

**WIOA One-Stop Operator
Proposal Cover Sheet
Program Year 2017
Local Workforce Area #21**

Organization/Consortium Macoupin Area American Job Center Consortium
Project Contact Person Valorie Harris
Title LWIA 21 One Stop Committee Chairperson
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WIOA Funds Requested \$ 10,000

Date of Submission February 23, 2018

If a Consortium, list each Organization in the Consortium:

Name Valorie Harris Name Michael Sherer
Agency Lewis & Clark Comm. College Agency West Central Development Council

Name Tracey Kriepe Name Jody Wanless
Agency Illinois Valley Econ. Dev. Corp. Agency Illinois Dept. of Employment Security

Name Tim Preston
Agency Illinois Division of Rehabilitative Services

**Macoupin Area American Job Center Consortium
Program Narrative**

1. Briefly describe the purpose, activities and services of your organization. Indicate the number of years your organization has been in business and the organization's understanding and experience in workforce development, including the local system, and/or of WIOA and WIA. Why is your organization in the best position to deliver an innovative One-stop Delivery system?

The Macoupin Area American Job Center Consortium (the Consortium) includes the Division of Rehabilitative Services (DRS), the Illinois Department of Employment Security (IDES), Lewis and Clark Community College (LCCC), Illinois Valley Economic Development Corporation (IVEDC), and the West Central Development Council (WCDC). This partnership was initiated approximately twenty years ago to collaboratively operate the comprehensive One Stop in Calhoun, Greene, Jersey, Macoupin, Montgomery, Morgan, Scott, and Shelby counties. The partners in the Consortium had worked together through numerous iterations of workforce legislation but formally came together at that time under the Workforce Investment Act of 1998. Under the newest legislation, the Workforce Innovation and Opportunity Act, the purpose of the Consortium has not wavered. We continue to be the place for both job-seekers and employers alike to go to find employment-related support. This support is reflected through the numerous and varied activities and services included in the following tables:

Career Service	Partner/Provider
Eligibility for Title 1-B participants	WCDC
Outreach, intake and orientation	WCDC, LCCC, IDES, DRS, Caritas Family Solutions- Senior Community Services Employment Program (SCSEP), IVEDC, Lincoln Land Community College (LLCC), Work Partners
Skills and supportive service needs assessment	WCDC, LCCC, DRS, Caritas-SCSEP, IVEDC, LLCC Work Partners
Labor exchange services	IDES
Program coordination and referral	WCDC, IDES, LCCC, DRS, Caritas-SCSEP, IVEDC, LLCC, Work Partners
Labor market information	IDES
Training provider performance and cost information	WCDC

Performance information for the local area as a whole	WCDC, IDES
Information about the availability of supportive services and referral to these services	WCDC, DRS, LCCC, IDES, IVEDC, LLCC, Work Partners
Information and assistance with UI claims	IDES
Assistance establishing eligibility for financial aid	WCDC, IVEDC, LCCC, LLCC
Employment retention services	WCDC, IDES, DRS, Caritas-SCSEP, Work Partners
Follow-up services for Title 1-B participants	WCDC

Training Service	Partner/Provider
Occupational skills training, including training for nontraditional employment	WCDC, LCCC, LLCC, IVEDC
On-the-job training	WCDC
Incumbent worker training	WCDC
Programs that combine workplace training with related instruction, which may include cooperative education programs	WCDC, LCCC, LLCC
Skill upgrading and retraining	WCDC, LCCC, DRS, IDES, LLCC
Entrepreneurial training	Small Business Center SIUE
Job readiness training provided in combination with other career services	WCDC, IDES, DRS
Adult education and literacy activities, including activities of English language acquisition and integrated education and training programs	LCCC, LLCC, ROE #40

Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training	WCDC
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The Consortium is uniquely positioned to operate the best and most innovative One Stop Delivery System in Calhoun, Greene, Jersey, Macoupin, Montgomery, Morgan, Scott, and Shelby counties. The Consortium partners have been operating a One Stop Center since 1997. During this time, the One Stop Center achieved certification by the State of Illinois and either met or exceeded the requirements needed for a comprehensive center. The Consortium has demonstrated a proven track record of cooperation and collaboration among its partners. Both individually and collectively, consortium partners have demonstrated an interest in innovative approaches to serving their customers, whether they be businesses, clients, or students, youth or adult. The Consortium has ensured that partners' information is shared on site and on a regular basis and the One Stop has operated smoothly over the years. We have participated in quarterly meetings to keep informed about each other's services and to collaborate on various projects. Recently, a common customer referral form was developed and continues to be used to insure customers are informed of the variety of services available to them. See Attachment A for the Partner Referral Form.

