

**Managed Behavioral Health Care in Massachusetts:
Challenges of Maintaining Access and Quality*
Tuesday, February 3, 2004**

Hassenfeld Conference Center, Brandeis University
415 South Street, Waltham, MA 02454-9110

BIOGRAPHICAL SKETCHES OF CONFERENCE PRESENTERS

MOE ARMSTRONG

Moe Armstrong is the **Director of Consumer and Family Affairs for Vinfen Corporation**, a mental health service provider, in Cambridge, Massachusetts. His *Peer Educators Project*, founded with his wife Naomi, was featured in a special edition of *ABC Nightline* with Ted Koppel. The *Peer Educators Project* is based on the belief that people with mental illness and their families are best able to help others learn about living with mental illness. A consumer for 35 years, Moe faces the struggles of his own illness every day. After successfully completing two masters' degree programs, Moe began to fulfill his dream of working to re-create for others the opportunities he received in his own recovery process. Moe is proud to be known as one of the first people with schizophrenia to work as a mental health professional.

Moe has won numerous awards for his tireless work as an advocate for the mentally ill and previously served as a member of the State Board of Directors of NAMI Massachusetts. He is also a member of the U.S. President's Commission on Employment for People with Disabilities, on the Board of the Northeastern Chapter of International Association of Psycho-Social Rehabilitation Services (IAPSRs), the Cambridge Commission for People with Disabilities, and the Democratic National Committee's Continuum for People with Disabilities.

RICHARD H. BEINECKE DPA, ACSW

Richard H. Beinecke DPA, ACSW is **Associate Professor, and Chair, Suffolk University Department of Public Management** and Director of the Disability Concentration in the Masters in Public Administration Program.

Dr. Beinecke has over twenty-five year's experience in mental health. He was a child and adult therapist and Director of Adult and Emergency Services at United Counseling Services, a community mental health center in Vermont. He served as Assistant to Bertram S. Brown at the National Institute for Mental Health, Program Director, U.S.

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Council for the International Year of Disabled Persons, and a consultant to the Mental Health Policy Research Program at Princeton and Carnegie Mellon Universities. He developed outpatient and residential treatment programs for two early for-profit mental health and substance abuse companies. For six years, he was Assistant to the President and a Senior Planner at Harvard Community Health Plan, a large health maintenance organization in Boston

In 1990, Dr. Beinecke became Deputy Director of the Family and Children's Policy Center, Heller School, Brandeis University. He has been at Suffolk since 1993.

Since 1992, Dr. Beinecke's research has focused on the experiences of consumers with disabilities, family members, and providers in response to managed care. His provider panel study of the Massachusetts Medicaid Managed Mental Health/Substance Abuse Program is now in its eighth year. A case study of this program and a study of administrative changes are currently in print. He is in the second year of an annual survey of the membership of the National Alliance for the Mentally Ill comparing their experiences in fee-for-service care and managed care and consults to NAMI in Rhode Island and Maine on similar projects. He collaborates with the Heller School (Donald Shepard) on the "Mich-Mass" study, comparing Medicaid managed care substance abuse programs in Michigan and Massachusetts.

Dr. Beinecke has a particular interest in cross-disability issues. For the past four years, he has been the primary evaluator of Ryan White Title I HIV/AIDS programs in the Boston EMA; this work has included one of the largest consumer studies of HIV/AIDS ever undertaken. With David Pfeiffer, he conducted a study of consumers with physical disabilities experiences under fee-for-service and managed care. He is completing one of the first studies of developmental disabilities and acute health care, in which consumers, family members, and providers were interviewed. Whenever possible, consumers and family members are included as team members in every aspect of the research process.

Dr. Beinecke has published over a dozen articles and books. He is a frequent presenter at conferences such as the Mental Health Statistics conference, the American Public Health Association, the American Society of Public Administration, and the Public-Private Behavioral Healthcare Summit. He conducts trainings for the National Alliance for the Mentally Ill on how consumers and family members can evaluate mental health programs. In 1997-1998, he is serving as Program Co-Chair, Mental Health Section, American Public Health Association.

Dr. Beinecke has a BA from Williams College, a MA in Social Service Administration from the University of Chicago, and a Doctorate in Public Administration from George Washington University. He is a survivor of severe Hodgkin's Disease and a volunteer for the Leukemia Society of America.

