Dual Diagnosis Professional Conference Series

Expanding Our World: Technology and an Everyday Life

March 19, 2026

10:00am – 2:30pm

What is the Dual Diagnosis Professional Conference Series?

The Department of Human Services' **Office of Developmental Programs** (ODP) and the **Office of Mental Health and Substance Abuse Services** (OMHSAS) are pleased to announce the Dual Diagnosis Professional Conference Series, which offers presentations focused on supporting individuals with intellectual disabilities and autism (ID/A) and mental health needs. The selected presenters share their expertise on best and promising practices as well as provide general knowledge. Session topics, which focus on increasing capacity to serve individuals with dual diagnosis in the community, are chosen based on identified needs and with input from the field of professional stakeholders.

- The invited audience of all professional stakeholders, including direct and clinical supporters for individuals with ID/A are encouraged to attend.

- Registration is required and at no charge to attendees.

- Four (4) hours of training credit and a certificate of achievement are provided.

Expanding Our World: Technology and an Everyday Life

March 19, 2026, 10:00am – 2:30pm

DESCRIPTION

This session will discuss how innovation meets impact by introducing assistive technology in the lives of people supported in the dual diagnosis community. The speakers come from varied backgrounds, all with the shared goal of improving the quality of life for the people they support. They will demonstrate how to expand independence at the person and provider level, explore how to use technology to create new opportunities that might not have been available without it, and share personal accounts of people and providers who used this technology to demonstrate how lives and operations have changed by adding this measure.

We will have an assistive technology provider to begin our discussion explaining how they work with teams to develop person-centered support plans tailored to the specific needs, desires, and goals of the person and what that looks like in practice. We will hear from two residential providers who have experience using varied types of assistive technology to support people in their services in making their vision of an Everyday Life come to fruition and how this has impacted the lives of the person supported. We will then end the day with a panel discussion including the presenters as well as technology specialists through DHS to dive deeper into questions, logistics, and resources.

AGENDA

10:00am - 12:30pm Provider Presentations with Q&A

12:30pm - 1:00pm Break

1:00pm - 2:30pm Panel Discussion moderated by *Jeremy Yale, Bureau Director of Policy and Quality Management, Office of Developmental Programs*

PRESENTERS

SafeinHome

Heather Easley has over 15 years of experience supporting individuals with intellectual and developmental disabilities across Pennsylvania. She began her career in direct support and behavioral services and brings clinical experience within Pennsylvania's Adult Autism Waiver, providing her with a strong foundation in assessment, risk mitigation, and individualized service planning.

In her current role with SafeinHome, Heather partners with Pennsylvania's Office of Developmental Programs (ODP), counties, Administrative Entities, Support Coordinators, and provider agencies to implement Remote Supports through assistive technology. She works collaboratively to design technology-based solutions that enhance independence, increase safety, and thoughtfully supplement traditional service models while aligning waiver requirements and person-centered values.

Grounded in both clinical expertise and system-level understanding, Heather is committed to helping teams translate innovative technology into

practical, sustainable supports. She is passionate about expanding opportunities for individuals to live with greater autonomy, safety, and dignity in their homes and communities.

Season Jackson was born and raised in Northeast Pennsylvania. She dedicated her career to supporting individuals with disabilities for more than 25 years. While still in college, Season began working as a DSP at a large provider agency in the Northeast and advanced through leadership roles over her 22 years with the same provider. Along the way, she earned degrees in Criminal Justice and Human Services and became a certified Pennsylvania Supports Broker. Season advanced through several roles in residential and case management, eventually serving as the Director of Case Management Services, where she oversaw several home-and community-based services across Pennsylvania and New Jersey.

In 2021, Season joined SafeinHome to help expand and strengthen remote supports across the state. Since becoming Pennsylvania District Manager in late 2025, her focus has been on building sustainable partnerships, supporting provider agencies, advancing innovative remote support solutions, and engaging with the community about the value and impact of remote supports. Her passion is empowering individuals to live the lives they want, safely and independently in their own homes and communities. Outside of work, Season is a busy mom of five who loves crime podcasts, concerts, cooking, and spending time with my family and friends.

Arc Human Services

Craig Douglass serves as Chief Administrative Officer for Arc Human Services, where he leads statewide initiatives that promote Technology First strategies in intellectual and developmental disability (IDD) and autism services. With more than two decades of experience in nonprofit leadership and systems innovation, Craig has worked across healthcare and human services settings serving complex, vulnerable populations, including inpatient and outpatient behavioral health, substance use disorder treatment, primary care, pharmacy, and community-based treatment teams. He guided the creation of the Arc Human Services Smart Living Lab - a unique, immersive space that allows individuals with diverse abilities to explore and apply enabling technologies to support greater independence. Craig is recognized for his expertise in organizational strategy, policy development, and the integration of assistive and everyday technology within home and community-based services. His work bridges advocacy, innovation, and person-centered design to create sustainable, inclusive solutions that empower people and strengthen communities.

Diana Petschauer is a seasoned Assistive Technology Professional (ATP) and Technology Integration Specialist with over 25 years of dedicated experience advancing assistive technology integration and service provision across the lifespan, in diverse environments, including the workplace, community, residential and independent living settings, education, and the home. Throughout her career, Diana has led innovative technology initiatives that foster independence, inclusion, and accessibility. She has

contributed her expertise on numerous boards and industry committees and is recognized as both a national and local speaker and presenter. Diana is an ATP at Arc Human Services' Smart Living-Assistive & Enabling Technology program, and along with her team of colleagues, provides AT services statewide, including assessments, consultation, training, implementation, workshops and webinars for all individuals and stakeholders.

Travis Fiem is an Enabling Technology Implementation Specialist at Arc Human Services, bringing hands-on expertise to the design, deployment, and training of smart home and assistive technologies that support independence, safety, and self-direction in everyday life. With more than a decade of experience in the intellectual and developmental disabilities and autism field, Travis works at the intersection of direct support, technology, and systems innovation. His work includes integrating AT with electronic health records, leading pilot initiatives that explore the use of robotics in direct care and implementing the rollout of medication dispensing technologies to improve safety and promote greater independence in medication management. Travis is known for his practical, person-centered approach and his ability to translate emerging technologies into meaningful, real-world supports aligned with individual goals and organizational operations.

Keystone Human Services

>**Nathan Gerhard** serves as the Associate Executive Director of Intellectual Disabilities Services at Keystone Human Services in Pennsylvania. With over two decades of experience in the field of Intellectual Disabilities in both Pennsylvania and Maryland, Nathan is currently concentrating on expanding the use of enabling technology and remote supports throughout Pennsylvania, Delaware, Connecticut, and New Jersey. Since 2018, he has been spearheading the initiative to incorporate independent living technology into conventional service models beginning with two residential homes in North Central Pennsylvania. By 2026, Keystone expanded its reach to more than 160 locations, aiding over 220 people with independent living technologies embedded within their natural support systems in their service delivery models.

Tech Solution Specialist: Chris Moore

[REGISTER HERE](#)

The session will be offered virtually via the Zoom© platform. The Zoom link for joining the session will be sent to the email you used to register. This link will be unique to your registration. Please do not share this link.

For questions on registration, email: patraining@columbusorg.com