

Callie Escobar

Executive Director, IDD Services

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📍 Rochester, NY 14607

STRENGTHS

- 🎯 **Regulatory leadership**
During inspections and investigations, organized records, assigned corrective actions, and kept leaders focused on practical follow through.
- 👥 **Community partnership**
Built an advisory group with families and advocates. Those conversations revealed useful changes that teams could act on.
- 👤 **Workforce development**
Coached managers through staffing pressure, documentation gaps, and performance conversations, helping teams regain steady operating rhythms.
- ♥ **Funding communication**
Worked with development partners on grant narratives and service data, making community needs clearer for funding decisions.
- 🗣 **Public representation**
At forums and conferences, explained community based support in plain language and strengthened confidence among external partners.

SKILLS

IDD services Residential operations

Community based supports

State licensing compliance

Regulatory reporting

Corrective action Budget oversight

Workforce development

Program growth Advisory boards

Grant development Fundraising

Entitlement programs

Government relations

Public speaking

SUMMARY

Executive leader with 13 years of progressive experience directing community based **intellectual and developmental disabilities** services, including more than eight years in supervisory and regional operations roles. Leads residential service delivery across multiple homes, with accountability for licensing readiness, regulatory reporting, investigations, corrective action, budgets, **workforce development**, quality improvement, and sustainable growth. Builds practical systems that protect individual choice, safety, dignity, and community inclusion while improving operational consistency. Experienced in grant development, fundraising, **entitlement programs**, advisory relationships, government agency coordination, public speaking, and board facing communication. Guides multidisciplinary leaders through inspections, staffing challenges, program expansion, and procedure changes. A master's degree in public administration and valid New York State driver's license support confident regional leadership, sound judgment, and constructive **community relationships**.

EXPERIENCE

Regional Director, IDD Residential Services

Northstar Disability Services 📅 January 2022 - Present 📍 Rochester, NY

Direct regional **residential operations** across 14 community homes, aligning **service quality**, licensing readiness, financial controls, workforce planning, community relationships, and individual support priorities. Lead managers and multidisciplinary partners through inspections, investigations, staffing challenges, corrective actions, advisory engagement, and growth initiatives.

- Directed 14 community homes through staffing, licensing readiness, budgets, and individual support priorities.
- Led annual workforce planning with program managers, finance partners, and clinical leaders.
- Guided inspections, inquiries, and investigations through documentation readiness and **corrective action** tracking.
- Established an advisory group that expanded referrals and surfaced practical residential support improvements.
- Used incident trends, vacancy data, and quality reviews to improve program **procedures**.
- Represented regional services at government meetings, **conferences**, and **fundraising** events.

Director of Residential Programs

Harbor Pathways Network 📅 July 2018 - December 2021 📍 Buffalo, NY

Oversaw managers across community based IDD residential programs, setting portfolio priorities for compliance, service quality, workforce stability, budget performance, and responsible capacity growth. Partnered with development leaders, families, referral organizations, and advocates to strengthen funding, communication, and supervisor capability.

- Oversaw residential managers across staffing, compliance, **service quality**, and budget performance.
- Set annual objectives connecting licensing expectations, workforce stability, individual outcomes, and capacity growth.
- Standardized internal audits and documentation checks before regulatory reviews and follow up.
- Partnered with development staff on disability focused grant narratives and funding budgets.
- Coached supervisors on scheduling, performance feedback, incident response, and documentation quality.
- Represented residential programs at forums and partner meetings with advocacy organizations.

Residential Program Manager

Community Living Alliance 📅 June 2015 - June 2018 📍 Albany, NY

Managed daily operations for several staffed residences supporting adults with IDD, coordinating supervisors, direct support coverage, service documentation, transportation, household operations, budgets, licensing readiness, and stakeholder communication. Resolved service and workforce issues with clinical, family, care management, and human resources partners.

