

Diane Spokus, Ph.D., M.C.H.E.S.

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Education

Ph.D., Workforce Development, Training and Development

The Pennsylvania State University

Masters Degree in Adult Education

The Pennsylvania State University

Bachelor of Science in Human Development and Family Studies

Minor in Gerontology
Comparative Gerontology studied in Jongkoping, Sweden

Master Certified Health Education Specialist (M.C.H.E.S.)

Dissertation

Title: Factors Influencing Older Healthcare Worker Quality of Life and Intent to Continue to Work

Certificates

- **Online Core Competency Certification Courses** for Online Instructors (Spring and Summer, 2012); Completed OL 1000, OL 2000, OL 2700
- **Personal Home Care Certificate** through PA Department of Public Welfare
- **Certified Health Education Specialist (CHES) 2005**
- **Master Certified Health Education Specialist (MCHES) 2011**
- **Human Subject and HIPPA Certificates** to conduct research, Office of Research Protection (Updated February, 2011)

Research Questions

1. What are the relationships between Job Characteristics, Social Support and Organizational Characteristics on Quality of Work Life?
2. Collectively, what is the influence of Job Characteristics, Social Support, Organizational Characteristics, and Quality of Working Life on Turnover Intention?
3. What best practices do employers report regarding recruitment, training and managing older workers?

Research Interests

- Aging, Healthcare Workforce: Training, Management, Workforce Retention & Recruitment
- Health and Aging; Workplace Design
- Job Satisfaction & Quality of Work Life

Professional Committees

- Vice Chair, Appointed, Lewistown Hospital Foundation Board of Trustees, 2008 - present
- Vice Chair, Appointed, Executive Committee, Lewistown Hospital Foundation, 2008 - present
- Chair, Appointed, Nominating Committee, Lewistown Hospital Foundation Board of Trustees, 2008 - present
- Chair, Appointed, Professional Affairs Committee, 2008 - present
- Elected Member Pennsylvania Rural Health Association Board of Directors
- Member, Association of University Programs Health Administration (AUPHA)
 - Professional Development Committee
- Chair, Health Policy and Administration Undergraduate Advisory Board 2011-2013
- Member, Penn State Labor Employee Relations Committee
- Penn State Society for Human Resource Management (SHRM) student mentor
- Member, State College Health Professionals Occupational Advisory Committee, 2009 - present
- Member, Allied Healthcare Workforce Investment Board (WIB) Steering Committee ,

Harrisburg, 2003-Present

- Exploration of Opportunity
- Education System Capacity
- Developing and Retaining Incumbent Workforce
- Committee Structure and Development
- Member, Allied Healthcare Workforce Investment Board (WIB) Steering Committee, Harrisburg 2008
 - Member, Advisory Board, working with Experience Works and Corporation for a Skilled Workforce/Human Capital Initiative
- National Council on Aging (NCOA), MaturityWorks Alliance Planning Committee, 2008-2010
- Panelist, NCOA, Anaheim, CA, 2006
- Vice-President, Penn State Society for the Study of Workforce and Economic Development, 2007
- Association for Gerontologists in Higher Education (AGHE) Representative on Geriatric Education Center Open Committee, 2005
Diego, CA, 2003 & Richmond, Virginia, 2004-2006
- Pennsylvania Prime Time Health Advisory Committee, 2004
- Pennsylvania Advocates for Nutrition and Exercise (PANA), 2003
- Health and Human Resource Council Committee, Penn State Harrisburg, 2003

Penn State Commission for Women (CFW)

- Appointed Member by President Erikson, Commission for Women Executive Committee
- Co-Chair, Penn State Commission for Women Mentoring Committee
- Member, Penn State FULL Commission for Women
 - Wage & Equity Committee
 - Mentoring Committee, Co-Chair 2013-2014
 - Faculty Engagement
- Attended Penn State Board of Trustees Luncheon representing the Penn State Commission for Women, 2013 (one of seven CFW members attending)
- Mentor, 3 years in a row, for professional women (2011-2012-2013)
- CFW Fall Kickoff, 2011
- CFW Fall Kickoff, 2012
- CFW Fall Kickoff, 2013

Professional Associations

- Member, Society of Human Resource Managers (SHRM)
- Member, American College of Healthcare Executives (ACHE)
- Member, Association of University Programs in Health Administration (AUPHA)
- Member, Labor & Employment Relations Association Nittany LERA Chapter
- Member, National Certified Health Educators (NCHES)
- Member, Gerontological Society of America (GSA)
- Human Resource Association of Center County (HRACC)

- Member, American Society of Training and Development (ASTD)
- Member, International Society of Gerontechnology
- Member, Human Factors Society
- American Psychological Association (APA)
- Member, Geriatric Interest Network (GIN) (Blair and Centre Counties)
- Member, National Council on Aging (NCOA)
- Member, American Society on Aging (ASA)

Publications

Books

Rothwell, William J., Sterns, Harvey L., **Spokus, Diane M.**, Reaser, Joel. (2008). *Working Longer: New Strategies for Managing, Training and Retaining Older Employees*. New York: AMACOM.

Online Publication

Spokus, D., Allison, J., Croft, C., Garraty, M., Gentry, P., Myers, M., Reich, L., Sargeant, D., (Eds.)(2008). *PA Healthcare Employer Toolkit: A Guide to Recruiting and Retaining Older Healthcare Workers*. Funded by the Southcentral PA WIB and the PA Department of Aging.

Journals

Spokus, D. & Yoder, E. (In progress). Quality of work life: How significant is it to healthcare worker retention?

Chapters in a Book

Sterns, H. & **Spokus, D.** (2013). Lifelong learning and the world of work. *In Older Workers in an Ageing Society*. Edward Elgar Publishing, Ltd., Cheltenham:UK.