MICHAEL BOTTICELLI

Michael Botticelli is the **Assistant Commissioner for Substance Abuse Services at the Massachusetts Department of Public Health**. The Bureau of Substance Abuse Services, by statute, is the Commonwealth's substance abuse authority and organizes its work along four main functions:

- To conduct research and determine the prevention and treatment needs for citizens of the Commonwealth;
- To provide policy, programmatic and regulatory guidance for the provision of substance abuse treatment services;
- To ensure the quality of substance abuse services through the licensure of all treatment programs in the Commonwealth
- To purchase an array of community-based substance abuse prevention and treatment services for individuals and families that support sustained recovery.

Michael has been at DPH for over ten years serving in substance abuse services, the AIDS Bureau and most recently as former Commissioner Howard Koh's Chief of Staff. Prior to his work at DPH, Michael worked for private substance abuse treatment facilities.

JAMES J. CALLAHAN, JR., PHD

James J. Callahan, Jr., MSW, Ph.D., is a **Professor at the Heller School of Social Policy and Management** where he taught courses in the areas of social welfare, health policy and managed care. In addition to his responsibilities as Director of the Training Program in Mental Health Services Research and the Policy Center on Aging, he was principal investigator on the first Massachusetts MH/SAP evaluation. Prior to coming to the Heller School, Dr. Callahan had a long career in state government and was Commissioner of the Massachusetts Department of Mental Health during the 1980s. He produced and hosted his own talk show on health issues for seniors. Having received many awards for his dedication to social justice issues, including the American Public Health Association, the Massachusetts Gerontological Society and the Health Care Financing Administration. He serves as a consultant to the Center for Mental Health Research at the University of Massachusetts Medical School and to the Massachusetts Mental Health Partnership.

DOREEN A. CAVANAUGH, PHD

Dr. Cavanaugh is an **Assistant Professor at the Health Policy Institute, Georgetown Institute for Public Policy, Georgetown University** where she is responsible for conducting a program of research and policy analysis in the areas of child and adolescent mental health and substance abuse treatment. She is an advisor to CSAT on adolescent issues addressing the financing and organization of adolescent substance abuse treatment services as well as services for youth with co-occurring disorders. She served as Chairperson of the Financing Workgroup for the Center for Substance Abuse

Treatment/Robert Wood Johnson Foundation Summit on Adolescent Substance Abuse Treatment and currently is developing monographs on financing treatment and program sustainability. Dr. Cavanaugh has completed an extensive analysis of federal policies affecting the delivery of treatment services for adolescents with substance use disorders. She has consulted on the organization and financing of child and adolescent treatment services with states and national organizations.

Dr. Cavanaugh is the Chairperson of the *Washington Circle Subcommittee on Performance Measurement for Care of Adolescents with Substance Use Disorders*, a Center for Substance Abuse Treatment (CSAT) supported national group of adolescent substance abuse treatment experts charged with developing, pilot testing and disseminating a core set of performance measures for adolescent substance abuse treatment services. She is Co-chair of the CSAT/CMHS *Child and Adolescent Modular Survey Committee* charged with developing consumer perception of care tools. She serves on a number of related committees including the Executive Committee of the *National Forum on Performance Measurement for Behavioral Health Care and Related Systems*, the *Modular Survey Steering Committee*, and the Executive Committee and Methodology Committee of the CMHS sponsored *Outcomes Roundtable for Children and Families*.

Prior to coming to Georgetown, Dr. Cavanaugh was on the staff of the Schneider Institute for Health Policy, Heller School for Social Policy and Management, Brandeis University. There she was Co-Investigator of a SAMHSA funded Adolescent Substance Abuse Treatment and Managed Care study where she directed the qualitative study of the Massachusetts adolescent substance abuse treatment system and participated in the prospective study and administrative data analysis. Dr. Cavanaugh was a research team member of the Coordinating Center for the substance abuse component of a SAMHSA sponsored twenty-one site Managed Behavioral Health Care in the Public Sector study. In that capacity, she coordinated the development of analytic files and the analysis of Medicaid data from five states and Puerto Rico. Dr. Cavanaugh was project director for a NIAAA study of the effects of managed care on substance abuse treatment in Michigan and Massachusetts. She also served for three years as the Associate Director of the National Maternal and Child Health Policy Center at the Heller School.

