

CAROLYN UNDERWOOD

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SUMMARY

Experienced Director skilled in communicating with Assistant Directors, Supervisors, Case Managers and Stakeholders. Experienced in maintaining relationships with all stakeholders and understanding the importance of these relationships. Experienced with completing and conducting quality reviews and providing feedback to Supervisors and Case Managers. Experienced in identifying trends and developing plans to assist the Case Manager with timely completion of tasks.

EXPERIENCE

- | | |
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| 1/2020-
Current | <p>Director of Case Management Operations, IPMG</p> <ul style="list-style-type: none">• Sit on Stakeholder groups- work collaboratively with the State on issues/processes/policies• Provide direct support to the Assistant Directors• Develop performance goals for the company and monitor progress• Identify needs for the company and develop plans to solve those needs• Grow current services |
| 7/2015-
Current | <p>Assistant Director Case Management Operations, IPMG</p> <ul style="list-style-type: none">• Manage an oversight and accountability process to ensure quality service delivery• Collaborate with other departments to ensure quality standards are met. Regular participation in stakeholder meetings• Conduct regular meetings with Team Managers, identify case management trends and patterns• Develop departmental performance targets and monitor data to ensure performance measures are met• Review reports, to ensure quality and identify re-training opportunities• Provide regular updates on case management performance against a pre-determined set of quality standards• Oversee the training of new Case Managers. |
| 9/2012-
7/2015 | <p>Quality Compliance Manager , IPMG</p> <ul style="list-style-type: none">• Oversee and monitor all work done by case managers• Perform quality reviews• Conduct monthly GOTO/face to face meetings |

- Provide ongoing training to case managers
- Hold review meetings monthly with case managers per review schedule to provide feedback
- Maintain relations with stakeholders
- Interview possible candidates for positions within IPMG
- Analyze data and identify trends

1/1/2010-
9/2012

Supervisor, *IPMG*

- Conduct quality audits
- Provide quality management oversight
- Complete stakeholder contacts
- Monitoring to ensure case management compliance with task deadlines

2/2007-
12/2009

Case Manager, *IPMG*

- Timely completion of the quarterly and annual process
- Completion of required state trainings
- Advocate for individuals with disabilities

EDUCATION

5/1998	Bachelor of Arts Sociology, <i>Indiana University</i>
3/2019	INARF Leadership Academy
2018	LifeCourse Ambassador Series