Spokus, D. (2010). *A first exploratory study of competencies of appreciative inquiry practitioners: Discovery*. In Newhard, M. Unpublished Ph.D. dissertation. University Park: The Pennsylvania State University. Two case studies.

Spokus, D. (2008). Succession Practices in New York State Government. In Rothwell, W., Alexander, J., & Bernhard, M. (Eds.), *Cases in Government Succession Planning: Action-Oriented Strategies for Public Sector Human Capital Management, Workforce Planning, Succession Planning and Talent Management*. Amherst, MA: HRD Press.

Research Projects and Grants Awarded

Member, CERC, PA Rural Health Senior Centers' Project, 2013 – present.

Job/ worksite factors that influence older health care worker quality of work life and physical well-being and the intent to continue to work

Principal Investigator

Pennsylvania Department of Aging Grant (2009-2010) \$49,040.00
Factors Influencing Healthcare Worker Quality of Life

Principal Investigator

Pennsylvania Department of Labor and Industry Grant (2010-2011) \$35,000.00
Aging Workforce Initiative Project

Trainer

Aging Workforce Initiative Project \$15,000.00

Principal Investigator

Penn State Smart Spaces Seed Grant (2009) \$2,500.00

Academic Service

Manuscript Reviews

Levinthal, Charles F. (2008). *Drugs, Behavior and Modern Society* (4th ed.)
Boston: Allyn & Bacon. Reviewed manuscript for Publishers Allyn & Bacon.
Bailey, Scott & Grover, Cathy, (2007). *Drugs, Brain, and Behavior*,
Reviewed for publishers Wiley - Blackwell Publishing
Levinthal, Charles F. (2005). *Drugs, Behavior, and Modern Society* (4th
ed.). Boston: Allyn & Bacon. Reviewed manuscript for Publishers Allyn &
Bacon.

Master's Thesis Committee Member:

- Cedric deToffel in the College of Engineering: 2009- 2010
 - Control of Cumulative Trauma Disorders in Personal Care Facilities

Doctoral Committee Member:

- Lorna Cintron in the College of Engineering: 2010-2012
 - Effects of Overweight and Obesity on Lifting Capacity

Conference Planner

Careers in Aging Week (2013). College of Health and Human Development. Recruited and Planned event in coordination with the Center for Health Aging.

Planning Committee, (June 10, 2009) *Achieving the Gray Advantage: Recruiting &*

Retaining the Older Worker, Radisson Hotel, Camp Hill, PA. Recruited presenters and developed agenda.

Poster Presentations

Spokus, D., (2014). *Mentoring Implications for Success as Women Re-Enter the Workforce or Recareer at Midlife*. American Society on Aging (ASA), San Diego, CA.

Hosseni, H., & Spokus, D. (2013). *Ethical Theory and the Lack of Advancement for Mature Women: Implications for Health Administrators*. Association of University Programs in Health Administrators (AUPHA), Monterey, CA.

Spokus, D., & Yoder, E. (2011). *HRD Best Practices for Health Care Worker Retention in Rural Organizations*. Gerontological Society of America (GSA), Boston, Mass.

Spokus, D., & Yoder, E. (2011). *Environmental Factors Influencing Healthcare Workers Quality of Working Life and Burnout*. Association of Gerontologists in Higher Education (AGHE) 2011.

Spokus, D., & Yoder, E. (2011). *Factors Influencing Older Caregivers Quality of Life, Burnout and Intention to Leave*. American Society on Aging/National Council on Aging 2011.

DeToffel, C., Freivalds, A., & **Spokus, D. (2010).** *Environmental Approaches to Reducing Healthcare Worker Injuries*, Gerontological Society of America (GSA), Atlanta, Georgia.

Spokus, D. (2009). Job/worksite factors influencing older healthcare worker turnover, Gerontological Society of America, Atlanta, Georgia.

Spokus, D. (2009). *Teaching Employers and Corporate Trainers How to Retain Older Workers*, Adult Gerontologist in Higher Education (AGHE), San Antonio, Texas.

Spokus, D., (2008). *The Relationships Among Workplace Characteristics, Quality of Work Life and Turnover Intention*, Penn State Graduate School Exhibition.

Spokus, D., (2008). Factors Influencing Older Healthcare Worker Intent to Leave the Workplace, Gerontological Society of America Conference, National Harbor, MD.

Reaser, J., **Spokus, D.**, Sterns, H, & Rothwell, W. (2007). *Current Perspectives in Working with Adult and Older Workers*, Gerontological Society of America Conference, San Francisco, California.

Spokus, D. & Adelman, A. (2006). *Rural Barriers: Healthy Lifestyles Program, using diabetes as a model*, Gerontological Society of America Conference.

Spokus, D. (2006), *Optimizing the Talents of Older Workers*.

Fick, D., Mion, L. & **Spokus, D.** (2005), *Potentially Inappropriate Use of Medications in the Elderly*, Gerontological Society of America Conference, Orlando

Spokus, D. & Service, T. (2005). *Comparative Workforce Development between the U.S. and Jamaica*.

Spokus, D. (2005). *Older Workers: Implications for Health Care Shortage Areas*.

Spokus, D., Lord, R., White, D. & Song, Ji Hoon (2004), *The Impact of Top Management Change: A Practitioner's Perspective, A Study of One Corporation's OD Experience*.

Penrod, J., Hupcey, J., Kolanowski, A., Farcus, N., **Spokus, D.,** (2004), *Online Geriatric Nursing Modules for Healthcare Professionals*, Hartford Foundation Geriatric Nursing Project, Gerontological Society of America, San Diego, CA.

