



Education

The Chicago School of Professional Psychology Chicago, IL
June 2022 *Master of Arts in Counseling Psychology, Substance Abuse Concentration*

The Chicago School of Professional Psychology Chicago, IL
June 2012 *Master of Arts in Psychology, Child & Adolescent Concentration*
Thesis: *Getting to know applied behavior analysis: The functional behavioral assessment*

Rollins College Winter Park, FL
December 2009 *Bachelor of Arts in Psychology*

Professional Experience

Social Worker

San Francisco, CA

City & County of San Francisco Human Services Agency
September 2020 – Current

- Manage a caseload of IHSS (In-Home Supportive Services) recipients and providers
- Schedule and interview applicants to determine new or continuing service needs; conduct in-home interviews as necessary; investigate statements and information received from applicants through the use of telephone or written verification; evaluate information to establish eligibility.
- Make referrals of potential or suspected fraud cases.
- Assess, formulate and develop a service plan for client needs; develop goals and plan of action; provide case management activities including identifying and assessing client needs; coordinate and monitor services; prepare reports and reassessments; advise and counsel clients regarding family, economic, physical and emotional situations.
- Refer applicants, clients and the general public to other agencies according to established policies; coordinate services with public and private agencies and community resources.
- Establish and maintain complete files; document case files as necessary; maintain narratives on assigned cases.
- Study and evaluate case records of recipients to determine conformance with established legal provisions, policies, procedures, interpretations, and instructions to determine further courses of action.

Employment & Training Specialist II

San Francisco, CA

City & County of San Francisco Human Services Agency
April 2020 – September 2020

- Manage a caseload and perform case management services, which include developing and implementing training and employment plans and monitoring client progress, and, as required, apply sanctions for lack of compliance with program requirements.
- Interview clients regarding economic, family, physical and emotional situations, assess need for services and refer clients to appropriate resources such as CalWORKs, Family Stabilization, mental health or domestic violence services and others.
- Assist clients in completion of application, forms and reports; review and evaluate applications for completeness and accuracy.
- Conduct orientation sessions to explain relevant policies, procedures, regulations, and requirements of the program to new clients and the public.
- Evaluate clients' educational background and work history; identify training and vocational goals; design an appropriate employment plan.

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- Authorize support services such as transportation and childcare to assist clients in resolving barriers to employment. Refer clients to other agencies according to established policies; coordinate service with public and private agencies and community resources.

Health Worker II

San Francisco, CA

City & County of San Francisco Dept. of Homelessness and Supportive Housing

December 2019 – April 2020

- Administers the policies and procedures of the Homeward Bound Program.
- Transport clients to the local Greyhound bus station for departure to their city and state of origin.
- Conducts outreach and informational presentations at emergency shelters, homeless resource centers, and supportive housing sites.
- Conducts intake assessment to determine client's ability to travel outside of San Francisco.
- Maintains all client data to track outcomes.

Human Resources Administrative Support I

Oakland, CA

Alameda County Human Resource Services Department

October 2019 – November 2019

- Read and interpreted complex rules and procedures related to the recruitment and selection process and general HR practices.
- Performed recruitment efforts for the Alameda County Registrar of Voters 2020 election process.
- Planned and coordinated large scale recruitment examinations that require excellent time management, scheduling, and organizational skills.
- Communicated technical related information to non-technical users, and to the general public.

