalition Meeting November 21, 2013

Ellen M. Nau, Program Coordinator

Celebrate National Family Caregiver Month with the Virginia Caregiver Coalition at their Thursday, November 21 Meeting. The meeting will begin at 9:15 A.M. The meeting will feature Laurie Parker, Exec. Director of the Piedmont Resolution Center "Mediation for Family Members". You can join us in the DARS/VDA Conference Room or at various video conference sites throughout the Commonwealth. DARS/VDA attendees please RSVP to Ellen Nau at Ellen.Nau@dars.virginia.gov.

Video Conferencing Sites and RSVP Contacts include:

MEOC

Julia Trivett Dillon

jtrivett@meoc.org



District Three Senior Resources

Sissy Frye
sfrye@smyth.net

Blue Ridge Independent Learning Center

Christian Thomas
casemgt@loaa.org

James Madison University

Stacy Hansen
hansens@jmu.edu

Charlottesville HD

Annie Marrs
amarrs@alz.org

Fauquier HD

Chris Miller
cmiller@agingtogether.org

Madison HD

Lynnette Scott
lscott@rrcsb.org

Fairfax AAA (DFS)

Lucy Gerland
lucy.gerland@fairfaxcounty.gov

Williamsburg HD

Joan Bender
joanbender1@cox.net

Newport News HD
Hutchinson

Sharon Brandau or Judy
swdirector@paainc.org and sw3@paainc.org

During the business meeting we will have an infographics presentation by Emily DuBois of DARS. Ms. DuBois did some wonderful infographics depicting the information gleaned from our recently concluded Respite Voucher Program.

Job Accommodations Request Survey

Tim Catherman, Director Aging Operations

Florida State University is conducting a Job Accommodations survey among the Aging Workforce. Individuals aged 50 or older and need job accommodations are being sought for a study by researchers at the Florida State University.

You are invited to share your perceptions of factors related to accommodation requests by answering a few questions about yourself, your organization (if applicable), and your abilities and emotions in the process. This survey will take about 20-30 minutes.



The first 100 participants completing the survey will have a 1-in-4 chance of winning a \$25 gift certificate; and the rest of the respondents completing the survey will have a 1-in-4 chance of winning a \$10 gift certificate. Moreover, you will be assisting service providers and employers to learn more about how to improve the job accommodation process for older workers, considering the fast trend in aging workforce.

The survey can be accessed through the following link:

https://fsu.qualtrics.com/SE/?SID=SV_eCZp9L0mXe40N0h



If you have any questions about the research study or need an alternative survey format, please contact Dr. Shengli Dong by e-mail at workplace_accommodation@fsu.edu.

VDA Staff Job Descriptions

James A. Rothrock, Commissioner

Following up on a request at the recent V4A meeting, attached is a listing of VDA staff including a brief job description. Additional DARS staff will be offered in our next mailing for those complementing our aging division

VDA Staff Brief Job Descriptions 2013

Sharon Andreucci

Chronic Disease Self-Management Education Coordinator

Work with Coordinator of Prevention Programs for Older Adults to:

Facilitate collaboration between Area Agencies on Aging and local, regional and state-wide partners

Coordinate Master Training

Conduct Fidelity Monitoring/Community Technical Assistance visits

Collect and analyze outcome evaluation data on CDSME programs

Develop and implement marketing strategies for sustainability of CDSME programs

Charlotte Arbogast

As the Dementia Services Coordinator, Charlotte Arbogast is tasked with implementing the recommendations of the Virginia Dementia State Plan and coordinating the Training, Coordinated Care, and Data and Research Work Groups of the Alzheimer's Disease and Related Disorders Commission. In addition, she reviews existing programs and services to identify gaps and reduce duplication, and works with agencies and organizations to more effectively deliver services to Virginians with dementia and their caregivers. Ms. Arbogast also supports the "No Wrong Door" initiative, Virginia's approach to delivering convenient and efficient access to health and human services for older adults and adults with disabilities.

Tanya Brinkley

Provide support to the Agency's toll-free aging hotline and additional administrative support. I listen to customers, discuss their needs, and provide appropriate referrals to services. Customer information is entered in the No Wrong Door PeerPlace system to capture the nature of call, the individual's needs, and the community resources that are available to provide assistance. Referrals are made consistent with the Communication, Referral, Information and Assistance (CRIA) Services Standard and protocol for the No Wrong Door Application Tools. Additional duties includes general office administrative assistance.

Tim Catherman

Provide guidance and direction on organizational and governance issues to governing boards and Executive Directors. Plans, develops, and conducts training for boards, Executive Directors and Financial Officers on governance, operations and strategic initiatives. Ensures DARS-VDA's and AAA compliance with Older Americans Act,

AoA regulations, and state requirements. Coordinates the Area Plan process and contracts. Provides direction to staff responsible for contracting, funding allocations, expenditure oversight, and organizational and fiscal monitoring, compliance, reporting and performance measurement. Oversees the front desk and aging hotline referrals.

Leonard Eshmont

Provides IT strategic direction for VDA and ASAPS division along with support for the Home and Community Based application of Peerplace (VDA's No Wrong Door Initiative). Also provides leadership for the DARS Data Warehouse.

Liz Havenner

Liz Havenner is the State Health Insurance Program (SHIP) Director. She provides oversight and technical assistance to the 22 local VICAP programs. She also serves as the liaison between the local VICAP programs and CMS. She is responsible for providing annual training to the VICAP coordinators and counselors, setting performance goals and monitoring of local program performance indicators.

David Hominik

David Hominik, the Commonwealth's Legal Services Developer at DARS-VDA, works with Area Agencies on Aging, legal services programs, Adult Protective Services, the Long-Term Care Ombudsman program, bar associations, law schools and other organizations both public and private, to improve and expand Virginia's legal assistance delivery system for persons 60 years of age and older and for persons with disabilities. The Developer's responsibilities encompass direct legal assistance, public legal education-information efforts, and professional training with a focus on serving persons with the most significant economic and social needs.

April Holmes

Performs program oversight of the statewide Chronic Disease Self-Management Education Programs (CDSME) provided through contract with Area Agencies on Aging. Duties include, but are not limited to: providing technical and programmatic assistance to local community organizations, overseeing program fidelity and quality assurance, reporting and providing liaison to the Administration on Community Living and the National Council on Aging, promoting the program to state and federal level audiences, and working with local and state partners to sustain and expand the program in Virginia.

Janet James

Public Guardian Program Coordinator

Coordinates the Statewide Virginia Public Guardian & Conservator Program in accordance with § 51.5-149 et seq., Code of Virginia.

Monitors each of the 15 local and regional programs, annually, in the Commonwealth to ensure compliance with applicable laws and regulations governing Public Guardian and Conservator services.

Develops and implements mandatory annual Statewide Training for Public Guardians & Conservators.

Assists in the activities of the Virginia Public Guardian and Conservator Advisory Board upon request.

Joani Latimer

State Long-Term Care Ombudsman - Heads the Office of the State Long-Term Care Ombudsman which:

Trains, certifies, monitors and provides technical assistance to local ombudsmen throughout the state who investigate and resolve complaints made by or on behalf of long-term care recipients;

Provides information and services to help LTC recipients protect and exercise their rights;

Monitors and makes recommendations to improve laws, policies and regulations impacting long-term care recipients; and

Participates in a wide range of committees, work groups and task forces to bring the long-term care recipient's 'voice' and perspectives to discussions/strategies to improve long-term care.

Georgie Lewis

Customer Service Specialist: Provide information to Callers, Walk -in and Visitors from the Front Desk office. Answers telephone and refer callers from 8:30 am to 5:00 pm each scheduled workday to local 25 Area Agencies and staff members. Remain knowledgeable of current issues facing older Virginians. Good Steward for resources. Date Stamp all incoming mail and make sure DARS mail and State Agencies mail are placed in the appropriate labeled boxes. Maintain a request for scheduling State Vehicles, Wireless Internet Cards and Parking Passes . Work With the VICAP Daily and especially during open enrollment from Oct. 15 through Dec. 7th. Check voice messages on both lines in the morning upon arrival, noon and at the close of business. Make referrals to appropriate staff or other resources. Check office equipment in the

mailroom and back area fax machines for working order and fill with supplies. Get direction regarding Fan Care Program.

Nancy Lo

GrandDriver

Public awareness and education for seniors and caregivers on senior driving issues

Provide information on transportation planning and alternative transportation

Train CarFit technicians and hold CarFit statewide events

Provide grants for low cost or free comprehensive driving assessments

Partnering with AARP, AAA, Area Agencies on Aging, & local Triads to promote safe driving

Deb Loving

Coordinate and support audio/video conferences, web-based meetings, and related technology.

Amy Marschean

Amy Marschean provides staffing for the Commonwealth Council on Aging, Alzheimer's Disease and Related Disorders Commission and Virginia Public Guardian & Conservator Advisory Board and supports DARS stakeholder relations. In her position as Senior Policy Analyst, she assists in planning for livable communities and home and community based services for older Virginians and Virginians with disabilities and their families, drafts regulations governing aging services, and performs legislative tracking during the General Assembly session. She assists the Commissioner and other members of the management team to advocate for policy decisions related to aging and disabilities.

Christy Miller

Manages Change Control Process for the No Wrong Door (NWD) system

Acts as primary liaison to software vendor for the No Wrong Door (NWD) system

Ensures that daily IT Operations within VDA function within acceptable parameters

Coordinates/Develops/Performs No Wrong Door (NWD) system training (including interactive online training modules)

Develops report design in compliance with Federal, State and Grant requirements

Acts as lead user acceptance testing coordinator for No Wrong Door (NWD) system

Monitors Helpdesk volume and resolution rates for No Wrong Door (NWD) system

Provides reports regarding the No Wrong Door (NWD) Initiative to both internal and external stakeholders

Kathy Miller

Kathy Miller is the Director of Programs for the Aging Division. She oversees staff that provides technical assistance for and monitoring of Older Americans Act (Titles III-B, C, D and E) services and state funded programs, including CCEVP and the Public Guardianship Program. She also provides oversight of various grant funded programs, including VICAP, CDSME, Senior Farmers' Market, Lifespan Respite Care, Fan Care and Virginia GrandDriver.

Carolyn Mines

Provides support to Area Agencies Aging (AAA) in utilizing the No Wrong Door (NWD) system

Updates AAAs email distribution list DLs (outgoing lists)

Maintains equipment inventory and distribution

Creates and maintains checkout calendars for loaner equipment/vehicles

Manages Keyscan software (key assignments) and office security hardware

Prepares monthly AAAs Contractor Report spreadsheets

Prepares Productivity Measure reports (quarterly compilation of PeerPlace data)

Provides hardware and software support (PCs, printers, vtc, projectors, peripherals, MS-Office)

Oversees purchasing office equipment (IT eReqs)

Prepares monthly Easy Access Statistical Report

Ellen Nau

Ellen Nau coordinates the Older Americans Act (OAA) In-Home Services (Adult Day Care, Checking, Chore, Homemaker, Home Health, Personal Care); the National Family Caregiver Support Program; the OAA Care Coordination Program and the Commonwealth of Virginia Care Coordination for Elderly Virginians Program; the state Respite Care Initiative Program, and the Federal Lifespan Respite Care program.

