



## Person-Centered Planning and Practice Committee

### COMMITTEE MEMBERS

#### **Glenda Armstrong, BSN, RN**

Clinical Manager OU Sooner Health Access Network, University of Oklahoma School of Community Medicine  
Tulsa, Oklahoma

Glenda Armstrong has over 30 years of experience working with community-based health systems to improve healthcare delivery in long-term and primary care settings. She works at the OU-TU (University of Oklahoma – University of Tulsa School of Community Medicine) to implement an evidence-based, person-centered care management program for the Sooner Health Access Network, which serves Oklahoma’s Medicaid participants.

Glenda has dedicated the majority of her professional career to furthering the person-centered philosophy and approach in all aspects of healthcare delivery. She has experience in implementing programs in both home- and community-based settings, with Oklahoma’s Advantage Program as well as Long Term Services and Supports (LTSS). Glenda developed a person-centered curriculum for Medicaid Home- and Community-Based Programs (HCBS), a community lead project to end chronic homelessness, and most recently for Patient Centered Medical Homes in Primary Care through the OU Sooner Health Access Network.

#### **Pearl Barnett, MPA**

Director of Operations, National Association of States United for Aging and Disabilities  
Arlington, Virginia

Ms. Barnett began in quality management in HCBS in 2009. Pearl Barnett has been working, tracking, and improving performance management in person-centered planning, coordination, and service delivery for a decade. Before joining the NASUAD team, she served nine years at the Oklahoma Department of Human Services (Oklahoma DHS). At Oklahoma DHS, she served as the Administrator for the ADvantage 1915(c) HCBS Medicaid Waiver and Medicaid State Plan Personal Care Programs. Ms. Barnett also served as a key writer in the approved statewide transition plan for HCBS waivers in Oklahoma and developed and implemented programs to measure compliance in both residential and nonresidential homes in the state. During her tenure as a state waiver administrator, Ms. Barnett implemented statewide training programs in person-centered thinking, planning, and practices through service planning and service delivery, training state staff, providers, and advocates.

Ms. Barnett works with the National Center on Advancing Person-Centered Practices and Systems representing NASUAD and providing a perspective specific to the aging network. In her current Person-Centered Planning and Practice Proposed Roster

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role, she has served as an operational expert on HCBS waiver issues, provides technical assistance and consulting to state Medicaid agencies and waiver operating agencies in efforts regarding many aspects of Long-Term Services and Supports, including No Wrong Door systems, and person-centered practices in ombudsman programs.

### **Sally Burton-Hoyle, MS, EdD**

Professor, Eastern Michigan University  
Ypsilanti, Michigan

Dr. Sally Burton-Hoyle, sister to a person on the autism spectrum, served on the Interagency Autism Coordinating Committee (IACC) at the federal level and has focused her life and career on improving the education and lives of people with autism and other challenging behaviors through positive behavior support (PBS) and person-centered planning (PCP). At her current position, she is a professor and has developed both the Masters of Autism Spectrum Disorders and the undergraduate program at Eastern Michigan University and is faculty advisor for the College Supports Program for students with autism, a program she developed in 2011. Dr. Burton-Hoyle has developed curriculum and trainings in PCP for mental health professionals in developmental disabilities and mental illness and those with dual diagnosis extensively in Michigan and California.

Dr. Burton-Hoyle worked to enact into statute PCP as a mandate for eligible recipients with a developmental disability and/or mental illness. Since this went into the Mental Health Code in 1995 she has trained all mental health authorities throughout Michigan. Dr. Burton-Hoyle has developed curriculum and trainings in PCP for the insurance plans and other entities responsible for those that are dually eligible for Medicaid and Medicare.

### **Amber Carey-Navarrete**

Training and Consulting Director, ADS, Easterseals Southern California  
Cerritos, California

Amber Carey-Navarrete, director of person-centered services, has demonstrated a person-centered approach to her work with Easterseals Southern California for over 18 years. She leads the strategic priority of enhancing person-centered culture and practices throughout their adult day services and is actively mentoring multiple locations.

