

OBJECTIVE

Seeking to secure leadership post that allows me to directly impact implementation and compliance with federal, state and local policies which govern implementation of best practices directly related to supporting independence, skilled training and employment for all citizens with disabilities.

<u>SKILLS</u>

- 8+ years experienced Public Schools Education Administrator: Chicago, Philadelphia, and Washington DC
- 8+ years experienced Vocational Rehabilitation Supervising Manager: Chicago and California
- 7+ years experienced Trainer, Professional Developer, Evaluation and Program Compliance Monitor
- 4+ years experienced Human Resources Professional

WORK EXPERIENCE

<u>Senior Public Service Administrator</u>, Illinois Human Services-Division of Rehabilitation (Chicago) September 2020-Current

- Direct, supervise and manage the work of 11 Vocational Rehabilitation Counselors, Coordinators and 2 Para-Professional staff assigned to this state service unit
- Conduct RSA policy compliance review and approve work plans and accuracy of fiscal accounts
- Respond directly to inquiries from other local organizations or government agencies or individuals regarding the policies and procedures used by Division of Rehabilitation
- Coordinate with the Bureau of State Training any training needs of the Home Services and Vocational Rehabilitation staff
- Monitor compliance with Workforce Innovation Opportunity Act and all customers
- Conduct bi-weekly quality assurance caseload checks and supervise customer visits
- Cement new partnerships between Chicagoland employers and the Division of Rehabilitation Services supporting customer employment outcomes or home services
- Review Accounts Payable documentation of expenses and voucher payments and ensure accuracy and compliance with existing policies that govern vouchers, invoices, claims and requests involving payment for goods and services.
- Assist with facilitation of customer mediation-resolution sessions and formal appeals
- Conduct Professional Staff Performance Evaluations with recommendation of salary increase as appropriate
- Develop and execute Employee Corrective Action Plans as needed
- Interpret personnel rules, policies and procedures and submit recommendations to H.R.
- Generate collaborative engagement and support with community external groups
- Technical advise on interviews per most qualified state candidates for vacant positions and share recommendation to hire for those appropriate appointments
- Review and approve documents related to time off, overtime, leave, employee conduct and grievances

<u>Senior Public Service Administrator</u>, Illinois Department of Developmental Disability (Chicago) 2018 – September 2020

- Directed, supervised and managed the activities of 4 Residential Unit Managers and 4 Assistant Unit Managers that provided direct habilitation and vocational support services to state assigned residents who are identified as intellectually challenged
- Conducted onsite habilitation program compliance monitoring according to RSA and Department of Health policies
- Facilitated staff training as needed directly related to policy implementation and safety of 389 state residents
- Submitted a variety of required health and safety related reports weekly, monthly, quarterly and annually

<u>Staff Service Manager I</u>, Department of Rehabilitation (California)

August 2017-September 2018

- Directed, supervised and managed the work of 7 Vocational Rehabilitation Counselors, 2 Service Coordinators and 3 Para-Professional staff assigned to City of Inglewood Service Unit
- Conducted RSA policy compliance review and approve work plans and accuracy of consumer services which include eligibility determination, Independent Plans for Employment, training and comprehensive habilitative related supports
- Responded directly to inquiries from other local organizations or government agencies or individuals regarding the policies and procedures used by (California DORS) agency
- Represented DORS as Board Member of the Economic and Community Development Board for City of Inglewood, CA.
- Coordinated with the Bureau of State Training any training needs of Rehabilitation Staff
- Monitored compliance with Workforce Innovation and Opportunity Act and all involved consumers with unapologetic focus on youth engagement and employment readiness
- Conducted weekly quality assurance caseload supervision checks and closely monitor request for comparable funds and monetary disbursements according to RSA
- Cemented new partnerships between employers and California Rehabilitation Services
- Reviewed Accounts Payable documentation of expenses, voucher payments and ensure accuracy and compliance with existing policies prior to approval involving payment for consumer goods and services.
- Facilitated and resolved DORS customer formal administrative appeals
- Conducted Professional Staff Individual Performance Evaluations
- Developed and executed Employee Work Action Plans as needed
- Collaborated with Human Resources to clarify and implement personnel rules, policies and Cal-HR procedures
- Generated collaborative engagement and support with community external groups such as American Job Centers, Harbor Regional Education Centers and Disability Developmental Services

