

Johanna LoPorto

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I. RESEARCH INTEREST

Quality of Life Frameworks
Multiculturalism and Intersectionality
Principles of Pedagogy

II. HIGHER EDUCATION

Walden University

Ph.D. in Public Policy and Administration
Specialization: Nonprofit Management and Leadership
Date Conferred: 5/2019

Kaplan University, 2013

MPA in Public Administration
Specialization: Organizational Leadership and Ethics
Date Conferred: 6/2013

Brooklyn College

BS in Psychology
Minor: Latin Studies
Date Conferred: 6/2003

III. SCHOLARSHIP

Peer-Reviewed Publications

LoPorto, J. (2020). Application of Donabedian Quality-of-Care Model to New York State Direct Support Professional Core Competencies: How Structure, Process and Outcomes Impacts Disability Services. *Journal of Social Change*, 12(1) 40–70. DOI: 10.5590/JOSC.2020.12.1.05

LoPorto, J & Spina, K. Risk Perception and Coping Strategies among Direct Support Professionals in the Age of COVID-19. *Journal of Social, Behavioral, and Health Sciences*. (Forthcoming, Winter 2021)

OTHER RESEARCH ACTIVITIES

2020-*The Staten Island Equity and Belonging Project*- College of Staten Island
2020- *Mapping Prejudice*, The University of Minnesota

IV. PEDAGOGY

Adjunct Instructor, University of the People, Pasadena, CA

Courses Taught

BUS 1101 Principles of Business Management (Online)- Winter T3-2021

BUS 4407 Strategic Management (Online)- Fall/Winter T2 & T3- 2020-2021

BUS 4406 Quality Management (Online)- Fall T1-2020

OTHER TEACHING EXPERIENCE

2001-2003 Search for Education, Elevation and Knowledge (SEEK) Assistant Academic Advisor, Brooklyn College

2001-2003 Teaching Assistant, Puerto Rican, and Latino Studies, Brooklyn College

V. LEADERSHIP/PROFESSIONAL EXPERIENCE

**Division Director of Community and Self-Directed Support Services,
Person Centered Care Services, Staten Island NY**

2017-Present

- Oversee several departments ensuring services to over 430 people with intellectual disabilities.
- Directly supervise a team of 10 employees while ensuring supervision of over 400 program employees.
- Enroll and ensure services for over 430 members and families.
- Create training curricula and modules using various teaching methodologies.
- Collaborate with external agencies in combining training and educational workshops.
- Conduct group/individual support discussions to promote problem-solving techniques and supports.
- Develop and maintain employee database to account/track employee records that includes employee status, counseling, disciplinary actions, evaluations while also providing direct disciplinary actions and counseling to staff members when needed.
- Develop and maintain service database while conducting monthly analysis of service enrollments, discharges and transfers while tracking units of services for billing.
- Design departmental policies and procedural manuals, handbooks, and reference guides
- Evaluate programs to facilitate strategy development and organizational restructuring.
- Restructured departments to allow additional support services and the creation of new employment opportunities.
- Spearheaded disability research initiative
- Collaborate with Care Managers in the development of Self-Direction budget and Life Plans and Staff Action Plans
- Ensure quality management by conducting program audits noting issues and providing recommendations for quality improvement to meet state regulation and compliance.
- Develop strategic plans to set forth innovations to programs.
- Member of the Strategic Planning, Service Revision Committee, Human Rights Committee, and Incident Review Committee.
- Spearheaded the Direct Support Professional Committee and Self-Direction Steering Committee
- Build, foster and encourage a team-like atmosphere within all internal programs, providing effective leadership and support to departments.

Director of Community Support Services

Person Centered Care Services, Staten Island NY

2016-2017

- Supervised a team of 5 Program Coordinators while ensuring supervision of over 400 members enrolled in Community Habilitation and Respite services.

- Developed employee database to account/track employee records that includes employee status, counseling, disciplinary actions, evaluations while also providing direct disciplinary actions and counseling to staff members when needed.
- Maintained service database while conducting monthly analysis of service enrollments, discharges, and transfers.
- Created training curricula and modules using various teaching methodologies.
- Revamped departmental policies and procedural manuals, handbooks, and reference guides.
- Member of the Strategic Planning, Service Revision Committee, Human Rights Committee, and Incident Review Committee
- Served as Incident Internal Investigator

Supervisor of Waiver Services

Center for Developmental Disabilities, Woodbury NY

2010-2016

- Supervised operations of fifteen residential IRAs, Supportive Apartments and Community Habilitation services to seventy individuals staffed by over fifty employees.
- Provide senior management leadership/training to rights protection, self-advocacy, outcome measurement, and performance improvement initiatives.
- Responsible for all phases of HCBS-Waiver Services operations providing strategic leadership to all program management to meet quality service and outcome targets.
- Designed and initiated training modules for various guiding principles endorsed by OPWDD.
- Conduct valid and reliable Person Outcome Measure interviews in developing Person-Centered plans, goals, and services with team and individual.
- Conduct incident/allegations of abuse investigations as per OPWDD/Justice Center protocols using IRMA systems to reports findings, recommendations and follow-ups ensuring closure of incidents.
- Conduct program Quality Assurance Audits, providing statement of deficiencies and recommendations ensuring follow-ups to meet state regulation compliance to ensure successful State surveys.
- Monitor and account for multiple budgets, including coordination of purchases, project expenses, billing and payroll while developing, monitoring, and implementing fiscal oversight.