Amber has spent the past several years designing and implementing a person-centered culture change and practice (PCCP) service model across several adult day service programs within Easterseals Southern California, supporting people with intellectual and developmental disabilities. Amber is a well-respected trainer and presenter at the local, state, and national level to help advance person-centered practices. She is an innovator and has recently authored an implementation manual to assist other adult day services in learning about, assessing, adopting, and sustaining person centered culture change and practices.

### **Bruce Chernof, MD**

President and Chief Executive Officer, The SCAN Foundation  
Long Beach, California

Bruce Chernof, MD, is president and CEO of The SCAN Foundation. Previously, he served as director and chief medical officer for the Los Angeles County Department of Health Services, and

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as regional medical director at Health Net. In 2013, Dr. Chernof served as chair of the federal Commission on Long-Term Care, which produced bipartisan recommendations for long-term care financing, delivery system, and workforce reforms. As president and CEO of The SCAN Foundation, Dr. Chernof has a deep knowledge and expertise in health and LTSS policy focused on older adults, including those living with multiple chronic conditions and functional limitations.

As the director and chief medical officer of the Los Angeles County Department of Health Services, he was responsible for the oversight and management of all clinical and administrative activities in five acute care hospitals, primary care clinics, the Emergency Medical Services System, and the Community Health Plan that served over 150,000 Medi-Cal and Healthy Families members. As the regional medical director for California Health Programs at HealthNet, California's largest network-model managed care plan, Dr. Chernof managed its Healthy Families program statewide and Medicaid managed care in Los Angeles County.

### **Bevin Croft, MPP, PhD**

Co-Director, National Center on Advancing Person-Centered Practices and Systems,  
Human Services Research Institute  
Cambridge, Massachusetts

Dr. Croft conducts research in self-direction and self-determination, person-centered planning and practice, peer services, and behavioral health systems transformation. She is co-director of the National Center on Advancing Person-Centered Practices and Systems. She is also the principal investigator of a multistate Demonstration and Evaluation of Self-Direction in Behavioral Health project, funded by the Robert Wood Johnson Foundation. Dr. Croft serves in principal roles in behavioral health systems analysis projects with several states and counties.

For over 15 years, Dr. Croft has worked closely with state and county health and disability system leadership to engage in rigorous systems analysis to support system transformation, with a focus on increasing the system's capacity to understand and respond to the needs and preferences of people with lived experience. Prior to entering the policy research field, she oversaw person-centered planning training and quality assurance for a large psychiatric rehabilitation provider in Cambridge, Massachusetts.

### **Amber Decker**

Senior Family Peer Advocate, self-employed  
New York, New York

Amber Decker, senior family peer advocate, excels at analyzing case-specific situations and working with families to implement real-world solutions using human resources, education, and training. After three years of serving as a freelance advocate, Amber started Special Support Services in 2017 with the aim of providing direct 1:1 peer support for parents of children with disabilities. Previously, she spent eight years preparing medical, human resources, and judicial reports, organizing evidence and records for administrative hearings, fair hearings, and reviews, as well as mentoring dozens of parents of students with disabilities. In addition to years of doing extensive research on educational advocacy, she has completed the New York State Family Peer Advocate Credential process from Families Together in NY State and the NY Partners in Policymaking program. She is a Support Parent with Parents for Parents, and is a certified IEP Parent Member.

Currently she is a coalition member of Medicaid Matters New York, Steering Group; serves on the Advisory Council for the Protection and Advocacy for Individuals with Mental Illness (PAIMI); and is a current elected member of the Citywide Council on Special Education for the New York City Department of Education.

### **Gail Fanjoy, MS**

Executive Director and CEO, KFI Maine  
Millinocket, Maine

Gail Fanjoy is CEO of KFI (Katahdin Friends, Inc.), an agency which provides supports for people with disabilities in the areas of community employment, supported living, and community life engagement in Maine. Having worked for KFI since 1976 she is a leader in the revolutionary shift in service delivery away from sheltered and segregated services to customized supports for people to live and work in the community. On a national level, she is a subject matter expert for the Office of Disability Employment Policy's Employment First State Leadership Program and has consulted in the area of provider transformation in numerous states. She served two terms on the TASH national board of directors and is past president of TASH New England. Gail is the past president of Maine Association of People Supporting Employment (APSE) and was a member of Maine's Employment First Coalition.

