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Catherine Hayes, MA: Ms. Hayes is an H&W principal and nationally recognized consultant and trainer in the area of ICF/IID regulatory compliance and quality assurance. H&W is a small women owned business founded in 2001 with the intent of performing projects such as comprehensive review and implementation of specific action plans addressing areas requiring quality improvement or regulatory compliance. The customer works directly with the principals and owners of the business, Catherine Hayes and Mark Wiesel, who personally manage the projects and perform an integral role in the evaluations, report preparation and plan development. H&W has performed projects across the United States, in over 30 states to date. Visit www.hwisolutions.com for more information.

Prior to co-founding H&W, Ms. Hayes served as the federal government's Centers for Medicare and Medicaid Services (CMS) ICF/IID Team Leader and then Branch Chief for the Continuing Care Providers. In these roles, she served as the primary regulator for the Intermediate Care Facilities for individuals with intellectual disabilities (ICF/IID) program nationally and was responsible for training state and federal ICF/IID surveyors and providing guidance and interpretation on these regulations. She served as a provider of services at a large state operated ICF/IID, Austin State School in Texas, where she was the Quality Improvement/Accreditation Council Coordinator. She has extensive QA and compliance experience through her years as Director-Operations and Development and Lead Surveyor and Trainer for CQL, the Council on Quality and Leadership. Ms. Hayes served as a consultant to Healthcare Management Solutions for ICF/IID Surveyor training on behalf of the CMS. She assisted with redesign/delivery of the training and delivered the training modules on Active Treatment and Client Behavior and Facility Practices from 2010 until 2014.

Ms. Hayes is the designer, trainer and project lead for H&W's mock ICF/IID surveys and training surveys performed in various states. Over 60 mock surveys have been delivered across the country. Locations included all the state centers in Texas, Arkansas and California. The training has also been conducted in Illinois, Virginia and Nebraska.

Ms. Hayes has significant background in Risk Management and Abuse and Neglect Detection and Prevention issues. While at CMS, she organized the CMS Abuse and Neglect Prevention Forum, which resulted in numerous changes to regulations, policies and procedures. She oversaw the development of the "Abuse and Neglect - Seven Key Components to Prevention" training, used to train federal and state surveyors. In addition, she served as an advisor to U.S. Department of Health and Human Services (DHHS) Office of Inspector General as they researched and wrote [Reporting Abuses of Persons with Disabilities](#) and [Safeguarding DC Residents who have MR/DD: Responding to Allegations of Abuse and Neglect](#). She worked closely with the Department of Justice, Civil Right of Institutionalized Persons Act (CRIPA), regarding regulations and requirements in ICFs/IID and coordinated meetings with CMS, DOJ and OIG regarding abuse and neglect issues. H&W makes available our *Abuse and Neglect Prevention Systems: Evaluation and Implementation Guide* at our web site store. This document is a practical guide for evaluating compliance with industry guidelines for a high quality Abuse and Neglect Detection and Prevention System, incorporating the 7 Key Components as developed by the CMS for use across all support settings.

Ms. Hayes has a primary expertise in intellectual/developmental disability services, the Intermediate Care Facilities for people with individuals with intellectual disabilities (ICF/IID) regulations and abuse and neglect issues. Ms. Hayes expert consultant services include review of case records regarding alleged abuse and wrongful death cases; Analysis of Licensing and Certification files, Deficiencies & Citations for facilities as well as complaint investigations; Review of interdisciplinary team meeting notes and Individual Service Plans, and other records to assess quality of care and compliance with state and federal regulations.