Conference Presentations

Workshop Presenter: **Spokus, D.** (November, 2010). *How to Plan Successful Programs for Senior Centers*, Penn State Berks County Campus

Radio Talk Show Presenter: **Spokus, D. & William Rothwell** (August, 2010). *Older Workers*. Live "Everyday Leadership" Michigan Talk Network with Dan Mulhern.

Conference Presenter: **Spokus, D. & Freivalds, A.** (2009). *Human Factors and Ergonomic Society*. San Antonio, TX. *The Role of Human Factors in Older Worker Retention: What do we know and what will we need to know?*

Conference Presenter: **Spokus, D.** (2009). *Aging in the Workplace*, Pennsylvania Chamber of Business and Industry, Annual Human Resources Conference, Hershey, PA

Conference Presenter: **Spokus, D.** (2009). *Best Practices in Health Care Worker Retention: The role of Health Care Industry Partnerships*, 2009 WIB Symposium, Two-Fold Challenge to the Workforce Investment System: Getting People Back to Work in the Short-Term, Investing in Skills for the Future, State College, PA.

Conference Presenter: **Spokus, D.** (Fall, 2009). *Pennsylvania Association of Senior Center Directors*. Harrisburg, PA. *Strategies to Attract Baby Boomers to Senior Centers*. Workshop for statewide Senior Center Directors.

Webcast Presenter: **Spokus, D.** (2009). Bizsummits. *Working Longer*.

Conference Presenter: **Spokus, D.** & Sterns, H. (2009). *Toolkit for Managing and Retaining Older Workers*. American Society on Aging/National Council on Aging (ASA/NCOA), Las Vegas, NV, 2009.

Conference Moderator: **Spokus, D.**, (2009). *Leading the Multi-Generational Workforce: Bridging the Gaps Through Effective Workplace Coaching and Mentoring*. American Society on Aging/National Council on Aging (ASA/NCOA) Maturity Works Alliance (MWA), Las Vegas, NV.

Conference Presenter: **Spokus, D.**, Heinzen-Krueger. Society for Human Resource Management (SHRM), New Orleans, Louisiana, 2009. *Using Mentoring Relationships to Bridge the Generation Gap*.

Conference Presenter: **Spokus, D.** (Spring 2009). Pennsylvania Association of Senior Center Directors. Harrisburg, PA. *Strategies to Attract Baby Boomers to Senior Centers*. Workshop for statewide Senior Center Directors.

Conference Presenter: **Spokus, D.** (2008). *Tomorrow's Workforce: Strategies for Appalachia's Future* Appalachian Region Commission (ARC) Tupelo, Mississippi, 2008.

Conference Presenter: **Spokus, D.** (2008). *Current Perspectives in Working with Adult and Older Workers*. Central Pennsylvania Educational Resources, Inc. (CPERI) State College,

Conference Presenter: **Spokus, D.** (2008). *Lifelong Learning: Building Pathways to Independence* The Council for Adult and Experiential Learning (CAEL), Philadelphia, PA.

Conference Presenter: **Spokus, D.** (2006). National Council on Aging (NCOA), *Managing the Talent Workers: Exemplary Practices in Employee Learning and Development*, Anaheim, California.

Conference Presenter: **Spokus, D., (2005)**. International Society of Gerontechnologists, Nagoya, Japan, *Rural Barriers: Healthy Lifestyles Program, Using Diabetes as a Model*.

Conference Presenter: **Spokus, D.** (2005). Diabetes in the Schools, 2005 Schools Advocate Conference, Somerset County, *Healthy Lifestyles, Using Diabetes as Model* Train-the-Trainer program: Facilitated 67 community-based programs in Southcentral PA as Health Educator for Southcentral PA AHEC.

Conference Presenter: **Spokus, D.** (2003). *Retiring can be Hazardous to Mental and*

Physical Well-being: Knowing When and How to Retire.” The Changing Face of Work and Learning, University of Alberta, Edmonton.

Workshop Presenter: **Spokus, D.** (1996). *Maintaining Independence through Peer Training.* Brookline Village, Penn State Osteoporosis Outreach Program.

Awards and Honors

Graduate Scholarships and Awards

- The Pennsylvania State University, Dean of the College of Education Graduate Student Scholarship Award (2005) (\$5000)
- Assisted Janice Penrod & Carol Smith in seeking a PIF Award (\$8000) (2005), Promoting Geriatric Nurse Experts: A Pre-Certification Program
- Dean’s List
- Golden Key National Honor Society
- Kappa Omicron Nu Honor Society
- Alpha Sigma Lambda (Adult Honor Society)
- Phi Eta Sigma
- Pi Lambda Theta
- Cumulative Grade Point Average 3.83

Travel Awards

- Ohio State University
 - Diversity Program for new faculty, Summer 2009
- The Pennsylvania State University, Schreyers Honors College
 - Teaching Grant 2009 (\$500)
- National Council on Aging Scholarship 2008 (\$550)
- The Pennsylvania State University, College of Education
 - 2007 GSA Conference, San Francisco, CA (\$500)
- University of Miami, Project CREATE
 - 2007 Scientific Conference (\$1600)
- The Pennsylvania State University, Schreyers Honors College
 - 2007 Teaching Conference, Atlanta, Georgia (\$1500)
- The Pennsylvania State University, College of Education
 - 2006 NCOA/ASA Conference, Anaheim, CA (\$500)
- The Pennsylvania State University, College of Education
 - 2005 NCOA/ASA Conference, Philadelphia (\$200)
- The Pennsylvania State University, College of Education
 - 2005 GSA, Orlando, FL (\$500)
- The Pennsylvania State University, College of Education
 - 2005 Nagoya, Japan (\$1500)
- The Pennsylvania State University, College of Education
 - 2004 GSA, Washington, DC (\$400)