2. Describe the qualifications of the proposed one-stop operator in terms of knowledge, skills and abilities. Please include the resumes of key staff who will be assigned to this project and their roles on the project.

West Central Development Council – Michael Sherer, Director – Mr. Sherer brings a keen understanding of Title IB and numerous other programs to this consortium. Mike has worked in Workforce Development in various jobs for over 30 years and brings a lot of experience working with different groups of customers.

Illinois Department of Employment Security – Jody Wanless, Southern Region Manager – Jill brings many years of experience to the partnership and also brings a regional perspective to the consortium.

Lewis & Clark Community College – Dr. Val Harris, Associate Dean, Adult Education – Val has nearly thirty years of experience in the field of adult education working in both leadership and direct instructional roles and has never lost the heart for her students. She brings a deep understanding of Title II programming to the consortium.

Illinois Department of Human Services/Division of Rehabilitation Services – Timothy Preston, Public Services Administrator – Tim brings an in-depth understanding of how to best serve individuals with disabilities – from assessment to vocational counseling to training.

Illinois Valley Economic Development Corporation– Tracey Kreipe, Executive Director – Tracey brings the knowledge of and resources associated with an active and responsive community action agency.

See Attachment B for the resumes of these five key staff members for a more detailed description of their knowledge, skills, and abilities.

3. Provide an overview of your organization's previous experience facilitating large, diverse stakeholder groups to a common goal or outcome within structured rules and guidelines while fostering collaboration and partnerships. Specific examples are strongly encouraged. What is your approach in navigating and resolving challenging partnerships?

Over the past 40 years, the workforce development and training programs have evolved through various legislative changes. The system has moved from Job Training Partnership (JTPA) to Workforce Investment Act (WIA) to the current legislation, Workforce Innovation & Opportunity Act (WIOA). In each of these Federal acts, there were funds to collaborate on projects and programs among state and local agencies to enhance their services to youth, adults and dislocated workers. There were also additional opportunities to innovate as a consortium. Listed below are just some of examples of those partnerships:

- Rapid Response workshops for dislocated workers are coordinated by West Central Development Council and IL Department of Employment Security. Other agencies present at the workshops as well. Many times these workshops take place at the business to inform their laid off workers of the services available to them. This is an ongoing activity.
- Lewis and Clark's Adult Education Area Planning Council annually facilitates a meeting of the partners around the goals and needs of adult learners in the area. This is a legislated activity with specific rules and guidelines provided from the Illinois Community College Board.
- Each year, all of the partner agencies work together to host three job fairs, a Job Fair at Lewis and Clark Community College, a Career Fair at Jersey Community High School which targets youth and a regional job fair. The LCCC Job Fair has over 80 participating employers with an average of 300 attendees. The JCHS Career Fair includes 50-60 employers and attracts over 1000 youth from area high schools.
- The One Stop Committee, Youth Council and Committees, Rapid Response Groups, and various other groups have met throughout the last 20 years to provide planning and service to customers.

4. Explain your organization's customer engagement approach. Include serving diverse customers including employers, economically disadvantaged, individuals with little or no work experience, individuals with disabilities, dislocated workers with experience, and young adults. Explain how information sharing across a variety of partners and programs is an important aspect of great customer service.

Our one-stop delivery system focuses on an integrated customer service strategy with a "single-point of contact" to our job seeker and employer customers. The service delivery model has been and will continue to be driven by providing exceptional customer service, by meeting the needs of business and job seekers, and by providing seamless services with a team approach.

See Attachment C for the One Stop Center Customer Flow chart.

The following examples demonstrate how we serve our customers:

- Community colleges are adding recruitment efforts, career awareness, and transition activities within the classroom and disability transition services. In addition, they continue bridge programming and ICAPS programming, including transition and job skills in the classroom and for the work force.
 - GED and Adult Education services are offered for students, most of whom are economically disadvantaged and have had little or no work experience.
 - The LCCC Carl D. Perkins Student Support Project provides transitional and direct services for eligible students seeking to enter career and technical education training programs. Those students may be displaced homemakers, non-traditional in his or her chosen career field, have limited English-speaking skills, a single parent, low-income, and/or disabled; physically or academically. Those eligible may receive books, supplies and/or other required materials for the CTE program he or she is entering.
- Vocational rehabilitation (DRS) is continuing to focus on employment opportunities that include on the job training and education, work experience and training services for adults and youth. Transition services and work experience services are provided to youth while in, and when leaving, school. These services are especially helpful for individuals with disabilities. They continue to provide a liaison between their office and the One Stop Center. The staff counselor is on call to assist with services for individuals with disabilities that visit the One-Stop and to help Center staff with questions regarding employment opportunities and accommodations for persons with disabilities.
- Illinois Department of Employment Security is continuing the Hiring the Future Program, which works with in school and out of school youth. They also work with WIOA partners for referral and services.
- Regional Offices of Education work with agencies to provide work-based learning, career and transition fairs, job shadowing and transition services to primarily K-12 students.

