Roy Gerstenberger, M.ed.

EDUCATION

MEd, Social Work, Johnson State College, Johnson, VT

BA, Psychology, Middlebury College, Middlebury, VT

Summary

Roy Gerstenberger has acquired experience and expertise in program development and administration for individualized, community-based services at a local, regional and state level. He has managed change initiatives through the creation of organizational leadership structures, policies and practices. He is a skillful presenter and trainer. Through a combination of experience and commitment to inclusive communities and personalized services, he is able to offer valuable guidance in ways to improve systems of care.

EXPERIENCE

Firstperson Services, LLC 2017 – Present  
Principal

* Mr. Gerstenberger conducts trainings in Person Centered Thinking © and has worked with leaders in community-based services in activities and programs that advance their goals for person centered approaches. He has organized and conducted trainings in person and through webinars with support staff and service planners in Vermont, New Hampshire and Maine. He coordinates regular meetings of Person Centered Thinking © trainers that he has credentialed to foster a community of practice.

State of Vermont Department of Disabilities, Aging & Independent Living 2015-2017  
*Director of the Developmental Disabilities Services Division*

* Mr. Gerstenberger led the division team in planning, coordination, administrative oversight and evaluation of state and federally funded services for people with developmental disabilities and their families. He directly supervised the heads of the office of public guardianship, quality assurance and certification. Mr. Gerstenberger established a positive and collaborative relationship with the leadership network within the community service provider agency network through direct meetings and ongoing dialogue. He provided testimony to the House Health and Human Services Committee on behalf of the Department. Mr. Gerstenberger led the division component of the HCBS transition planning process and directed a project involving The Council on Quality and Leadership to credential a team of interviewers to evaluate and monitor compliance with the new settings rule. He created a statewide Person Centered Thinking © Training series for service planners, support staff and agency leadership; facilitating workshops directly and creating train-the-trainer opportunities as a credentialed mentor trainer. He established the Vermont Task Force on Supported Decision Making.

**Community Bridges, Concord NH 1997-2015  
*Executive Director***

* **Leadership** - Mr. Gerstenberger led the nonprofit to provide community-based, individualized services for people with disabilities and their families through the state HCBS contract for central New Hampshire. He organized the strategic planning for the corporation and engaged the senior leadership team to create and continuously improve services for eligibility assessment, services to Infants and Toddlers, Service Planning, Person Centered Plan Development, Family Support, Self-Directed Services, Shared Home, and Supported Employment. Through numerous appearances on radio and television, public meetings, legislative testimony and speaking engagements with civic groups, Mr. Gerstenberger maintained a public relationship effort for the agency to advance the mission and promote community inclusion. He organized the administrative practices necessary to evaluate proposals, award funding and provide quality assurance oversight needed to manage service subcontracts with 20 external agencies. His management was recognized by the NH Charitable Foundation with the Excellence in Nonprofit Management Award in 2012 and from NH Business Review with the Excellence in Nonprofit Leadership Award in 2015. Mr. Gerstenberger developed the organization to sustain an annual operating budget of $32 million and a workforce of 250.
* **Community Agency Networks** – Mr. Gerstenberger served as the representative for the agency on the board of the Community Support Network (CSNI) area agency network and was elected for multiple terms on the Executive Committee. He convened and facilitated interagency work groups to identify and resolve systems issues preventing effective support to people with intensive support needs in the community.
* **Statewide Services** – Mr. Gerstenberger established a partnership with the University of New Hampshire Center for START Services to recruit, train and support a statewide coordination and clinical support network to serve people with mental health needs within DD services include a local planned-respite home and on-going statewide professional in-service training programs. He designed inter-agency agreements to imbed employees within ten agencies covering the state who could lead local service planning teams and provide technical assistance to local clinicians in coordinated treatment.
* **Person Centered Services** – Mr. Gerstenberger created a partnership with Support Development Associates to bring Person Centered Thinking practices into the organization at all levels including refining policies and procedures to support person centered practices, staff training and onboarding, human resources practices and creating a Person Centered Thinking coaching system for continuous improvement and learning throughout the organization. He established the Bridges Professional Development Center for Person Centered Values connected to the agency to offer training seminars and workshops in Person Centered Thinking to subcontractors and external service providers. He established a training program with the No Wrong Door initiatives in the states of New Hampshire and Massachusetts to provide Person Centered Counseling core training to Options Counselors employed with Aging and Disability Resource Centers in both states.

**Community Bridges, Concord NH 1993-1997  
*Assistant Director***

* Mr. Gerstenberger designed the procurement process for new services for people in the community and facilitated budgeting and contracting with provider agencies. He created incident management and quality assurance review systems for qualitative and quantitative data. He managed relationships with state regulators and consumer advisory groups and promoted Self Advocacy opportunities.

Residential Resources Inc., Keene NH 1989-1993  
*Program Director*

* Mr. Gerstenberger coordinated the transitions for people moving from institutional services to community life with regional agencies. He recruited and trained new staff and home providers, secured office space, established administrative systems and planned clinical services.

United Developmental Services, Lebanon NH 1986-1989  
*Program Specialist*

* Mr. Gerstenberger developed instructional programs for staff to use in residential and day service settings that helped people acquire alternative behaviors to those that were challenging to others or limiting their opportunities in the community.

certificates

Learning Community for Person Centered Practices – Certificate, Mentor Trainer

Harvard Business School – Social Enterprise Institute – Certificate – Strategic Perspectives in Nonprofit Management, July 2012

Harvard Kennedy School – Executive Education – Certificate – Performance Measurement for Effective Management of Nonprofit Organizations, May 2012

Harvard Kennedy School of Government – Certificate – Leadership Decision Making, November 2011