Human Services Caseworker

Chicago, IL

Illinois Department of Human Services (IDHS)

September 2013 – May 2019

- Utilized the Integrated Eligibility System (IES) to perform professional case management activities involved in determining eligibility for, and providing public assistance services available from IDHS as well as auxiliary state, local and federal programs such as, Supplemental Nutrition Assistance Program (SNAP), Medicaid, Temporary Assistance to Needy Families (TANF), and Aid for the Aged, Blind, and Disabled (AABD), as defined by IDHS policy and Title 89 administrative codes.
- Provided assistance with resolving IES-related issues throughout the Northwest Local Office with regard to determining eligibility for IDHS assistance programs.
- Worked in specialized SNAP Employment & Training (E&T) unit, handling holistic needs assessments of low-income, and marginalized populations; and overseeing initial reconciliation hearings to determine eligibility for continued receipt of, or the termination of benefits.
- Researched incarceration statuses at both the county, and State levels; as well as reviews court-ordered child support obligations.
- Evaluated low-income client's level of work preparedness; determining appropriate level of training/services necessary to attain self-sufficiency; connecting clients with public and private community resources for employment and training in compliance with Federal Food and Nutrition Service (FNS) and IDHS E&T policies.
- Identified any psychosocial barriers to program participation, and makes necessary referrals for services such as housing assistance, vocational rehabilitation, substance abuse treatment, medical evaluations, etc.
- Reviewed correspondence from medical providers, and community organizations to determine clients' eligibility for exemption from the SNAP E&T policies.
- Troubleshot issues specifically related to the deployment of IES, and the implementation of SNAP E&T programs, as well as Workforce Development policies and procedures.

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- Communicated with community based organizations contracted with IDHS to ensure client participation in job placement and, vocational training programs; as well as to ensure provider adherence to contractually-obligated services and procedures.
- Recommended various policy, and Local Office operation procedural changes to better assist with the implementation of all statutes, regulations, rules, and programs requirements administered at the Northwest Local Office.

Child Welfare Specialist

Chicago, IL

Illinois Department of Children & Family Services (IDCFS)

August 2016 – May 2017

Supervisor: Celestine Williams

- Conducted interviews with clients and other professional personnel to obtain the necessary information for an assessment of the conditions, needs, and issues to engage the client(s) in the development of a specific service plan(s).
- Determined needs and placement of children
- In collaboration with service providers, assisted families in developing and implementing individual service plans.
- Participated in administrative case reviews.
- Prepared court reports, and testified in court hearings.
- Recommended permanent plans for the child(ren) to the court, including termination of parental rights if necessary.
- Provided direct service intervention to accomplish permanent plans for children, and families.
- Conducted home visits of potential foster placements, and/or temporary guardians to assess whether living arrangements were acceptable for the child(ren) as defined by Agency policy, and Illinois laws.

Court Appointed Special Advocate (Volunteer)

Chicago, IL

Court Appointed Special Advocates of Cook County (CASA)

January 2013 – August 2017

- Appointed to child welfare case by a presiding Judge.
- Acted as first-hand expert on the individual needs of abused and neglected children in foster care.
- Served as a fact-finder for the judge by thoroughly researching the background of the assigned case
- Spoke on behalf of the child in the courtroom, representing his or her best interests
- Acted as a monitor for the child for the duration of the case, ensuring it's brought to a swift and appropriate conclusion
- Coordinated communication between all stakeholders involved with the case including birth parents, child(ren), foster parents, attorneys, guardian ad litem, caseworkers, Child Protective Services representatives, etc.
- Prepared detailed reports on case findings, and makes recommendations regarding placement for the child(ren) to be submitted to the Judge.

ABA Behavior Therapist (Care Team Member)

Chicago, IL

Autism Home Support Services (AHSS)

February 2013 – September 2013

- Provided structured one-on-one instruction to school-aged children diagnosed with Autism Spectrum Disorders (ASD), and other Developmental Disorders or behavioral issues in the home, school, and/or other community settings.
- Utilized Applied Behavior Analysis (ABA) techniques to maintain or further skills outlined in child's Individual Education Plan (IEP) and AHSS Care Plan.
- Collected objective data on client's progress to inform individualized program goals and quality of care.
- Worked collaboratively with caregivers to increase caregiver participation in meeting client's treatment goals.

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- Utilized counseling skills to highlight other areas of concern, and recommend additional mental health services.

