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Appendices

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1. Biographies of TTP Team

TTP Leadership is a combination of experts in the fields of management, applied behavioral analysis, law, government regulation, non-profit organizations, and parents of a young man with profound autism.

TTP's team has been hand selected for the following attributes and experience:

- A. Experts with diverse professional backgrounds;
- B. Broad and extensive experience with individuals with disabilities as parents and professionals;
- C. Developed educational, day, and residential facilities for individuals with disabilities;
- D. Led for profit and nonprofit enterprises and government agencies;
- E. Professionally developed thousands of individuals;
- F. Created a nationally recognized bookstore with vocational program for adults with disabilities; and
- G. Served on boards of numerous organizations, both for profit and not for profit.

Set forth below are biographies for key TTP team members:



Ellen Zimiles, Juris Doctor

Founder, Executive Director, and Board President

Ellen Zimiles is an attorney and businessperson with extensive executive leadership and entrepreneurial experience. Ellen founded, led as CEO, and eventually sold, a successful private equity funded consulting firm. She has also led the Financial Services Segment for a global consulting firm, responsible for over 1,500 employees and mentored and trained thousands of professionals on leadership, collaboration and excellence in service delivery.



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Previously, Ellen served as principal at a Big 4 Accounting firm for 10 years, and as a Unit Chief and Assistant United States Attorney in the Southern District of New York for 10 years.

She has served on numerous for profit and nonprofit boards, and co-founded [words], a nationally recognized independent bookstore, which was created to provide employment and vocational training for individuals with autism. Ellen has also co-founded a residential facility for young adults with developmental disabilities and autism. Ellen is the mother of an adult with profound autism who lives in a provider managed group home residence.



Dawn Buffington Townsend, Doctor of Philosophy, Board Certified Behavior Analyst-Doctoral
Senior Director of Curriculum

Dawn Buffington Townsend is a doctoral level Behavior Analyst who has been a leader in autism service delivery for over 25 years. She has mentored and trained professionals in clinical and academic pursuits in autism intervention and related fields for over two decades.

Dawn currently serves as a Program, Administrative, and Behavioral Consultant to national and international residential, adult day, and education programs for autistic and other developmentally delayed individuals. She is also the Executive Director of the Alliance for Scientific Autism Intervention, a membership-based organization promoting high-quality, science-based autism intervention services.

Previously, Dawn founded and served as Executive Director of the Institute for Educational Achievement. She is a Board Member and Advisory Board Member for numerous Autism Programs and Professional Organizations.

Dawn is a leading researcher and author of peer-reviewed articles disseminating information on system development and implementation in high-quality autism programs and autism intervention



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practices, with an emphasis on language acquisition, and social skill development in autistic individuals.



Elizabeth Shea, Juris Doctor
Board Member

Elizabeth Shea is an attorney and advocacy leader in the disability community for over 25 years. She is currently Of Counsel at a prominent New Jersey law firm specializing in disability and compliance related matters. Liz also currently serves as General Counsel for a network of 30+ not-for-profit organizations providing social services in 14 different states.

Previously, Liz served as the Assistant Commissioner of the NJ Division of Developmental Disabilities, as Policy Director for the NJ Department of Human Services, as Former Deputy Division Director at the Department of the Public Advocate, and as Assistant Executive Director at The Arc of New Jersey.



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Jonah Zimiles, Juris Doctor, Master of Business Administration
Board Member

Jonah Zimiles is an attorney with an MBA in management and social enterprise. He is a founder, executive leader and board member of numerous nonprofit and for profit organizations

Jonah is the co-founder and Managing Principal of [words], a nationally-recognized independent bookstore, which was created to provide employment and vocational training for individuals with autism. He is also the co-founder of a residential facility for young adults with developmental disabilities and autism.

Jonah has extensive experience with: nonprofits, consumer interactions, corporate, small business, nonprofit organizational culture and management, group homes, day programs, and government regulation. He serves as a board member of numerous nonprofits, including Chair of the Autism Science Foundation, Vice President of Spectrum360, and LifeTown. He is the former Director of Planned Giving and Endowments at a leading national charity.