- Community Services Block Grant collaborates with WIOA partners to cover tuition costs and offer scholarships for low-income individuals.
- LCCC has a Youth Build program that serves the surrounding communities. These programs reach diverse and out of school youth – most of whom are low-income with little or no work experience.
- Illinois Department of Employment Security (IDES) publishes industry and occupational projections, both long and short term, along with other useful data on the Virtual Labor Market Information (VLMI) system and the IDES website. Occupational wage data, demographic characteristics of the Illinois labor force and other employment statistics serve to inform policy makers and service providers on local economic trends and assist them in the process of data-based decision making to serve the Illinois residents, especially the targeted populations in the region. The Illinois Career Information System (CIS) includes an online portfolio, career assessments, comprehensive information on careers, schools and educational programs, budgeting tools, as well as a resume creator and job search tips. The VLMI assists the resume and cover letter process with detailed information on businesses, including contact information, and maps to the locations. This information is available to all partners and is critical to help us to understand the local demand so we can provide the most relevant training for our customers.

Information sharing is an important aspect of great customer service. The One Stop Operations Committee meets every other month to share information about programs and services for the diverse customers that each one serves. The Committee coordinates cross training for front line staff. Excellent customer service will be an emphasis of the Consortium. We are planning on participating in a training on “Customer-centered Design” as a consortium to enhance our already great service.

5. Include a concise budget narrative with hourly rates, expenses, etc.

Budget Narrative – A One Stop Operator budget of up to \$10,000 will be used for various expenditures that will support the operation of the Consortium. Of this, \$8,000 will go toward administrative and staff costs for One Stop oversight, survey analysis, and cross training. Another \$2,000 will be spent on outreach and marketing.

6. Discuss your suggestion for you performance on this contract should be measured. Ideally the Consortium’s performance would be measured on how well we meet our purpose, to be the place for both job-seekers and employers alike to go to find employment-related support. To that end, we could use the Customer Satisfaction Survey that is used currently in the center. See Attachment C for survey. Results from this survey will be shared with Consortium members and One Stop Center staff both to ensure we are meeting our purpose and also inform improvements, when indicated.

To measure impact on the employer side, we could use a survey already created and used with employer that use the Center to recruit employees. Every week there are several employers that advertise job openings through our Job Centers. The employer utilizes space for recruitment and interviews. They are asked to complete the survey after their hiring event. By using the results of this survey, the effectiveness of the methods of recruiting and hiring applicants would be evident.

Results from both surveys could be shared with the LWIA 21 Workforce Innovation Board as an added accountability measure.

ATTACHMENT

A

Partner Intake & Referral Form

Please print the following as completely as possible:

Legal Name: _____ Date of Birth _____

E-Mail Address: _____ Cell Phone _____

County of Residence: _____

Which of the following best describes your current employment status:

- Never Employed Unemployed Employed full-time or part-time
Employed but received notice of termination/military separation Self Employed
Displaced Homemaker

Military Service:	Active Duty Military	Yes	No
	Prior Military Service	Yes	No
	Qualified Spouse of Veteran	Yes	No
	Transitioning Service Member	Yes	No

Highest Grade Completed (Level of Education) _____

Do you have any disabilities that could limit your job search? Please explain (optional)

What brings you into the office today? Check all that apply:

- Employment Services Training/Education Opportunities Unemployment Benefits
Job Search Assistance Resume Assistance Youth Programs (ages 16-24) Veteran Information
Older Worker Programs (55+) Medical Card/TANF/SNAP Other _____

Please check the barriers that may prevent you from obtaining employment/training. Check all that apply:

- Age Housing Assistance Limited English Job Search Skills Transportation
Childcare Homelessness Work History Criminal Record
Lack High School Diploma/Equivalency Health Restriction Require Special Accommodation

I hereby authorize _____ to disclose the information above to partner agencies for the purpose of providing me with service coordination.

CONFIDENTIALITY NOTICE: The information contained in this communication is confidential, may be attorney-client privileged or attorney work product, may constitute inside information or internal deliberative staff communication, and is intended only for the use of the addressee. Unauthorized use, disclosure or copying of this communication or any part thereof is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately by return e-mail and destroy this communication and all copies thereof, including all attachments. Receipt by an unintended recipient does not waive attorney-client privilege, attorney work product privilege, or any other exemption from disclosure.