Dr. Cavanaugh has worked extensively in the area of children's mental health. She is co-author of *Off to A Good Start: Research on the risk factors for early school problems and selected federal policies affecting children's social and emotional development and their readiness for school (2000)*, a comprehensive examination of the federal government's role in early childhood emotional health and development. She was selected by CMHS to present these findings at the World Federation for Mental Health Global Conference on the Promotion of Mental Health. She has taught Mental Health Policy at the Boston University School of Social Work for several years. Dr. Cavanaugh received her Ph.D. in Social Policy from the Heller School for Social Policy and Management, Brandeis University.

MADY CHALK, PHD

Dr. Chalk is the **Director of the Office of Quality Improvement and Financing in the Center for Substance Abuse Treatment (CSAT), in the Substance Abuse and Mental Health Services Administration of the Department of Health and Human Services.** In this role she is responsible for all phases of planning, developing, and implementing a managed care policy and applied research program in CSAT. She has worked with the Health Care Financing Administration (HCFA) in its development of a quality improvement system for managed care, provided Federal leadership to the development of performance measures for public sector substance abuse treatment, and developed collaborative studies of Medicaid managed care. Dr. Chalk recently published an article on privatization of public sector managed care, including issues related to performance measurement and quality assurance.

ELIZABETH CHILDS, MD

Dr. Childs is **Commissioner of the Massachusetts Department of Mental Health**

BRIAN CRESTA

Brian M. Cresta is the **Regional Director for the U.S. Department of Health and Human Services**, overseeing Region One. HHS Secretary Tommy G. Thompson named Cresta to the position in September of 2001. As the Secretary's direct representative for the six states in New England, he is responsible for guidance and coordination of HHS policies in the region. The region includes the states of Connecticut, Maine, New Hampshire, Rhode Island, Vermont and Massachusetts.

Mr. Cresta previously served as a member of the Massachusetts House of Representatives, elected from the 22nd Middlesex District, which encompasses the Towns of Lynnfield, Middleton and Wakefield. First elected in 1994, he was reelected in 1996, 1998 and 2000. In 1999 Cresta authored and passed into law the state's landmark Health Care Protection Act, providing whistle-blower protection to health care workers. In January of 1999, Governor Paul Cellucci asked Brian to serve as the Chairman of the Massachusetts Republican Party. As the leader and spokesman of the Republican Party, Cresta worked to bring a stronger two-party system to Massachusetts. Prior to his service in the House, Cresta was a member of the Wakefield Board of Selectmen from 1991 to 1994. At the age of 21, he became the youngest Selectman ever elected in the Town of Wakefield's history.

He is a graduate of Merrimack College where he received a Bachelor of Science Degree in Business Administration, and is currently a candidate for a Master of Public Administration degree from Suffolk University's Sawyer School of Management.

MARILYN DALEY, PHD

Marilyn Daley, Ph.D. is a **Senior Research Associate at the Schneider Institute for Health Policy at The Heller School for Social Policy and Management** at Brandeis University in Waltham, MA. With 15 years of experience in addictions research, her work has focused on enhancing the effectiveness and availability of treatment for high-risk populations including pregnant women, drug-involved offenders and the dual-diagnosed. Having received specialized training in health economics through a fellowship from the National Institute of Mental Health, Dr. Daley has expertise in cost-effectiveness analysis, managed care evaluations, performance measurement and cost of illness/quality of life studies. Prior to receiving her PhD in Social Policy from the Heller Graduate School in 2000, Dr. Daley conducted survey research and program evaluation on behalf of the Massachusetts Department of Public Health, Bureau of Substance Abuse Services (BSAS). Since coming to Brandeis, she has completed an evaluation of the first four years of managed behavioral health care for Massachusetts Medicaid enrollees and a cost-effectiveness analysis of substance abuse treatment programs in Connecticut prisons. Dr. Daley is currently directing data collection and analysis for a survey of attitudes toward medications to treat heroin dependency that will sample nearly 1500 clients and counselors in publicly funded treatment facilities in Massachusetts and Oregon. Her articles have recently appeared in *Health Services Research*, the *Journal of Substance Abuse Treatment* and the *Journal of Psychoactive Drugs*.