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



Regional Director, IDD Residential Services at Northstar Disability Services (4.7 Years)

Director of Residential Programs at Harbor Pathways Network (3.4 Years)

Residential Program Manager at Community Living Alliance (3 Years)

Residential Services Supervisor at Inclusive Horizons Services (1.9 Years)

Direct Support Professional at Pathway Community Resources (1.9 Years)

- Managed staffed residences through scheduling, documentation, transportation, and household operations.
- Monitored spending and staffing utilization against approved budgets with regional **leadership**.
- Maintained licensing readiness through record audits, environmental checks, and credential tracking.
- Resolved service issues with clinical staff, families, care managers, and human resources.
- Trained supervisors on incident escalation, coaching, scheduling, and program procedures.
- Supported outreach that strengthened referrals with local disability service partners.

Residential Services Supervisor

Inclusive Horizons Services 📅 June 2013 - May 2015 📍 Utica, NY

Supervised direct support teams across community residences, translating individual support plans and organizational procedures into dependable staffing, documentation, communication, and service practices. Supported managers during licensing visits while building early leadership capability through coaching, workflow improvement, and family coordination.

- Supervised direct support teams across residences with varied individual needs.
- Coordinated schedules, onboarding follow up, and performance feedback for dependable coverage.
- Reviewed service records and incident reports, escalating concerns for timely action.
- Organized records and follow up actions during licensing visits with managers.
- Communicated service changes with families, care coordinators, and internal specialists.
- Built **supervisory** capability through staff meetings, coaching, and workflow improvements.

Direct Support Professional

Pathway Community Resources 📅 June 2011 - May 2013 📍 Schenectady, NY

Delivered person centered support in community residences, promoting independence, choice, safety, and participation in everyday community life. Maintained accurate service records, supported routines and appointments, communicated emerging needs, and applied required procedures during routine and unexpected situations.

- Delivered person centered support through individualized plans, daily routines, and community activities.
- Documented services, observations, goals, and notable events for support decisions.
- Supported appointments and transportation while respecting individual preferences and safety procedures.
- Reported changes in needs through required channels for timely clinical review.
- Completed required training and applied program procedures during unexpected service situations.
- Built trusted relationships with individuals, families, and coworkers through consistent follow through.

PROJECTS

Regional Advisory Board Development 📅 2024

Created a structured community advisory group connecting families, advocates, service partners, and local stakeholders. Conversations surfaced practical improvements, strengthened referrals, and informed regional residential growth priorities.

Disability Grant Development Initiative 📅 2021

Partnered with development staff to shape disability focused funding requests. Service data, program narratives, and budget context clarified community needs and supported responsible residential capacity planning.

LEADERSHIP & AWARDS

- Regional Advisory Leadership, established a cross community group that connected families, advocates, service partners, and local stakeholders.
- Regulatory Readiness Leadership, guided teams through inspections, inquiries, investigations, documentation reviews, and corrective action follow through.
- Community Service Leadership, represented residential programs at conferences, forums, government meetings, and fundraising events.

EDUCATION

Master of Public Administration

University at Albany, SUNY 🎓 GPA: 4.0 📅 2018 📍 Albany, NY

Coursework: *Nonprofit Leadership, Public Budgeting, Policy Analysis, Grant Development*

Bachelor of Science in Human Services

SUNY Empire State University 🎓 GPA: 4.0 📅 2011 📍 Saratoga Springs, NY

Coursework: *Disability Services, Human Services Administration, Case Management, Community Resources*

CERTIFICATIONS

- Valid New York State Driver's License 📅 2026
- Nonprofit Leadership and Grant Development 📅 2025

TECHNICAL SKILLS

- **IDD Service Operations:** Residential services, community based supports, individual support plans
- **Regulatory Compliance:** State licensing, inspections, investigations
- **Corrective Action:** Corrective action plans, incident review, follow up tracking
- **Budget Management:** Operating budgets, financial controls, variance review
- **Workforce Development:** Staff training, supervisor coaching, workforce planning
- **Funding Programs:** Grant development, fundraising, entitlement programs
- **Community Relations:** Advisory boards, referral partnerships, advocacy relationships
- **Government Relations:** Government agencies, regulatory reporting, public sector coordination
- **Communication Platforms:** Public speaking, conferences, social media communication
- **Quality Improvement:** Quality reviews, procedure development, operational improvement
- **Leadership Systems:** Strategic goals, operating objectives, policy development

PROFESSIONAL AFFILIATIONS

- Community disability service partners and referral organizations across New York State.
- Family representatives, advocates, care managers, and local community stakeholders.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST