

Resume
Maria Elena Ledger
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Greendale WI 53129
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Academic Experience

M.S., Rehabilitation Counseling, Southern Illinois University-Carbondale

B.A., Psychology, Marquette University

Professional Experience

Interim Executive Director, Milwaukee County Department of Family Care
7/1/2010 – present*

*Assistant Director, Long Term Support/Director, Care Management Organization,
Milwaukee County Department on Aging
2/6/2006 – 6/30/2010

- Responsible for developing and maintaining the necessary systems infrastructure to support the mission and vision statement, the daily operations and strategic plan of largest single Family Care Managed Care Organization in Wisconsin
- Provide oversight and direction for more than 80 staff. Responsible for more than 330 contracted care managers, nurses and other care management professionals as well as over 800 provider agencies
- Provide oversight of an annual expense budget of more than \$240 million dollars
- Serve as the ambassador for the Department to community members, funders, advocates and providers
- Lead all efforts for new proposals.
- Work closely with senior fiscal staff to insure fiscal solvency of the program
- Communicate to key decision makers (i.e. Department Directors, County Board, WI Department of Health Services) of appropriate information, issues and concerns that are of significant importance to the overall operations of the program
- Maintain close working relationships with other County Departments and Divisions, the State of Wisconsin, private partners, advocates and key community stakeholders to insure systems are in place and efforts are coordinated to support the program and members served
- Provide oversight and direction to senior managers relative to personnel/labor issues
- Provide oversight, management and direction to Marketing Coordinator to insure all materials representing the organization are accurate, consistent and in compliance with contractual requirements

- Serve as chief staff person for MCO Board; represent the Department at meetings of the Milwaukee County Board of Supervisors and other coordinating boards and committees as requested

University of Wisconsin-Milwaukee
Associate Director, Center on Age & Community
2003-2006

- Coordinated day to day management of the Center, including recruiting, training and supervising staff as well as monitoring budgets and preparing annual reports for funders and coordinating programming with schools and colleges throughout the University
- Coordinated the research and writing of grant proposals for Center initiatives
- Established partnerships with community organizations for research and training
- Created strategic plans to market the Center on Age & Community, including educational programs, public events, research, and community partnerships
 - Responsible for the Center on Age & Community quarterly newsletter, website.
 - Coordinated promotional materials for outreach and marketing
 - Assisted in planning the *Caregiving Town Hall Meeting*, attended by over 100 local and national experts and community members, and recorded and broadcast on Milwaukee Public Television
 - Assisted in coordination of outreach for *Almost Home*, a documentary of culture change in long term care, filmed in Milwaukee, supported in part by the Center on Age & Community and broadcast on National Public Television
 - Coordinated speakers, publicity, and logistics for *Brown Bag Seminars*.

Milwaukee County Department on Aging
Coordinator
1998-2003

- Managed Elder Abuse Investigation Unit for Milwaukee County Department on Aging
- Supervised a team of professionals who investigated over 700 cases of suspected abuse or neglect each year
- Initiated the first Elder Abuse Interdisciplinary Team (I-Team) committee for Milwaukee County employees and community partners. Led regular meetings of the I-team
- Facilitated training on development of Fiduciary Abuse Specialist (FAST) Team
- Provided on-going community education and training to law enforcement and health care professionals as well as citizen's groups
- Represented the Department on Aging on the Milwaukee County Mental Health Re-design Work Group

Supervisor

1994-1998

- Supervised two interdisciplinary teams of employees (Human Service Workers, Registered Nurses, Para-legal and Clerical Support staff) providing protective services and intensive care management to older adults with developmental disabilities as well as to those with severe and persistent mental illness
- Supervised the thorough and timely completion of court-required reviews of over 700 protective placement orders annually. Recognized by the court for clearing a significant backlog and insuring all reviews were completed as required for the first time.

