

# Robson Forensic

Engineers, Architects, Scientists & Fire Investigators

**LISA THORSEN, M.S., S.D.A., C.R.C.**

**Managed Care Specialist in Educational, Rehabilitation, Adult Care Settings**

## PROFESSIONAL EXPERIENCE

2008 to present **Robson Forensic, Inc.**  
*Associate*

Provide forensic investigations, analysis, reports and testimony toward the resolution of claims and litigation involving public and private supervised care facilities including educational (primary and secondary levels), adult care and rehabilitation facilities, nursing homes, assisted living, day care and preschool settings.

### Standard of Care issues as they relate to:

**Supervision** - staff: student/patient ratio, staff training and professional development, behavioral expectations and management of target population (age, cognitive, emotional, social and physical abilities), classroom/activity management & safety, curriculum/activity design, program compliance, equipment appropriateness, on/off premises activities

**Playground Safety** - regarding equipment, surfacing and supervision

**Program Compliance** - analysis of organizational internal Policies and Procedures and external governing entities, adherence mechanisms for implementation of policies/procedures/best practices

**Risk Management** - identify hazards, incidence and occurrence reporting, accident trending, preventative analysis, program compliance

**Safety** - emergency protocol and procedures, disaster planning, evacuation planning

**Disability Analysis** - assessment of functional strengths and weaknesses of individual as they relate to disability, environment and standard of care; vocational analysis regarding transferability of skills and training; analysis of Individualized Educational plan, Service Plans, Rehabilitation Plans and Plans of care

2002 to 2009 **The Rehabilitation Institute (TRI)**  
*Administrator*

2005-2009

- Administration of Care Facility/Vocational Education training program for individuals with disabilities.
- Collaboration with external agencies that support all disability groups including: State agencies, Dept. of Education, group homes and other not for profit training programs.
- Managed five unique programs involving all disability groups; neurological, physical, emotional, psychiatric, learning, orthopedic, mental retardation and developmental disorders.

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- Managed staff of 60, population of 300.
- Implemented Risk Management and trend analysis procedures and protocols.
- Incident/occurrence reporting.
- Developed and implemented organizational Policies & Procedures.
- Corporate Compliance to internal and external needs.
- Instituted staff training and professional development.
- Human resource issues; fingerprinting, hiring, firing, training, inoculations, background checks.
- Grant writing.
- Strategic Planning; systems approach.

### *Director of Transition to Work Program*

2002-2005

- Coordinated the Transition to Work program for multiply disabled youth from fifteen to twenty-one years of age.
- Established collaborations with external school districts, families and students.
- Implemented and developed Individual Educational Plans (IEP's) with school districts and Rehabilitation Plans and Service Plans with State agencies.
- Provided ongoing counseling to students.
- Formulated student handbook and code of conduct.
- Supervised staff.

1995 to  
2002

### **St. Peter's Early Learning Center**

#### *Co-creator and Director*

- Founder of community pre-school providing programming for children from one to five years of age.
- Developed curriculum, implemented and taught early education programs.
- Established school guidelines, policies, procedures, tuition rates, health care & safety/security issues.
- Developed Board of Directors to oversee school.
- Identified special needs of students and coordinated appropriate referrals to outside agencies.
- Interacted with parents of pre-school age students on a daily basis.
- Facilitated communication between church, school and community through monthly newsletters, fundraisers, community activities and parent/teacher meetings.
- Wrote and implemented annual budget, payroll and financial records. Managed and supervised teaching staff of fifteen.
- Developed playground safety/supervision guidelines specific to environment.

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1990 to **In Home Day Care**

1995 *Day Care Provider*

- Provided in home day care for children from birth to grade school with a student to staff ratio of 1:3.
- Organized and implemented creative structured lesson plans.
- Onsite and offsite premise activities.

1981 to **Vocational Services for Individuals with Disabilities (VESID / OVR)**

1989 *Rehabilitation Counselor*

VESID is a division of the NYS Department of Education working with disabled individuals.

- Developed liaisons with a variety of school districts, vocational training sites and colleges.
- Provided services for individuals with physical, emotional, neurological and developmental disabilities.
- Provided counseling regarding adjustment to disability, vocational evaluation, planning, and training, and functional assessments.
- Formulated Individualized Rehabilitation Plans.
- Developed on the job training sites, employer contacts and job placements.
- Coordinated medical examinations and reviewed medical histories for eligibility purposes and vocational rehabilitation and guidance.
- Office Specialist for individuals with Learning Disabilities and Traumatic Head Injury.

1980 to **United Cerebral Palsy**

1981 *Rehabilitation Counselor*

A rehabilitation facility that provides comprehensive rehabilitation services to adult individuals with disabilities.

- Provided rehabilitation counseling services to individuals with neurological, mental retardation and developmental disabilities.
- Formulated Individualized Rehabilitation Plans.
- Coordinated vocational training services.
- Provided work adjustment training services.
- Developed and taught social skills and life skills group.