Referred to: _____ By: _____ Date _____

Service Needed: _____

ATTACHMENT

B

Economic Development
Leaders, Community Orgs.
Labor Representatives

Macoupin Area American Job
Center Consortium

Regional Business
Representatives,
Educational/Administrators

Title IB
Michael Sherer
Director

IDES
Jody Wanless
Southern Region Manager

IVEDC
Tracey Kreipe
Executive Director

ICCB
Dr. Val Harris
Assoc. Dean/Admitted Ed. ICGC

DHS/DRS
Tim Preston
Public Services Administrator

Adult, Youth &
Dislocated
Workers
Career
Specialists

Veteran
Services
Disabled Veterans
Outreach Program
Specialist

Adult Ed. &
Family Literacy
-ICGC
Educator/Transition
Coordinator

Title IV
Vocational
Rehabilitation
Rehab. Counselor

Business
Services
Work-Based Learning
Coordinator

Title III
Wagner-
Peysler
Employment Program
Service Rep.

Illinois Dept. of
Veterans' Affairs
Veterans' Service
Officer

Post-Secondary
Career &
Technical Ed.
Perkins/ALGCG
Transition
Coordinator
On-site and Direct
Linkage Hotline

TANF/SNAP
Dept. of Human
Services-DHS
Direct Linkage

TAA
Career
Specialists

UI-Unemployment
Insurance Compensation
Programs
Business
Services
Direct Linkage

WCDC
West Central Development
Council
**One-Stop
Center**
Customer

MICHAEL A. SHERER
408 W. Fairground
Hillsboro, Illinois 62049
Telephone: 217/532-6758
E-mail: msherer2@hotmail.com

PROFESSIONAL EXPERIENCE

Supervision

- Responsible for administering and overseeing employment and training programs, as well as community development programs.
- Twenty two years' experience in directly supervising clerical, professional, and administrative staff.
- Accountable for overseeing MIS staff and assuring accuracy of program information.

Training

- Using State and Federal guidelines to provide technical assistance to staff in an eight-county region.
- Responsible for setting up and providing training on various new policies, regulations, and techniques.

Auditing

- Monitoring and evaluating programs, work sites, training sites and contract files.

Counseling

- Provides career counseling, job development, and placement services to customers.

EMPLOYMENT HISTORY

Executive Director	West Central Development Council	Carlinville, IL	06/10-present
Deputy Director	Workforce Development Council	Carlinville, IL	07/97-06/10
Assistant Director/Monitor	Private Industry Council	Carlinville, IL	06/90-06/97
Monitor/Evaluator	Private Industry Council	Carlinville, IL	06/84-06/90
Field Representative	New Start, Inc.	Springfield, IL	04/80-08/83
Counselor/Coordinator	IL Valley Econ. Dev. Corp.	Carlinville, IL	10/79-04/80
Sales Representative	Lincoln Heritage Life Insurance	Springfield, IL	07/78-10/79

EDUCATION

SOUTHERN ILLIOIS UNIVERSITY, Edwardsville, IL	B.S./B.A.	1978
Major – business Administration	Minor - Marketing	
LEWIS AND CLARK COMMUNITY COLLEGE, Godfrey, IL	A.S./B.A.	1976
Major-Business Administration		

REFERENCES

Available upon request.

Dr. Valorie K. Harris

805 Logan

Alton, IL 62002

618-978-7090

harmonyforu2@gmail.com

Summary

Knowledgeable and enthusiastic leader with 28 years of experience in the development of educational programming. Accomplished in the areas of staff development, strategic planning, proposal development, fiscal and grant management, policy development and partnership development. Motivated by the life-changing power of education, social justice and service.

EDUCATION

Ed.D. Higher Education Leadership,

2016

Maryville University, St. Louis, MO

Dissertation: *Grit and Student Success: Perceptions of Adult Education Students*

Doctoral Professional Practice Experience with YouthBuild USA, Inc., conducting a qualitative review of Mental Toughness II, a bridge to help YouthBuild and adult education students to successfully transition to college.

M.S. Education, Reading Specialist

1993

Southern Illinois University. Edwardsville, IL

B.S. Liberal Arts and Sciences, Psychology Field of Concentration

1985

University of Illinois, Urbana-Champaign, IL

PROFESSIONAL EXPERIENCE

Associate Dean (full-time), Adult Education, Lewis & Clark Community College, 2012-present

Director, (full-time), Adult Education, 1993-2012

Responsibilities include giving vision and leadership to all programmatic, strategic and financial facets of adult education in partnership with 30-50 staff members, serving 600-1000 students, and managing grants worth nearly \$1 million annually. L&C's Adult Education Division provides Adult Basic Education, GED Preparation, English as a Second Language, Project READ Adult Literacy, Family Literacy, Bridging the Digital Divide Technology Centers, YouthBuild, and College Transition programs.