The Pennsylvania State University, Schreyers Teaching Excellence Travel Grant	
➤ 2009 Adult Gerontologists in Higher Education (AGHE), San Antonio, Texas	(\$500)
The Pennsylvania State University, College of Education	
➤ 2004 NCOA/ASA Conference, San Francisco, CA	(\$500)
The Pennsylvania State University, College of Education	
➤ 2002 GSA Conference, Boston, MA	(\$500)
The Pennsylvania State University, College of Education	
➤ 2002 AERC Conference, North Carolina	(\$200)
The Pennsylvania State University, College of Education (2001)	
➤ 2001AERC Conference, Michigan	(\$200)
The Pennsylvania State University, College of Education	
➤ 1998 GSA Conference, Philadelphia	(\$200)

Diversity

- 2013 Poetry Reading by Ukrainian Poet Yuri Vynnychuk
- 2013 Poetry Reading by Romanian Poet Liliana Ursu and American Poet Tess Gallagher
- 2013 Commission for Women Awards Luncheon
- 2013 Commission for Women Workshop entitled, “It’s all about Me.”
- 2013 Commission for Women Opening Workshop
- 2013 Commission for Women Workshop entitled, “What’s your Business Model – Will your Colleagues Divorce You?”
- Sixth Annual Commission for Women Spring 2012 Awards Luncheon
- Commission for Women Focus Group meeting with external Human Resource Management Consulting Company to discuss the SRDP evaluations.
- 2010 The Center for Diverse Families and Communities, Friday Teas with DCF: “Tell me about it!: The Use of Narrative in Drug Prevention with Diverse Populations”
- 2010 program on Serious Play: A Recreation Therapist’s Journey through Teaching People the Importance of Fun After a Catastrophic Injury
- 2009 Summer Research Opportunities Program (SCROP) Overview

Teaching

Teaching Experience

- **Health Prevention, Management, Aging:**
 - HPA 460, Human Resource Management in Health Care, The Pennsylvania State University, 2007 – Present
 - HPA 460, Web-Based Human Resource Management in Health Care, Summer, 2009
 - LER 472, Work/Family Life – Fall, 2009 (Labor Employee Relations)
 - HPA 395, Internship Program – Summer, 2009 - present
 - HPA 390, Professional Development – Spring, 2009 - present
 - HPA 420, Managed Care, Fall 2008 – 2009-2010

- HPA 101, Health Policy Issues, Spring 2009-2010
- HPA 301W, Spring 2009 - present
- SOC 035, Sociology of Aging, The Pennsylvania State University, Fall and Spring, 2006 - 2010
- PSYCH/HDFS 445, Adult Aging and Development, The Pennsylvania State University, Spring, 2005
- BB H 143, Biobehavioral Health, Drugs, Alcohol and Behavior, The Pennsylvania State University, Fall, 2004 - 2010
- Biobehavioral Health, BB H 043, Drugs and Society, The Pennsylvania State University, Fall, 2004-2008
- Biobehavioral Health, BB H 046, Introduction to Sexuality, The Pennsylvania State University, Fall, 2004-2008
- Penn State Dance Alliance Advisor (2012-2013)
- Faculty Adviser HPA, 2008; FTCAP Advisor (2 years – 2004-2005)
- Advising and writing student recommendations (10 years)

Teaching Support Programs

- Graduate School Grant Writing Workshop, 2004
- Hendricks Best Practices for Adult Learners Conference, 2005
- Hendricks Best Practices for Adult Learners Conference, 2006
- Hendricks Best Practices for Adult Learners Conference, 2007
- Teaching Professor Conference, Atlanta, Georgia, 2007
- Schreyers Teaching Luncheons
- Hendricks Best Practices for Adult Learners Conference, 2008
- PSU Information Technology Workshops: Microsoft Office & PowerPoint 2007; Angel 7.2; Summer, 2008.
- Hendricks Best Practices for Adult Learners Conference, 2009
- Educating for Sustainability: Schreyer National Conference, October, 2009
- Schreyers Preparing for the Workforce, October 2009
- Human Resource Development Course, Writing Workshop, May, 2009.
- Penn State Symposium for Teaching and Learning with Technology, April, 2009
- Information Technology Series: Collaboration: The Future of IT at Penn State, September, 2010
- Information Technology Series: How Information Technology Impacts Penn State, April, 2010
- Health and Human Development Research Faculty Brown-Bag Lunch Seminar: Cost Accounting 101 for HHD Faculty, December, 2010
- Continuing Education: Putting the L in Teaching, November, 2010
- Labor Studies and Employment Relations 2010 Outstanding Alumni Lecture: Charlene H. Biner, Human Resource Professional from Fortune 500 company, October, 2010
- Hendrick Best Practices for Adult Learners Conference. *Innovation 2010: Opportunities for the New Decade*, May, 2010

- Association for Gerontology in Higher Education (AGHE), March, 2010, Reno, Nevada
- Navigating the Academic Job Market: How to Get What you Want and Negotiate What you Need to Be Successful, 2010
- Collaboration: The Future of IT
- Penn State: Serious Play: A Recreation Therapist's Journey through Teaching People the importance of Fun after a Catastrophic Injury
- Penn State Cost Accounting 101 for HHD Faculty
- Continuing Education: Putting the "L" in Teaching
- IT Workshop Fall 2010
- Sustainability Engagement: Opportunities through Penn State Outreach, 2011
- Effective Use of Angel: Framework for Continuing Education Teaching Success, 2011
- How Information Technology Impacts Penn State, 2011
- How to Use Clickers in the Classroom, 2011
- Hendricks Best Practices for Adult Learners Conference, 2011
- How to Use Clickers in the Classroom, 2012
- Hendricks Best Practices for Adult Learners Conference, 2012
- Penn State President's Equity Commissions "Equity and Inclusion" Event, 2012
- Martin Luther King Dinner, 2012
- Online Learning 1000, Online Learning 2000, Online Learning 2700
- Social Justice Symposium Paul Robeson Cultural Center, 2012
- Woskob Family Endowment in Ukrainian Studies and the Department of Germanic and Slavic Languages and Literatures, 2012
- 2013, Participated in training for Reporting Child Abuse (Clery Act Training)
- 2013 Penn State Office of Planning and Institutional Assessment on Unit Planning Guidelines and Resources
- 2013 Penn State Office of Planning and Institutional Assessment on Penn State's Model for Integrating Planning, Assessment and Improvement.
- 2013 Schreyers Teaching Institute Brown Bag on Student Centeredness
- 2013 Schreyers Teaching Institute Brown Bag on Plagiarism and Turnitin

