

## Curriculum Vitae

**Mary Killeen**  
**Senior Research Associate**

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### SUMMARY

Mary Killeen is a Senior Research Associate at the Burton Blatt Institute. She has 20 years of experience in the field of disability studies. She has a broad research background in disability issues with an emphasis in employment, workplace accommodations, workplace diversity, disclosure issues, supported decision-making, access to health care and assistive technology, and psychiatric disability. She is trained in both qualitative and quantitative research design with special expertise in qualitative methods and data analysis as well as survey development and quantitative data collection. She has extensive experience conducting focus groups, in-depth interviews, and online data collection. She is expert in the use of qualitative data analysis software to analyze, synthesize, and interpret large amounts of qualitative data efficiently.

### ACADEMIC PREPARATION

Ph.D. Candidate in Psychology, Vrije Universiteit Brussel/Taos Institute, Brussels, Belgium  
MA, Clinical Psychology, Fielding Graduate University, Santa Barbara, CA  
MA, English, Northwestern University, Evanston, IL  
BA, Northwestern University, Evanston, IL

### ADVANCED PROFICIENCY in the FOLLOWING AREAS:

Methods	Research Designs
Targeting of multiple stakeholder groups for systemic analyses	Focus group studies
Content coding and data analysis using qualitative data analysis software	In-depth interview studies
Triangulation of findings using mixed methods	Evaluation research
Grounded theory/ narrative methods	Survey development and implementation
	Archival analysis
	Online data collection

## **PROFESSIONAL EXPERIENCE**

### **Senior Research Associate, Burton Blatt Institute, Syracuse University, Syracuse, NY, (February 2009—present)**

Ms. Killeen is currently Principal Investigator on an in-depth interview project on effective practices in supported decision-making funded by the Administration on Community Living, Department of Health and Human Services. This study entails 60 interviews with persons with disabilities and their supporters and subsequent data analysis and interpretation with the use of qualitative data analysis software. She is also Co-Director on a study on supported decision-making, self-determination, and satisfaction with life. This study entails quantitative data collection from 420 participants with disabilities over four years and is funded by the National Institute on Disability, Independent Living, and Rehabilitation Research.

Previously, Ms. Killeen was Co-Director on a national online survey for the American Bar Association examining the unique challenges that people of differing sexual orientations, gender identities, and people with disabilities face in the legal profession.

She was Principal Investigator on a qualitative study focused on assistive technology delivery systems involving 90 in-depth interviews with directors, staff, and clients at vocational rehabilitation (VR) agencies, state AT Act programs, and centers for independent living (CILs). She was also the lead on a qualitative study involving in-depth interviews with experts in the assistive technology industry on the issues faced by manufacturers in the quickly evolving technology environment. These studies are part of the larger Center on Effective Technology's (CERT) five-year project conducting case studies of assistive technology deliver models through online surveys.

Ms. Killeen was also part of a team conducting 100 site visits across the country for a project evaluating the accessibility of the American Job Center system for people with disabilities. The U.S. Department of Labor's Chief Evaluation Office has contracted with IMPAQ International and BBI to conduct this study. As part of the project, she is traveling to selected centers to interview onsite managers and staff in order to document how their centers serve people with disabilities.

In addition, Ms Killeen completed a qualitative study focused on accommodations issues in the workplace involving 60 in-depth interviews with both employees and supervisors. This study is part of a larger project conducting national surveys to develop a longitudinal costs-benefits analysis of workplace accommodations for the Rehabilitation Engineering Research Center (RERC) on Workplace Accommodations.

Ms. Killeen was a member of the research team on a two-year project for the Department of Veterans Affairs focused on the mental health needs of Veterans in the workplace. She took the lead on a qualitative project involving 63 in-depth interviews with employees in six Fortune 500 companies. She was also involved in developing and implementing a national survey of 245 companies on their veteran hiring and retention practices. This study resulted in the development and dissemination of tools and resources to support Veterans in obtaining jobs and building viable, meaningful careers. It also resulted in the development and dissemination of tools and resources to support businesses in recruiting, retaining, and promoting veterans.

She took the lead on the qualitative portion of a comprehensive evaluation of StartUP NY—a 3-year demonstration project that developed a collaborative, community-based entrepreneurship program for people with disabilities funded by ODEP. The evaluation included a focus on participant, program, and system-level outcomes using archival analysis, participant milestone and outcome data, participant satisfaction surveys, in-depth interviews of stakeholders, staff, and program participants. She also took the lead on a similar evaluation of the SBA PRIME Inclusive Entrepreneur program (funded by the U.S. Small Business Administration) that provided services and follow-up to people with low income.