Accomplishments include:

- Selected as one of eight Illinois community colleges for funding to change the way adult and developmental education is delivered through an innovative I-BEST approach to teaching.
- Principle grant author, oversaw the successful development, implementation and sustaining of L&C's Department of Labor YouthBuild project (currently implementing 3rd \$1.1 million, 3-year grant).
- Developed and strategically co-lead L&C's Student Success Team that insures that substantive changes at the college are documented, team perspectives are considered, and that they are informed by evidence to strengthen students' learning and the institution as a whole.
- Selected as one of thirteen Illinois community colleges in FY 2007 to participate in the Joyce Foundation sponsored Shifting Gears initiative. From this effort, assisted with developing contextualized bridge programming to manufacturing. This also led to the creation of bridge programs contextualized to the health sciences area.

- Primary grant author in the federal Community Technology Center grants in FY 2001 and 2003, oversaw development and implementation of these projects. Eight CTCs continued and served over 1500 community members each year, without federal funding.
- Frequent presenter at local, regional, state and national workshops and conferences

Public Assistance Retention Specialist, Lewis & Clark Community College, 1991-1993

- Developed, implemented and reported for a special grant program
- Provided assistance to students in goal identification and completion

Instructor, Southern Illinois University, Lewis & Clark Community College, 1989-1991

- Taught reading, writing and mathematics to adults at all skill levels

Reading Disabilities Diagnostician, Southern Illinois University, Lewis & Clark Community College, 1989-1991

- Diagnosed reading disabilities and prescribed strategies for improvement

PROFESSIONAL ASSOCIATIONS

- IACEA - the voice of adult education in Illinois – Executive Board (Past President, Chair of Legislative Committee)
- Workforce Innovation Board, Local Area 22 (Madison and Bond Counties), 2015-present
- L&C Strategic Plan Steering Committee member (2010-2011)
- Lewis and Clark Area Planning Council (Past Chair), 1998-present
- Illinois Community College Board Strategic Planning Task Force (2009)
- The Job Center Board – Workforce Investment Area 21 (2003-present)
- Illinois Community College Board Funding Task Force (2002-2003)
- Illinois Community College Advisory Council (2000-2001)

COMMUNITY ASSOCIATIONS and AWARDS

- Alton Area Habitat for Humanity Board (Former President, Secretary, current Board member), 2009-present
- Lewis and Clark Habitat for Humanity Affiliate Board (Secretary), 2011-present
- Alton Tax Project, Volunteer Tax Preparer, 2006-present
- Weed and Seed Strategy Steering Committee, 2006-2011
- 2016 Alton YWCA Women of Distinction Award
- 2016 Concerned Citizens of Alton Chairman Award
- 2013 Madison County Urban League Community Service Excellence Award
- 2010 100 Black Men Community Service Award recipient
- 2009 IACEA – the voice of Adult Education Administrator of the Year

JODY WANLESS

1301 W. Chestnut St., Bloomington, IL 61701 ♦ 309-830-8601 ♦ jrwan1@aol.com

Profile

Public service professional with the ability to develop staff and build an environment of continued process improvement.

Core Competencies

- Management
- Process Improvement
- Negotiation
- Leadership
- Employee Development
- Conflict Resolution
- Organization
- Written and Oral Communication
- Training
- Policy Analysis
- Collaboration

Professional Experience

Illinois Department of Employment Security
Southern Region Assistant Regional Manager

Springfield, IL
01/16/2016-present

- Assist in overseeing day-to-day operations of a 51 county region while providing support and guidance to the management team.
- Negotiate Memorandums of Understanding and budgets for One-Stop Centers under WIOA guidelines for LWIA 19, 20 & 21.
- Evaluate training needs within Southern Region and collaborate with the Regional Management Team to provide the needed training.
- Member of the WIOA Regional Planning Committee for CEDR #1, local WIOA Planning Committee for LWIA 20, local Workforce Investment Board for LWIA 20, One-Stop Certification Committee for LWIA 19, 20 and 21.

Key Accomplishments:

- Development and implementation of new training for the Document Processing Unit utilizing data from the Rapid Results initiative.
- Updating the policies and procedures for the Document Processing Unit which allows the unit to have a greater impact on the timeliness and quality of adjudication cases.

