



***CARING FOR RESIDENTS
WITH CHALLENGING
BEHAVIORS***

JANUARY 14, 2004

CONFERENCE SPONSORED BY

***THE OFFICE OF THE LONG
TERM CARE OMBUDSMAN***

***BIOGRAPHICAL
SUMMARY OF THE PANEL
&
LIST OF THE PARTICIPANTS***

Teresa C. Cusano, MSW
State Long Term Care Ombudsman

Teresa C. Cusano holds a Masters Degree in Social Work from the University of Connecticut School of Social Work with a certificate on Aging. Teresa has 32 years experience in the field of social work, starting her career as Director of a social services agency working with families and refugees. Prior to joining the Long Term Care Ombudsman, 17 years ago as Regional Ombudsman, Teresa worked as a medical social worker.

Teresa is currently the State Long Term Care Ombudsman, focusing her efforts in the empowerment of nursing home residents, organizing the Statewide Coalition of Presidents of Resident Councils and the statewide conference for Resident Councils: Voices Forum, the only one such organization nationwide. A legislative agenda for the Long Term Care Ombudsman has been generated by these efforts, with the successful passage of several statutory amendments.

Teresa has commissioned four research studies on issues affecting the lives of nursing home residents as well as the implementation of a Pilot Program on social transportation for residents.

Teresa has been and continues to be a member of numerous organizations, task forces, and government committees related to issues involving the elderly and the community at large.

Paul R. Miller
Program Review Specialist
CMS

Paul is a Lead Federal Surveyor with the Centers for Medicare and Medicaid Services, Survey Branch of the Boston Regional Office. He has surveyed in long-term care, psychiatric hospitals, intermediate care facilities for persons with developmental challenges, as well as other provider types for over 15 years.

Paul holds a Bachelors Degree from Texas Tech University and a Masters Degree in Psychology from the University of Maine.

He is a Qualified Mental Retardation Professional, and has worked in group homes and large state school settings, and in a psychiatric hospital.

**Joan Leavitt, R.N. M.S.
Public Health Services Manager
Department of Public Health**

Joan D. Leavitt is a Public Health Services Manager in the Division of Health Systems Regulation for the Department of Public Health. As Public Health Services Manager, Ms. Leavitt is responsible for the Management of regulation of licensed health care facilities and risk management/enforcement activities for licensed institutions and individuals licensed or certified by the Department. She is a Registered Nurse and has a Bachelor's degree in business administration from Post College and a Masters degree from Hartford Graduate Center in health care administration. Ms. Leavitt is certified by the Health Care Financing Administration as a long term care surveyor and is certified by the Council of Licensure and Regulations as an Investigator.

**Susan Werboff
Program Director
Office of Protection & Advocacy**

Susan Werboff has more than twenty-five years of experience as an advocate for persons with disabilities and program administrator. After completion of a Masters Degree in social work; she became Program Director for the Client Assistance Program (CAP) at the Office of Protection and Advocacy for Persons with Disabilities. In 1989, her administrative responsibilities expanded as she was also appointed Program Director for Protection and Advocacy for Individuals with Mental Illness (PAIMI).

Mental Health, the State Rehabilitation Advisory Council (co-chair), the Board of Directors of Advocacy Unlimited, a mental health consumer organization, and the State Mental Health Planning Council, as well as, numerous other adhoc groups. She brings expansive knowledge and expertise in the public and private service delivery system.

**Michele Parsons, R.N., BS, and MS
Manager, Alternate Care Unit
Department of Social Services**

Michele has a Masters Degree in Health Care Management from the Hartford Graduate Center. She worked for fifteen years in long-term care administration prior to joining the State of Connecticut, Department of Social Services in 1987. She is currently the Manager of the Alternate Care Unit and oversees the Connecticut Home Care Program for Elders.

**Jennifer Glick
Nurse Consultant
DMHAS**

Jennifer Glick is a Nurse Consultant at the CT Department of Mental Health and Addiction Services at DMHAS among other duties, Ms. Glick manages the Preadmission Screening/Resident Review Program and provides consultation on nursing home care for people with mental illnesses as well as behavioral health services for older adults. She is Vice-Chair of the Older Persons Division of the National Association of State Mental Health Program Directors. A Registered Nurse, Ms. Glick is currently a graduate student at the University of Connecticut School of Social Work.

**Jan Van Tassel
Executive Director
CT Legal Rights Project**

Jan Van Tassel is a public interest attorney with more than 25 years of experience including 6 years with the Medicaid Division

developing home and community based service waivers and implementing the preadmission screening program.