Management Information Systems Coordinator

1993-1994

- Created and maintained information systems
- Identified and repaired data system problems

Program Specialist

1992-1993

- Analyzed and interpreted client specific data for quality improvement
- Developed and monitored quality standards
- Developed policy recommendations for program funding

Milwaukee County Department of Health and Human Services

Case Coordinator

1987-1992

- Provided care management services to adults with developmental disabilities and/or mental illness
- Transitioned children with developmental disabilities and /or mental illness to Adult Services
- Monitored contracts and coordinated services in all Milwaukee County funded community based residential facilities for persons with developmental disabilities and/or mental illness

Board/Committee Experience

- **Wisconsin Quality Home Care Authority** 2009-2011
 - Appointed by Governor Doyle to represent all MCOs
- **Milwaukee County Care Management Organization Board** 2005-2006
- **Easter Seals/KindCare of Southeastern Wisconsin Board** 2004 2006
 - Chair, Program Committee
- **Milwaukee Aging Consortium** 2003-2006
 - Member, Education Committee
- **State of Wisconsin**
 - Member, Wisconsin Attorney General's Elder Financial Exploitation Coordinating Council 2005
 - Member, Workgroup for Adult Protective Services Modernization Project 2002

- **Milwaukee County Elder Abuse Interdisciplinary Team** 1998-2003
 - Lead Staff

Successful Proposals

- To the State of Wisconsin Department of Health Services to expand the Milwaukee County Managed Care Organization to serve people with disabilities age 18-59, as well as frail elders age 60 and over
- To the Wisconsin Consumer Anti-Fraud fund to develop an educational film about financial exploitation
- To the Faye McBeath Foundation to develop a Community Learning in Aging initiative
- To the Healthier Wisconsin Partnership Program for Community-Academic Partners for Elder Abuse Education and Prevention. Served as a member of the Core Partnership Group
- To the Federal Administration on Aging for “Training Research Institute” including serving as Partnership Manager and assisting with the building of the Advisory Board

Research

- Co-author of “End-of-life Care Coordination in the Wisconsin Family Care Program in Milwaukee County: A Case Study”. Abstract submitted to the Gerontological Society of America (GSA) Conference, 2010

Community Education/Presentations

- **Florida Association of Rehabilitation Facilities**
 - Featured Speaker “*Family Care in Milwaukee County*” August 2010
- **Florida Meeting of Area Agencies on Aging**
 - Featured Speaker “*Family Care in Milwaukee County*” September 2010
- **Alverno College**
 - Guest Lecturer, Comparative Social Institutions: The Family (undergraduate level), Fall 2008
- **Local Educators and Agencies Promoting Potential (LEAP)**
 - Presenter, “*Transition For Your Future*” Resource Fair and Informational Workshops, November 2007
- **Marquette University**
 - Guest Lecturer, Public Policy and Administration in the Study of Aging, October 2003
 - Featured Speaker, Health Careers Opportunity Program/Summer Science Enrichment Program. June 2002
 - Guest Lecturer, College of Professionals Studies. February 2002

- **Medical College of Wisconsin**
 - Featured Speaker, American Geriatrics Society Students
 - Guest Lecturer, Community Grand Rounds Healthy Aging Initiative. March 2003
 - Guest Lecturer, Dept of Family and Community Medicine Center for Healthy Communities. December 2002
- **Milwaukee Aging Consortium**
 - Featured Speaker, Family Care Forum. 2007 and 2008
- **Milwaukee Area Technical College**
 - Guest Lecturer, Human Services Program, April 2003
- **Milwaukee County Transitions Advisory Board**
 - Presenter, “Focus on Your Future” Conference, Fall 2007
- **Milwaukee Police Department**
 - Guest Lecturer, Human Services Program, April 2003
 - Ongoing Trainer, Police Training Academy. 1999-2003
- **Southeast Regional Center for Children and Youth**
 - Presenter, Care in the Community Conference, Fall 2007 and 2008
- **St. Michael’s Hospital**
 - Guest Lecturer, Family Practice Program Domestic Violence Curriculum, March 2003
- **State of Wisconsin**
 - Moderator, Half Day Pre Conference Intensive Workshop, 2005 Elder Abuse and Adult Protective Services Conference, September 2005
- **University of Wisconsin - Milwaukee**
 - Featured Speaker, Employee Development Program Professional Development Opportunities, April 2005
 - Guest Lecturer, Processes of Aging (690-760 Graduate level), December 2004 and December 2005
 - Guest Lecturer, School of Continuing Education, April 2001