

Theresa M. Fishler, MSSW, CISW

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Professional Experience

**August 2019 - Present UW Madison Sandra Rosenbaum School of Social Work
Long-Term Field Instructor, Part Time Master's Program**

- Prepare approved course syllabus and develop weekly class content and lesson plans
 - Course content includes: Social Work and Racial Injustice, Social Work and Cultural Humility, Social Work Ethics, Values and Boundaries, Effective Social Work Supervision, Trauma and Trauma Informed Practice, Intersectionality and Social Work Practice, Ageism, Social Work with LGBTQA+ Individuals, Social Workers as Change Agents and Ethical Social Work Practice in Organizations
- Fall 2019- Spring 2020: Teach weekly field seminar classes Social Work 400 and 401, "Field & Integrative Seminar I & II"
- Fall 2020 to current academic year: Teach weekly field seminar classes Social Work 800 and 801, "Field & Integrative Seminar III, Health and Aging" (in person and synchronous remote)
- Fall 2022: Teach Social Work 875 "Health, Aging and Disability Policy and Services" (asynchronous)
- Construct course assignments, grade student assignments, papers, presentations and issue final grades utilizing Canvas
- Place Part-Time Master's Program students in health and aging agency field placement settings for the academic year
- Develop and approve learning plans with students and agency Supervisors
- Communicate with agency Supervisors to monitor student performance, professional growth and development
- Problem solve with students and model professional behavior

**June 2019 - Present TMF Consulting LLC
Owner**

- Provide project management, business development and quality management consulting services to non-profit and governmental organizations through a social work lens including:
Project Manager – Dane County Collaborative Stabilization Coalition of Greater Dane
Responsible for coordinating communication between partner agencies and WI Dept. of Health Services, system advocacy, training development, developing and monitoring project timeline and deliverables and data reporting for grant received by Dane County Human Services aimed at reducing emergency detention and mental health hospitalizations for adults with intellectual disabilities and/or dementia
- Facilitate **Virtual PRESS (Parkinson's Roadmap for Education and Support Services)**TM support group for persons recently diagnosed with Parkinson's Disease for the American Parkinson Disease Association

**August 2020 – July 2021 UW Madison School of Medicine and Population Health
Program Manager, QID – Long-Term Care Quality Improvement with Data Group**

- Provided support to the research and quality improvement projects developed and maintained by the Long-Term Quality Improvement Group (LTC-QI/QID) as well as the Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL) project
- Estimated costs, resources and time required to complete the project deliverables, monitored activities, allocated resources, and assigned tasks to ensure targets were met
- Planned, scheduled and facilitated meetings, summarized outcomes and next steps
- Maintained regular communication with WI Dept. of Health Services staff, community stakeholders, assisted living providers, QID team members and UW Madison business system resources

**July 2013 – June 2019 Community Living Alliance, Madison WI
Director of Program Operations**

- Responsible for the development, implementation and operation of all direct program services provided to clients in programs including, but not limited to: Personal Care, Comprehensive Community Services (CCS) Service Facilitation, Community Behavioral Health Counseling, Support Broker, Intake and CLA Care SolutionsTM

- Collaborate with the Executive Director and other Directors on the Leadership Team to identify and implement organizational strategic and long range goals and ensure the agency operated in fiscally responsible, quality focused manner
- Responsible for contract negotiations and compliance with external funders such as Dane County Human Services, WI Dept. of Health Services and Managed Care Organizations (MCOs) including but not limited to: Care WI, iCare, and My Choice
- Provide supervision for undergraduate and graduate level students from UW Madison and UW Whitewater Schools of Social Work
- Provide development, performance assessment and direct supervision of program staff
- Responsible for developing annual quality plan, facilitating Process Improvement Workgroup and facilitating organizational change in all program service delivery areas
- Developed marketing/outreach plan, supervised Intake/Outreach staff, coordinated Marketing Workgroup and conducted marketing and outreach
- Responsible for HIPAA and confidentiality breach investigation and reporting and complaint process compliance and reporting
- External liaison, representing Community Living Alliance: Chair, Dane Buy Local Education Committee (Aug. 2017- June 2019)
- Provide direct services to clients such as Support Brokering, Service Assessment, Service Planning and Service Facilitation

Oct. 2004-July 2013 Community Living Alliance, Madison WI
Director Intake and Waiver Services

- Direct supervision of 16 Case Management and Intake staff that included Program Assistants, Service Coordinators, Registered Nurse, Behavioral Health Coordinator and Community Facilitator
- Monitored quality and compliance of the CIP II and COP W programs that served approximately 250 adults with physical disabilities in Dane County
- Development of CIP and Intake goals and measures and monitoring of operational activities and budget in support of agency strategic goals
- Provided Service Coordination services as needed

Jan. 2001- Oct. 2004 Avenues to Community, Inc., Madison WI
Executive Director

- Planned, organized and implemented transition of agency and Case Management/Support Brokering contract from the UW Waisman Center to a private, non-profit agency incorporated in 2001
- Supervised 17 staff, including Support Brokers, Team Leaders and Office Manager as well as undergraduate level students from UW Madison School of Social Work
- Responsible for budget planning, contract proposals, grant writing, implementation and management of all daily activities carried out by staff
- Provided Support Brokering services as needed

Oct. 1992-Dec. 2000 UW Waisman Center/Avenues to Community
Program Coordinator/Senior Clinical Social Worker

- Supervised 12 Case Management Staff and UW Madison School of Social Work students
- Member of management team, maintained clear communication with team members and County funders, developed and monitored County contracts, worked with management team to develop best practice standards, developed and implemented agency expansions in 1996 and 1998
- Developed and facilitated PEER (Practical Educational Experiences and Relationships) groups focusing on sexuality education and relationship building skills for adults with disabilities
- Maintained caseload, conducted needs assessments and provided service coordination and individualized support plan development for up to 20 people with developmental disabilities