Ms. Killeen provided technical assistance in both Ulster County, NY and in Manhattan based on the Inclusive Entrepreneurship model developed in the demonstration projects mentioned above. She conducted a series of learning communities in both locations that began a collaborative process among local agencies and organizations with the goal of developing effective and sustainable entrepreneurship programs. The Ulster County project focused on entrepreneurship for people with psychiatric disabilities; the Manhattan project focused on entrepreneurship for people with disabilities in general. In addition, she co-authored the Tool Kit for Inclusive Entrepreneurship.

### **Senior Research Associate, CESSI, McLean, VA (2000 – 2008)**

Ms. Killeen was the Principal Investigator on a National Institute on Disability Rehabilitation Research (NIDRR)-funded three-year field initiated research qualitative study focusing on the strategies people with psychiatric disabilities use to maintain employment and build careers. The project also documented the course of recovery experienced by 30 individuals with severe mental illness. This project built on a previous NIDRR-funded three-year study regarding barriers to employment for people with psychiatric disabilities.

She was Program Manager for NIDRR's Program Review of their Research and Rehabilitation Training Centers (RRTC) as well as their Rehabilitation Engineering Research Centers (RERCs). Oversaw writing of all reports, data analysis, special projects, communication with grantees, planning, and logistics.

Ms. Killeen conducted a focus group study for Interagency Committee on Disability Research on issues faced by people with disabilities regarding the use of technologies and emergency preparedness. As part of a four-person team, conducted focus groups involving 122 participants with disabilities in ten states and one U.S. territory and. She used qualitative data analysis software to sort and analyze the focus group transcripts; authored the final report. This completed the last year in a 5-year longitudinal study that included 483 focus group participants representing a diversity of disabilities as well as racial and ethnic backgrounds from both rural and metropolitan areas in every region of the country. Ms. Killeen conducted focus groups in each of the five years, directed the data analysis, and either wrote or co-wrote the final reports.

She was a team member on a focus group project on the barriers people with disabilities face in obtaining primary care. This study focused the issues faced by those with mobility impairment, vision impairments, hearing impairments, psychiatric disabilities as well as by those living in rural locations. Collaborating with Beth Israel Deaconess Medical Center, she worked on study design, conducted focus groups, and completed the data analysis, which resulted in five published articles.

Ms. Killeen also completed data analysis on three separate year-long Web site surveys funded by the ICDR. Conducted a similar Web site survey on people's experiences with the American's with Disabilities Act (ADA) for the National Network of ADA and IT Technical Assistance Centers.

In addition, Ms. Killeen worked on an evaluation of the Independent Living Centers program in collaboration with Westat for the Rehabilitation Services Administration, analyzing and interpreting survey and qualitative data, and contributing to the final report.

### **Senior Research Associate, New Editions Consulting, McLean VA (2006—2008)**

Ms. Killeen conducted a pilot study for the Department of Veterans Affairs on the impact of disability sports on both employment and quality of life for veterans with service-related injuries. It included an extensive literature review, in depth interviews with directors of disability sports and wilderness programs, as well as interviews with program staff and participants. She authored the final report.

Ms. Killeen conducted a qualitative study for the Department of Labor to examine the successful programs that have been developed within federal agencies for hiring and retaining employees with disabilities. The project focused on how model programs were initially developed and implemented and how they were then improved and sustained over time. It included in-depth interviews with individuals involved in the development of these programs including program directors (current and retired), program participants, disability program managers, selective placement coordinators, and numerous staff. She authored the final report.

Ms. Killeen conducted a review for ICDR of ongoing and published research on the emerging importance of demand-side research on employment and disability. This report was then used by NIDRR in their subsequent development of funding priorities for the next ten years.

Ms. Killeen conducted an extensive research review for ICDR of all ongoing federally-funded research on employment and disability in order to identify current trends and innovation and authored the final report.

Ms. Killeen worked on a qualitative focus group study for the Federal Highway Administration (FHWA) to assess the corporate culture at this agency for employees with disabilities. She co-authored the final report which included recommendations for improving practices with regard to hiring, retention, and career development.

### **Research Analyst, National Rehabilitation Hospital Center for Health and Disability Research, Washington DC (1998 – 2000)**

Ms. Killeen was a team member on two major qualitative research projects. The first was a NIDRR-funded in-depth interview study involving 32 participants that examined employment barriers for people with psychiatric disabilities. The second was an NIH-funded in-depth interview study that focused

on the life experiences of people with mobility impairments and consisted of three in-depth interviews with each of fifty study participants.

**Research Assistant, Intercultural and Emotion Research Laboratory, San Francisco State University  
(1992 – 1993)**

Ms. Killeen worked on a six-person team to develop a cross-cultural attitudinal survey designed to measure the degree to which individuals observe, maintain, and value status differences.

