



THE HEARING AND SPEECH AGENCY

Improving Lives Through Communication

KEY PERSONNEL

Susan H. Glasgow, M.A., CCC-SLP, Executive Director

Joining The Hearing and Speech Agency in April 1994 Susan Glasgow is the non-profit organization's executive director. She is responsible for the overall administration and management of HASA, including an annual budget of more than \$7 million and a staff of approximately 89 full- and part-time employees and 150 contractual sign language and oral interpreters.

Susan reports to the board of directors and is an ex officio member of the board and board committees. She has chaired and served on national, state and local committees dedicated to agency partnership, strategic planning and legislative advocacy for people who are deaf or hard of hearing or who have speech and language disorders.

Susan has a master's degree in speech-language pathology from the University of Tennessee and a bachelor's degree from West Virginia University. She is a certified, licensed speech-language pathologist.

Jill Berie, M.S., Educational Director, Gateway School

As a special educator and administrator with more than 20 years of experience, Jill Berie has worked in varied settings with special needs children, preschool through 21 years of education. Her professional experience includes curriculum development and instruction, program development and staff training, and diagnosis and assessment. As educational director, Jill oversees all aspects of the day-to-day operations of Gateway School – an approved Maryland State Department of Education nonpublic, special education program for children, ages 3-12, with severe speech, language or communication disabilities.

Jill received her master's in special education from Bank Street College of Education in New York City and an undergraduate degree in elementary education from Simmons College in Boston, Massachusetts. She also holds advanced professional certificates in special education, infant – grade 3, special education principal/supervisor and reading specialist – grades K-12.

Donna E. Roberts, Chief Financial Officer

As chief financial officer, Donna Roberts is responsible for the management and direction of the financial operations of The Hearing and Speech Agency that include the design, implementation and maintenance of the accounting systems, client billing and collection, and the payroll operation. Joining the agency in 1995, she has seen the budget increase from \$2.7 million to \$6.1 million in eight years.

Donna previously served as the director of administration and real estate for The Disabled American Veterans and continued employment on a contractual basis until February 2001.

Donna is a graduate of Towson University where she earned a bachelor's degree in accounting.

Helen N. Snyder, Director of Development

In collaboration with The Hearing and Speech Agency's board of directors and staff, Helen Snyder oversees all aspects of the agency's \$7.6 million capital campaign, annual fundraising efforts and related events. Prior to joining The Hearing and Speech Agency, Helen managed an annual campaign that raised \$5.3 million dollars for a human services organization and she served as director of major gifts for the American Lung Association where she reestablished, expanded and organized all aspects of the corporate and foundation support.

From 1999-2002, Helen served as the corporate and foundation gifts manager for the Baltimore Opera Company. She was responsible for all the identification, cultivation, solicitation and administration of the activities related to public, corporate and foundation funding sources that totaled more than \$1 million in support of annual operations and campaign goals. Her additional professional experience includes organizational consulting for a non-profit cultural organization where she assisted in all aspects of the development and implementation of a capital campaign and event planning.

Helen received her bachelor's degree in elementary education at the University of Maryland, College Park. Completing her degree, she taught in elementary schools in Baltimore City and Baltimore County and substituted in several independent schools.

Olga Polites, M.S., CCC-SLP, Clinical Director

Olga Polites began her career at The Hearing and Speech Agency working fulltime at the Gateway School. In 1987 she transferred to the clinical department and worked at the agency's satellite center, the Hilgenberg Scottish Rite Center for Childhood Language Disorders. In 1994, Olga became coordinator of the Scottish Rite Center. Since then, she was promoted to director of speech and language services in 2000 and to clinical director in 2002.

Olga enjoys working with pre-school and school-aged children who have difficulties with reading and phonological awareness skills. She was one of the first professionals certified in Maryland to administer FastForWord programs.

Olga attended Loyola College where she earned her bachelor's degree in speech pathology and audiology and her master's degree in speech pathology. Prior to joining The Hearing and Speech Agency in 1983, she worked in the Baltimore City Public Schools.

Marguerite Montgomery, Program Director/Centralized Interpreter Referral Service

A native of Jacksonville, Illinois, Marguerite Montgomery moved to Baltimore, Maryland in 1963. She came to The Hearing and Speech Agency in an administrative support position in 1986 as the agency opened its newest program at the time, The Centralized Interpreter Referral Service (CIRS). Marguerite brought to the position her knowledge of deafness, sign language, and administrative skills along with a desire to help deaf consumers receive appropriate services by providing qualified interpreters and educating the Baltimore business community about the need to provide equal access to the deaf.

CIRS, the first interpreter service in Baltimore City, quickly grew as the community became aware of the interpreting services, advocacy and educational information available. CIRS was the first program to offer 24-hour emergency services in Baltimore.

In 1994, Marguerite became the program director of CIRS. With the support of a knowledgeable, enthusiastic staff, Marguerite led CIRS to its current annual revenue of more than \$2 million. In addition to providing qualified sign language and oral interpreters, the program offers American Sign Language courses, an internship to further develop novice interpreters, deaf awareness programs, and advocacy in the community.

John Sloan, M.S., CCC-Fellow, Clinical Program Specialist

John Sloan is a speech-language pathologist with 30 years professional experience in public school, university and clinical settings. John is a fellow of the American Speech-Language Hearing Association and a board certified specialist in the treatment of stuttering. He has presented more than 100 professional workshops and has taught college level courses in speech-language pathology and special education at Loyola and Villa Julie.

John has extensive experience in the development of electronic resources for use in educating clients, families and professionals. Most recently he was involved in the development of both distance learning and online learning courses as a cooperative grant between Loyola College and The Maryland State Department of Education. During the summer of 2003, John developed and administered an online course entitled *Introduction to Exceptionality*. John has used Blackboard and iCourse technologies in linking students and clients to the resources available on the Internet.