Program administrative duties include insuring compliance with Federal and DARS program requirements, providing technical assistance, aiding consumers in accessing DARS programs, and program performance reporting. Ms. Nau is the founder of, and the DARS administrator for the Virginia Caregiver Coalition. She is the Brookdale Foundation Relatives as Parents Program State Representative, coordinates the DARS Statewide Kinship Care Initiative Task Force, and serves as the DARS liaison for various state agencies involved in kinship care programs. Ms. Nau serves on the Department of Health's Virginia HIV Case Management Improvement Initiative Task Force.

Peggy Nieder

Peggy Nieder is the Options Counseling-VDHCBS Program Coordinator responsible for processing reimbursements for the OC Reimbursement Program. She determines monthly OC hours that qualify for reimbursement, prepares fiscal reports to reimburse AAAs and CILs, and maintains cumulative reimbursement data for the OC Reimbursement grant. In addition, Peggy provides assistance related to the Options Counseling Statewide Standards Training and tracks staff training certification, as well as, provides support for the VICAP [Medicare/Medicaid Dual Eligibles](#) program.

Katie Roeper

Assistant Commissioner, Division for the Aging

Maximizes opportunities to attract new and sustain existing financial and human resources dedicated to supporting older adults and adults with disabilities; Provides strategic direction for the statewide expansion of the No Wrong Door (NWD) initiative; Serves as liaison between DARS and ACL regarding ADRC; Works with other state agencies, the legislature and organizations to increase access to services and maximize independence and quality of life for older adults; Oversees Division's legislative and supports Division's strategic planning processes.

Jim Rothrock

Commissioner

Tries to stay out of the way of these talented professionals.

Annette Sherman

Conducted Gap Analysis between ASAPS and PeerPlace systems to determine similarities and differences between the two systems. Formed and led user advisory group (UAG) consisting of 11 Adult Services/ Adult Protective Services experts from around the commonwealth in order to define business requirements for migrating ASAPS to PeerPlace System. Met with the user group for three days in July to determine high level business requirements. Documented 70 high level business requirements which resulted in documentation of 829 detailed software requirements needed to fulfill the business requirements. Met with UAG 14 times between August and October to review and obtain their approval of the detailed requirements. Provide trouble shooting advice and guidance to VDSS/DIS concerning ASAPS as requested. Wrote the business requirements for the ASAPS Purge process. Provided advice and guidance to the VDSS/DIS business analyst during their technical design of the Purge process. Provided testing support to VDSS for ASAPS when they made some modifications that were mandated by a change in state law. Provided the DARS Data Warehouse point of

contact with table structures and lists of FIPS mapping, Health District mapping, and users.

Provided assistance to help him understand the table structures and the data currently stored in ASAPS so he can develop the reports needed by the APS business owner and LDSS'.

Cecily Slasor

Support for VDA Management Team and Commissioner

Administrative support to VDA's three boards

Prepares and distributes VDA's Weekly Tuesday Mailing for AAA Directors and interested parties.

Providing counseling and education to older adults and family members and professionals related to senior issues, services and supports. Responding to and maintaining the VDA email account, responding to requests for information and/or publications which includes managing individual and agency requests for information and preparing bulk mailings for online UPS system.

Serves as back-up to front desk staff. Maintains individual and front desk I&R resource files. Receives calls regarding alleged abuse, neglect, financial exploitation and records and refers them appropriately.

Maintains VDA publications area.

Use Small Purchase Charge Card for the agency, I handle travel/lodging arrangements for staff. I also use my card to pay for staff conference, workshop, training fees and other approved purchases

Assist staff and coordinate state vehicle usage and maintenance Order office supplies for VDA

Elaine Smith

Coordinate and provide monitoring, training, and technical assistance on Older Adult Nutrition, Disease Prevention-Health Promotion, and Socialization-Recreation programs provided through Virginia's 25 AAA's

Supervise 2 staff in coordinating the Chronic Disease Self-Management Program

Oversee the Senior Farmers' Market Nutrition Program as implemented in 11 AAAs and partner with the Virginia Department of Agriculture and Consumer Services to authorize, train, and monitor farmers participating in the program

Act as a liaison with community organizations and agencies on various nutrition, health, and aging committees

Pam Smith

Pam Smith is the VICAP Program Specialist. She assists the VICAP Director in providing training and technical assistance to the local VICAP programs and developing outreach materials. She is responsible for developing the assessments for counselor certification, tracking certification tests, providing registration and user access to NPR, performing monthly NPR security reviews, running CMS performance reports and overseeing MIPPA reporting by local programs.

