



Date: April 25, 2017

To: All ODDS Staff and Stakeholders

From: Lilia Teninty, Director, Office of Developmental Disabilities Services

I am pleased to announce that Darlene O’Keeffe, ODDS’ current quality assurance manager, has accepted a new position as the Quality Improvement Manager. Darlene will oversee the new Quality Improvement Unit, which includes the current QA, DD licensing and training programs.

This new unit has overall responsibility for quality and risk management programs to improve the safety, quality and effectiveness of services for all individuals served by Oregon’s I/DD system. The unit will develop, implement and maintain an integrated quality framework and quality management plan. The end goal is to measurably improve the quality of services delivered throughout our system.

Recognizing the impact this unit will have, the applicants participated in multiple review panels, including a stakeholder panel. Darlene was selected because she has a proven track record implementing new programs in Oregon to ensure and improve quality and safety for people with I/DD. Darlene also has good relationships with our partners which is a good foundation from which to build the new quality improvement program. This will help get the new program moving quickly.

I am a strong believer in strong quality improvement programs. Many of you have heard me say that even when times are hard financially, we need to have quality programs. We need an integrated quality program to give us accurate feedback on what we are doing well and where we need to improve in order to better support people with I/DD.

Darlene starts in this new position tomorrow, April 26th. Please join me in welcoming Darlene to her new role.

Sincerely,

A handwritten signature in black ink, appearing to read "Lilia". The signature is fluid and cursive, with a large loop at the beginning.

Lilia Teninty
Director
Office of Developmental Disabilities Services

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