Gail has 35+ years providing high-quality, person-centered planning and services to individuals with intellectual and developmental disabilities (I/DD) and other significant disabilities in rural Maine. She has served on a multitude of state and federal advisory committees on HCBS, has been a subject-matter expert for DOL's Office on Disability Employment Policy, and serves on the board of directors for TASH.

### **Susan Fegen, LVN, PCTCMT, PCTCT**

Manager, Centene Corporation  
St. Louis, Missouri

Susan Fegen brings 37 combined years of nursing and managed care experience to her advocacy for person centered thinking (PCT). Her career with The Learning Community started in Texas as a trainer for Superior HealthPlan. She then became a manager of PCT programs for Centene Corporation. Through her work, Ms. Fegen has been able to bring PCT to a national level and embed certified PCT trainers into Centene's state health plans, supporting members in 38 states, England, and Spain.

Ms. Fegen has extensive background in person centered practices, including certified training/planning/support of disability rights; clinical nursing experience, including specialty training in ophthalmology, clinical research projects; geriatric, transplant and mom & child welfare nursing experience.

### **Sara Link, MS**

Director, No Wrong Door, Virginia Department for Aging and Rehabilitative Services  
Henrico, Virginia

Sara Link directs No Wrong Door, a statewide initiative streamlining access to LTSS through person-centered planning. Sara formerly managed a partnership between Senior Connections and Virginia Commonwealth University Department of Gerontology and formerly served as analyst for

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New York City Office of the Mayor and Department for the Aging. Sara has led research studying older adult services, social isolation, and community-based supports.

Sara's work in person-centered care was informed by her experience as an educator, community organizer, applied researcher, funder, policymaker, and administrator. Throughout a career that has largely focused on serving older adults, Sara has designed evidence-based solutions that have utilized geographic information system (GIS) data and mapping to improve utilization of senior centers and to identify pockets of regional social isolation among older adults. Sara and her team are currently expanding the number of statewide person-centered thinking trainers and incorporating trauma-informed care and ageism disruption into the statewide person-centered planning curriculum for the aging and disability services workforce.

### **Joseph Macbeth**

Chief Executive Officer/President, National Alliance for Direct Support Professionals Inc.  
Albany, New York

Joseph Macbeth is the CEO/president at the NADSP and began his career as a direct support professional. Macbeth is recognized as a national leader in advocacy and the movement to recognize direct support as a profession. He co-authored the *Report to the President: America's Direct Support Workforce Crisis: Effects on People with Intellectual Disabilities, Families, Communities* and the *U.S. Economy for the President's Committee for People with Intellectual Disabilities* (PCPID, 2017). He currently sits on the board of directors for The Council on Quality and Leadership (CQL), The Learning Community for Person Centered Practices (TLCPCP), and the College of Direct Support's National Advisory Board. Macbeth was appointed by New York Governor Andrew Cuomo as a member of the advisory council for the NYS Justice Center for the Protection of People with Special Needs.

Macbeth brings 35 years of experience to advancing the profession of direct support. He's built an organization that provides access to career ladders based on sound research and validated sets of ethical practices. The NADSP is the only organization whose mission is solely focused on enhancing the knowledge, skills, and values of the most critical workforce in LTSS.

### **Denise Myler**

President, Board of Directors, Living Independently For Everyone, Inc.  
Ammon, Idaho

For over 30 years, Denise Myler has been a disability advocate. She currently serves on the board of directors for Living Independently For Everyone, (LIFE) Inc. She has been involved with LIFE for over 25 years. She is a member of the Idaho State Independent Living Council and the Idaho Caregivers Alliance, and she works with the National Council on Independent Living – Electronic Visit Verification Task Force and with the Idaho Department Health & Welfare, Division on Medicaid Electronic Visit Verification. Additionally, she is a patient-advocate living with Limb Girdle Muscular Dystrophy.