Jane Snead

Contract Coordinator

Review and prepare contracts and amendments for area agencies on aging and other aging contractors. Prepare funding allocations and summary of obligations based on federal and state funds appropriations/awards. Assure funds obligated does not exceed funds awarded.

Gail Thompson

Gail Thompson – Assistant State Long-Term Care Ombudsman: assist State Ombudsman in implementing & managing the Statewide Long-Term Care Ombudsman Program providing individual & systems advocacy to long term care recipients; Responsible for data collection, analysis & reports; Train & guide new Ombudsmen.

Kathleen Vaughan

Organization/Project Management: Provides overall direction and leadership to the Commonwealth's 'No Wrong Door' initiative. Provides guidance and support to the local No Wrong Door communities. Coordinates, reviews, and evaluates implementation community reports and writes state and federal grant reports. Manages No Wrong Door production and implementation. Tracks measurable outcomes. Documents policy and assists in developing strategic planning and tracking tools. Coordinates VDA policies related to No Wrong Door and related Commonwealth initiatives.

Communication: Facilitation of all communications with implementation communities across the Commonwealth, 'No Wrong Door' agency partners such as 2-1-1 Virginia, SeniorNavigator, consumers, contractors, and other public and private stakeholders. Leads weekly agency NWD Team meetings, co-facilitates monthly management IT conference calls, and coordinates and co-facilitates quarterly No Wrong Door V4A Leadership Group meetings. Coordinates and co-facilitates the No Wrong Door Change Control Board meeting.

Works closely with staff responsible for the development and integration of the system software. Prepares and distributes meeting minutes and keeps VDA staff informed of programmatic changes by all related partners. Responsible for representing VDA at speaking engagements throughout the Commonwealth as well as for requested national venues for the

promotion and explanation of No Wrong Door and demonstration of technology tools.

Training and IT Coordination: Coordinates and conducts training of new agency partners and ensures appropriate staff within each agency is trained according to a train-the-trainer model. Assists with VDA IT communication, monitoring, analysis and reporting, through steady collaboration with No Wrong Door IT Coordinator. Maintains highly functional and strong working relationship with VDA's Information Technology staff, coordinating policy and protocol development and understanding helpdesk functions.

Streamlining Access: Collaborates between VDA/DARS and DMAS to successfully implement tasks and achieve goals of No Wrong Door-related grants. Serves as VDA representative for cross-agency coordination of related grants. State liaison for AAAs serving as LCAs for MDS 3.0 Section Q. Represents DARS on the Virginia Board for People with Disabilities (VBPD) at quarterly meetings, serving on the Community Living and Transportation (CLT) Committee.

Performance Management: Provides direct supervision for Erika Yssel, new staff at DARS. Erika is the NWD Expansion Specialist. As Supervisor, assists with: strategic and scheduling decisions involving NWD Partners, potential partners and/or sister agencies; decisions impacting entire NWD initiative; decisions impacting policy, initiative-wide marketing and/or budget.

Erika Yssel

No Wrong Door Expansion Specialist

Assist existing NWD participants to identify community partners that are prospects to promote the system to next. Analyze usage reports for additional supporting data. Initiate conversations with those organizations directly or at opportunities like Advisory Council Meetings when a region's providers come together. Do demonstrations, follow-up webinars, training and other marketing activities. Support existing agencies in their use of the system. Work closely with SeniorNavigator as the private lead in this public-private partnership to promote and implement No Wrong Door throughout the state.