



vaACCSES Provider Conference

SPEAKER BIOS

Dodd, Phillip “Chip” – is the President and CEO of Support Services of Virginia, Inc. (SSVA) headquartered in Virginia Beach. Since 1994, SSVA has provided person-centered supports to individuals with developmental disabilities in Coastal Virginia, Eastern Shore, Central and Southside Virginia areas. Services include residential, foster care, day support, therapeutic/behavioral consultation, training, transportation, payee services and accessible housing. Since taking over the family business in 2005, Mr. Dodd has tripled the size of the company by both organic growth and acquisition. SSVA is proud to have over 265 employees and contractors supporting over 180 persons with disabilities live a “life like yours” in the local community. Chip grew up in Yorktown, Virginia and graduated with a BS in Psychology from Christopher Newport University. When not working, Chip can be found chasing flow by adventure racing, mountain biking, rock climbing, boating, and scuba diving. (chip@ssvainc.org)

Furr, Matt – is the Senior Marketing Representative for the Philadelphia Insurance Companies and in excess of nine years in the insurance industry. Prior to joining Philadelphia, he had been with Federated Insurance for 4 years specializing in the fuel and auto industry. In his various capacities, he was responsible for field underwriting and risk services (claims and loss prevention) along with sales/marketing. Prior to the insurance industry Matt worked in the mortgage industry for eight years. Mr. Furr received his degree in business management from Radford University. While at Radford he served and as President and Treasurer of the Beta Omega chapter of Phi Kappa Sigma fraternity. During his tenure in the insurance industry he is a Federated Insurance Big Hitter and Chairman’s council award winner and a two-time Philadelphia Seals winner. (Matt.Furr@phly.com)

Kautz, Larysa – is the Chief of Staff & General Counsel at Melwood, serving as the chief legal advisor to the President & CEO and the Board of Directors. As well as being responsible for the supervision of the organization’s legal, regulatory affairs, and risk management functions, Larysa provides general coordinating leadership to all departments working behind the scenes to execute Melwood’s strategic goals, address challenges, and handle day-to-day issues that impact Melwood. A graduate of Yale Law School, Larysa has over 15 years of experience in law, corporate governance, mergers & acquisitions, and government relations. (LKautz@melwood.org)

Long-Molnar, Susan – is President of Managing Communications Consulting and is a lifelong professional communicator who uses over 35 years of experience assisting nonprofits, government agencies and business owners and their employees to communicate effectively so they exceed their goals. After graduating from Eastern Kentucky University with a BA in Theatre Arts/Communications and a minor in English, she began a teaching career, moving in 1976 to Virginia Beach to teach at Princess Anne High School. After five years of entrepreneurship with her own agency, she began an 11-year corporate jaunt in communications management, first at Sentara, followed by Cox Communications, and then USAA, where she was responsible for all media relations and communications both internally and externally. In 2002, that entrepreneur spirit resurfaces. Managing Communications Consulting was founded with a new business model and more focus on strategic planning, advisory, and training. Long-Molnar has provided media relations, public relations, marketing and internal communications training for such organizations as the Virginia Volunteerism and Service Conference for three consecutive years, Old Dominion University Employer Luncheon, and the Hampton Roads Chamber of Commerce. (Susan@makingyoumarketable.com)

Lyons, Shirley – is the Program Manager for Henrico Area MH/DS and Hermitage Enterprises in Henrico, VA. She holds a Masters of Organization and Management with a specialty in Leadership from Capella University. She is currently a member of the vaACCSES Board of Directors. She has been a CARF surveyor since 2014 and completes 6 to 10 surveys a year, generally in the Administrative functions. She is a previous RN Anderson Award winner. Shirley has a long history of presentations and involvement at conferences and is thrilled to continue the tradition. (Shirley.Lyons@henrico.us)