Program Assistant Spring Laboratory – Dept. of Preventive Medicine – Northwestern University Chicago, IL
August 2012 – December 2012

Supervisor (PI): Dr. Bonnie Spring, PhD, ABPP

- Independently responded to and composed correspondence.
- Created and maintained standard spreadsheets and databases.
- Verified and approved appropriateness and accuracy of sponsored and non-sponsored account charges.
- Managed Principle Investigator (PI)'s and Department calendars.
- Organized and coordinated events which included creating timelines.
- Coordinated complex itineraries involving domestic and/or international travel, etc.
- Screened and prioritized incoming calls, and responded to inquiries.
- Researched information to resolve problems or issues.
- Processed invoices, purchase requisitions, and reimbursements for travel expenses.
- Maintained a record of budget reconciliations on a monthly basis for sponsored and non-sponsored accounts, reviewed budget statements, investigated and resolved discrepancies; and prepared budget reports and spreadsheets
- Represented PI in routine situations with various levels of personnel both internally and externally, and various media outlets.
- Managed PI's membership to various professional organizations.

Interim Co-Program Coordinator McGaw Northwestern Family Medicine Residency Program Chicago, IL
May 2012 – August 2012

Supervisor: Dr. Deborah Edberg, MD

- Managed the day-to-day administrative functions of the residency program.
- Monitored and maintain the program for upgrades and enhancements, providing recommendations to the program directors.
- Scheduled and coordinates clinical rotations and evaluations.
- Ensured program compliance with guidelines and regulations of accreditation bodies, and grant stipulations.
- Maintained and update Family Medicine Residency Program marketing materials.
- Coordinated travel arrangements for program director, faculty, and residents.
- Responsible for program director's calendar.
- Facilitated partnerships between the residency program, local community organizations, and external physicians.
- Assisted with preparation and organization of incoming resident's month-long orientation.
- Processed reimbursement requests for qualifying resident and faculty expenses.
- Supported resident curriculum and rotation development.
- Scheduled and coordinate continuing education conferences for residents.
- Represented the residency program and its partnership between Northwestern University, Northwestern Memorial Hospital, Norwegian American Hospital, and Erie Family Health Center as a Teaching Health Center (THC).
- Provided support to the Program Directors, Faculty, and Residents.

Clinical Research Assistant University of Illinois, Chicago – Urban Youth Trauma Center Chicago, IL
September 2011 – May 2012

Supervisor: Dr. Jaleel Abdul-Adil, Ph.D.

- Conducted interviews with school-age children and adolescents ages 7-18 exposed to community violence.
- Assessed the presenting trauma-related effects of community violence using various assessment tools (APQ, UCLA PTSD Index, TSCC-A, YSR, CREV), and any related substance abuse.
- Assisted in the dissemination of evidence-based, trauma-informed best practices for addressing community violence.
- Performed data management and analysis using statistical analysis software (SPSS, RedCAP)
- Recruited study participants; reviewed and obtained informed consent; scheduled study visits with participants; conducted interviews; scored test results; collected survey data; and reviewed medical records.

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- Maintained detailed records of results which included collecting, extracting and entering data; and preparing basic charts and graphs.
- Performed scientific literature searches in support of research; and completed portions of grant applications and documents associated with current local, state, and federal regulatory guidelines, requirements, laws and research protocols.
- Participated in various scholarships efforts including data mining, poster presentations and scholarly journal submissions.

Special Assistant to the Director State of Illinois – Governor’s Office of Early Childhood Development Chicago, IL
March 2011 – May 2011

Supervisor: Shannon Christian & Grace Hou

- Served as a special assistant to the Director of the Governor’s Office of Early Childhood Development and the Deputy Chief of Staff for Education.
- Performed highly responsible administrative functions relating to administrative and operational issues.
- Provided input into the development and coordination of statewide operational policies and procedures relating to early childhood development.
- Recommended new and revised methods for addressing statewide goals and objectives administered by the Governor’s Early Learning Council.
- Served as liaison between the Governor's Office of Early Childhood Development and the Illinois Interagency Council on Early Intervention.
- Coordinated and conducted a variety of special projects and data analysis related to the Governor’s Early Learning Council and the Office of Early Childhood Development.