- Interviewed, rated and recommend hire of candidates for vacant positions and appointments
- Conducted first level investigations related to grievances and employee/work conduct issues

Public Service Administrator, Illinois Human Services-Division of Rehabilitation (Chicago) August 2011-August 2017

- Directed, supervised and managed the work of 18 Vocational Rehabilitation Counselors, Coordinators and Para-Professional staff assigned to this state service unit
- Conducted RSA policy compliance review and approved work plans and accuracy of fiscal accounts
- Responded directly to inquiries from other local organizations or government agencies or individuals regarding the policies and procedures used by (DORS) state agency
- Coordinated with the Bureau of State Training any training needs of the Vocational Rehabilitation staff
- Monitored compliance with Workforce Innovation Opportunity Act and all customers
- Conducted weekly quality assurance caseload checks and supervised customer field visits
- Cemented new partnerships between Chicagoland employers and the Division of Rehabilitation Services supporting consumer employment outcomes
- Reviewed Accounts Payable documentation of expenses and voucher payments and ensuring payment vouchers to verify accuracy and compliance with existing policies that govern vouchers, invoices, claims and requests involving payment for goods and services.
- Assisted with facilitation of customer mediation-resolution sessions and formal appeals
- Conducted Professional Staff Performance Evaluations with recommendation of salary increase as appropriate
- Developed and executed Employee Corrective Action Plans as needed
- Interpreted personnel rules, policies and procedures and made recommendations to H.R.
- Generated collaborative engagement and support with community external groups
- Interviewed most qualified state candidates for vacant positions and submitted recommendations to hire for those appropriate appointments
- Reviewed and approved paperwork related to payroll/overtime requests and employee conduct up to and including first level and second level grievances

Special Education Teacher, South Shore High School of Entrepreneurship (Chicago)

February 2011- June 2011

- Taught students who are cognitively delayed, mild emotionally disturbed, socially challenged or have physical disabilities using or modifying the general education curriculum to meet individual needs and provide remedial instruction following an Individualized Education Plan.
- Continually monitored, documented, assessed, tested, and reported student progress quarterly as required according to Individualized Education Plan or Response To Intervention strategies

- Administered and proctored state required academic testing and psyche evaluations to determine functional limitations and cognitive aptitude level while maintaining strict compliance with IDEA
- Collaborated with general education teacher to include special education students in all instructional activities within the least restrictive instructional environment to increase academic, social and behavioral outcomes for students

Legal Administrative Benefits Authorizer Specialist, Social Security Administration (Chicago) January 2009 – January 2011

- Authorized final determinations on post adjudicative actions, entitlement and non-entitlement to benefits, continuing entitlement to benefits, and the payment amounts for benefit eligible public
- Made adjustments to established benefits and effectuate payments through a variety of multiple IT automated computer systems that led to successful determinations to re-entitle and continue benefit entitlement for previously entitled beneficiaries, such as: life to survivor benefits, student benefits

Manager, Recruitment and Staffing, St. Louis Public Schools

January 2008-July 2008

- Managed the full cyclical recruitment, selection, and job placement activities for school district management and highly qualified school site based professional staff
- Maintained District-wide employment data relevant to Affirmative Action and EEOC actions while working closely with legal counsel to ensure compliance
- Trained, planned, represented and directed activities of human resources staff in implementing recruitment programs, job fairs, conducting interviews, employee orientation, placement, performance evaluations and exit interview processes
- Provided expert guidance on labor issues relevant to all employment requirements including EEOC, ADA, FMLA, OSHA, and employee disciplinary issues
- Created, revised, managed, adjusted content for updating job descriptions