**PUBLICATIONS, PRESENTATIONS, & TECHNICAL REPORTS**

- Killeen, M. B., Gianoumis, M.P.H., Samant, D., Adya, M. A., & Scherer, M. (2014). A Qualitative Study on Challenges and Opportunities in the AT Industry: Preliminary Finds. Presented at the Annual Conference of the Assistive Technology Industry Association, January 31, Orlando, FL.
- Killeen, M. B., Adya, M., Samant Raja, D., Scherer, M. J., & Morris, M. (under review). Weighing the options: Employee decision-making in requesting disability accommodations.
- Killeen, M. B., Adya, M., Samant Raja, D., Scherer, M. J., & Morris, M. (under review). Comparing accommodations for employees with and without disabilities: Costs and supervisor decision-making.
- Killeen, M. B., Di Biase, C., Adya, M., Samant Raja, D., & Morris, M. (in prep). Veterans in the Workplace: An Examination of 6 Fortune 500 Companies
- Adya, M., Scherer, M. J., Samant Raja, D., Killeen, M. B., & Morris, M. W. (in prep). Supervisor and manager perspectives on costs and benefits of technology-based workplace accommodations
- Killeen, M. B., Adya, M., Samant Raja, D., Scherer, M. J., & Morris, M. (2012). A Qualitative Study of Workplace Accommodation Issues. Research report presented at the Rehabilitation, Engineering & Assistive Technology Society of North America Annual Conference, July 2, Baltimore, MD.
- Adya, M., Killeen, M., Samant, D., Scherer, M. J., & Morris, M. (2011). Workplace Accommodation Models: Costs, Benefits, Values. Technical Report submitted to Georgia Tech. *On file with author.*
- Killeen, M. (2011). From dream to reality: Entrepreneurship for people with disabilities. *Solutions*, 7(3) 11-12.
- Scherer, M., Adya, M., Samant, D., Babirad, J., Killeen, M., & Bailey, N. (2011). Effective RT/AT service delivery: State of practice, quality indicators and ROI in the workplace. Presented at the 34th Annual Conference of the Rehabilitation Engineering Society of North America, June 6-8, Toronto, Canada.
- Scherer, M.J., Samant, D., Adya, M., & Killeen, M. (2011). Rehabilitation/Assistive Technology facilitating employment outcomes: State of practice, state of art, & return-on-investment. Presentation at the Annual Conference of the National Association of Rehabilitation Research and Training Centers, April 27-28, 2011, Bethesda, MA.
- Killeen, M. B. (2008). Assistive Technology and Emergency Preparedness for People with Disabilities. Technical report submitted to the Interagency on Disability Research. *On file with author.*
- Adya, M., Shaheen, G., Killeen, M. B., Samant Raja, D, Wu, Y. (2010). Inclusive Entrepreneurship through StartUp NY. Evaluation report submitted to the Office of Disability Employment Policy. Syracuse NY: Onondaga County.



- Killeen, M. B. (2008). Perspectives of People with Disabilities on Assistive Technologies and Emergency Preparedness: A National Focus Group Study. Technical report submitted to the Interagency Committee on Disability Research. *On file with author.*
- Killeen, M. B. (2008). Five Successful National Disability Sports Programs: An In-depth Analysis. Technical report submitted to the Department of Veterans Affairs. *On file with author.*
- Killeen, M. B. (2007). Successful Practices Used by Federal Agencies in Hiring and Retaining Employees with Disabilities. Technical report submitted to the Office of Disability Employment Policy. *On file with author.*
- Killeen, M. B. (2006). Demand-side Research on Employment for People with Disabilities: An Emerging Area of Inquiry. Technical Report submitted to the Interagency Committee on Disability Research. *On file with author.*
- Iezzoni, L.I., Killeen, M., & O'Day, B. (2006). Rural Residents with disabilities confront substantial barriers to health care. *Health Services Review*, 41(4), 1256-1275.
- O'Day, B. L., Killeen, M. B., & Goldberg, S. G. (2005). Not just any job: People with psychiatric disabilities build careers. *Vocational Rehabilitation Journal*.
- O'Day, B., Killeen, M., Sutton, J., & Iezzoni, L. I. (2005). Primary care experiences of people with psychiatric disabilities: Barriers to care and potential solutions. *Psychiatric Rehabilitation Journal*, 28(4), 339-345.
- Goldberg, S.G., O'Day, B., Killeen, M., (2005). The disclosure conundrum: How people with psychiatric disabilities navigate employment. *Psychology, Public Policy, and Law*. 11(3) 463-500.
- Killeen, M. B., O'Day, B., & Goldberg, S. G. (2005). *Does U.S. Federal Policy Support Employment and Recovery for People with Psychiatric Disabilities?* Paper presented at the International Conference on Law and Mental Health, Paris, France.
- Killeen, M. B., O'Day, B. L., & Goldberg, S. (2005). *Housing, employment, and recovery for persons with psychiatric disabilities: A public policy failure.* Symposium presentation at the 113<sup>th</sup> Annual Convention of the American Psychological Association, Washington DC.
- Goldberg, S. G., Killeen, M. B., & O'Day, B. L. (2005). *Repercussions of the ADA: The perils of disclosing mental illness.* Paper presentation at the 113<sup>th</sup> Annual Convention of the American Psychological Association, Washington DC.
- Killeen, M., O'Day, B., & Goldberg, S. (2005). *Recovery and Employment Strategies.* Training Institute conducted at the 30<sup>th</sup> Annual Conference, United States Psychiatric Rehabilitation Association, Pittsburgh, PA.
- Killeen, M. (2005). *Strategies for maintaining employment and building careers.* Workshop presented at the National Alliance for the Mentally Ill, Northern Virginia.
- Killeen, M., & O'Day, B. (2004). Challenging expectations: How individuals with psychiatric disabilities find and keep work. *Psychiatric Rehabilitation Journal*. 28(2) 157-163.
- O'Day, B., Killeen, M., & Iezzoni, L. I. (2004). Primary care experiences of people who are blind or have low vision: Barriers to care and potential solutions. *American Journal of Medical Quality*.
- Iezzoni, L. I., O'Day, B. L., Killeen, M., & Harker, H. (2004). Communicating about health care: Observations from persons who are deaf or hard of hearing. *Annals of Internal Medicine*.
- Killeen, M. & O'Day, B. (2004). *How people with psychiatric disabilities maintain employment and build careers.* Workshop conducted at the National Rehabilitation Association Annual Training Conference, Philadelphia, PA.
- O'Day, B. L., Wilson, J, Killeen, M, & Ficke, R. (2003). Evaluation of Centers for Independent Living Programs. Technical report submitted to the Rehabilitative Services Administration. Washington DC: RSA