Jonah is the father of an adult with profound autism living in a provider managed group home residence.



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Victoria ("Tori") Adkinson
Operations Director

Tori Adkinson is a management and operations expert with 15 years of experience in the nonprofit sector. She served as the Director of Client Services for a boutique management and technology consulting firm where she oversaw the entire portfolio of consulting engagements as well as the company's product development division. In this role, she advised hundreds of leading nonprofits on strategy, operations and technology implementations; she also led development, design and brought to market three new technology applications for the nonprofit industry.

Previously, Tori was one of the first employees at Grameen America, now the largest nonprofit microfinance lender in the United States. As the Director of Financial and Social impact, she oversaw Grameen's FP&A function and designed and implemented a program for collecting and measuring impact analysis data. Prior to this, Tori started out her career in financial services consulting.



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Liz Zimiles

Director of Recruiting and Partnerships

Liz Zimiles is a recruiting and partnerships specialist with more than a decade of experience spanning corporate recruiting, talent management, nonprofit collaboration, and cultural programming. She currently serves as the Director of Recruiting & Partnerships at The True Professional, where she leads university pipeline development and manages a fellowship program designed to build and support the next generation of Direct Support Professionals.

Previously, Liz worked as a Recruiter and Talent Agent, sourcing and placing top candidates for organizations ranging from early-stage startups to Fortune 500 companies. Earlier in her career, she served as Cinema & Special Projects Manager at Nitehawk Cinema, where she produced film festivals, brand partnerships, and nonprofit collaborations, blending her expertise in operations with a commitment to community-driven programming. Liz's professional dedication is also deeply informed by her personal experience as the sister of an individual with profound autism, shaping her passion for inclusive hiring practices and sustainable workforce development.



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2. 2024 Impact Statement

TTP issued its first report, [Foundational Development for the Direct Support Professional: How Instilling A Framework for Professionalism Improves the Quality of Services Provided to People With Disabilities](#), which detailed the work we performed through Q3 2024, including our metrics creation, pilot program, detailed data analytics, and recommendations based on the above. The key findings are presented below:

IMPACT: 102% - 700% INCREASE IN QUALITY SERVICE DELIVERY ON INDIVIDUAL PILLARS

- **Pre-workshop: 11% to 44%** of participants demonstrate quality service delivery
- **Post-workshop: 76% to 94%** of participants demonstrate quality service delivery

Pillar	Pre-Workshop (%)	Post-Workshop (%)	Increase (%)
Client Centered	17%	76%	333%
Continuous Engagement	11%	88%	650%
Communication	22%	94%	300%
Collaboration	41%	94%	143%
Comportment	44%	89%	102%

IMPACT: 433% - 500% OVERALL INCREASE IN QUALITY SERVICE DELIVERY

Percentage of Participants Demonstrating Quality Service Delivery on 3 or More Pillars

Before TTP Course: 17% of DSPs

After TTP Course: 89% of DSPs

433% Increase

Percentage of Participants Demonstrating Quality Service Delivery Across All 5 Pillars

Before TTP Course: 11% of DSPs

After TTP Course: 67% of DSPs

500% Increase

IMPACT IS CONSISTENT ACROSS KEY VARIABLES

The course is consistently effective at increasing the quality of service delivery across key differences in participants and providers:

- Years of industry experience of participants
- Scope and size of providers
- Type of disability and level of independence of individuals being served

MOBILE APP USAGE CORRELATION

Pillar	Did Not Engage (%)	Did Engage (%)
Client Centered	39%	61%
Continuous Engagement	71%	29%
Communication	57%	43%
Collaboration	57%	43%
Comportment	39%	61%

Participants who engage with the mobile app influence their peers to engage with the app and show greater increases in competency.

IMPACT OF MANAGER Managers who actively participate and leverage the workshop content promote increased competence in DSPs.



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