

Oneonta, New York 13820

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# OBJECTIVE

I am a knowledgeable, motivated professional who is seeking a position that utilizes my skill set to help others. I enjoy working with the public, providing health services to those in need.

# **EXPERIENCE**

**Maximus -** *Client Services Representative*

March 2020 - Present

* Assisted people with applying for Medicaid through the New York marketplace
* Assisted individuals with scheduling long term care evaluations for their needs
* Ensured I was up to date with NYS healthcare laws and regulations

**Chenango Valley Adult Enrichment Center -** *Program Coordinator*

December 2019 - March 2020

* Provided consistent age-related activities for individuals with Alzheimer’s and Dementia
* Provided activities for senior age individuals
* Reached out to the Alzheimer’s Association of Central New York
* Worked with local agencies to spread the word about the program through consistent contact and visits
* Created a healthy and caring environment for individuals with health and mobility issues
* Completed intakes and assessments for each client

**U.S. Care Systems -** *TBI and NHTD Service Coordinator*

March 2017 - April 2018

* Provided Service Coordination for 20 individuals with applying for needed services
* Provided advocacy for clients that needed assistance with HUD, Medicare/Medicaid, or any other service they received
* Assisted with applications for housing and medications
* Assured the client was safe in their chosen environment

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## Robynwood *- TBI and NHTD Waiver Services Director*

December 2011 - August 2016

* Provided Service Coordination/Case Management for 20 individuals
* Developed policy and procedure for the Nursing Home Transition and Diversion and Traumatic Brain Injury Medicaid waiver programs at Robynwood
* Supervised staff delivering services to individuals in the community
* Developed training for employees for ongoing skill building
* Completed quarterly and annual reports for the Department of Health regarding Incidents filed concerning individuals receiving services
* Ensured Department of Health guidelines are being followed
* Conducted Quality Assurance chart reviews quarterly
* Oversaw and developed activities for a Structured Day Program for individuals with brain injuries

## Arc Otsego *- Vocational Rehabilitation Counselor*

April 2010 - December 2011

* Supported a caseload of 30 individuals with developmental disabilities
* Developed and implemented goals for job skills in a sheltered employment setting
* Trained staff regarding best practices for teaching job skills to individuals
* Attended team meetings for each individual on my caseload
* Conducted assessments for each individual regarding work ability (Becker Work Adjustment Profile)
* Implemented behavior management techniques when needed
* Developed reinforcement plans for individuals with behavioral concerns

## Arc of Delaware County *- Life Coach*

December 2007 - April 2010

* Taught skills to a caseload of 12 individuals with developmental disabilities
* Developed lesson plans for teaching individuals
* Developed goals and goal plans for individuals
* Attended team meetings every 6 months for each person
* Tracked behavior and utilized reinforcement plans
* Developed curriculum for social skills
* Completed social skills assessments for 20 or more individuals

# **EDUCATION**

## Capella University, Minneapolis, MN *- Master of Science in Human Services, Specialization in Social and Community Services*

September 2009 - June 2013

## Oneonta State College, Oneonta, NY *- Bachelor of Science in English*

August 2003 - June 2007

# REFERENCES

Available upon request