1978 to **Quality Care Agency**

1980 *Home Health Care*

- Provided quality home care to aging adults and disabled individuals and their families.
- Directed care services of bathing, feeding, personal hygiene.
- Community integration experiences, activities of daily living, off-premise activities.

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## **PROFESSIONAL CREDENTIALS**

Certificate in Advanced Studies, Educational Administration; Building & District Levels, Hofstra University, Hempstead, NY (SDA)  
Certified Rehabilitation Counselor (CRC)  
Teaching Certification, Nursery – 6<sup>th</sup> grade  
Certified Playground Safety Inspector  
Certified Early Childhood Outdoor Play Inspector  
Certified School Outdoor Play Inspector  
Certified in Strategies for Crisis Intervention  
Certification in Fire/Arson in schools/ Drug/Alcohol in schools  
Certified in School Violence Prevention Intervention

## **EDUCATION**

M.S. in Education, Specialization in Rehabilitation, Hofstra University, Hempstead, NY  
B.S. in Elementary Education, C.W. Post College, LI University, Greenvale NY, N-6 Permanent Teaching Certification  
*Additional Coursework:*  
Candidate in Doctoral Studies, Ed.D. in Educational & Policy Leadership, Hofstra University, Hempstead NY

## **ADDITIONAL ACTIVITIES, CERTIFICATIONS & TRAINING**

Relevance and Outcomes of Motivational Interviewing across Behavioral Problems, July 2010  
Counselor and Educator Practices that Promote Student Resiliency, June 2010  
National Program for Playground Safety, 2010  
Playground Supervision Training for Child Care Providers  
Playground Supervision Training for Elementary Schools  
Playground Maintenance for Front Line Workers  
Assessing Violence Risk, American Counseling Association, May 2010  
Child & Adolescent Counseling Academy, American Counseling Assn., March 2010  
Developmental Assets for Children  
Cognitive Behavioral Treatment for Mild Head Trauma in Children  
Using Teens Knowledge to Improve Depression Screening  
Cyber Bullying & Balance  
Dating Violence among the Adolescent Population

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Treating Masked Depression & Preventing Suicide  
Adventure Based Counseling Interventions for Children & Adolescents  
American Counseling Association workshops, March 2010  
Obesity & Disability  
Sexuality & Disability  
Post Secondary Counseling/Support for Students with Learning Disability and  
Post Traumatic Stress Syndrome Veterans  
Predictors of Attitudes toward Disability and Employment Policy Issues  
Caring for Alzheimer Patients  
Rehabilitation Counseling Ethics, March 2010  
Doctoral Research in Policy study of supervision in school playgrounds, 2009-present  
Qualitative analysis in Educational Research— research topic – ‘Getting & Keeping my  
job’- a 3 year longitudinal study of disabled secondary education youth who  
successfully transitioned from school to work, 2009  
Quantitative Analysis in Educational Research, research topic – “Are They Ready?” a  
formative program evaluation to determine the preparedness of disabled youth in  
entering the job market, January 2008  
Applied Research in Educational Administration, September 2007  
Ethical Dimensions in the Health Professions, December 2007  
Educational Administration, January 2007  
Youth, Violence + Gangs – Promoting Healthy Alternatives, November 2006  
School District Business Fiscal Planning & Management, July 2006  
Educational Program Development, Delivery and Assessment, January 2006  
Framing Problems & Making Decisions, September 2005  
Engaging External Environments in Schools, July 2005  
Schools as Social Organizations/Building Learning Communities in Schools, January 2005  
Understanding Individuals within in Organizational Settings, September 2004  
Awareness of Disability Conference, May 2004  
Measurement of Effective Team Performance, March 2004  
Conflict Resolution Skill Development, March 2004  
Problem Solving Skills: Impact on Services, March 2004  
Rehabilitation Administration – Building Team Dynamics, January 2004  
Improving Management Skills, September 2002  
Marketing and Public Relations, January 2002

## **PROFESSIONAL MEMBERSHIPS**

American Counseling Association  
American Rehabilitation Counseling Association  
Association for Adult Development and Aging  
ASTM International  
International Association of Rehabilitation Professionals

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## **INVITED SPEAKER**

New London County Bar Association, June 2010

Legal Support Staff of North Carolina, April 2010

American Association of Legal Nurse Consultants, January 2010

Lancaster Area Paralegal Association, September 2009

EXPERT NOT RETAINED

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## **EARLY EDUCATION EXPERIENCE**

- Director and Founder of preschool for children one to five years of age.
- Developed curriculum for early childhood preschool for students ages one to five.
- Taught classes for preschool children from one to five years of age.
- Provided early detection of special needs assessments of children.
- Evaluated program efficacy on ongoing basis.
- Evaluated staff lesson plans and written student evaluations.
- Supervised staff in all issues involving safety, supervision and education of children.
- Initiated external communication between parents, schools, community and church through open houses, conferences, early intervention meetings, fund raising activities, publications and support services.
- Developed Board of Directors as governing agent for the school and chaired monthly meetings for oversight.
- Provided Home Day Care for children ages one month to five years.
- Performed playground safety inspections in indoor and outdoor play areas in day care, pre-school and elementary schools.
- Investigated safety and supervisory components of playground injuries.
- Developed and implemented Policies and Procedures for preschool in regard to safety, supervision, health care, risk management, emergency protocols, written student evaluations, staff development, organizational structure.
- Organized and facilitated fund raisers for not for profit setting.
- Initiated, organized, and participated in offsite premise activities.