Illinois Department of Employment Security
Central Region Unemployment Insurance Program Manager

Springfield, IL
08/16/2015-01/15/2016

- Oversaw day-to-day Unemployment Insurance operations and activities for a 23 county area while staying abreast of modifications to the UI Act and communicating directives to the field.
- Initiated and oversaw the clean-up and organization of the Benefit Chargeable backlog.

- Trained Local Office Managers, Field Office Supervisors and Service Representatives on the new 602A (misconduct) laws.

Key Accomplishments:

- Restructured work teams to best utilize senior staff's knowledge and abilities across the region and to ensure best practices in each unit. This transition made it possible for every office in the region to perform their functions and services in a uniform manner.
- Created and implemented a monthly schedule for BTQ reviews in order to ensure that adjudication cases were being monitored uniformly on a regular basis.

Illinois Department of Employment Security
Field Office Supervisor, Bloomington

Springfield, IL
01/01/2012-08/15/2015

- Provided training to staff for both Unemployment Insurance and Employment Service functions.
- Monitored staffs work performance for both productivity and quality using reports, spot checks and BTQ.
- Cultivated and maintained a cordial working relationship with our partner agencies.
- Prepared and presented an informational presentation for Rapid Response workshops.
- Prepared and reconciled payroll.

Temporary Assignment:

- I was temporarily assigned as Local Office Manager 3 times during transition periods in the Bloomington office for a total of 18 months.

Education

- **Illinois State University BA,** May, 2007
Sociology, Political Science, Criminal Justice

Tracey W. Kreipe RN, BSN, MPA
731 East Main Street. • Carlinville, Illinois 62626
Cell: (217) 741-9651 • E-Mail: tkreipe@me.com

Strengths

Public health, maternal and child health; program development, implementation, coordination and evaluation; parenting, adolescent development, and reflective practice. curricula development, data analysis; strategic planning, consensus and team building, leadership, supervision;

EDUCATION

Master of Public Administration, 2009
University of Illinois at Springfield, Springfield, Illinois

Bachelor of Science in Nursing, 1998
University of South Carolina, Columbia, South Carolina

Bachelor of Science in Political Science, 1989
University of South Carolina, Columbia, South Carolina

LICENSES, CERTIFICATIONS & CERTIFICATES

Non-Profit Management – University of Illinois at Springfield, May 2009

Parish Nurse Educator – International Parish Nurse Resource Center, August 2007

Parish Nurse – International Parish Nurse Resource Center, April 2006

Birth Doula – Doulas of North America, June 2003

Registered Nurse – Illinois Department of Professional Regulations, May 1998-Present (# 041-310479)

JOB DUTIES AND RESPONSIBILITIES:

1. The agency Executive Director is responsible for the overall planning, direction, control, coordination, administration and evaluation of agency activities.
2. Will provide leadership in developing program, organizational, and financial plans and will carry out those plans and policies.
3. He/she will be responsible to the Governing Board of the agency and shall report to them regularly. See that the board is kept fully informed on the condition of the agency and all important factors influencing it.
4. He/she will work with and through the Governing Board in the establishment of agency priorities and general program direction.
5. Will recruit, interview, and hire potential agency staff.
6. The Executive Director will actively seek to involve the community in agency efforts, maintain good public relations and coordinate agency plans with other community activities.
7. He/she will be responsible for identifying staff training needs and arranging/conducting appropriate training sessions.
8. The Executive Director will delegate authority, duties and responsibilities of internal control and operation, as he/she deems appropriate and necessary, to various staff members.

9. He/she will keep current with State, Federal and Local funding source guidelines and regulations, and be ultimately responsible for the timely completion and submission of necessary reports.
10. The Executive Director may perform other duties as directed by the Governing Board.

QUALIFICATIONS AND REQUIREMENTS:

- Education preferred that has provided a comprehensive knowledge of social service programming, business administration, or related fields. Knowledge of internal board policy making and procedures which affect agency programs.
- Experience in financial management. Experience in policy administration, personnel administration, and program planning and programming.
- Minimum three years' experience at a responsible decision-making level. Must be action oriented. Strong written and verbal communication skills. Adequate computer and technology skills.

