



THE COORDINATING CENTER  
INSPIRED SOLUTIONS

June 2019

## The Center Line

### Meet Teresa Titus-Howard, The Center's New President/CEO

After a comprehensive search process, The Coordinating Center's Board of Directors is excited to announce **Teresa Titus-Howard, PhD, MHA, MSW**, as its new President/CEO. Teresa succeeds Karen-Ann Lichtenstein, who recently retired after 35 years with the organization. Teresa joins The Center with more than 25 years of health care delivery experience, with extensive expertise in consumer advocacy, public-private partnerships, policy, payment reform, clinical knowledge, and compliance oversight. Teresa was previously Vice President of Federal Health Management and Solutions with Telligen, Inc., where she was responsible for strategic planning and oversight for a 35 million-dollar portfolio of Telligen's federal contracts, as well as national policy and payment reform, solution development, and client satisfaction. We recently met with Teresa to learn more about her passion for the mission of The Center. Here's what she had to say:



#### 1. What excites you about coming to work at The Coordinating Center?

I am looking forward to being a part of a mission-driven culture and working with coworkers, our partners, and the Board of Directors to support the goals and needs of clients and their families. The Center plays such a critical role in helping individuals and families navigate a very complex healthcare delivery system, and essential social service programs. What an honor it will be to serve them, if only in a small way, to lead stronger and healthier lives in their respective communities.

#### 2. Why is person-centered care important?

Person-centered care is one of the things I truly love about The Coordinating Center. Knowing that all care plans are developed with the client and focus on client goals, is so important. The client must be in the driver seat of their care. The job of the coordinator is to build trust and support the vision and goals of the client. It is well-proven that a well-supported and coordinated partnership between the client and coordinator leads to better outcomes and satisfaction by both.

#### 3. How do you plan to carry out the mission and uphold the values of The Coordinating Center?

The mission, vision and values held by The Center are like no other I have come across in my professional career, which is why I am so thrilled to be a part of the team. My plan is to work alongside the Board of Directors, our partners, and all my new coworkers to support all current and future clients to achieve their maximum potential in their respective communities. Together, we will continue to build upon The Center's person-centered philosophy and 36 years of success in the community working with people with disabilities and complex needs. Additionally, we will pursue new

opportunities for growth and prosperity, while at the same time providing excellent service to our clients.

#### 4. What do you do for fun?

I love to spend time with my husband Don of thirty years and my three children (Ashley, Patrick, Jackson), including their significant others, and my two grandchildren (Kaeden and Kaeci). I enjoy the outdoors, I love to hike, go for long walks in the park, and participate in exciting activities on vacation, such as parasailing, dog sledding, snow mobiles, mountain coasters, and snorkeling. I also enjoy indoor activities, I love movies and a good Netflix TV series binge. When I have time, I like to do crafts, color in adult coloring books and help my husband with remodeling our home.

#### 5. What are some causes that matter to you?

I am passionate about several public health and social issues, such as mental health and substance abuse treatment, suicide prevention, homelessness, children and adults living with disabilities and chronic disease, women and minority health, disease prevention and disparities, animal protection, and serving schools in under-served communities.

#### 6. What other organizations do you currently volunteer for, or serve as a Board member?

In addition to volunteer activities that may relate to the causes that I have noted above, my son and I currently volunteer for a local animal shelter. We only have rescued animals (i.e., two dogs and cat) in our home. My husband and I are actively involved in our church, serving as volunteer marriage enrichment coaches and mentors, working with couples at all stages of marriage. In the past, I have volunteered or served on the board for different organizations, such as the American Diabetes Association, American Foundation for Suicide Prevention, Arthritis Foundation, Association for Couples in Marriage Enrichment, Postpartum Resource Center, Pregnancy Center and Route 1 Community Shelter.

Photo courtesy of Jason Putsche Photography.

[Read the Full Press Release](#)

## Seeking Sponsors

Join 300+ coworkers at our upcoming **Resource Fair and Coworker Appreciation Breakfast** on October 11<sup>th</sup> at the BWI Hilton and **CenterFlix 2020** Fundraiser at the American Visionary Arts Museum. Become a sponsor today and help us meet our goal of raising \$150,000 for The Center's Family Resource Fund, which supports critical needs and improves quality of life for children and adults with disabilities.

Sponsorship Opportunities	
<p><b>October 11, 2019</b> BWI Hilton</p>  <p>Coworker Appreciation Breakfast and Resource Fair honors The Center's coworkers and their achievements, in celebration of National Care Management Week.</p>	<p><b>May 7, 2020</b> American Visionary Art Museum</p>  <p>CenterFlix, The Center's biennial fundraiser celebrating the accomplishments of people with disabilities. Featuring a cocktail reception, auction, raffle and inspirational films.</p>
<p><b>Become a Sponsor!</b> Proceeds benefit The Center's Family Resource Fund</p>	

[Become a Sponsor](#)

## Coal Fire Pizza Fundraiser

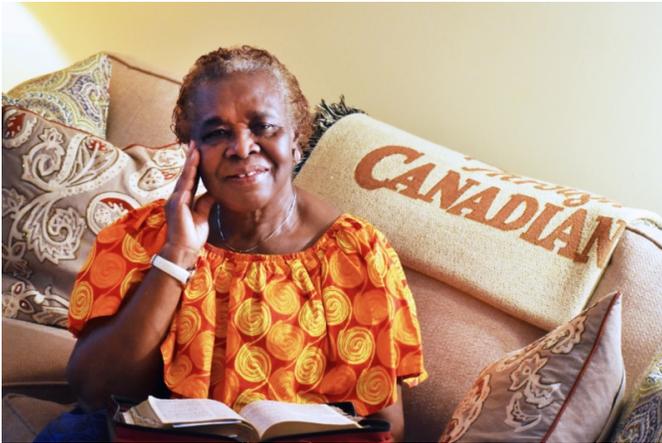
Throughout the month of June, join The Coordinating Center at any of the five participating Coal Fire Pizza locations (Ellicott City, Hunt valley, Waugh Chapel, Clemson Corner, and Gaithersburg) and Coal Fire will donate 20% of your bill to The Coordinating Center's Family Resource Fund! Must bring a copy of the flyer to participate.



[Download Flyer](#)

## Meet a Client

### Meet Ima



Ima, a retired nurse from Nigeria, has moved back and forth between Nigeria and the United States quite a few times. She knows what it is like to be an experienced caregiver, having been a teacher in Nigeria and then a childcare provider here in the U.S.. After settling into her current apartment home in 2014, she says that her family and her health are now her top priorities.

[Read Ima's Story](#)

### The Coordinating Center

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