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## **SECONDARY EDUCATION EXPERIENCE**

- Initiated special education programs for Special Education at risk youth between the ages of fifteen to twenty-one.
- Supervised teaching staff, implemented written staff evaluations, classroom observations, curriculum oversight and professional development.
- Developed and coordinated liaisons between students, school districts, families and school.
- Participated in interdisciplinary Committee for Special Education meetings on individual students with school districts.
- Collaborated with school districts to develop Individualized Educational Plans for students.
- Taught and counseled students with varying disabilities, socioeconomic status, racial and demographic diversity.
- Developed behavioral strategies in integrating students with disabilities into the mainstream population.
- Formulated and implemented classroom management techniques and functional behavioral assessments plans.
- Developed individual student schedules and curriculum for vocational training and academic programs.
- Provided ongoing counseling to students regarding adjustment to disability, social skills, life skills, sexuality issues, conflict resolution, interpersonal issues and work adjustment skills.
- Knowledge and understanding of gang cultures, behavioral patterns and students 'at risk' of involvement.
- Advisor of teen youth group.
- Investigated sexual abuse cases in juvenile residential facilities, school settings and employment settings.
- Assessed the educational, vocational and physical impact of disability of students in school and college settings.
- Assessed and implemented environmental modifications specific to student needs.

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## **ADULT CARE EXPERIENCE**

- Formulated, participated in, and supervised interdisciplinary teams for comprehensive patient/resident/consumer care.
- Performed functional assessments of individuals with acquired and congenital disabilities.
- Assessed, developed, implemented and evaluated Plans of Care for individuals with disabilities.
- Supervised staff in the implementation of Care Plans.
- Investigated fall protocols in adult day care, rehabilitation, residential and hospital settings.
- Maintained compliance to governing agents through the development, implementation and evaluation of policies and procedures in care facilities.
- Developed and wrote incident /occurrence reports and participated in agency internal and external incident/occurrence review committees.
- Underwent external fiscal and program audits and implemented internal fiscal and program audits.
- Instituted staff fingerprinting initiative for hiring procedures and maintained staff training and professional development.
- Provided attendant care in home and hospital settings regarding activities of daily living, bathing, feeding, cooking, companionship and community integration activities.
- Organized and led group therapy sessions for psychiatric day treatment program.
- Provided individualized counseling for adjustment to disability.
- Assessed environmental accommodations to assist in independent functioning and safety factors.

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## **VOCATIONAL REHABILITATION EXPERIENCE**

- Worked with individuals in all disability groups from fifteen through adult including neurological impairment, psychiatric, learning and emotional disorders, mental retardation, developmental disabilities, orthopedic impairments, substance abuse, autism, Asperger's syndrome and traumatic brain injury.
- Performed vocational assessments of individual strengths and weaknesses of individuals with disabilities.
- Determined transferability of skills and employability of individuals with disabilities.
- Developed internships, mentorships and community integration sites for students in work settings.
- Developed job training sites, employer contacts and provided job placement for individuals with disabilities.
- Wrote grants and developed programs for Intensive Supported Work programs.
- Developed Individualized Rehabilitation Plans for persons with disabilities.
- Provided vocational and rehabilitation counseling for individuals with both congenital and acquired disabilities.
- Performed vocational rehabilitation assessments for workers compensation and private cases.
- Provided comprehensive assessments for employability, job trends, occupational titles and job tasks.

EXPERT NOT RETAINED

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## **ADMINISTRATIVE/OPERATIONS EXPERIENCE**

- Planned and prepared budgets.
- Supervised staff of up to sixty exempt and non exempt employees.
- Investigated employee, student and client occurrences and incidents.
- Participated in Incident Review Committees to develop trends and corrective actions.
- Developed Corporate Compliance Plans for agency.
- Developed and implemented organizational structures, policies and procedures, and risk management plans.
- Oversaw construction and renovation of 39,000 square foot building involving licensure of Office of Mental Retardation and Developmental Disability, Office of Mental Health, NYS school districts, Vocational Educational Services for Individuals with Disabilities and County municipalities and zoning boards.
- Developed conflict resolution strategies, code of conduct and orientation practices and protocols for students.
- Performed employee human resource activities and issues including new hires, terminations, disciplinary actions, job descriptions, employee evaluations, orientation protocol and salary surveys.
- Marketed new programs to funding sources and performed program evaluations to determine their efficacy.
- Managed and prepared individual programs and entire agency for State and County audits.
- Implemented agency fingerprinting policy and PPD inoculations for all staff members.
- Developed long term strategic plans for agency.
- Wrote grants to State, County and private agencies for program expansion and services.
- Organized and facilitated fund raising activities for school settings.