Markel, Stacey CHCM, HEM – is a Consultant in RCM&D’s Risk Consulting Division where she is responsible for the preparation and delivery of corporate-wide safety training to clients’ management and staff. In this appointment she also develops and implements new loss control programs to control workers’ compensation exposures. Her specific expertise is the investigation and evaluation of safety and health issues, including conducting proactive loss control analyses and providing tools to management to encourage employee accountability. Prior to this position, Stacey served as an Accident Prevention Consultant at Royal &

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SunAlliance. In this role, she was responsible for working with Safety Committees to improve overall company safety performance and to then present her recommendations to senior management that would impact and improve their risk management programs. She started her career in the healthcare industry many years prior to this position while working with healthcare groups and physicians to better establish policies and procedures in various internal departments. Ms. Markel has a BS and MS in Health Systems Management from the University of Baltimore. (SMarkel@rcmd.com)

Metcalf, Robin – is President of The Choice Group. She holds a Master's of Education and a Master's of Science in Counseling from the University of Nevada, Las Vegas. She has over thirty years of experience in the fields of education, counseling and rehabilitation. She is a National Certified Counselor (NCC), Certified Case Manager (CCM), Certified Clinical Trauma Professional (CCTP), a Licensed Professional Counselor (LPC) and certified in Eye Movement Desensitization Reprocessing (EMDR). Robin supervises residents in counseling for licensure in Virginia and is an experienced CARF Surveyor and recipient of numerous awards in the field of rehabilitation. She is the current President of vaACCSES. (Robin.Metcalf@thechoicegroup.com)

Norton, Heather MSW – is the Acting Deputy Commissioner of Developmental Services for the Department of Behavioral Health and Developmental Services (DBHDS). She previously served as the Director of Community Support Services in the Department of Developmental Services at DBHDS. She has worked in the field of intellectual disabilities for over twenty-five years and currently sits on the Virginia APSE Board as well as the Virginia Autism Council. She started her career in Pennsylvania at a summer camp for individuals with intellectual disabilities and worked for two children's behavioral health programs supporting children with various mental health diagnoses and autism. She relocated to Virginia in 2004, at which time she started working for Southside Virginia Training Center as the Director of Program Services where she oversaw the vocational, habilitation, and program centers. Prior to working at DBHDS, she worked for Chesterfield Community Services Board, first as the services manager for Community Employment Services and then as the Assistant Director of Community Services. (Heather.Norton@dbhds.virginia.gov)

Paluszak, Kevin – is the owner and founder of ECCO Consulting Services and is currently working on his Doctor of Strategic Leadership. A US Navy veteran with 20 plus years in health and human services, Kevin brings a unique blend of perspectives to his work. A former DBHDS regulator, former provider, and a forever advocate of best outcomes, Kevin brings a unique lens to make the complex seem simple. For more about Kevin or ECCO Consulting Services visit: www.eccoconsultingservices.com. (kpaluszak@eccoconsultingservices.com)

Pierson, Debbie MPA – is the co-owner of Sage Squirrel Consulting LLC in Indiana. Sage Squirrel Consulting, LLC is a small, Indiana-based firm focusing on human service projects, often where operational challenges need to be identified and addressed. Sage Squirrel's mission is to work on projects that have a positive impact on how citizens experience or access services, or projects that positively impact the engagement and performance of the human service workforce. Ms. Pierson served as the Deputy Director of the Indiana Division of Aging from 2014 until 2018. Before coming to the Division of Aging, Debbie was the Director of Home and Community Based Services with Area 9 Agency on Aging in Richmond, Indiana. Debbie has a Bachelor of Arts in Political Science from Earlham College and a Masters of Public Administration from Indiana State University. Debbie is the sage in Sage Squirrel Consulting. During her 15 years in Indiana's aging network, Debbie has worked on both state and local HCBS service delivery systems. She is an operational specialist combining a common sense approach to optimizing business processes and leveraging technology with Medicaid knowledge to create improved business and participant outcomes. (dpierson@sagesquirrel.com)

