Case Management + Program Quality
ORGANIZATION CHART BY FUNCTION

September 2019

BOB WARD
VICE PRESIDENT
CCB/CMA

DARCY TIBBLES
DIRECTOR OF PROGRAM QUALITY | CCB FUNCTIONS

MARISA EBERS
ASSOCIATE DIRECTOR OF QUALITY ASSURANCE
- Quality assurance
- Data analysis & integration

KRISTIN YODER
ASSOCIATE DIRECTOR OF SYSTEMS NAVIGATION
- Intake, eligibility, & referral
- Waitlist management
- Benefits support

MICHELLE BAUMAN
ASSOCIATE DIRECTOR OF ADMIN & PROJECT MANAGEMENT
- Process, procedure, & operations
- Billing support team
- Project Management

OPEN
ASSOCIATE DIRECTOR
- I/DD Provider liaison
- Human Rights + Investigations
- Critical Incidents

AMY GROGRAN
DIRECTOR OF CASE MANAGEMENT | CMA FUNCTIONS

ALYSSA PAE
ASSOCIATE DIRECTOR OF ACTIVE/ENROLLMENT
- Active + Enrollment Case Management

NICKI POLHAMUS
ASSOCIATE DIRECTOR OF ACTIVE/ENROLLMENT
- Active Case Management
- State SLS

TIFFANI DOMOKOS
ASSOCIATE DIRECTOR OF COMMUNITY & STAFF ENGAGEMENT
- Staff training, development + onboarding
- Staff engagement

AUBRE FROST
ASSOCIATE DIRECTOR OF ACTIVE CASE MANAGEMENT
- Active Case Management
- Crisis Management

DANI MCCANN
INVESTIGATIONS PROGRAM MANAGER
- Human rights committees
- Critical incident reporting
- Investigations

JES HARON
PASA LIAISON PROGRAM MANAGER
- I/DD Provider (PASA) support
- PASA quarterly meetings

KELLY GRAF
CRISIS MANAGEMENT PROGRAM MANAGER
- Crisis Management
- Emergency Enrollments
- Regional Center Liaison
CCB FUNCTIONS

- Admin / Operations
- Benefits (Medicaid) Supports
- Billing Issue Supports for IDD Providers
- Human Rights Committees / Investigations / Critical Incident
- I/DD Waitlist Management
- Intake, eligibility, & referral including Delay/DD Determinations and CHRP/CES referrals
- Level of Care Assessments (enrollments)
- Provider Liaison / Supports (IDD Providers)
- Quality Assurance and data integrity / dashboards
- Records Requests
- SIS Administration
- Survey (Client Satisfaction, QIS, NCI, etc.)
- Unmet Needs (CM Unmet Needs Funding)

CASE MANAGEMENT FUNCTIONS

- Active case management IDD Waivers: CES, CHRP, DD, SLS
- Active case management State SLS
- Active case management OBSS
- CDASS Service Delivery Coordination
- Crisis management and support
- Emergency Enrollment Requests
- Enrollments
- Home Modifications / Assist Tech / Vehicle Mod Requests
- Training and Staff Development (CM/PQ)
- Regional Center Liaison Functions (CST, DI)
- Staff Engagement (CM/PQ)
- State SLS Program Oversight / Funding