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Edward A. Litcher

Consumer Directed Services

To maintain an active connection to the Consumer Directed Personal Assistance Program (CDPAP), I self-taught the web site management skills to create and manage this free web based CDPAP information and employment resource, and independently produced all of the documents needed to transform this program into a Not-for-Profit corporation.

Also, to build upon the experiences I have already accumulated, to continue my business education, and to help me manage the costs associated with Consumer Directed Services and my Activities of Daily Living, I have served full time as a Business Manager in a Catholic High School (2001 to 2007) and more recently as a Business Manager in two Catholic Parishes (2007 to present) on Manhattan's Upper East Side.

Concepts of Independence, Inc

Program Director, 1980 - 2001

Board Member 1976 - 1980

Co-Founder 1976

Program Director

- Managed the operation and development of the largest and most successful Consumer Directed Personal Assistance Program in New York State. A program that grew from four to more than 1,000 consumers who employ more than 2,000 personal assistants.
- Directed the development of the program from a branch of the New York City Home Attendant Program to a multi-county service provider, offering services to both Independent and Non-Independent Consumers.
- Fostered the development of an operational structure that enabled the program's departments from intake to billing to achieve their operational objectives, while promoting the program's primary mission to enhance consumer independence and control.
- Introduced and developed computerized systems designed specifically to serve the needs of our unique program including a Quicken/Excel check-writing report-generating system, a dBase IV consumer file that generated Nurse's Assessment schedules, program statistics and savings projections, and an Access-based system to monitor and control Personal Assistant Health Assessments.
- Designed the Consumer Manual to promote a consumer's smooth transition into the Consumer Directed Personal Assistance Program.

- Developed a multiphase Recruitment Assistance Program that included a Hotline, Network List and Agency List to assist consumers with the process of attracting potential Personal Assistants.
- Created the idea and cost elements of Cobra Units, which was included in a grant proposal submitted to the New York State Department of Health, a program that extended free coverage to unemployed long-term employees and thereby promoted work force continuity.
- Successfully worked with legislators to secure a legislative modification, which enable consumers to self-manage high-level health services, throughout New York State.

Board Member

- Assisted with the preparation of the 501C3 not-for-profit corporation status that was received on December 12, 1977.
- Wrote and prepared marketing materials used to promote program development and expansion.
- Participated in workshops and meetings that sought to address the concerns and questions of consumers, legislators, and members of the professional medical community.

Co-Founder

- Worked with Victoria Holland and Ira E. Holland to create the first Consumer Directed Personal Assistance Program in New York State.

Goldwater Memorial Hospital

Medical Utilization Review Analyst, 1977 - 1980

Hospital Care Investigator, 1977 - 1977

Senior Clerk, 1974 - 1977

Volunteer, 1967 - 1974

At Goldwater I had the opportunity to establish long-term relationships with many people with severe disabilities. These relationships enabled me to learn about many of the problems that confront people who require long-term support services.

EDUCATION

- New York University - SCPS - Certificate in Bookkeeping - 2001
- Baruch College - Graduate Division - City University New York 1973 - 1977
Graduate level courses: Accounting, Data Processing, Management, and Health Administration
- St. John's University - BA - Psychology – 1973

Updated – 05/21/2017