Professional Development

Professional Development in Healthcare

- Osteoporosis Program for Professionals held at Brookline Village, February, 1996
- Grant Proposal Writing Workshop, The Pennsylvania Rural Health Conference, June, 1996
- Osteoporosis Program for Professionals held at Brookline Village, June, 1996
- Pennsylvania Rural Health & AHEC Conference, June, 1997
- Pennsylvania Rural Health Conference, June, 1998
- Health Policy Administration Spring Semester class on Strategic Planning and Marketing for Health care Organizations, 1998

- Pennsylvania Rural Health Conference, State College, PA, June, 2000
- Clinical Breast Cancer Conference, May, 2000
- Pennsylvania Area Health Education Conference, January, 2001
- Meeting Track (Access) Data Base Training for Conference Planners, 2001
- Pennsylvania Agromedicine/Pennsylvania Area Health Education Center Workshop, 2001
- Pennsylvania Forum for Primary Health Care, Hershey, 2001
- Pennsylvania Department of Agriculture Farm Show, Health Education Booth, 2002
- Pennsylvania AHEC 2002 Workshop, Hershey Lodge & Convention Center
- Pennsylvania Farm Show, Health Education, 2002
- Living Well With Diabetes, A Wellness Program, 2002
- Living Well With Diabetes Project, 2002
- 2002 National Women's Health Conference, Washington, DC
- Hospital and Health Systems of Pennsylvania Career Link Workshop, 2002
- Religious Influences on Health and Well-Being in the Elderly, 2002
- Maximizing Grantsmanship Success in the Arts & Health Seminar, 2002
- Physical Inactivity, Exercise and Nutrition, the Noll Summit, 2002
- Strategies: Educational Excellence for Health Care Providers Conference, 2002
- Tufts University Elderly Nutrition and Exercise Laboratory Tour, Boston, MA. 2002
- Cross-Sector Arts Programs Tackling Community Health Issues, 2002
- Keystone Health Promotion Conference, June, 2003
- Diabetes Today Training for Health Educators, Richmond, VA, 2003
- Orthopedics in Art, Penn State College of Medicine, Hershey, PA, April, 2003
- Healthy Communities Summit, Harrisburg, PA September, 2003
- Diabetes Update Workshop, University of Pittsburgh, 2004
- Health Educators Conference, Penn State Conference Center, 2004
- PA Chapter, American Academy of Pediatrics, Clean Air for Healthy Children Training, 2004
- PANA BMI Screenings, Diabetes, Obesity and Nutrition Workshop, 2004
- PA Alliance to Control Tobacco Summit, State College, 2004
- PA Health Careers Week, 2004
- Diabetes Today Awareness Workshop, 2005
- Joining Forces for a Healthy & Active State (PANA), 2005
- 2005 School Advocates Workshop, Somerset County, 2005
- PA Health Careers Week, 2006
- PA Health Careers Week, 2007
- 2007 Pennsylvania Health Educators Institute, State College
- Initiative and Opportunities in Economic and Workforce Development at Penn State Conference, 2007
- Preventing Herpes Zoster & Postherpetic Neuralgia, San Francisco, 2007
- Pennsylvania Rural Health Conference, State College, 2008
- Stanley P. Mayers Endowed Lecture 2008
- PA Health Careers Week, 2008
- Strategies: Educational Excellence for Health Care Providers, 2008

- Pennsylvania Rural Health Conference, State College, 2009
- Strategies: Educational Excellence for Health Care Providers, 2009
- PA Health Careers Week, 2009
- Stanley P. Mayers Endowed Lecture 2009
- Lewistown Hospital 2010 Corporate Excellence Award Program sponsored by the American Cancer Society, November, 2010
- Labor and Employment Relations Association: Health Care Reform—Well, Almost!, November, 2010
- Lewistown Hospital Family Health Associates: Strategic Planning Workshop, October, 2010
- Webinar: Socioeconomic Status and Risk of Diabetes-Related Mortality in the US, August, 2010.
- Mayers Lecture: Population Health and the Path a Better Health System, April, 2010
- Mayers Lecture: "How Health Reform and a Regional Medical Campus will Change Centre County Healthcare", April 2011
- 2011 Annual Human Resource Association of Centre County: 2011 Labor & Employment Law Seminar, State College
- A Global Approach to Teaching Ethics in Health Services and Policy, Webinar by Dean Harris, Professor at the University of North Carolina, November, 2011
- Mayers Lecture: Dr. David Katz “Food as Medicine: The Case for a Figurative Spoon Full of Sugar”, April 2012
- Human Resource Association of Centre County, Labor and Employment Law, 2012
- Ezekiel Emanuel Health Policy and the Affordable Care Act through UPENN, 2012
- Quality and Patient Safety: The Need for Clinical Integration and a Systems Approach Working Knowledge: Occasional Updates through Governance Institute, 2012
- 2012 Management Institute: Creating a More Productive Workplace, 2012
- Community Primary Care Challenge Grants Technical Assistance Workshop Toftrees, 2012
- AUPHA Webinar Extreme Program Makeover: A Model for Building a New or Revised Curriculum from Ground Zero, 2012
- Dr. Jeff Levi: National Prevention and Health Promotion Strategies, 2012
- Unpacking the Black Box: Engineering More Potent Behavioral Interventions to Improve Public Health, 2012
- Reclaim Your Power: Professional Coaching, 2012
- 2012 Healthy People Emerging Scholars Penn State Research Conference and Expo
- 2013 American College of Healthcare Executives (ACHE), Changing Healthcare by Design, Chicago.
- Physician Compensation Oversight: An Emerging Governance Best Practice through Governance Institute, 2013
- Payment & Delivery System Reform: Board Responsibilities & Strategic Responses through Governance Institute, 2013
- Preparing Today for Healthcare Marketplaces Tomorrow: A Progress Report through Governance Institute, 2013
- Involving Physicians in Governance: Challenges and Opportunities through Governance Institute, 2013