### **Gretchen Napier, MSHA, CMC**

Assistant Deputy Chief of Quality, Accountability, and Innovation, TennCare LTSS  
Nashville, Tennessee

Gretchen's varied experience with patients and their families began 25 years ago as a licensed

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nursing home administrator, including 10 years as an advocate, care manager, and national leader within the care management industry, and currently within Tennessee's LTSS. Her current responsibility at TennCare includes value-based purchasing initiatives, system transformation, and redefining quality with respect to person-centered approaches.

In her current role, she oversees the implementation and continuous improvement of person-centered care initiatives for LTSS at TennCare. Gretchen, certified as a care manager through the National Association of Certified Care Managers, chairs the Public Policy Committee of the Aging Life Care Association (ALCA), is past-president of this organization's Southeast chapter, and is a Fellow in ALCA's Leadership Academy. She also serves as treasurer of the board at Transitions Guiding Lights Caregiver Support Center in Raleigh, NC. In the 10 years prior to joining TennCare, Gretchen owned and operated a private aging life care management company with offices in Raleigh and Nashville, TN, influencing entities across the healthcare system in a person-centered approach to care.

### **Melissa Nelson**

Associate Director of Quality Services, TMG by Magellan Health Inc.  
Madison, Wisconsin

Melissa Nelson was the director of social services at a nursing home for 14 years and sought to individualize care, promote residents' rights, and engage in person-centered planning within an institutional setting before self-direction grew into a movement. She has 15 years of quality experience at TMG by Magellan Health and sees quality as a three-legged stool that includes quality assurance, quality improvement, and quality from the customer's perspective. She provides statewide training to hundreds of TMG IRIS consultants on person-centered planning, outcomes, and continuous quality improvement.

Melissa has 20 years of quality experience in LTSS and 14 years of direct social work experience in long-term care, with a special emphasis on assisting frail elders and adults with disabilities to develop person-centered plans based on individual strengths, assessed needs, interests, and goals. Melissa is a subject matter expert in LTSS, HCBS waiver programs, and Medicaid. She brings extensive experience in person-centered planning, outcomes development, quality assurance (QA) monitoring and measurement, and quality improvement.

### **Patricia Nobbie, PhD**

Director, Disability Policy Engagement, Anthem Inc.  
Washington, DC

Patricia Nobbie's PhD is in public administration, providing her with a background in public policy, budgeting, and evaluation of public programs. Professionally, she has worked in the field of disability services and supports for 18 years. She worked for the Georgia Council on Developmental Disabilities on public policy funding and grant funded programs for transition age youth and family support, and she started the college program for youth with disabilities. For five years, she was the principal investigator for an AIDD Projects of National Significance 360 Family Support grant to evaluate the impact of supports provided to parents with disabilities, using an individual family support plan to organize multiagency services. Additionally, she is the mother of a person with Down Syndrome and appreciates the challenges of implementing measures based on person-centered experiences for those individuals and populations.

**Kate Norby**

Executive Director of Member Experience, Includa  
Stevens Point, Wisconsin

Kate Norby has worked for 12 years to advance person-centered planning and self-determination within a managed care model. She is currently serving as an executive director of member experience for Includa—a large long-term care Medicaid managed care organization in Wisconsin. Since 2006, Kate has served as a change agent for Includa and its predecessor organization, leading a commitment to community and relationship development, self-determination, and person-centered practices.

**Ann O'Hare, MD, MA**

Professor of Medicine, Department of Veterans Affairs and University of Washington  
Seattle, Washington

Dr. O'Hare is a nephrologist and health services researcher at the VA Puget Sound Healthcare System and professor of medicine at the University of Washington in Seattle. Her primary clinical, teaching, and research interest is in the care of older adults with kidney disease. Her research has focused on understanding how best to support a person-centered approach to caring for members of this population and has included work on the relevance of contemporary guideline-based approaches to care, decision making around dialysis initiation, and patterns of end-of-life care in this population.