PROFESSIONAL EXPERIENCE

2009 - 2014

Illinois Department of Public Health, Springfield, Illinois

Public Service Administrator - Illinois Hospital Preparedness Program Coordinator

- In collaboration with regional emergency preparedness coordinators, provided training and technical assistance to over 150 hospital preparedness program grantees across Illinois
- Prepared progress reports and annual submissions as required per the cooperative agreement with ASPR (Office of the Assistant Secretary for Preparedness and Response, U.S. Health and Human Services)
- In partnership with the HPP/Public Health Preparedness Program Manager, prepared funding application for continuation of HPP cooperative agreement
- Conducted on-site program reviews of hospital programs
- Drafted and negotiated annual agreements with non-hospital grantees to include Illinois Primary Healthcare Association, Illinois Critical Access Hospital Network, Loyola Emergency Medical Services for Children and Illinois Medical Emergency Response Team
- Staffed and facilitated quarterly meetings of hospital preparedness coordinators
- Represented HPP in regularly scheduled meetings with Illinois Hospital Association, Chicago Department of Public Health and Illinois Department of Public Health

Public Service Administrator – Newborn Screening/Genetics Program and Childhood Lead Program Nurse Consultant

- Provided nursing consultation, training and technical assistance to local health departments, nurses, physicians, and medical specialists across Illinois
- Collaborated with education coordinator to develop and deliver core and customized trainings for public health nurses, school nurses, child care nurse consultants, home visitors, para-professionals, and parents
- Conducted medical case management and completed home visits utilizing six different data systems for newborns, infants and children who have abnormal laboratory results
- Completed site visits and programmatic reviews for 60 grantees within a two year cycle

- Worked within program and across Department to draft necessary policy changes for introduction into legislative process
- Fostered relationships among the Department and stakeholders through active participation in statewide advisory council and medical specialty collaboratives
- Provides supervision using reflective practice to four case management staff

2007- 2009

University of Illinois at Springfield, Springfield, Illinois

Adjunct Faculty and Graduate Assistant - Institute Legislative and Policy Studies (part-time)

Integrated the frames of cultural competency and reflective practice with professional development opportunities held face-to-face and online for the Certified Public Manager Program of Illinois (CPMPI)

- Supported CPMPI Director with program operations, development of training materials, training proposals and event planning
- Fostered internal and external relationships with key decision makers and customers
- Delivered educational content independently, as well as collaborated with faculty teams
- Supplied editorial, data entry and data mining support to unit evaluation projects
- Assisted in the preparation of CPMPI national accreditation and college credit
- Co-developed the above training catalog to include *Cultural Competency in the Public Sector, Reflective Supervision, Organizational Development, Succession Planning, Team Building and Organizational Change, Building Effective Partnerships, Conflict Resolution and Management, Strategic Planning, and Program Management*

2006 - 2009

St. John's Hospital, Springfield, Illinois

Parish Nurse Ministry Coordinator (part-time)

- Recruited and chaired the parish nurse faculty for the development, implementation and evaluation of the St. John's Basic Parish Nurse Preparation Course using the International Parish Nurse Resource Center Curriculum (IPNRC)
- Secured professional development contact hours for nurse educational opportunities
- Provided ongoing technical assistance to prospective and actively practicing parish nurses congregations of various faith traditions
- Facilitated quarterly meetings by providing practice updates and networking opportunities
- Actively participated in the Curriculum Revision Committee

2006- 2007

Lincoln Land Community College, Springfield, Illinois

Nursing Skills Lab Professional (part-time)

- Served as learning facilitator for nursing students during skill practice activities
- Initiated and maintained communications with nursing faculty regarding student progress through the use of *Blackboard*
- Supervised safety and security of students, labs, storage area, and equipment
- Monitored laboratory inventory and nursing educational materials

2005 -2006

Southern Illinois University School of Medicine, Springfield, Illinois

Telehealth Program Manager, Department of Telehealth Networks & Programs

- Developed work products in the areas of program development, communications, marketing and program evaluation
- Managed projects and developed teams within the department, institution and community
- Fostered relationships among faculty, administrators, and staff
- Established relationships with leaders in the community including clinicians, provider organizations, and governmental agencies to build awareness for telehealth
- Stayed abreast of developments in telehealth through attendance at meetings, review of literature, and study of new technological developments

2003-2005; 2000-2002

Ounce of Prevention Fund, Springfield, Illinois

Training Resource Specialist

- Independently & collaboratively developed competency-based trainings for approximately 500 trainees annually employed by home visiting programs that include Nurse-Family Partnership, Healthy Families Illinois, and Parents Too Soon
- Delivered training content that was culturally competent and utilized reflective practice to adult learners via classroom instruction and video conference
- Advised faculty regarding methodologies, integration of reflective practice, use of resource materials and various media to maximize training experiences
- Standardized Training Institute operations via the implementation of organizational systems
- Collaborated with trainers to utilize data, develop sound assessment and evaluation methods
- Coordinated the annual Training Institute Needs Assessment
- Managed the OPF Professional Development Certification Program
- Co-trained doula foundational training and follow-up in-services
- Facilitated six training event planning teams over the course of a two-year training calendar
- Collaborated with 12 faculty on events and served on cross-divisional teams as liaison
- Supervised two training assistants responsible for the daily operations of the Institute