Assistant Program Coordinator, Open Door Program Illinois Department of Human Services Chicago, IL
August 2010 – May 2011

Supervisors: Charlene Anthony & Grace Hou

- Provided immediate and comprehensive services for at-risk adults, seniors, adolescents, and disabled customers presenting with multiple general and emergency needs such as homelessness, mental health and substance abuse needs, and vocational training.
- Conducted comprehensive needs assessments to determine individual and/or family eligibility for services offered through State, Federal, and local/private agencies.
- Assisted customers in developing their Individualized Service Plans, and establishing obtainable and realistic self-sufficiency goals and objectives.
- Supervised and trained program caseworkers in program operations and case management services.
- Tracked and maintained records of all financial assistance disbursed to Region 1 program customers.
- Was responsible for program file maintenance and electronic database management.
- Performed budget analysis by assessing quarterly reports, and prepares Region 1 monthly activity reports and monthly expense reports
- Coordinated the necessary services and referrals for Region 1 program customers presenting with a specific need such as substance abuse services, mental health services, and public assistance.
- Developed and maintained cooperative working agreements with local community and private agencies for service referrals.
- Conducted internal case audits, and reviews to evaluate employee performance, efficiency, and time management skills.

Behavior Technician Behavior Associates of Central Florida Winter Park, FL
January 2010 – June 2010

Supervisor: Maria Ruiz, Ph.D., BCBA-D

- Completed post-Bachelors practicum fieldwork with children ages 3-9 diagnosed with autism spectrum disorder (ASD).

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- Provided in-home intensive behavioral intervention training using a 1:1 and/or 2:1 instructor to child model.
- Conducted training, functional assessments, and observations of problem behaviors in school and home settings.
- Utilized applied behavior analysis techniques to teach necessary skills based on child's treatment plans and goals; such as fluency in assigned tasks, and interpersonal skills.
- Trained parents in applied behavior analysis principles and techniques to facilitate continuous training in the home (e.g. proper reinforcement and punishment application).
- Worked with diagnostic team to develop treatment plans based on applied behavior analysis principles, and recommendations outlined in child's Individualized Education Plan (IEP).

Technical Support Associate

Rollins College - I.T. Department

Winter Park, FL

January 2009 – June 2010

Supervisor: Carrie Schulz, MBA

- Addressed I.T. related service issues of the College community submitted to the I.T. Help Desk including desktop and laptop repair, troubleshooting).
- Supervised the performance of and delegated necessary tasks for 12 student works daily.
- In conjunction with senior I.T. administrators, developed policy/best practice procedures with regard to making daily operations more efficient, cost-effective, and eco-friendly.
- Conducted software and hardware repairs for College issued computers.
- Served as Inventory coordinator for the Dept. and maintained the department's asset database; and researched ways to increase department efficiency and accuracy in daily operations.

Professional Affiliations

Association for Behavior Analysis International (ABAI), Graduate Student Member

Chicago, IL

Illinois Psychological Association (IPA), Graduate Student Member

Chicago, IL

Illinois Psychological Association of Graduate Students (IPAGS), Graduate Student Member

Chicago, IL

Leadership & Community Service

Learn and Serve Leader Fellowship, Fellow

The Chicago School of Professional Psychology

Chicago, IL

Chi Psi Fraternity, Member

Rollins College – Alpha Mu Delta

Winter Park, FL

Skills

Computer

Advanced in MS Office Suite and Novell.

Knowledgeable in Windows and Mac operating systems.

Skilled in laptop and PC hardware repairs, specifically Dell and Lenovo.

Knowledgeable in both Mac and PC software repairs.

SPSS/PASW

Typing Speed: 56 WPM