Director, Instructional Branch for Local Education Agency, D.C. Public Schools March 2006-January 2008

- Directed schools on best use of federal funds which directly impacted and enhanced instructional programs under jurisdiction of the No Child Left Behind Act legislation
- Developed, refined, and implemented the monitoring and assessment protocol for tutorial, pull-out, after school, extended instructional, supplemental and post-secondary education programs for the Non-Public and Public Schools. In addition to conducting feasibility studies and proposals which led to developing standards as well as procedures to assure compliance, reporting, and monitoring obligations with authority to recommend revocation for non-compliant institutions

- Maintained compliant practices with policy to ensure institutions and vendors met all government requirements to receive federal funding and relevant accreditation
- Monitored all federally funded education initiatives to maintain compliance with NCLB and Federal Guidelines which successfully corrected and showcased DCPS-LEA compliance to nine USDOE Public and Private School audit findings from 2006 resulting in retention of all federal funding for SY2008-2009

Human Resources Lead Advisor III, Safeway Corporate Division, Oak Brook, Illinois

January 2004 – March 2006

- Responsible for the daily Human Resources operations of Corporate Division 2 in a busy retail and unionized environment for thirty out of one hundred and twenty four stores
- Worked with all departments to resolve operational and new hire issues, disciplinary problems, and training for thirty senior level management administrators
- Helped write and implement company policies, practices, and guidelines driven by union contractual agreement for corporate, senior management and over 3000 staff members
- Responsible for training, placement, and conducting formal evaluations and Professional Improvement Plans for 92 corporate and mid-level management staff members
- Initiated and conducted a corporate staff management training program which resulted in promotion of 8 minority and 7 female internal management candidates

Independent Education Consultant, Bethel New Life Child Center, Chicago, Illinois August 2003 – June 2004

- Conducted staff training on implementing balanced reading literacy program
- Trained staff on program assessment methods, rubric development, and data analysis
- Collaborated with senior staff to retool early childhood program curriculum for alignment with state Pre-K to grade three performance standards.
- Assisted with data collection, analysis and reporting

Asst. Principal, Dobbs-Randolph Career Vocational Academy, Philadelphia, Pennsylvania September 2002 – June 2003

- Served as Instructional Leader for teaching and learning of Specialty School with a vocational focus for two hundred and five students of African American ethnicity
- Successfully promoted student achievement, attendance, and character development conducive to success in both academics and vocational/business environment.

- Supervised and formally evaluated a staff of eighteen (certificated) and two paraprofessionals through continuous classroom visits, conferences, coaching, and modeling best practices with emphasis placed on technology infusion toward student math and reading enhancement
- Used vocational and current business trend data to focus teaching and learning strategies toward real world application and student job readiness while producing compliance reports on schedule, and promoted school community-business partnerships with city area transit repair barn, 3 auto repair shops, 2 neighborhood restaurants, and 3 local Barber Shops

Principal, Garfield School, West Harvey School District, Harvey, Illinois May 1998 – June 2002

- Served as Chief Instructional Leader for teaching and learning for 239 minority students of challenging socio-economic background
- Supervised, coached and formally evaluated a professional staff of twenty eight
- Drafted proposal for school district to collaborate with Xavier College to allow Teachers to continue advanced coursework at additional 15% tuition discount

EDUCATION & PROFESSIONAL CERTIFICATION

- Quincy University, Masters of Science, Special Education
- University of Illinois at Chicago, Masters of Education and School Administration
- Roosevelt University, Chicago, Bachelors of Social Sciences
- Interstate School Leaders Licensure Consortium Certificated
- Certificated Haberman STAR Administrator Assessor and Trainer
- Certificated Public Services Administrator (Chicago-Department of Rehabilitation)
- Certificated Staff Services Manager I and II (California-Department of Rehabilitation)
- Certificated user of Microsoft Office, Access, Power Point, EXCEL, Crystal Reports/Publisher