- Mayers Lecture: Dr. Mary Naylor, The Transitional Care Model: A Journey from Evidence to Impact, 2013

Professional Development in Gerontology

- Gerontology Conference on the Impact of Work on Older Individuals, October, 1995
- Association of Gerontology in Higher Education Conference, Philadelphia, PA, March, 1996
- Served on a panel discussion of the “Sandwich Generation,” March, 1996
- Gerontology Conference on Emotion and Adult Development, October, 1996
- Social Structures Conference on Mobility in the Elderly, October, 1997
- Gerontology Conference on Societal Impact of Aging Self, 1998
- Gerontological Society of America Conference, Philadelphia, PA, 1998
- Keystone Senior Conference, Altoona, PA, 1999
- Societal Structures and Effective Health Behavior in the Elderly, October, 1999
- Geriatrics, a Three-Part Statewide Series, August, September, 2000
- Personal Home Care Administrator’s Workshop, State College, 2001
- Human Subject Basic Training Seminar, 2001
- Gerontological Society of America Conference, Boston, 2002
- Blair County Geriatric Interest Network, Aging Workshop, 2002
- 2003 Joint National Council on Aging and American Society on Aging, Chicago, IL, 2003
- Gerontological Society of America Conference, San Diego, 2003
- National Council on Aging, San Francisco, 2004
- Gerontology Conference on Social Structures, Aging, and Self-Regulation in the Elderly, 2004
- Gerontological Society of America Conference, Washington, DC, 2004
- National Council on Aging, Philadelphia, 2005
- International Conference on the Future of Cognitive Aging Research, 2005
- 5th International Society of Gerontechnologists, Nagoya, Japan, 2005
- Delirium and Alzheimer’s Disease, 2005
- Gerontological Society of America Conference, Orlando, Florida, 2005
- National Council on Aging, Anaheim, CA, 2006
- Adult Gerontologists in Higher Education, Indianapolis, ID, 2006
- Social Structures Conference, 2006
- The Future of Work for an Aging Population, Scientific Conference, Project CREATE, 2007, Miami, FL
- Cognitive Fitness at Work, National Council on Aging, Maturity Works Web Presentation, October, 2007
- Gerontological Society of America Conference, San Francisco, CA 2007
- Gerontological Society of America Conference, Washington, DC 2008
- NCOA/ASA Conference on Aging, Washington, DC, 2008
- Adult Gerontologists in Higher Education (AGHE), San Antonio, TX, 2009

- National Council on Aging/American Society on Aging, Las Vegas, NV, 2009
- Gerontological Society of America Conference, Atlanta, GA 2009
- Human Factors and Ergonomic Society Conference, San Antonio, TX 2009
- American Society on Aging/National Conference on Aging, March, 2010, Chicago, IL
- Association of Gerontologist in Higher Education, February, 2010, Reno, Nevada
- Association of Gerontologist in Higher Education, March, 2011, Cincinnati, OH
- Aging in Society/National Council on Aging, April, 2011, San Francisco
- Gerontological Society of America Conference, Boston, MA 2011
- Colloquium on Active Aging in Europe, 2012

Professional Development in Adult Education

- Adult Educator Research Conference, Michigan State University, 2001
- Pennsylvania Career and Technical Education Conference, 2002
- How to Become a Better Communicator: Communicating in a Culture of Responsibility, 2002
- Lancaster County Workforce Investment Board Summit 2002
- Graduate Student Professional Development Workshop, 2002
- Adult Education and Resource Conference, University of North Carolina, 2002
- Governor's Institute for Agricultural and Advanced Technological Careers, 2002
- Pennsylvania Career and Technical Education Conference, 2002
- Pennsylvania Team Council Meeting, Lancaster Career and Technology Center, 2003
- Graduate School Grant Writing Workshop, 2004
- Hendricks Best Practices for Adult Learners Conference, 2005
- Hendricks Best Practices for Adult Learners Conference, 2007
- Teaching Professor Conference, Atlanta, Georgia, 2007
- Schreyers Teaching Luncheons
- Hendricks Best Practices for Adult Learners Conference, 2008
- PSU Information Technology Workshops: Microsoft Office & PowerPoint 2007; Angel 7.2; Summer, 2008.
- Hendricks Best Practices for Adult Learners Conference, 2009
- First Year Faculty Minority Program – Ohio State University, July 2009
- Hendricks Best Practices for Adult Learners Conference, 2010
- Hendricks Best Practices for Adult Learners Conference, 2011
- Hendricks Best Practices for Adult Learners Conference, 2012

Service to the University

Commission for Women

- Full Commission
- Executive Committee
 - Appointed by President Erikson
- Wage & Equity
- Faculty Engagement
- Mentoring Co-Chair (2013 – 2014)

