
Ann E. Klein

University of New Hampshire/Institute on Disability
(513) 377-1464
Ann.klein@unh.edu

EDUCATION:

Rider University

Master of Arts with distinction 1996
Human Services Administration

University of Michigan

Bachelor of Arts with distinction 1991
Political Science and German.

PROFESSIONAL EXPERIENCE:

University of New Hampshire
Director of Outcomes and Evaluation
Institute on Disability

12/2013 – Present

Responsible for the administration, supervision, coordination, and implementation of the START Information Reporting System (SIRS), a national online database, in order to provide management tools for states implementing the START model and conduct research analyses on related data. Responsibilities include managing bi-annual updates and other enhancements with UNH Research Computing and Instrumentation, liaison with participating states for technical, training and QA needs, and completing research and analyses of the data collected in SIRS using accepted research methodology to support quarterly and annual reports for states implementing the START model as well as query reports as requested. Also responsible for coordinating the service system analyses for states implementing or considering the implementation of START. This includes collecting and analyzing survey data from a variety of sources, organizing and conducting focus group with relevant stakeholders and writing reports based on collected data.

Central Clinic (Cincinnati, OH)
CQI Coordinator
HOPE for Families and Children

10/2011 – 12/2013

Responsible for developing and implementing the quality improvement and performance evaluation standards for a new program. Ensure compliance with national accreditation standards. Provide data to program managers and other stakeholders as needed to improve program operation and overall performance. Report on contractually defined performance metrics. Maintain databases as needed, train users, and implement data entry business rules to ensure accuracy and data integrity.

Served as a member of the Executive Team of Hamilton Choices with direct responsibility for all quality improvement and evaluation activities including the design and implementation of an outcomes management system and internal quality improvement practices. Developed and supervised evaluations for existing and newly funded projects and provided technical assistance to support System of Care development. Also responsible for writing the annual performance indicator report, which detailed progress on contractually defined outcomes measures. Broad experience in designing internal quality improvement activities, measuring fidelity to best clinical practices and analyzing and reporting outcomes using a variety of assessments and data measures.

- Development of project-specific, research-based outcomes, including collaborations with UCLA, Portland State University and the University of New Hampshire, Institute on Disability
- Conduct program evaluation using a variety of assessment tools and data sources, including Ohio Youth Scales, WFI and CANS data, then use data to prepare ongoing quality reports and for specific reports as needed for management, accountability, or quality purposes
- Provide training on data collection techniques and the use and interpretation of outcomes data and evaluation results for a variety of stakeholders
- Develop regular outcomes reports that are customized to the needs of agency and system stakeholders
- Develop and monitor contract compliance and billing, including oversight of Medicaid and HIPAA regulations. Serve as HIPAA Compliance Officer for Hamilton Choices
- Lead the effort to obtain two successful CARF accreditations in Ohio and a COA accreditation across Choices, including the development of a corporate wide PQI plan. Accreditation surveys resulted in the highest award and outcomes management was cited as an exemplary finding by CARF
- Prepare and support grant and RFP applications. Wrote application for and obtained a \$150,000 grant from the Health Foundation of Greater Cincinnati for System of Care development
- Present data and evaluation results at conferences across the country including the Georgetown Training Institute, the Annual Research Conference on Children's Mental Health in Tampa, FL, the annual CANS conference and the System of Care Conference in Portland, WA
- Member of the agency executive team with responsibilities for strategic planning, developing quality improvement initiatives and providing input on day to day operations
- Supervised Business Operations Manager with responsibility for internal auditing, Medicaid compliance and some corporate finance functions

Volunteers of America (Cincinnati, OH)
Program Director

9/03 – 10/04

Directed the day to day organization, administration, supervision, and operation of residential and day treatment programs for adults with co-occurring mental health issues and developmental disabilities.

- Primary oversight of residential and day treatment programs, including hiring, training and evaluation of staff
- Program evaluation
- Contract compliance
- Development of business plan and identification of funding sources
- Budget oversight

IKRON Corporation (Cincinnati, OH)
Assistant Director (2001-2003)
Program Director (1999-2001)

09/99 – 06/03

- General administrative supervision of 24 employees
- Policy development and implementation
- Program evaluation and quality assurance activities
- Responsible for national Commission on Accreditation of Rehabilitation Facilities (CARF) initiative. Site survey resulted in highest award possible, a three-year accreditation outcome.
- HIPAA compliance officer

Developmental Resources Corporation (Raritan, NJ)

11/91 – 8/98

- Oversight of multiple programs
- Budget management
- Supervision of agency training and conferences

PROFESSIONAL AFFILIATIONS:

DD/MH Partnership for Children	2007-2011
Hamilton County Mental Health Quality Assurance Panel	1999-2012
Hamilton County MRDD Providers Group	2003-2004
Ohio Statewide Committee for Outcomes and Recovery Blending	2003
Hamilton County HIPAA Compliance Committee	2002-2003
New Jersey Association of Community Providers	1994-1998
Somerset County Advisory Council on Disability Issues	1994-1998

PROFESSIONAL PRESENTATIONS AND PUBLICATIONS:

Kalb, L.G., Beasley, J., Caoili, A., & Klein, A. (2019). Evaluation of the START Crisis Intervention and Prevention Program. *American Journal of Intellectual and Developmental Disabilities* 124 (1), 25-34.

Beasley, J., Kalb, L., & Klein, A. (2018) Improving Mental Health Outcomes for Individuals with Intellectual Disability through the Iowa START (I-START) Program. *Journal of Mental Health Research in Intellectual Disabilities*.