Pinch-Keeler, April – is the President & CEO at MVLE, Inc. and the Sr. VP, Mid-Atlantic Region at The Fedcap Group. Ms. Pinch-Keeler has been a dedicated advocate for individuals with disabilities for more than 30 years. MVLE is an internationally accredited nonprofit agency providing employment and support services for individuals with disabilities in the Washington, D.C. metropolitan area. In 2014, April was recognized by Northrop Grumman Corporation at their annual World Class Special Recognition Awards. The Northern Virginia Chamber of Commerce recognized MVLE in 2017 as a Nonprofit of the Year nominee and in 2018 as a Community Impact Innovator of the Year nominee. April was recognized as the 2018 Business Person of



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the Year by the Greater Springfield Chamber of Commerce. Pinch-Keeler previously served as President and Legislative Chair for vaACCSES and works to keep public policy in the forefront to assert the civil rights of all people, regardless of ability, to employment and community services. (April@mvle.org)

Shanafelt, Krista – has been in the Supported Employment field for 23 years. Beginning her career as a job coach, she is now the Program Supervisor for the City of Virginia Beach, Community Employment Options. With 15 job coaches, the program serves over 200 clients, of this, 24 clients are served in Supported Employment Individual and 27 in Supported Employment Group Waiver services. Krista also continues to support her clients with their Benefit questions, in her role as a Work Incentive Specialist Advocate. (KShanafe@vbgov.com)

Smiddie, Kyle JD, MSW – is a trial attorney in the Special Litigation Section of the Civil Rights Division of the Department of Justice and holds a J.D. and Master of Social Work from Rutgers University in New Jersey. He is part of the team focusing their efforts on implementing the Virginia Settlement Agreement. Before joining the Civil Rights Division, he worked on issues regarding prisoner re-entry, affordable housing, adequate education, and foster children. (Kyle.Smiddie@usdoj.gov)

Snyer, Yonda – is the co-owner of Sage Squirrel Consulting LLC in Indiana. Sage Squirrel Consulting, LLC is a small, Indiana-based firm focusing on human service projects, often where operational challenges need to be identified and addressed. Sage Squirrel's mission is to work on projects that have a positive impact on how citizens experience or access services, or projects that positively impact the engagement and performance of the human service workforce. Ms. Snyder was the Director of the Indiana Division of Aging from 2014 until 2018. Yonda has a Bachelor of Science from Indiana University. Yonda is a customer service acolyte who also has ten years of executive level human resource management experience prior to leading the Division of Aging. Yonda is a bit squirrely – in a good way! Yonda is a big picture systems thinker, with the ability to connect dots that may not appear related at first. She is a constant observer of organizational culture and the role that culture plays in the achievement of the mission and can facilitate the disruption necessary to drive transformation. (ysnyder@sagesquirrel.com)

Tefelski, Karen – has been the Executive Director for the Virginia Association of Community Rehabilitative Programs, Dba vaACCSES since 1998 and has managed the vaACCSES WIPA (formerly BPAO) project since 2001. Ms. Tefelski has over 34 years of experience advocating on behalf of individuals with special needs including children and adults. Before arriving in Virginia, Karen was a registered lobbyist and association executive in Washington, DC and Sacramento, California. Karen has been a gubernatorial appointee in California and Virginia, serves as a member of the national ACCSES Board of Directors, and serves on various national and statewide policy advisory and Executive Management Councils. Ms. Tefelski was appointed by Governor Mark Warner to serve as the first chairperson of the Employment Subcommittee of Virginia's original Olmstead Committee. Karen has a MS in Criminology and has a BA in Public Administration/Criminal Justice. (ktefelski@vaaccses.org).