AUPHA

- Member, Professional Development Committee 2012 – 2014
- Represented our HPA Undergraduate program
 - Reviewed over 80 paper and poster submissions for presentation at the national conference
 - Assisted with planning of AUPHA Breakfast at ACHE
 - Assisted with planning of Virtual Panel for the 2014 AUPHA Annual Conference
 - Assisted with recruitment of guest speakers

Health Policy & Administration Undergraduate and Outreach Committee

- Health Policy and Administration Undergraduate Advisory Board Chair 2011 - 2013
- 2009 - present
- HPA 301 Curriculum Review and Development Committee, 2010-2012
- Chair, HPA Undergraduate Advisory Board
 - Responsible for creating the committee
 - Recruitment of members
 - Coordination of meetings and all correspondence
- 2013 – 2014 Assessment Committee
- HPA Student Club

Health Policy & Administration Awards Committee

- 2008-2009; 2010-2011

Health Policy & Administration Mayers Committee

- 2010-2014

Health Policy & Administration Diversity Committee

- 2012-2013

Health Policy & Administration United Way Committee

- 2009-2010

Health Policy & Administration

- Fixed Term Faculty: Promotion and Governance, 2009

Penn State Dance Alliance Faculty Advisor

- 2012-2014

Penn State Society for the Study of Workforce and Economic Development

- Vice-President (2007)
- Secretary (2006)

Penn State Alumni Life Member

Penn State Graduate Program in Workforce Education

- Mentor

Women's Leadership Initiative

- 2005 – present - Faculty Mentor

Center for the Performing Arts, The Pennsylvania State University

- Usher Volunteer, 22 years

Minority Access to Research Careers

- Mentor (2004)

Penn State Football Games

- Volunteer, Press Box

Service to the Community

- State College High School Clinical Health Professions Committee Member 2008 – present
- Johns Hopkins Breast Cancer Support Group
- Pennsylvania Emergency Day-to-Day Substitute Teaching Certificate
 - Criminal and Child Abuse Clearances, updated June, 2003-09
- Served on Public Water Committee in Mifflin County-interacted with EPA and DER
- Served as a volunteer for the American Heart Association
- Church Youth Group Leader, 5 years
- Mifflin County Garden Club
- Church Pianist and Organist

Professional Employment

01/07 Present – Health Policy Administration, The Pennsylvania State University, University Park, PA

- Instructor for HPA 301W Health Service Policy Issues (2009 – present)– Writing Across the Curriculum
- Instructor for HPA 395 (2009 – present) Summer Internship Program
- Instructor for HPA 390 (2009 – present) Professional Development
- Instructor for HPA 460 (2007 - present) – Human Resource Management in Health Care
- HPA 420 (2008 –2010) – Managed Care
- HPA 101 - Introduction to Health Service Organizations
- LER 472 – Work/Family Life Issues

3/02 –2008 Health Educator/Outreach Coordinator Consultant, South Central Pennsylvania Area Health Education Center

- Coordinator of 67 Healthy Lifestyle Community-Based Programs, Using Diabetes as a Model
- Windows, word-processing, electronic mail and data base skills
- Coordinate outreach activities for community-based organizations in Dauphin, Perry, Lebanon, Lancaster and Cumberland Counties
- Promote healthy life styles through Train-the-Trainer experiences
- Write summary reports; Conduct Facilitator workshops; Recruit special populations
- Marketed programs at Area Agencies on Aging & other community agencies

4/03 – Present, *Adjunct Instructor*, The Pennsylvania State University, College of Health and Development, Continuing Education, University Park, PA

- Sociology of Aging 035 (three years)
- Adult Development and Aging, HDFS 445/PSY 445
- Biobehavioral Health BB H 143 (five years)
- Biobehavioral Health BB H 043 (four years)
- Biobehavioral Health BB H 046 (four years)
- Advising students (five years)

8/06 *Graduate Assistant, Educational Technology*, The Pennsylvania State University, University Park, PA

- Provide faculty support for the Turnitin Plagiarism system
- Provide faculty support for Breeze Web-based conferencing
- Provide faculty support for iStudy Modules

8/04 – 4/08, *Ph.D. Graduate Student* in Workforce Education, Training and Development, The Pennsylvania State University, University Park, PA

- Grant delivery experience
- Conducted Needs Assessment of the Health Care system in Warren County examining critical areas for improving health care retention and improving quality of life in rural western Pennsylvania.
- Performance Management

8/04 – 4/08, *Ph.D. Graduate Student* in Workforce Education, Training and Development, The Pennsylvania State University, University Park, PA

- Techniques in School and Community Health Education
- Planning Health Care Education Programs
- CareerLink Project for Commonwealth: Competency Modeling
- Organizational Development; Training in Industry and Business; Ethics
- Graduate School Certificate in College Teaching
- Schreyers Honor's Institute Certificate in College Teaching
- Student Mentor for Minority Access to Research Careers (MARC) program

- Graduate Teaching Assistant in Human Development and Family Studies (HDFS)
 - HDFS 129 Introduction to Human Development and Family Studies
 - HDFS 311 Introduction to Human Services Interventions
 - HDFS 433 Developmental Transition to Adulthood

8/04 *Research Assistant*, Penn State School of Nursing, University Park, PA

- Provide assistance to faculty member working on research study in Delirium and Dementia
 - Inappropriate Use of Medications Among the Elderly
 - Prepared IRB forms for grants
 - Principal Investigator – Dr. Donna Fick
- Graduate Teaching Assistant, Nursing Research 512
 - Ethics
 - HIPPA

5/03 - 7/04 *Freshman Testing Counseling Advising Program (FTCAP)*,
Division of Undergraduate Studies, The Pennsylvania State University,
University Park, PA

- Provide individual career advising sessions that focus on career related topics, including choosing a major or career
- Assist student in evaluating their educational plans; Discuss Profile of Academic Ability test results; Provide appropriate referral services

9/03 – 7/04, *Research Associate, Hartford Foundation Project*, The Pennsylvania State University, School of Nursing, University Park, PA

- Coordinate the development and implementation of Geriatric Nursing educational modules for graduate-level student nurses to provide them with a specialty in aging.