Beasley, J., Charlot, L., Jacobstein, D., Klein, A. E., & Caoili, A. (2017). “START-ing with More Outcomes: Research Update”. Panel presentation at the 2nd Annual START National Training Institute, Rye, NY.

Kalb, L.G., J. Beasley, J., Klein, A., Hinton, J. & Charlot, L. (2016). Psychiatric hospitalization among individuals with intellectual disability referred to the START crisis intervention and prevention program. *Journal of Intellectual Disability Research* 60(12), 1153-1164.

Beasley, J., Weigle, K., & Klein, A. (2016). Diagnostic, Treatment and Service Considerations to Address Challenging Behavior: A Model Program for Integrated Service Delivery. *Health Care for People with Intellectual and Developmental Disabilities Across the Lifespan* (pp. 1629-1644). New York, NY: Springer.

Beasley, J. B. & Klein, A. E. (2010, July). Enhancing Your Provider Network: Building Services from the Ground Up. Institute presented at the 2010 Georgetown University Training Institute: New Horizons for Systems of Care, Washington, D.C.

Moore, N. & Klein, A. E. (2010, April). Supervising with the CANS: Integrating the CANS into the Fabric of Your Supervisory Processes. Workshop presented at the 6th Annual CANS Conference, San Francisco, CA.

Rotto, K. I., Sprague Effland, V., & Klein, A. E., (2010, February). What it Takes to Succeed: Core Components and Results Across Multiple Systems of Care. Workshop presented at the 23rd Annual Research Conference, A System of Care for Children’s Mental Health: Expanding the Research Base, Tampa, FL.

Moore, N., Klein, A. E., Van Deman, S. (2009, June). Needs Aren’t Services: Use of Assessment Data to Empower Child and Family Teams in Wraparound Workshop presented at the Building on Family Strengths Conference, Portland, OR.

Sprague Effland, V., Klein, A. E., & Van Deman, S. (2009, February). Structure and Role of Information Management in Systems of Care. Workshop presented at the 22nd Annual Research Conference, A System of Care for Children’s Mental Health: Expanding the Research Base, Tampa, FL.

Klein, A. E. & Moore, N. (2008). Use of the CANS for Decision Support within Child and Family Teams: Needs Aren't Services. Paper presentation at the 5th Annual CANS Conference, Nashville, TN.

Klein, A. E. (2008). The Use of Ohio Scales for Quality Improvement. Presentation at the Ohio Scales for Youth: Date Use in Treatment and Quality Improvement Conference, Columbus, OH.

Effland, V., & Klein, A. E. (2008). Reporting Functional Improvement with the CANS: A Comparison of Multiple Methods. Paper presentation at the 5th Annual CANS Conference, Nashville, TN.

Klein, A. E., Papp, J. M., et al. (2008). Juvenile Justice Outcomes: Measuring Success in a System of Care. In C. Newman, C. Liberton, K. Kutash, & R.M. Friedman (Eds.), *The 20th Annual Research Conference Proceedings: A System of Care for Children's Mental Health: Expanding the Research Base* (pp.361-364). Tampa: University of South Florida, Louis de la Parte Florida Mental Health Institute, Research and Training Center for Children's Mental Health.

Papp, J. M. & Klein, A. E. (2008). Pooled Funding and Resource Allocation in a System of Care: A Review of Expenditures and Outcomes. In C. Newman, C. Liberton, K. Kutash, & R.M. Friedman (Eds.), *The 20th Annual Research Conference Proceedings: A System of Care for Children's Mental Health: Expanding the Research Base* (pp.125-129). Tampa: University of South Florida, Louis de la Parte Florida Mental health Institute, research and Training Center for Children's Mental Health.

Van Deman, S., Klein, A. E., & Rotto, K. I. (2007). Developing, Integrating, and Using the CANS in Two Systems of Care. Paper presentation at the 4th Annual CANS Conference, Boston, MA

Effland, V., & Klein, A. E. (2007). Multiple Approaches to Analyzing and Reporting CANS Data. Paper presentation at the 4th Annual CANS Conference, Boston, MA

Rotto, K. I., Sprague Effland, V., Klein, A. E., Van Deman, S., & Papp, J. M. (2006, February). Translating data into practical information for decision making: Lessons from the field. Intensive methodology workshop presented at the 19th Annual Research Conference, A System of Care for Children's Mental Health: Expanding the Research Base, Tampa, FL.

Papp, J. M. & Klein, A. E. (2006, February). Improved functioning for enrolled youth: An exploration of cost. Poster session presented at the 19th Annual Research Conference, A System of Care for Children's Mental Health: Expanding the Research Base, Tampa, FL.

Klein, A. E. & Papp, J. M. (2006, February). The use of ordinal month analysis in outcomes management. Poster session presented at the 19th Annual Research Conference, A System of Care for Children's Mental Health: Expanding the Research Base, Tampa, FL.

Rotto, K. I., Sprague Effland, V., Klein, A. E., Van Deman, S., & Papp, J. M. (2006, February). Translating data into practical information for decision making: Lessons from the field. Intensive methodology workshop presented at the 19th Annual Research Conference, A System of Care for Children's Mental Health: Expanding the Research Base, Tampa, FL.

Papp, J. M., Klein, A. E. & Lewis, N. (2005, March). Effectiveness and efficiency outcomes in a new system of care. Poster session presented at the 18th Annual Research Conference, A System of Care for Children's Mental Health: Expanding the Research Base, Tampa, FL.