JONATHAN DELMAN, JD, MPH

Jonathan Delman is the **Executive Director of Consumer Quality Initiatives, Inc.**, a Massachusetts-based consumer directed research and evaluation organization. Through the 1990's, Mr. Delman, and other members of M-POWER, a Massachusetts mental health consumer advocacy group, fought to create meaningful opportunities for consumers to influence managed behavioral health care policies. As a result, in 1999, the Commonwealth funded the "Massachusetts Consumer Satisfaction Team Initiative," an MBHP performance standard for a consumer group to interview other consumers about their satisfaction with provider services. Under Mr. Delman's leadership, the group developed effective evaluation and reporting methods, contracted with both MBHP and the Massachusetts Department of Mental Health to conduct ongoing quality improvement activities, and incorporated in 2000. Since then, CQI has doubled its budget, expanding the scope of its survey research services to include qualitative program evaluations and systemic needs assessments, producing groundbreaking reports such as *"Voices of Youth in Transition: The Experience of Aging Out of the Adolescent Public Mental Health Service System in Massachusetts: Policy Implications and Recommendations,"* and its most recent White Paper titled *"Crossing the Mental Health Quality Chasm in Massachusetts."* In 2001, the Massachusetts Department of Mental Health awarded Mr. Delman, who lives with bipolar disorder, special recognition "For Outstanding Services in Promoting Recovery and Rehabilitation in Massachusetts." Mr. Delman received a B.A. in economics from Tufts University, a law degree from the

University of Pennsylvania, and a Masters of Science in Public Health from Boston University.

RICHARD G. FRANK, PHD

Richard G. Frank is the **Margaret T. Morris Professor of Health Care Policy at the Department of Health Care Policy, Harvard Medical School**. He is also a Research Associate with the National Bureau of Economic Research. His primary areas of research interest are in the economics of health and mental health. Dr. Frank has ongoing interests in the organization and financing of care for people with mental disorders. He also studies economic policy issues related to the pharmaceutical industry. In 1993, Frank was awarded the Georgescu-Roegen prize from the Southern Economic Association for his joint work (with David Salkever) on drug pricing. During 1993, he served as a staff member of the President's Task Force on Health Reform. Frank is currently engaged in studies on the impact of direct to consumer advertising on cost and quality of care, the effect of mental health parity regulation on the cost and quality of mental health care, and the measurement of productivity of health care treatments. He received his PhD in Economics from Boston University.

ELIZABETH FUNK, MBA

As **President and Chief Executive Officer of the Mental Health and Substance Abuse Corporations of Massachusetts, Inc.**, Betty Funk manages a trade association whose membership comprises over 100 corporations that are the primary providers of mental health and substance abuse services in the Commonwealth. Ms. Funk interacts with the public and private sector to affect the direction of community programming in what is a dynamic, competitive and under-funded market. The trade association is responsible for training, education, rate, regulatory, and state and federal policy for both mental health and substance abuse.

Ms. Funk is a trustee and officer of the National Council of Community Behavioral Healthcare in Washington that focuses primarily on federal mental health policy and has served on numerous boards and commissions in her field over the years.

Ms. Funk has founded and led community mental health programs, was a trustee of Framingham Union Hospital and Metro West Medical Center and serves currently on the Metro West Health, Inc. board that owns 20 percent of MWMC, an assisted living facility and nursing home. Mrs. Funk lives in Framingham with her family where she has been a Town Meeting Member for over 30 years and has been active in the League of Women Voters and the Framingham Historical Commission.

CONSTANCE M. HORGAN, SCD

Dr. Horgan is a **Professor at the Heller School for Social Policy and Management, Brandeis University**, where she is **Director of the Schneider Center for Behavioral Health**. She has over twenty-five years of experience in health policy analysis and services research in both academic and government settings, and has been involved in numerous health surveys. She has focused her attention on studying how substance abuse and mental health services are financed, organized, and delivered in the public and private sectors. In 1990, Dr. Horgan founded the Substance Abuse Group at the Schneider Institute for Health Policy. She directs a National Institute for Alcohol Abuse and Alcoholism (NIAAA) doctoral training program and teaches courses in child health policy and substance abuse policy. She also leads several studies on managed behavioral healthcare and directs the Brandeis/Harvard Center on Managed Care funded by the National Institute on Drug Abuse (NIDA). Dr. Horgan is the lead author of *Substance Abuse: the Nation's Number One Health Problem*. She has directed studies for Substance Abuse and Mental Health Services Administration (SAMHSA), Agency for Healthcare Research and Quality (AHRQ), Health Care Financing Administration (HCFA), National Institute of Mental Health (NIMH), NIDA, NIAAA, and foundations, including Robert Wood Johnson. Dr. Horgan has written numerous articles and served on expert panels and advisory committees for federal agencies, professional associations, and academic and community task forces. As part of the Center for Substance Abuse Treatment's National Treatment Plan, she chaired the panel on connecting services and research.