**Leolinda Parlin, BA**

President and Chief Executive Officer, Hilopa'a Family to Family Inc.  
Honolulu, Hawaii

Leolinda Parlin has served professionally in Medicaid and Title V programs as a provider for large hospital organizations and as a parent and family member of individuals with special healthcare needs, ranging from autism to dementia. As a Native Hawaiian, she brings her cultural perspective and lens to all her activities. Under her direction, Hilopa'a designed and implemented three significant statewide programs, the Hilopa'a Family to Family Health Information Center, Hawaii Medicaid Ombudsman, and Ka Huliau, a pediatric PCMH program.

Ms. Parlin is the architect of Hawaii's No Wrong Door training curriculum for workforce development in person-centered practices. Specifically, the HI curriculum includes a module on using the dimensions of culture as a framework for providers to establish rapport and better understand the patients that they serve. Through her experiences as a family advocate supporting families as well as providers who deliver care to families, she is able to attest first hand to the needs and appropriate strategies for workforce development. Her long-standing work at Hilopa'a along with the American Academy of Pediatrics, Hawaii Chapter and the Hawaii Maternal and Child Health (MCH) Leadership Education in Neurodevelopmental Disabilities (LEND) Program has provided a trove of experiences to help move the system forward.

**Richard Petty, MBA**

Co-Director, TIRR Memorial Hermann  
Houston, Texas

Richard Petty directs the National Center for Aging and Disability and is co-director of

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Independent Living Research Utilization (ILRU). He is an assistant professor at the University of Texas McGovern Medical School. He has directed programs fostering community living for people with disabilities, including the New Community Opportunities Center, the IL-NET, a national center providing training and technical assistance for the independent living field. Petty directed the National Resource Center for Participant Directed Services at Boston College and served as research professor in the school's social work department.

### **Mia Phifer, MSJ**

Vice President of Quality, National PACE Association  
Alexandria, Virginia

Mia provides strategic leadership and oversight to support Programs of All-inclusive Care for the Elderly (PACE) quality improvement efforts to advance the National PACE Association's (NPA) efforts in establishing and promoting the use of performance measures and quality standards to support quality assessments and evaluations that are aligned with regulatory oversight requirements. Prior to joining NPA, Mia served as division director, quality management, and professional development at GW Hospital, where she set direction and priorities of quality improvement (QI) initiatives to align with the hospital's quality goals and initiatives. Mia has over 25 years of experience in healthcare operations, quality management, and regulatory compliance.

### **Cheryl Phillips, MD, AGSF**

President and Chief Executive Officer, SNP Alliance  
Washington, DC

Cheryl Phillips, MD, is the president of the SNP Alliance, a national leadership association for special needs plans (SNPs) and Medicare-Medicaid plans. Prior to working for the SNP Alliance, she was the senior VP for public policy at LeadingAge. She has also served as the chief medical officer of On Lok Lifeways, the originator of the PACE model based in San Francisco, CA, and the medical director for senior services and chronic disease management, for the Sutter Health. She continues to serve on multiple Technical Expert Panels (TEPs) for chronic care, LTSS, and HCBS. She served as a health policy fellow under U.S. Secretary of Health and Human Services Secretary Tommy Thompson, and was appointed as a California Commissioner on Aging and to the Olmstead Advisory Committee for California. Dr. Phillips is on the board of directors of the SCAN Foundation.

### **Michael Smull**

Senior Partner, Support Development Associates LLC  
Annapolis, Maryland

Michael Smull has been working with people with disabilities since 1972. His extensive experience covers nearly all aspects of developing community services. Michael is the chair of The Learning Community for Person Centered Practices (TLC-PCP) and a senior partner in Support Development Associates (SDA). He is the co-developer of Essential Lifestyle Planning and has worked in 48 states and seven countries. He has helped found three community agencies, assisted existing agencies with the conversion from programs to supports, and helped states, regions, and counties change their structures in order to support self-determination. He has helped people leave institutions in the United States and the United Kingdom.