Assistant Manager - All Our Kids Networks

- Developed diverse curricula and provided trainings to a variety of learners on leadership, community needs assessment, membership recruitment/retention strategies and strategic planning
- Assisted the manager in the design, implementation and management of networks
- Compiled monthly status reports for six networks
- Created and disseminated tools and resources to assist in network development
- Developed and maintained supportive relationships with network staff, key community stakeholders and governmental agencies

2002-2003

Girard Community Unit District #3, Girard, Illinois

Parent Educator, Girard Elementary School

- Delivered child development education via *Parents as Teachers* Curricula through home visits, parental workshops, playgroups, literacy lap sits and family nights

- Completed Ages & Stages Questionnaire and Denver II; made referrals as needed
- Assessed family's strengths and jointly created plans of service
- Acknowledged family's cultural patterns and created individualized education
- Established rapport and developed relationship with families of 0-5 children
- Developed interdisciplinary advisory board and district council
- Initiated new community linkages and maintained existing contacts with traditional and non-traditional Birth-5 service providers

1998 -2000

Macoupin County Health Department, Carlinville, Illinois

WIC Nurse / Family Case Manager

- Compiled health history and conducted physical assessments
- Assessed personal resources, social, emotional and environmental well being of prenatal women, infants and toddlers through home visits and clinic appointments
- Identified at-risk prenatal women, infants, and toddlers; referred and followed-up appropriately with private physicians and/or other service providers
- Provided prenatal development through age five education to clients and family members exhibiting a variety of learning styles
- Co-created breastfeeding home visiting program to include intensive postpartum follow-up and support during the neonate period
- Collaborated with Healthy Families Illinois program staff for the development of strength based, client-specific service plans
- Worked with area hospitals, private physicians and registered nurses to coordinate prenatal care, postpartum care and lactation counseling
- Coordinated with other service providers to include early intervention, Head Start, public aid, domestic violence and other social services to ensure a seamless transition for new families into systems

PROFESSIONAL DEVELOPMENT

- 2014: *National Association for County and City Health Officials Preparedness Summit*, Atlanta, GA
- 2013: *National Healthcare Coalition Conference*, New Orleans, LA
- 2012: *Management of Sickle Cell Disease Conference, Sickle Cell Disease Association of Illinois*, Chicago, IL
- 2009: *Centers for Disease Control and Prevention, Childhood Lead Poisoning Conference and Case Management Training*, Chicago, IL
- 2008: *International Parish Nurse Resource Center, Westberg Symposium*, St. Louis, MO; *International Parish Nurse Resource Center, Faculty Conference*, St. Louis, MO
- 2007: *International Parish Nurse Resource Center, Faculty Conference*, St. Louis, MO
- 2006: *American Telemedicine Association Annual Conference*, San Diego, CA; *Illinois Rural Health Association 17th Annual Conference*, Bloomington, IL; *Rural Telemedicine Grantee 2006 Annual Meeting, Office for the Advancement of Telehealth, U.S. Department of Health and Human Services*, Bethesda, MD
- 2005: *Illinois 2005 Telecommunications Conference*, Springfield, IL; *Southern Illinois University School of Medicine Problem-Based Learning Workshop*, Springfield, IL
- 2004: *Illinois Association for Infant Mental Health Annual Conference*, Chicago, IL; *Prevent Child Abuse Illinois, Annual Child Abuse Prevention Conference*, Springfield, IL
- 2003: *ZERO TO THREE National Training Institute*, New Orleans, Louisiana; *Illinois Association for Infant Mental Health Annual Conference*, Chicago, IL; *Prevent Child Abuse Illinois, Annual Child Abuse Prevention Conference*, Springfield, IL; *Alverno College, Connecting Student Learning Outcomes to Teaching, Assessment & Curriculum*, Milwaukee, WI; *Parents As Teachers, Parent Educator Training*, St. Louis, MO
- 2002: *BabyTalk, Parent Educator Training*, Decatur, IL
- 2001: *Children's Defense Fund National Conference*, Washington D.C.
- 1999: *University of Iowa, Intensive Pediatric Nutrition*, Iowa City, IA

MEMBERSHIPS/ASSOCIATIONS

Member, Sigma Theta Tau Nursing Honor Society, 1998-Present

ATTACHMENT

C

One-Stop Center Customer Flow