Program Manager

Center for Developmental Disabilities, Woodbury NY

2008-2010

- Provided oversight to ten-bed residential group home serving individuals with Developmental Disabilities and psychiatric disorders.
- Facilitated communications and meetings with other servicing agencies and communities to integrate services for clients.
- Developed Behavior Treatment Plans, client assessments, objectives, and protective plans.
- Conducted investigations on all incidents including allegations of abuse.

VI. TRAININGS/WORKSHOPS DEVELOPED AND DELIVERED

Optimizing Employee Engagement. (3-Day Training Series-online). September 2020. Training on strategies in optimizing employee engagement in organizations, identifying strategies and development of employee engagement plans.

Person-Centered Planning. (2 hours-online). July 2020. Workshop on the components of Person-Centered Planning, Advocacy, and self-Determination.

Staff Action Plans and Life Plans: What you need to Know. (2hours-online). May 2020. Informational session on the development of Life Plans and data collection to Staff Action Plans.

The Culture of Fiscal Intermediary Supports and Self-Direction. (2 hours). January 2020. Person Centered Care Services, Inc. Workshop delivered to Fiscal Intermediary employees' professional development.

Eligibility and IEP process for Service. (2 hours) January 2020. Mixteca. Workshop delivered in Spanish to Latin parents of children with disabilities as an informational and resource learning session at Mixteca Organization.

The Staff Action Plan and Delivery of Habilitation Services. (2 hours) September 2019. Person Centered Care Services, Inc. Workshop delivered to organizational employees and external Care Manager's professional development.

Workforce Transformation-NYS Office for People with Developmental Disabilities: Transition of Care. (2 hours) July 2019. Person Centered Care Services, Inc. Workshop delivered to organization's social service employees' professional development.

New York State Individual Support Services Housing Subsidy- Eligibility and Qualification Policies. (2 hours) June 2019. Person Centered Care Services, Inc. Workshop delivered to organization's social service employees for professional development.

Care Management in Nonprofit- New York State Health and Behavioral initiatives. (2 hours) June 2019. Person Centered Care Services, Inc. Workshop delivered to organization's Community Habilitation and Fiscal Intermediary employees' professional development.

Lead Governance-Operations and Management. (2 hours). April 2019. Person Centered Care Services, Inc. Workshop delivered to organization's leadership employees' development.

Etiquette and Rules of Behaviors. (2 Hours). January 2019. Person Centered Care Services, Inc. Workshop delivered to organization's leadership employees' development.

Crisis Informational Workshop with NYSTART (with Lisa Gelin). (2 hours) October 2018. Person Centered Care Services, Inc. Workshop delivered to inform families on NYSTART disabilities crisis intervention services and programs.

OPWDD-Regulatory State Compliance Policy Changes. (4 hours) October 2018. Person Centered Care Services, Inc. Workshop delivered to organization's leadership employees' development.

Dealing with Difficult People-The challenges of Changing Employee Behaviors. (2 hours). August 2018. Person Centered Care Services, Inc. Workshop delivered to organization's leadership employees' development.

Critical Thinking for Direct Support Professionals. (2 hours). August 2018. Person Centered Care Services, Inc. Workshop delivered to employee professional development.

VII. ONLINE PRESENTATIONS

LatinX and the Dissertation Experience. (December 2020). Discussion on Latin students completing their doctoral journeys noting challenges, and struggles, with toolkits and information provided.

VIII. PROFESSIONAL AFFILIATIONS

2021 **Committee Member**, Staten Island Developmental Disabilities Council
2020-Present **Committee Member**, The Geraldo Rivera Foundation, College of Staten Island
2020-Present **Committee Member**, Interagency Council of Developmental Disabilities
2020-Present **Member**, The Public Conversation for Change Fellowship, Equity and Belonging Project
2020-Present **Member**, Walden University Ambassador Program, Walden University
2019-Present **Member**, Center for Puerto Rican Studies, Hunter College
2016-Present **Member**, American Society for Public Administration

COMMUNITY

2019-Present **Member**, National Organization of Women
2019-Present **Member**, Voices of Women

IX. AWARDS

Quinque Award, Outstanding Community Service, The Puerto Rican Studies Alumni Association, 2003

X. REFERENCES

Christopher Atkinson, Assoc. Professor
Walden University, Public Administration
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Alexa Donnelly, Assoc. Executive Director
Person Centered Care Services
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