

Patricia A. Fabian, M.S.

Innovative and Motivated Leader

- Talented and decisive leader with over 20 years of successfully leading teams through innovative, collaborative and cost effective changes.
- Personal dynamic leadership style motivated by challenge and driven by quality and change initiatives.
- Commended throughout career for ability to deliver highly visible projects on time, on budget and champion the integration of quality improvement principles and standards within the organization.
- Acknowledged for vigorously managing a dedicated team of professionals to ensure policies and procedures are aligned to enhance creativity and provision of top quality services across multiple service locations.
- Recognized within a statewide network of executives and peers as an extremely knowledgeable resource for service design, implementation, policies and procedures; along with providing outstanding advocacy for people with different abilities and challenges.
- Frequently requested presenter on diverse topics including leadership development, management skills, ethical decision making, quality customer service, and disability topics for other community rehabilitation providers, state trade organization and other training initiatives.

Professional Competencies

Strategic Planning
Budget Development
Board/Committee Facilitation

Program Design & Development
Build Collaborative Relationships
Quality Management
Public Speaking/Presentations

Personnel Management
Hiring/Training/Mentorship
Successful Grant Proposals

Benchmarks and Milestones

- Submitted numerous successful Grant Proposals generating over \$130,000 in new revenue.
- Significant service redesign in the face of 13% rate reductions – end result: All Service levels maintained; staff reallocated with only 2 positions being eliminated
- Developed new service lines in collaboration with major funding sources
- Lead three major change initiatives with organizational staff related to service redesign and delivery
- Experienced presenter at industry conferences in Wisconsin on a variety of topics including: Continuous Improvement, Customer Satisfaction initiatives, Ethical Decision Making in a Human Services Environment, Performance Review/Positive Corrective Feedback Goals, Asset Based Thinking in addition to disability specific related topics
- Promoted to Director of all agency Adult Services at Threshold, Inc. which allowed for: true collaboration among all program managers, seamless entry into services by new referrals, improved interdepartmental communication, positive flow and integration through business and strategic planning along with budget development. Oversaw the transition of the organization into Wisconsin's new Managed Care System of long term service delivery and funding.
- Initiated working collaboratively with two local nonprofits to create the "Trinity Center" allowing for expansion and improved accessibility for service for frail seniors with and without developmental disabilities.

Career Track

Director of Business Development and Community Outreach - Opportunities, Inc. - Fort Atkinson, WI

Feb 2018 - Current

- Direction and oversight of contracts for Children's Long Term Support (CLTS) contracts in Waukesha and Dodge Counties
- Develop ongoing business relationships with non-profits to allow CLTS youth to participate in meaningful skill building volunteer opportunities
- Expand the CLTS services to include Daily Living Skills for younger youth (under 14 years of age)
- Create an "A-Team Waukesha" Self Advocacy group
- Expand the OI works program (offers paid work opportunities to people with barriers to employment)
- Expand Skills Trainer Network and ensure all ongoing training requirements are met
- Ensure all budgetary targets are met according to strategic initiatives

Operations Director, Adult Day Services - Curative Care – Milwaukee,

Nov 2016- Jan 2018

- Daily leadership of 5 site managers and 85 direct service personnel serving 325 people on a daily basis spread over a two county service area
- Accountable for 6 million dollar operational budget
- Develop and regularly report Outcomes and Metrics related to both quality and budget
- Create implementation plan and follow through for major strategic initiatives related to changes in federal and state guidelines
- Educate and facilitate learning for managers and staff related to agency mission, initiatives and changes to service guidelines
- Secure new business lines by creating opportunities and resource collaboration with like service providers
- Visible presence as agency representation at outreach and community engagement activities
- Ensure all licensing and accreditation regulations and practices were vigorously practiced and documented
- Resolution of concerns regarding service authorizations, outstanding accounts and stakeholder concerns regarding services

Director of Adult Services – The Threshold, Inc.

2008 – 10/2016

- Lead a team of eight Program Managers, one Operations Coordinator, two Administrative Assistants, and 65 direct service personnel working at 3 different locations
- Effectively plan/manage/forecast program budgets totaling over \$3,500,000 annually
- Develop, implement, report on major aspects of Strategic Plan, Outcomes and Metrics
- Chairperson of Program Sub Committee for agency Board of Directors
- Responsible for ensuring contract standards are met throughout all service areas
- Building business and donor relationships throughout the county and state
- Provide regular Public Relations and Marketing background for publication and appeals
- Up to date knowledge on state/ federal laws, standards and initiatives related to disability services
- Creation of new services and grant writing initiatives

Director of Long Term Support Services – The Threshold, Inc.

2001 – 2008

- Facilitated service growth of over 50 % in long term services
- Trainer: “Ethical Decision Making/Case Management”
- Developed the “Disability 101 Training” for agency and state wide association training

Adult Day Services Director - The Threshold, Inc.

1995 – 2001

- Developed and implemented New Supervisor Training
 - 20 hour direct facilitation time in addition to outside work assignments
- Certified as Crisis Prevention Instructor
- Led initiative to implement Behavioral Based Interviewing agency wide

Assistant Director of Active Treatment – Jackson Center, Milwaukee, WI

1993 – 1995

- Supervised the Director of Recreation
- Implemented QA initiatives and monitoring systems
- Responsible for new contract implementation and oversight with local Community Rehabilitation Programs

Professional Network/Community Associations

- Blue Lotus Farm & Retreat Center: Board of Trustees - July 2016 - current
 - Serving on both Fund Development and Board Development Committees
 - Co-Lead search for new Executive Director
- Submitted application for approval to Milwaukee County Aging and Disability Resource Center Governing Board
 - These are volunteer positions that require a level of professional knowledge/expertise
- West Bend Sunrise Rotary member for 19 years (1997-2016) (Past President 2003)
 - Served as President of Sunrise Rotary Foundation (seven years)
 - Three time Paul Harris “Service Above Self” award recipient
- Elected to Board of Directors in 2009 for Rehabilitation for Wisconsin In Action (RFWIA) state association
- Graduate of the West Bend Chamber of Commerce Leadership program (1999) (nine years Board Director)
- Served for 10 years on the RFWIA Training and Education Committee
- Established an Adult Day Services provider network /collaboration for southeastern Wisconsin in 1997

Education

- **Master of Science Degree – Marian University, Fond du Lac, WI.**
 - **Area of Study: Organizational Leadership and Quality** Magna cum Laude
- **Bachelor of Science Degree – Marywood College, Scranton, PA. (Now Marywood University)**
 - **Honors BS Program: Major: Clinical Psychology, Minor: Special Education.** Cum Laude