
Biographical Sketch

Kathleen S. Bellis, M.A.

Labor Categories: Project Manager, Senior Analyst, Instructional Systems Designer, and Facilitator
Education: M.A., Education, Union Theological Seminary/Presbyterian School of Christian Education

Kathleen Bellis has more than 18 years of experience in all facets of Instructional Systems Design, development, delivery, and evaluation. She has worked for Human Technology (HT) for the past 8 years. During this time, Ms. Bellis has managed, designed, and developed technology-enabled and instructor-led learning in both technical and soft skills areas. She has managed the development of high-quality, cost-efficient training and learning solutions, produced in a timely fashion, that exceed clients' expectations. She has developed over 40 technology-based courses and performance-support tools that integrate seamlessly into client learning management systems and adhere to Section 508 of the Rehabilitation Act. Prior to joining HT, Ms. Bellis designed and delivered educational programs for the Catholic Diocese of Richmond, Virginia.

Recent Experience

- Currently managing and designing the self-study components of a blended-learning supervisory curriculum for the Transportation Safety Administration (TSA). The 17 print-based self-study courses include technical job-specific training and training on human resources supervisory topics for airport screening operations managers, TSA headquarters managers, and Federal air marshals. The curriculum includes development of six skills-based classroom courses and support of training implementation.
- Managed the assessment, design, development, and implementation of national training for the Centers for Medicare and Medicaid Services' (CMS') Center for Beneficiary Choices (CBC). Conducted a comprehensive front-end requirements analysis of call center personnel. The resulting training and learning solution includes a web-based learning system for customer service representatives (CSRs), with courses such as Navigation Basics, Quality Call Monitoring, Ambulance Services, Mental Health Services, Advance Beneficiary Notice, Privacy and Disclosure of Beneficiary Information, and Medicare Secondary Payer. The project also included the establishment of an individual development planning process, a coaching process, establishment of national standards for web-based training, establishment of a learning resources web site, and the development of several web-based job aids to support CSRs.
- Currently managing a learning intervention to provide agencywide training for the management of Medicare contracts under the new Medicare Modernization Act of 2004, for CMS. Sweeping changes brought about by the legislation have required rapid development of innovative learning solutions in a changing environment. Topics currently in development include Medicare Contracting Reform, Performance-Based Contracting, and Change Management.
- Managing the design and development of Grants Management professional training for the Department of Health and Human Services (HHS) Office of the Secretary, Grants Management Division. The project includes conversion of seven classroom training courses to a blended approach that includes web-based training, classroom training, and performance-support tools.
- Managing the redesign and revision of the Federal Deposit Insurance Corporation (FDIC) MoneySmart classroom training curriculum. These six modules serve the FDIC mission of providing basic banking knowledge and skills to individuals who do not traditionally take advantage of these services. The project includes development of print-based instructional materials and job aids.

Recent Experience (Continued)

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- Managed and designed interactive web-based and classroom training for several agencies on customized software products, including:
 - Investigative Reporting Information System Software web-based training, Office of the Inspector General, HHS.
 - Navigation Basics web-based training on the Next Generation Desktop Customer Service System, CBC, CMS.
 - Prescription Drug and Other Assistance Program Database Demonstration web-based training, CBC, CMS.
 - GENYSYS web-based training on an integrated software system for bank examiners, FDIC.
 - TAGGS Database classroom training, Office of the Secretary, HHS.
- Designed and delivered comprehensive train-the-trainer sessions for FDIC, CMS, HHS, Randstad North America, and the Federal Aviation Administration (FAA) that resulted in high-quality classroom training delivery by agency personnel.
- Managed the design and development of New Employee Orientation training for new CMS employees at headquarters and regional offices. Training consists of a web-based orientation program on CMS and the Medicare and Medicaid programs, a Financial Management E- Center, Success Strategies web-based and classroom training, and several large-group presentations on topics planned by the CMS Chief Operating Officer.
- Managed the design, development, and implementation of Facilitation Skills classroom training for CMS headquarters and regional office employees. A team of six instructors delivered this 1½-day course to all 10 CMS regions.
- Managed the design and development of six Medicare Basics web-based courses in support of CMS' National Medicare Training effort. The courses prepare CMS employees and partners to respond to beneficiary inquiries and to teach Medicare courses to beneficiaries and others. The courses include modules in English and Spanish.
- Managed the design and development of a web-based training course for the U.S. Census Bureau, Title 13: Census Confidential Data. The course supports all Census employees in carrying out confidentiality responsibilities related to Census data.
- Managed, designed, and developed a web-based performance-support tool and print-based Budget and Planning Guide for FDIC's Budget and Cost Accounting Branch.
- Managed and designed a web-based employee orientation course, The ARA Organization: Its Partners, Customers, and Influences, for FAA's Office of Research and Acquisitions (ARA).
- Managed the design and development of classroom supervisory training for FAA's ARA.