DEBRA HURWITZ, MBA, BSN, RN

Dr. Hurwitz is the **Interim Director for the State Health Policy Analysis Unit at the UMass Center for Health Policy and Research**. Ms. Hurwitz earned her Bachelors Degree in Nursing from UMass Dartmouth and later earned a Masters Degree in Business Administration from the University of Rhode Island. Ms. Hurwitz has over 25 years experience working in health care. She began her career in health care as a cancer research nurse at Stanford University Medical Center in Palo Alto, California. Clinical experience includes acute care, long-term care for mentally and physically impaired individuals, and public health. After graduate school, she worked as a health care consultant, assisting client hospitals with strategic planning, program development, and quality monitoring and improvement. As CEO of the Health Care Manager of New England, a regional disability management company, she was responsible for the start-up of the company, and management of ongoing operations, client relationships and new program/product development in the area of health and productivity. The company received numerous awards for innovation in healthcare. In her work with CHPR, she was responsible for the start-up and management of the **Medicaid Infrastructure Grant** and **Real Choices Grant** where she facilitated a workgroup of collaborating state agencies, consumers, and advocacy groups in the development of the Enhancing Community Based Services Plan for the state. As the interim Director of the State Health Policy Analysis

unit, she oversees a range of health policy projects in acute and ambulatory care, behavioral health, pricing and purchasing, access, federal reporting and financial/budget analysis.

NANCY LANE, PHD

Dr. Lane is **Chief Executive Officer at the Massachusetts Behavioral Health Partnership**, a wholly owned subsidiary of FHC OPTIONS and OPTIONS Health Care, Inc. She became the CEO in January 2002, having served as the Partnership's Chief Operating Officer from 1997. Prior to her arrival in Massachusetts, Nancy was Vice President of Behavioral Health of CNR Health; a regional managed care company with headquarters in Wisconsin.

Earlier in her career, she worked as a psychologist at St. Elizabeth's Hospital in Washington, DC, first in their community mental health center and later in the Superintendent's Office as part of the team responsible for transitioning services from the hospital to the community settings. She has also served as Clinical Director for a large non-profit mental health agency in Washington, DC and as an administrative officer at the American Psychological Association. She received her B.A. degree, with honors, from Macalester College, and her M.S. and Ph.D. in Clinical Psychology from Rutgers University.

MARY JO LARSON, PHD, MPA

Mary Jo Larson is a **Principal Research Scientist and Director of Health Services Research and Policy at the New England Research Institutes**, Watertown MA. She is a health services researcher with a broad background in mental health and substance abuse health services research topics. She specializes in analysis of complex, insurance claims data sets, the conceptualization of health care utilization, and the evaluation of health care financing programs and has served as a principal investigator and co-investigator on many health services studies for SAMHSA, NIAAA, and NIDA.

- PI on a NIDA grant to develop an innovative web-based training program for substance abuse counselors (or technology transfer), training New England-based counselors to deliver cognitive behavioral therapy.
- PI for the Massachusetts Managed Care Adult Substance Abuse Study, a patient follow-up interview study (with linked claims data analyses) to evaluate the costs, utilization and patient outcomes of behavioral health managed care (CSAT award).
- PI for the Expanded Adult Substance Abuse Study, which gathered 36-month outcome data from 270 clients in Massachusetts (CSAT award).
- Contributor on the University of Rhode Island alcohol risk study and computer-based intervention to reduce risk in a managed care environment.
- Contributor on the New England Outpatient Study of substance abuse facilities.

- Co-investigator of NIDA and NIAAA studies at BMC to enhance linkage of adults in detoxification programs to primary medical care and study outcomes in alcohol and drug severity, utilization of services, high risk behaviors and health status.
- Lead evaluator of Boston site for SAMHSA's Women, Co-occurring Disorders and Violence Study, which conducted 5 in-depth interviews over 12 months with 342 women in substance abuse treatment programs in Boston and Springfield.
- PI of a NIAAA grant to analyze claims data on substance abuse clients enrolled in Medicaid managed care.
- Expert member of the Technical Advisory Panel for SAMHSA's Spending Estimates Project.

H. STEPHEN LEFF, PHD

Dr. Leff is **Senior Vice President of the Human Services Research Institute** in Cambridge, MA. As a psychologist who has considerable experience conducting mental health evaluations at the national, state, and local levels, he has worked closely with and trained state and local evaluators. Dr. Leff was formerly Assistant Commissioner for Program Planning, Information Systems, and Evaluation in the Massachusetts Department of Mental Health, and Director of Planning and Evaluation for the Cambridge Hospital and the Cambridge/Somerville Mental Health Center. He has taught courses in program evaluation and supervised doctoral research. Dr. Leff is also an assistant professor and clinical and administrative supervisor in the Harvard Medical School Department of Psychiatry at Cambridge Hospital. Additionally, Dr. Leff has been a reviewer of state mental health plans for the Center for Mental Health Services and a special reviewer for NIMH.

He has received several R01 grants from NIMH as well as several grants and contracts from CMHS. Additionally, Dr. Leff is a Co-Principal Investigator in the Coordinating Center for two SAMHSA multi-site projects: The Employment Intervention Demonstration Project and The Managed Behavioral Health Care in the Public Sector project. On the latter project, Dr. Leff is the study leader for the component on Adults with Severe Mental Illness.

RONALD MANDERSCHIED, PHD

Dr. Manderscheid is **Chief of the Survey and Analysis Branch of the Center for Mental Health Services, Substance Abuse and Mental Health Services Administration** and is an Associate Professor at the University of Maryland. Known for his groundbreaking epidemiological studies of mental health in community populations, he serves as Expert Consultant on Evaluation Design to the Office of the Assistant Secretary for Planning and Evaluation at the Center for Mental Health Services. With over 20 years of experience in research in the fields of health policy and health care

systems, Dr. Manderscheid has served as expert consultant to many state, federal and foreign governments including the Republic of Poland, Australia, the World Health Organization and the President's task force on health care reform. He is also the recipient of many honors and awards.

MICHAEL NORTON, MSW

Michael Norton is **Deputy Commissioner for the Medicaid Behavioral Health Care Unit at the Massachusetts Department of Mental Health.**

PHILIP SHEA

Philip Shea is **President and Chief Executive Officer of Community Counseling of Bristol County.**

DONALD S. SHEPARD, PHD

Donald S. Shepard, Ph.D., is **Professor at the Schneider Institute for Health Policy at the Heller School, Brandeis University.** Director of the Institute's Cost-effectiveness Workgroup, he is a health economist concerned with health problems of both the United States and developing countries. His major concentrations are cost and cost-effectiveness analysis in health, and health financing. Particularly interested in the cost-effectiveness of new technologies, he is a member of Board of Councilors for the Pediatric Dengue Vaccine Institute and the Board of Scientific Advisors of the Sabin Vaccine Institute, both dedicated to new and improved vaccines. He served as a member of peer review "study section" that reviews grant applications to the National Institutes of Health in health services research for scientific merit. With funding from the Massachusetts Division of Medical Assistance and the National Institutes of Health, he was Principal Investigator (PI) or Co-PI of the evaluation of a restructuring of mental health and substance abuse services in the state. He is the lead evaluator of two national demonstrations for the Medicare Program. Prof. Shepard's research focuses on the cost-effectiveness of alternative approaches to substance abuse treatment, lifestyle modification, prescription drug coverage, and AIDS care. He co-authored the 1976 paper that first coined the acronym QALYs (for Quality Adjusted Life Years) that has become an international standard for outcomes in cost-effectiveness analysis. He has been a Visiting Lecturer at the National University of Singapore and is currently an adjunct faculty member at Boston University and an affiliated faculty member at Brown University.

CAROLE C. UPSHUR, EDD

Dr. Upshur is a **Professor of Family Medicine and Community Health at the University of Massachusetts Medical School** and holds a doctorate in Clinical Psychology and Public Practice from Harvard Graduate School of Education. Her career has encompassed 30 years of teaching and applied research in education, health and human services. Her research, evaluation, and program development interests have focused on health disparities, persons with disabilities and economically disadvantaged communities. Her work has included developing community-based services for children and adults with mental illness and mental retardation; studying the longitudinal development of young children with disabilities and their families; documenting child and family outcomes from community-based health and development work; and more recently, investigating health care access and health disparities. Her work includes a study of the quality of Medicaid services for Latinos, funded by the Center for Medicaid and Medicare Services; a study of adult depression in primary care focused on Massachusetts Medicaid enrollees funded by the Robert Wood Johnson Foundation; and a study of physician and patient views on treatment of chronic pain funded by the Agency for Health Care Research and Quality