9/03 – 7/04, *Research Associate, Hartford Foundation Project*, The Pennsylvania State University, School of Nursing, University Park, PA

- Principal Investigator – Dr. Janice Penrod
- Grant delivery experience
- Supervise and managed staff.

9/03 – 7/04, *Research Associate, Hartford Foundation Project*, The Pennsylvania State University, School of Nursing, University Park, PA

- Assisted in the development of curriculum.
- Coordinated and hosted the “Meet the Experts” series of interviews with 17 Penn State Gerontologists at WPSX for web development on the School of Nursing website.

Spring 2003, *Income Case Manager*, Pennsylvania Department of Public Welfare

- Trained in TANF program
- Trained in aspects of long term care and other eligibility guidelines for public assistance.

8/02 –7/03, *Program Assistant*, Outreach Program Resources, The Pennsylvania State University, University Park, PA

- Assist Senior Program Developers by conducting marketing research
- Assisted with the 2002 National Rural Women’s Health Conference, Washington, DC
- Collaborate with academic faculty/staff in all academic departments
- Assist Senior Program Developers with innovative and continuing projects
- Adult Education Recruiter at several conferences

5/15/00 – 4/5/02 *Area Representative*, Pennsylvania Area Health Education Center (PA AHEC), The Pennsylvania State University, College of Medicine, Hershey, PA

- Assisted in development and delivery of workshops, seminars, and major healthcare events.
- Assisted in coordinating, planning, organizing, administering, delivery and evaluation of continuing professional education programs to healthcare professionals in many specialties
- Human Subject Basic Training Seminar, 2001
- Supported on-site registration processes
- Assisted in the coordination and implementation of a three-part interactive Geriatric Series in collaboration with WITF and WPSX studios
- Assisted in the implementation of annual Breast Cancer and Pelvic Cancer Programs
- Assisted in streamlining of the Pelvic Cancer program for rural care practitioners
- Completed applications and acted as liaison between the University of Pennsylvania and the University of Pittsburgh and The Pennsylvania State University in applying for Continuing Medical Education credits
- Assisted in coordinating and implementing a Pediatric Airway Management program for rural health nurses in collaboration with the
- Children’s Hospital of Philadelphia
- Assisted in the implementation of a three-part self-directed learning series for health care practitioners
- Assisted in coordination of a Pesticide Workshop for the Pennsylvania Department of Agriculture; conducted educational programs for youth & adults at Farm Show
- Assisted in the review and approval of event orders
- Served as liaison with facility sales/event personnel to assure successful delivery of workshop and conference programs.
- Compiled and summarized health care conference evaluation data
- Assisted in writing summary reports and program evaluations on health care programs
- Maintained database using Meeting Track Access program
- Coordinated interactive conferences at multiple sites throughout Pennsylvania
- Assisted in the projection of budgets for programs
- Assisted with the design of workshop flyers and brochures

- Assisted in coordinating health care programs with the Pennsylvania Department of Agriculture and the Pennsylvania Department of Health

1/3/00- Present, Emergency Day-to-Day Substitute Teacher, Mifflin County School District, Lewistown, PA

7/1/97- 12/31/99 Research Technologist, ACTIVE Project, Gerontology Center, The Pennsylvania State University, University Park, PA

- Conducted cognitive and physical screening activities to determine subject eligibility
- Principal Investigator on project – Dr. Sherry Willis
- Provided referral services as needed; Trained and certified newly hired field staff
- Collected data and recorded responses using telephone screenings, written tests, computer and observational methods

7/1/97- 12/31/99 Research Technologist, ACTIVE Project, Gerontology Center, The Pennsylvania State University, University Park, PA

- Performed psychometric and physical assessments of the elderly in accordance with study protocols
- Served as Public Relations liaison throughout Central Pennsylvania between the university and the community.
- Organized Focus Groups and traveled throughout Pennsylvania
- Interacted with subjects of diverse backgrounds and cultures
- Trained at the New England Research Institute for study protocol

1/96-7/97 Program Coordinator, Noll Physiological Research Center, The Pennsylvania State University, University Park, PA

- Scheduled, coordinated and managed meetings
- Principal Investigator on project – Dr. William J. Evans
- Organized and implemented the **Peer Exercise Program (PEPPI)** for Dr. William J. Evans in cooperation with the Pennsylvania Department of Aging and the Area Agencies on Aging, to measure muscle strength, flexibility and balance of subjects over the age of 60 years to promote independent living
- Coordinated and participated in on-the-road workshops throughout the state and community with graduate students and our director
- Performed baseline tests on elderly subjects using Keiser Air machines
- Prepared teaching materials, such as procedural manuals, guidelines for use by the community-based peer trainers; Assisted in the coordination and planning of workshops for over 600 peer trainers
- Acted as program liaison between the university and community organizations

1/90-1/93 Assistant to the Regional Manager, State Farm Insurance Company

Miscellaneous positions:

- Former Court Reporter for President Judge of Schuylkill County Courthouse, Pottsville, PA
- Former Pennsylvania House of Representatives Committee Assistant
- Obtained 72 credits at McCann School of Business and The Juliet Gibson Career and Business School, Philadelphia, PA
 - Business Law
 - Court Reporting
 - Business Economics
 - Business Management