

Resume Passion



Greater St. Louis Area 314.355.3035 | ResumePassion@gmail.com
www.linkedin.com/company/resume-passion

Program Manager | Outreach Program Manager | Program Director | Manager of Crisis Intervention

"Start by doing what's necessary; then do what's possible and suddenly you are doing the impossible." - St. Francis of Assisi
Crisis Management | Case Management | Crisis Program Management | Intervention | Mental Health | Domestic Violence

Reputation for positioning family focused programs into a place of continuous improvement while concurrently inspiring and empowering teams of up to 25+ staff to exceed above and beyond deliverable expectations. Natural talent for uncovering root cause of inefficient programs and processes to create impactful solutions.

Key Career Highlights & Accomplishments

- At Salvation Family Services as Program Director, I transformed the organizational culture after training 20 employees on how to implement steps to document challenges and tackle issues head on.
- In pursuit to transform lives of domestic violence victims a staggering 90% benefited from resources.
- At Jefferson County IIS pioneered safe & successful transition of 5 foster kids to newly adopted families.

Key Attributes

Program Management – Project Management – Non-Profit Organizations – Teaching – Research – Compliance
Continuous Improvement – Process Management/Improvement – Budget Management – Crisis Intervention
Safety Planning – Mental Health – Crisis Hotline – Group Therapy – Substance Abuse – Advocacy Services
Intervention Specialist – Program Development – Change Management – Budget Analysis – Strategic Planning
Relationship Management – Partnering & Community Outreach – Conflict Resolution – Policy Development
Care and Treatment Plans – Annual Reviews – Accreditation – Counseling & Disciplinary Action – Utilization Review

Professional Experience

Operations and Youth Director – Program Director

July 2021 – Present

Care Coordinator

April 2021 – July 2021

Salvation Family Services

Director of Operations with complete planning, operating, marketing, financial, legislative, regulatory, and administrative responsibility for full scope of business affairs and programs.

- Program Development.** Raised organization's position, reputation and brand awareness to local organizations generating referrals and jumpstarting growth of an otherwise stagnant program by 80%.
- Program Growth.** Orchestrated community marketing efforts amongst 6 group home competitors delivering 80% increase in program referrals 7% above company average.
- Quality & Compliance.** Achieved 98% compliance rate on last 3 audits driving audit scores up 1%.
 - As Care Coordinator, completed 45 treatment plans per month, sustaining a 96/100 success rate.
 - De-escalates vendor complaints restoring faith in facility to 100% satisfaction level.
 - Enhanced partners understanding of foster care system by 60% increasing referral rate by 75%.

Primary Home Care

Sept 2020 – April 2021

Therapeutic Foster Care Counselor

The program provided developmentally challenged youth with essentials to thrive as normal as possible at home, school, and leisure. Developed 100+ treatment plans aiding in youth living in a more functional environment.

- Case Management.** Drafted 6+ program service plans/month for mentally challenged youth.
- Quality & Compliance.** Achieved quarterly state audits & licensures with 0 (zero) nonconformances.
- Program Development.** Enhanced program efficiencies 90% creatively boosting engagement w/ 5-year old's.

Tulare County Department of Social Services (DSS)

~(Temporary) May 2020 – Sept 2020

Program Supervisor (Foster Care & Resource Homes)

Program management role overseeing billing department and L&E services for subordinates. Set the stage for explosive program growth regarding foster care awareness due to extensive knowledge of inner workings of system.

- **Staff Development.** Deployed and delivered standardized training, increasing program success by 50%.
- **Case Management.** Mentored 50+ kids, 7 staff, and championed return of foster child to biological mom.
- **Quality & Compliance.** Received 100% clean audit opinions every 3 months building robust service plans with case managers, strong controlled environments, & training programs increasing employees' confidence 25%.

Jamestown County Department of Social Services (DSS)

~(Temporary) Jan 2018 – Nov 2018

Program Supervisor (Therapy L&E kids, 15 employees) – Franklin County, VA

Promoted from Level 1 to Level 4 specialist and supervisory role, which encompassed leading up 30. Challenged to interact with at risk youth with complex mental health diagnoses and behaviors such as ADHD, suicidal, gang affiliated, and extreme sexualized behaviors.

- **Quality & Compliance.** Consistently achieved compliance scores of >80% with less than 30 non-conformances.
- **Regulatory.** Spearheaded efforts for improved foster care policies leading to legislature authorizing foster care to continue to receive financial assistance until the age of 21.
- **Regulatory.** Led task force leading to state legislature of 30 person max limitation for all foster care workers.

Intervention Health – Youth Quest (part time on and off)

~(Temporary) Sept 2014 – May 2016

Program Manager/Evening Support Counselor – Rocky Mount, VA

Actively created safety and treatment plans, communicated with 37+ party agencies, and guided 2 life coaches regarding initiatives designed to elevate outcomes for youth. Provided expert counseling services to youth ages 17-21 on the brink of exiting foster care. Program remarkably demonstrated independent living experiences in safe environments allowing for continued growth and development. Due to impact was recruited in final phase of tenure to lead as Program Director.

- **Impactful Change Agent.** Strategically grouped youth with designated counselors and peers to create more sustainable relationships, accelerating program progress by 25 more than the usual timeline.
- **Regulatory & Compliance.** Established partnership with law enforcement adapting to compliance to regulatory standards for documenting client's behavior without privacy infringement.
- **Impactful Change Agent.** Documented 26/27 occurrences providing exclusive 1-hour check-ins on patients to prevent suicides, observe unusual patterns, watch for critical incidents, and ensure youth do not go MIA.

Preston County Family Resource Center

~(Temporary) July 2013 – Jan 2014

Case Manager/Program Manager (Domestic Violence) – Rocky Mount, VA**Crisis Worker (Domestic Violence)**

Joined facility newly dedicated to rescuing victims of abuse. Instrumental in providing safe haven for 100% of individuals unable to find healthy living environments in their own homes. Educated diverse abuse sufferers through classes.

- **Program Development.** Expanded core training amongst 15+ staff members ensuring policy adherence.
- **Program Development.** Designed and executed 25+ safety plans focused on prevention techniques.
- **Regulatory & Compliance.** Implemented 5+ protective orders & assisted with 12+ in court testimonies alongside victims ensuring compliance with government regulatory standards.

Education

Bachelor of Science in Communication & Public Relations: St. Louis University, St. Louis, MO
Minor: Marketing & Business Administration