- O'Day, B.L., Wilson, J, Killeen, M, & Ficke, R. (2003). Consumer Outcomes of Centers for Independent Living Programs. *Journal of Vocational Rehabilitation*.
- Killeen, M., & Goldberg, S. (2003). *Different phases, different issues: Recovery, employment, and disclosure*. Paper presented at the 28<sup>th</sup> Annual Conference, International Association of Psychosocial Rehabilitation Services, Atlanta, GA.
- Killeen, M. (2003). *Strategies for maintaining employment and managing a psychiatric condition*. Workshop presented at the National Alliance for the Mentally Ill, Prince Georges County, MD.
- O'Day, B. L., & Killeen, M. B. (2002). Does U.S. federal disability policy support employment and recovery from psychiatric disability? *Behavioral Sciences and the Law*, 20, 559-583.
- O'Day, B. L., & Killeen, M. B. (2002). Research on the lives of persons with disabilities: The emerging importance of qualitative research methodologies. *Journal of Disability Policy Studies*, 13(1), 9-15.
- Killeen, M. B., O'Day, B. L., & Goldberg, S. (2002). *Strategies People With Psychiatric Disabilities Use to Maintain Employment and Build Careers*. Poster session presented at the annual convention of the American Psychological Association, Chicago, IL.
- Killeen, M. B. (2002). *Getting funded for that study you always wanted to do: A conversation about grant proposal writing*. Workshop presented at the annual convention of the American Psychological Association, Chicago, IL.
- Goldberg, S., Killeen, M., & O'Day, B. (2002). *Unfinished work: How Title I of the ADA is not yet fully met for some people with psychiatric disabilities*. Presentation at the American Psychological Association Annual Convention: Paper Session: Policy Issues in Psychology and the Law. Chicago, IL.
- Killeen, M. B. & O'Day, B. L. (2001, February). *The Twists and Turns of a Study on Employment Barriers for People with Psychiatric Disabilities*. The Second International, Interdisciplinary Conference on Advances in Qualitative Methods, Edmonton, Alberta, Canada.
- Killeen, M. B., & Kugler, R. (2000, May). *Employment Strategies: Legislation, Work Incentives, and Solutions to Barriers*. Institute conducted at the Annual Conference of the International Association of Psychosocial Rehabilitation Services, Washington DC.
- Killeen, M. B. (1999, May). *Policy Barriers for People with Psychiatric Disabilities Who Want to Work*. Paper presented at the Annual Meeting of the Society for Disability Studies, Washington DC.
- O'Day, B. L., Granger, B., Killeen, M. B., & Kugler, R. (1999, May). *Consumer Employment: The Relationships Among Barriers, Motivations, and the Social Security Work Incentives*. Institute presented at the Annual Conference of the International Association of Psychosocial Rehabilitation Services, Minneapolis, MN.

## **PROFESSIONAL MEMBERSHIPS**

American Psychological Association  
 American Psychological Association Division of Quantitative and Qualitative Research  
 American Psychological Association Society for Qualitative Inquiry  
 American Psychological Association Division of Rehabilitation Psychology