

Background and Qualifications of Kathleen L. Klika

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CAREER SUMMARY

Seasoned Human Services Director with over thirty years of experience in the development and operations of high quality, cost-effective community-based services for individuals with intellectual/developmental disabilities, brain injuries, mental illness, advanced age, and physical disabilities.

Hands-on involvement in the development and operations of more than seventy-five residential and community programs including Community Based Residential Facilities (CBRF), Adult Family Homes (AFH), Supported Apartments, Supportive Home Care, and Day Services. Personally involved in the assessment, planning, and transition to community living of more than three hundred individuals with disabilities, most from institutional settings.

KEY SKILLS AND EXPERIENCE

- Participated in company finance, research and development, critical incident review, risk management, and marketing committees.
- Skilled in addressing the press, public, and government officials.
- Company representative in legal actions, including providing affidavits, depositions, and testimony in successful ORP fair-housing lawsuits.
- Experienced and trained expert witness and case consultant.
- Broad knowledge and experience with budgetary and financial aspects of the business. Able to effectively create, present, and justify budgets and analyze financial statements.
- Knowledgeable of Wisconsin DHS 83 (CBRF) and DHS 88 (AFH) regulations, standards of care, and best practices.
- Skilled at organizational assessment, identifying needs and challenges, and offering innovative solutions.
- Experienced exhibiting and presenting at conferences and educational events. Presentations and trainings have included the following topics: client assessments and individual service plans; operations management; budget development and financial literacy; assessing business opportunities; acquiring and renovating properties; supporting residents with changes in staff; history of disability services in Wisconsin; introduction to brain injury; and regulatory compliance.
- Experienced in hiring, coaching, and mentoring staff members from direct care to director levels. Proven leader with the ability to develop leadership skills in others.

WORK HISTORY, KEY ROLES AND ACCOMPLISHMENTS

University of Wisconsin – Green Bay / Wisconsin Caregiver Academy

October 2014 - present

Adjunct Instructor

Curriculum development and training on Assessments and Individual Service Plans (ISP) to assisted living and human service providers. Training provided throughout the State of Wisconsin.

Klika Consulting, LLC

February 2014 – present

Principal Consultant

Management Consultant for community-based disability, behavioral health, and elder services specializing in:

- Quality Improvement and Regulatory Compliance
- Training and Leadership Development
- Risk Management
- Business Development
- Organizational Assessment
- Expert Witness services including case consultation, analysis, and testimony

Residential Services Association of Wisconsin

May 2013 – Present

Board President

RSA Wisconsin is a trade association that is dedicated to residential service providers and the people they support. RSA's members serve a variety of population groups including developmental disabilities, mental illness, frail elderly, and community corrections. RSA's mission is to advocate and educate for excellence in community residential and support services.

Oconomowoc Residential Programs, Inc.

January 2012 – September 2013

Director, Special Projects

- Provided leadership, mentoring and training to new company directors and team leaders.
- Increased business acumen throughout business units resulting in financial sustainability.
- Assisted in the development and implementation of policies and procedures for different business units.
- Acted as Interim Director of Operations for a new start-up program.
- Researched and assessed business expansion opportunities.

Homes for Independent Living of Wisconsin LLC

(A division of Oconomowoc Residential Programs, Inc.)

May 1983 – January 2012

Director of Admissions and Business Development, 1996 – 2012

- Marketed company services and worked with the development team to open over fifty new CBRFs, AFHs, and supported living situations.
- Completed comprehensive assessments and transition plans for hundreds of individuals moving to assisted living settings.
- Developed business relationships and services in four new counties.
- Greatly expanded services for individuals with challenging behaviors and significant medical needs.
- Optimized census, revenue and margin resulting in business stability and sustainability.
- Supported and supervised Transition Coordinators (Admissions and Marketing personnel).
- Responded to RFP/RFIs with comprehensive written proposals and presentations.
- Provided training on business and disability related subjects to agency employees.
- Negotiated rates and contracts with managed care organizations.

Regional Director, 1990 – 1996

- Global fiscal, administrative and programmatic responsibilities for business operations in five different Wisconsin counties.
- Developed business relationships and opened services in two new counties.
- Provided leadership and supervision to fifteen management, training, and administrative personnel as well as indirect supervision to more than one hundred direct support professionals.

Program Coordinator, 1986 – 1990

- Responsible for the overall management of CBRFs, AFHs, and supported apartments.
- Successfully opened first CIP waiver funded program in the agency and seven additional programs in Washington County.
- Hired, trained, and supervised a staff of program managers and senior direct support professionals. Provided indirect leadership and supervision to approximately sixty direct support professionals.

Program Manager, 1984 – 1986

- Hands-on management of three eight-person mental health CBRFs in Waukesha County.
- Worked closely with the Program Director to open two new homes.
- Interviewed, hired, trained, and provided leadership and support to a staff of forty direct support professionals.

Counselor/Senior Counselor, 1983 – 1984

- Direct support counselor at an eight-person CBRF serving individuals with serious mental illness.
- Promoted to Senior Counselor within six months of employment.

PROFESSIONAL ORGANIZATIONS AND PUBLICATIONS

- Board Member (2010), President-elect (2011-2012), and Board President (2013 – present) of *Residential Services Association of Wisconsin (RSA)*
- Member of the *Brain Injury Alliance of Wisconsin*, and BIAW volunteer
- Member of the *Wisconsin Assisted Living Association (WALA)*
- Member of the *Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL)* Advisory Group
- Participant in *Wisconsin Bureau of Assisted Living Quality Summits*
- Member of the State of Wisconsin *FOCUS Conference Planning Committee*
- Former Member of *Social Work Advisory Board* and *Dean's Advisory Board* – University of Wisconsin-Whitewater
- Contributed a case study entitled "*Empowering an Individual with Cerebral Palsy*", published in *Empowering People: perspectives from the field*, edited by Charles Zastrow, Ph.D. (2004)

RECENT PRESENTATIONS

"A Commitment to Quality – The STAR Quality Accreditation Program and Wisconsin Coalition for Collaborative Excellence in Assisted Living," Co-presenter, Residential Services Association Conference, May 22, 2014, Wisconsin Dells, Wisconsin.

"Individual Service Plan (ISP): It's only as good as its assessment," Panelist, State of Wisconsin FOCUS Conference, November 20, 2014, Wisconsin Dells, Wisconsin.

"Residential Support Assessments: Tips for Providers, Families, and Survivors," Presenter, Brain Injury Alliance of Wisconsin Annual Conference, May 5, 2015, Wisconsin Dells, Wisconsin.

EDUCATION

DEGREE

Bachelor of Arts Degree in Social Welfare with a minor in Psychology from the University of Wisconsin-Whitewater

CERTIFICATE

Certificate in Applied Marketing from University of Wisconsin-Madison, School of Business - Executive Education

Completed coursework includes: Strategic Market-Based Planning, Tactical Marketing, Disciplined Marketing Planning, and Integrated Marketing Communications.

CONTINUING EDUCATION

- *Finance and Accounting for Non-Financial Executives* – UW-Madison Executive Education
- Trainings and conferences in areas of employment law, management and supervision, expert witness consulting, business communication and writing, leadership, sales, marketing, and extensive disability related subjects.