Michael is a co-designer of efforts to develop person-centered systems. His current efforts are Person-Centered Planning and Practice Proposed Roster  
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focused on helping organizations and systems make the needed changes in skills, practices, and policies that result in supporting people to have self-directed lives. This work has taken place in over 50 agencies and 10 states. Mr. Smull is the recipient of the 2015 Compass Award from the National Association of Directors of Developmental Disabilities Services and the 2006 American Association on Intellectual and Developmental Disabilities service award.

### **Dori Tempio, MS**

Director of Community Outreach and Consumer Rights, Able South Carolina Center for Independent Living  
Columbia, South Carolina

Dori's passion for helping consumers with disabilities understand their rights helps her empower individuals with disabilities to become leaders in their communities by serving on boards, committees, and commissions, promoting independent living. In 2017, she served as a faculty member of the Georgetown University Leadership Academy in Networks Supporting Leadership and Increasing Cultural Diversity for Individuals with Intellectual and Developmental Disabilities.

Dori works closely with the SC Developmental Disabilities Council as well as Partners in Policymaking to promote person-centered philosophy, leadership, and self-advocacy through classes she instructs. She is a member of the SC DHHS Person-Centered Planning Committee promoting person-centered thinking and focus when working with individuals with disabilities. Dori is the chair of the PCP Training Subcommittee, designing training materials on person-centered planning for individual waiver participants and families as well as professionals.

She sits on several committees addressing PCP with students and adults transitioning, community living, healthcare, voting, education, and emergency preparedness for people with disabilities. Dori serves as an instructor with the SC UCEDD, SC LEND, and Center for Disability Resources on working with graduate students and professionals on developing a person-centered focus and philosophy when working with patients or clients with intellectual and developmental disabilities.

### **Janis Tondora, PsyD**

Associate Professor, Program for Recovery and Community Health, Yale School of Medicine  
New Haven, Connecticut

Dr. Tondora, associate professor at the Yale School of Medicine's Program for Recovery and Community Health, has dedicated her career to the design, implementation, and evaluation of services that promote self-determination, recovery, and community inclusion among individuals living with behavioral health conditions. She has provided training and consultation to over two dozen states and numerous international collaborators seeking to develop person-centered planning models and programs. Her work has been shared through a variety of publications, including a 2014 book co-authored with several colleagues entitled, *Partnering for Recovery in Mental Health: A Practical Guide to Person-Centered Planning*.

Her professional interests focus on the design, implementation, and evaluation of services that promote self-determination, recovery, and community inclusion among individuals living with serious behavioral health disorders. She has worked closely with the Connecticut Department of Mental Health and Addiction Services (DMHAS) for nearly two decades to promote the transfer of academic research into the public-sector behavioral health system, with a specific focus on the dissemination of recovery-oriented practices. She has been an active participant on national

steering committees and has provided training and consultation for numerous international collaborators, a range of federal agencies, and approximately 20 different states seeking to develop person-centered planning models.

### **Maggie Winston**

Self-advocate, Systems Advocate, Transition Specialist, Adjunct Faculty, Independent Living Center, UAA Center for Human Development  
Kenai, Alaska

Maggie Winston is a self-advocate and lifelong Alaskan that lives in Kenai. She is a systems advocate and transition specialist at the Independent Living Center in Soldotna, and has a passion for disability policy and advocacy. She has a BA in psychology from UAA and is currently an adjunct faculty for the LEND Program. She is involved with several advocacy groups, including Key Coalition, Peer Power, and Shared Vision for the Developmental Disability System in Alaska, and she is the current chair for the Governor's Council on Disabilities and Special Education.

Maggie is an individual with a spinal cord injury. She has no functional use of her arms or legs and she drives a power wheelchair with her chin. She currently utilizes long-term services and supports via an Alaska Medicaid waiver. She has two jobs, both of which entail disability advocacy and person-centered approaches. She's also a member of volunteer councils and the boards regarding disability policy/advocacy.