Tweedy, Mike – has been a Legislative Fiscal Analyst for the Senate Finance Committee since December 2015. He is responsible for providing non-partisan, analytic support for the Health and Human Resources Subcommittee on budget issues concerning health care; social services; behavioral health, intellectual disability and substance abuse services; disability services; public health, and aging services. Prior to his joining the staff of the Senate Finance Committee, Mike worked for the Department of Planning and Budget (DPB) for over 15 years. As a senior budget and policy analyst at DPB, he was responsible for development of the Governor's budget for his assigned area, monitoring and execution of the final budget, and developing fiscal impact estimates on legislation proposed in the General Assembly. In his last 10 years at DPB, Mike was primarily responsible for the Medicaid budget. Mike holds a Bachelor's degree in Public Administration from Virginia Tech and a Master's Degree in Public Administration from the University of Delaware. (mtweedy@sfc.virginia.gov)

Van Haute, Ally - ARM, ARMe, ARM-P, AIS – is a Senior Risk Management Consultant with the Philadelphia Insurance Companies. Ms. Van Haute is responsible for delivering high quality risk management solutions for clients and prospective clients

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in the Mid-Atlantic, including D.C., MD, VA, and PA. These solutions include executing large account and risk improvement service plans, loss trending and analysis, risk evaluation and assessment, and employee training. Ally has extensive background in the oil and gas industry, trucking and DOT compliance, agriculture, ADA compliance, employee safety training, and consulting on a broad range of topics. She has worked as a risk management consultant since 2007. Ally joined the PHLY risk management team as a Senior Consultant in May 2016. She currently holds her Associate of Risk Management (ARM), Associate of Risk Management-Enterprise Risk (ARM-E), Associate of Risk Management-Public Entities (ARM-P), and Associate of Insurance Services (AIS). She has completed OSHA 10-hr General Industry and Construction training, 8hr Hazardous Material, NFPA Life Safety, Aquatic Facilities Operator, and the Certified Playground Inspector certification courses. She is currently working on her Agricultural Farm Insurance Specialist designation. (Ally.Vanhoute@phly.com)

Walker, John – has been President & CEO of SOAR365 (formerly Greater Richmond ARC) since June of 2015. Prior to joining SOAR365, John spent 35 years in the corporate world working for companies like Honeywell, Procter & Gamble and Crestar Bank. Immediately before moving to the not-for-profit world, John was the President & CEO of a global manufacturing company (QubicaAMF) where he was involved in creating multiple mergers, acquisitions and strategic alliances. His experience was helpful when SOAR365 stepped in to help when A Grace Place (a long time Richmond based adult day service provider) filed Chapter 11 in March of 2018. (John.Walker@SOAR365.org)

Weber, P. Michael, CIC, CAWC – has in excess of 30 years in the insurance industry. Prior to joining Riggs, Counselman, Michaels & Downes (RCM&D), he had been with Liberty Mutual for sixteen years specializing in large property & casualty accounts in the San Francisco, Philadelphia, and Richmond regions. In his various capacities, he was responsible for underwriting and risk services (claims and loss prevention) along with sales/marketing. For the past 10 years, he has held senior positions within the brokerage community specializing in construction, transportation & logistics, international risk and particularly, social services organizations. Mr. Weber received his degree from James Madison University and took extensive course studies in international business at San Francisco State University. He achieved his CIC designation in 2006 and the CAWC in 2017. He serves as President of the Board of Directors of Community Brain Injury Services and serves on the Board of Directors for the Children's Home Society of Virginia (Mweber@rcmd.com)

Williams, Jan - MSW, MPA – is the Senior Director of Employment Services at ServiceSource. Ms. Williams has worked for ServiceSource since 2004 other than a two-year period as Director of Quality Work Environment for SourceAmerica between 2010-2012. She provides oversight of 45 staff serving more than 1,000 individuals with disabilities and manages a \$3M+ budget. She ensures compliance with Medicaid Waiver, vocational rehabilitation, AbilityOne, Community Services Boards, CARF and other entities. Ms. Williams has a Master of Public Administration and a Master of Social Work from West Virginia University in Morgantown. (jan.williams@servicesource.org).