She is currently the Executive Director of the Connecticut Legal Rights Project, Inc., a statewide legal assistance program that represents low income adults with psychiatric disabilities on matters related to their treatment services and civil rights. She served as a member of the Governor's Blue Ribbon Commission on Mental Health, and was subsequently appointed to the Governor's Mental Health Policy Council and the Community Mental Strategy Board. Jan founded and co-chairs the "Keep the Promise" Coalition, which has been recognized by several state organizations for its successful advocacy on behalf of persons with psychiatric disabilities, including dedicated funds for supportive housing as well as funds for other housing subsidies and supports. In the course of her legal career, Jan has played a key role in the debate on a wide range of public policy matters, including public benefits and welfare, nursing home reform, tax and budget issues, fair wage and employment practices, education and training, and health care and disability rights. She has published numerous articles and training materials, and has spoken at colleges and universities throughout the state. Jan was one of the founders of the Connecticut Alliance for Basic Human Needs and has worked closely with community based organizations to inform and empower them. She has been recognized by the Connecticut Housing Coalition, Connecticut Union of Disability Action Groups; the Coalition on Aging, the Connecticut Womens Education and Legal Fund, the National Organization for Women, the Connecticut Chapter of National Alliance for the Mentally Ill, Connecticut Legal Services, and Prime Time House in Torrington. Jan serves on several non-profit boards including the Americans with Disabilities Act Coalition and the United Labor Agency, is the Vice-President of the Connecticut Fair Housing Center, and serves as the President of both the Connecticut Women's Education and Legal Fund and the Middlesex County Substance Abuse Action Council.

Arnold I. Menchel
Assistant Attorney General
Office of the Attorney General

Arnold I. Menchel has been as Assistant Attorney General for the State of Connecticut, Office of the Attorney General, for the past twenty-five years. He has specialized primarily in Medicaid provider reimbursement. In October 1997 he was named the head of the Health Care Fraud/Whistleblower/Health Insurance Coverage Department where his responsibilities were expanded to include, among other things, various types of affirmative health care enforcement, whistleblower investigations and consumer issues with managed care organizations. He has spoken at conferences sponsored by the National Health Lawyers Association, the Medicaid Management Institute, the National Association of Attorneys General, the National Alliance for Model State Drug Laws and the American Association of Health Plans. He has also spoken at meetings of the Connecticut Health Lawyers Association, the Connecticut Bar Association, the Connecticut Chapter of Certified Fraud Examiners, the Southern New England Chapter of the Institute of Internal Auditors, the Connecticut Society of Family Physicians, the Connecticut Association of Health Care Facilities and the Visiting Nurses Association of New England.

Marilyn Denny
Legal Services Attorney
Greater Hartford Legal Aid

Marilyn Denny has a PHD from Harvard University in Sociology and a law degree from the University of Connecticut School of Law. Since 1988 Ms. Denny has been a legal services attorney, working to protect the rights of nursing home residents including those threatened with inappropriate transfers and discharges. She has initiated important discussions with state and federal agencies with enforcement authority over nursing homes and has served on various task forces such as the Ad Hoc Task Force on Nursing Home Costs in Connecticut (chaired by Bruce Vlodech) and the Nursing Home Task Force created by the Connecticut General Assembly in 1997. She also teaches at Saint Joseph College in West Hartford.

Richard C. Brown
Director of Member Services
CT Association of Health Care Facilities

Richard C. Brown has over twenty-five of experience as a successful health care Administrator managing facilities in size up to one hundred eighty (180) beds and is currently the Director of Member Services for the Connecticut Association of Health Care Facilities.

Richard is a member of the American College of Health Care Administrators (ACHCA), the Connecticut Coalition on Aging, the Gerontological Society of America, the National Citizens' Coalition for Nursing Home Reform and the New England Gerontological Association. Mr. Brown is a lecturer and presenter on professional health care administration and has testified a number of times before the Connecticut State Legislature. Richard is a Certified Master Nursing Home Administrator, a Fellow in the ACHCA and a Life Member of the Foundation of the ACHCA. He is a past President of the Connecticut Chapter of the ACHCA and received the Chapter's Distinguished Administrator Award and President's Award.

Mr. Brown received his Certified Master designation from the Professional Certification Committee of the ACHCA. This designation is held by only ten other licensed professionals in the country and is the result of successfully maintaining his status as a Certified Nursing Home Administrator for the past 15 years.

Participants

Sheila Amdur, National Alliance of Mental Illness

Richard C. Brown, CAHCF

Robert Burke, Athena Health Care

Michael Capozzi, LTCOP

Marilyn Denny, Greater Hartford Legal Aid

Lucia DeVivo-Catalano, MEDOPTIONS

Margaret Ewald, LTCOP

Toni Fatone, CAHCF

Sue Garten, Greater Hartford Legal Aid

Laurie Giemza, Advanced Behavioral Health

Jennifer Glick, DMHAS

Veronica Halpine, Greater Hartford Legal Aid

Karyl Lee Hall, Greater Hartford Legal Aid

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Nancy March, IOL

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Arnold Menchel, Office of the Attorney General

Michael Michalski, LTCOP

Paul Miller, CMS

Mag Morelli, CANPFA

Lynn Noyes, DSS

Michelle Parsons, DSS

Senator Edith Prague

Deputy Commissioner Michael Starkowski

Mae Terry

John Vanderbilt, LTCOP

Theresa A Velendzas, LTCOP

Susan Werboff, P & A

Commissioner Patricia Wilson-Coker, DSS

**Office of the Long Term Care
Ombudsman Support Staff**

OSD Staff