

LILLIAN L. GLICKMAN
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EDUCATION

1976–1980 Ph.D. degree, Brandeis University, The Florence Heller School for Advanced Studies in Social Welfare. Specialization in the area of politics and economics of aging.

1968–1971 MSW degree, Brandeis University, The Florence Heller School

1962–1966 A.B. degree, Harvard College

EXPERIENCE

June 2003 – Present **Co-Director of the Management in Aging Services Track of the Masters Program in Gerontology**
Responsible for developing and implementing this new program to provide professionals in the aging network the opportunity to acquire management and administrative skills.

May 1998 – January 2003
January 1998 – May 1998 **Secretary**
Acting Secretary
Mass. Executive Office of Elder Affairs
Responsible for management of all activities and programs of this cabinet level agency which administers a wide range of community based elder services and financial resources. Oversee a budget of over \$200 million and 67 staff.

October 1993 –
January 1998 **Assistant Secretary for Program Management**
Mass. Executive Office of Elder Affairs
Responsible for development and management of home and community-based programs with a budget of over \$135 million. Programs administered include a Home Care Program to assist frail elders as well as protective services, nutrition, housing services, and a Council on Aging grant program.

October 1991 –
September 1993 **Senior Policy Analyst & Visiting Assistant Professor**
Gerontology Institute
University of Massachusetts at Boston
Developed analytical and evaluative reports on policy issues impacting elders including health care and employment and retraining. Taught courses on research and aging policy in the University's doctoral and undergraduate programs.

December 1988 –
September 1991 **Partner**
Elder Advantage
Provided counseling and informational services to individuals and corporations on issues related to elder care.

August 1987 –
November 1988

Consultant
LifePlans, Inc.

Consulted on the design and development of a national telephone-based assessment, information and referral system. Also provided consultation on the development of service standards for long-term care insurance and assessment criteria for life care communities.

January 1983 –
July 1987

Assistant Secretary of Programs
Mass. Executive Office of Elder Affairs

Responsible for development, management and evaluation of home and community-based programs funded by the State Office of Elder Affairs. Programs administered include a Home Care Program to assist frail elders as well as programs for abused elders, for nursing home residents and to assist well elders in remaining healthy and active.

September 1982 –
May 1983

Director/Long-Term Care Channeling Project
Mass. Executive Office of Elder Affairs

Responsible for state programmatic and fiscal operations for a national demonstration project to evaluate community-based approaches to long-term care for frail elders.

July 1981 –
August 1982

Director/Elder Abuse Project
Mass. Executive Office of Elder Affairs

Responsible for coordination of the operations of a model project to develop effective interventions for the provision of services to elder abuse victims and to research abuse incidence.

January 1980 –
June 1981

Partner
LNS Associates, Inc., Newton, MA

Provided research and evaluation consultation in the areas of social and health services.

April 1975 –
December 1979

Evaluation and Training Consultant

Provided consultation on evaluation and training to various state agencies and educational institutions. Projects included: evaluation of a demonstration project on Permanent Planning in Foster Care for the Mass. Department of Public Welfare; and consultation with four community colleges on implementation of special program for elders in their respective communities.

February 1973 –
April 1975

Principal Investigator
Mass. Association of Older Americans
National Institute of Education Study

Directed a nationwide research study of community college programs for elders. Co-authored the publication, Community Colleges Respond to Elders: A Source-book for Program Development. Also developed and implemented a national conference on this issue.

- April 1972 –
November 1972
- Executive Director**
Governor's Commission on Citizen Participation
Directed a study of the State's voluntary action programs and the resulting recommendations for their coordination and improvement.
- July 1970 –
December 1971
- Coordinator and Program Director**
Governor's Special Planning Commission on Elderly Affairs and the 1971 White House Conference on Aging
In charge of all program planning and operations for this 70-member Commission. Delegate to the 1971 White House Conference on Aging.
- September 1967 –
September 1968
- Researcher**
Arthur D. Little, Inc., Cambridge, MA
Researched and compiled reports on economic development.

PUBLICATIONS

- Caro, F., Glickman, L., Ingegneri, D., Porell, F., Stern, A. (1997). The impact of the closing of three Massachusetts public chronic disease hospitals: A multidimensional perspective. *Journal of Community Health*, 22(3), 155-174.
- Glickman, L., Stocker, K., & Caro, F. (1997). Self direction in home care for older people: A consumer's perspective. *Home Health Care Services Quarterly*. 16(1/2), 41-54.
- Glickman, L., Stocker, K., & Caro, F. (1994). Self direction in home care for older people: A consumer's perspective. *Home Health Care Services Quarterly*. 16(1/2), 41-54.
- Glickman, L., Bruce, E., Caro, F., & Avorn, J. (1994). Physicians' knowledge of drug costs for the elderly. *Journal of the American Geriatrics Society*. 42(6), 992-996.
- Glickman, L., & Caro, F. (1993). Assessment of closing of public chronic disease hospitals: Patient survey. Boston: Gerontology Institute, University of Massachusetts, Boston.
- Caro, F., & Glickman, L. (1992). Independent assessment of the Massachusetts 2176 waiver project. Boston: Gerontology Institute, University of Massachusetts, Boston.
- Glickman, L., Bruce, E., Caro, F., & Avorn, J. (1992). Physicians' role in the cost of prescription drugs. Boston: Gerontology Institute, University of Massachusetts, Boston.
- Glickman, L. & Caro, F. (1992). Improving the recruitment and retention of older volunteers. College Park, Maryland: National Eldercare Institute on Employment and Volunteerism, University of Maryland Center on Aging.
- Glickman, L., Birchander, E., & Greenberg, J. (1989). Helping companies solve eldercare problems. *Compensation and Benefits Management*. 5(3), 197-201.