

Jennifer Diaz, LCPC

Accomplishments

- 20 years of social service experience with positions of increasing responsibility.
- 15 years of supervisory experience, leading high performing teams.
- Current Illinois Clinical Professional Counselor License with master's degree in clinical psychology
- Strengths: Organization, honesty, accountability, empathy, teamwork, effective communication, effective growth in fee-for service delivery

Professional Experience

[IN*SOURCE](#), South Bend, IN

Associate Director of Family Services

January 4, 2016-current

- Executive Leadership: performs management level activities and functions as the executive director in their absence. Investigates and promotes the development of organizational expertise related to working with other agencies and family support services.
- Statewide Project Leadership: Federal and state grant writing, development, implementation and evaluation of grants and contracts. Program Areas include services to families, youth, individuals in underserved categories.
- Talent Management: Oversees professional growth of Assistant Directors. Promotes and contributes to positive organizational culture and health through positive messaging and inclusive practices.
- Financial Management: Oversees fiscal management of grant funds following procedures and regulatory guidance. Acts as a liaison with the US Office of Special Education & Rehabilitative Services, LEA and SEA personnel and other related state and community agencies.
- Organization Wide Administration: Facilitates the coordination of all disability services including services to families, youth, Spanish speaking families and outreach to underserved families. Collaboratively participates in organization-wide decision making as part of the administrative team, conduct analysis for performance reports, participates in creating communication structures for positive messaging.

[Region C Parent Technical Assistance Center](#), WIFACETS

Technical Assistance Specialist

November 5, 2020-current

- Provide weekly professional development to staff through weekly "bite-sized messages."
- Participate as part of the regional technical assistance team for a 16-state region, supporting organizational health and work-life balance practices as well as resource sharing.
- *Develop and pilot youth self-advocacy training with another regional center for larger roll out to the 16-state region. Presenting at a regional conference with colleagues from Indiana and Iowa.*

Institute for Family Centered Services/[Indiana MENTOR](#), South Bend, IN

Program/Regional Director

May 19, 2014 – December 31, 2015

- Budget, clinical, operational, and administrative oversight of a program providing evidence-based Family Centered Treatment (FCT), a family systems-based therapy technique. Contract provided by the state of Indiana in partnership with the Department of Child Services and Juvenile Justice.
- Adhere to state/Department of Child Services contract requirements.

- Successfully led a team of high performing individuals which, under my direction, had become the highest performing team in the state within the organization. Conduct weekly evidence-based team meetings.
- Utilize situational leadership to develop clinicians to their highest potential.
- *Responsible for growing the fee for service model in the region* through marketing presentations and building relationships with referral sources and collaterals.
- Program oversight for region 3 including the counties of St. Joseph, Marshall, Elkhart, and Kosciusko.
- Receive and provide training support for clinical and non-clinical staff.
- Provide clinical supervision including office based and field-based supervision for 6 master's level clinical therapists and 2 bachelor's level case management staff.
- Provide supervision and education on techniques to assist families suffering from the traumas of sexual abuse, neglect, and domestic violence.
- Interview and hire highly productive, compassionate employees.
- Oversee conflict resolution among employees and manage this successfully.
- Coach staff through crises with clients and assist as needed.
- Assure quality of documentation such as clinical notes, service plans, client/employee files and state required documentation.

Thresholds Chicago, IL

Program Director – Managed Care Organizations Initiatives
2014

June 16, 2005 – May 15,

- Under contract with Illinicare and Aetna (MCO's) to provide team-based outreach/care coordination to individuals with high inpatient utilization rates to provide community outreach services that improve circumstances related to housing, substance use, severe and persistent mental health diagnoses, etc. with the goal of reducing hospitalization rates.
- Developed a model for service delivery and built a program from ground up based on the evidence-based Assertive Community Treatment (ACT) model.
- Identified outcomes for innovative outcomes-based premium flat rate pay scale, moving away from fee for service. Outcomes include reduction in inpatient hospitalizations, care coordination (linkage/follow-up with PCP and Psychiatry), engagement within 2 days of referral, 7- and 30-day follow-up NCQA (Federal HEDIS measure)
- Program featured on page 31 in an article prepared for [The Department on Aging July 2013 entitled, "The Transition to Medicaid Managed Care in Illinois: An Opportunity for Long-Term Services and Supports Systems Change."](#)
- Responsible for maintaining working relationships with managed care providers, ensuring quality service delivery over quantity, tracking/communicating outcomes, working with research the department to evaluate outcomes, assisting with HEDIS requirements.
- Agency has presented nationally on service delivery models and outcomes at the Recovery Workforce Summit June 22-24, 2014.

Education

- Master of Arts in Clinical Psychology – Illinois School of Professional Psychology at Argosy University, Chicago, IL; June 2008
- Bachelor of Arts in Applied Psychology – University of Illinois at Chicago, Chicago, IL; May 2005.
- Associate of Arts in Psychology – Southwestern Michigan College, Dowagiac, MI; May 2001

Licensure, Certifications and Trainings

- Licensed Clinical Professional Counselor (LCPC), current License Number 180008681
- Diversity, Equity & Inclusion:

- Professional mini certificate in Nonprofit Management (2022), focusing on Diversity, Equity & Inclusion
- Equity Leaders Institute: Advancing Equity-Oriented Leadership (2023), Presented by Midwest & Plains Equity Assistance Center
- Evidence Based Practices: Family Centered Treatment (FCT), Assertive Community treatment (ACT), practitioner/supervisor of Illness/Wellness management and Recovery (IMR); Strengths Based Team Meetings, Integrated Dual Diagnosis Therapy (IDDT), Cognitive Behavioral Therapy (CBT), Short term trauma-based therapy and Dialectical Behavioral Therapy (DBT)
- Supervision: Situational Leadership Training, Strength Based Team Meetings, Other Leadership Training, FCT Supervision

Professional Affiliations

Secretary of the Vocational Rehabilitation Commission by Governor appointment 2022-current
Statewide Transition Advisory Council, 2016-2022
St. Joseph County Systems of Care, 2017-current
St. Joseph County Early Childhood Coalition, 2017-current
American Psychological Associate, Student Affiliate, 2007
American Psychological Association of Graduate Students, 2007-2008
Phi Theta Kappa International Honors Society 2000-2001

Leisa LeeAnn Barber

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Professional Profile Responsible, highly motivated with a love for research to help enable persons with disabilities to self advocate their concerns and to understand their rights and responsibilities.

Professional Experience

Customer Service

- Having a 98% satisfaction rate with parents and schools
- Communication skills that help parents to understand the Special education Process
- Returning calls to clients in less then the 48 hour minimum
- 98% satisfaction rate presenting material to small and large groups

2023– Present Transition Coordinator for IN*SOURCE

- 1) Delivered training directly to youth
- 2) Helped develop Grants for YOUTH*SOURCE
- 3) Reported to Federal and State grants Quarterly
- 4) Made sure all documentation were current and ready for reporting
- 5) Entered data into system to track data for grants each quarter
- 6) Met with local, state, and federal agencies to help better support youth in their communities

2015 to 2023 YOUTH*SOURCE Data Coordinator, Youth Trainer

- 1) Delivered training directly to youth
- 2) Helped develop Grants for YOUTH*SOURCE
- 3) Reported to Federal and State grants Quarterly
- 4) Made sure all documentation were current and ready for reporting
- 5) Entered data into system to track data for grants each quarter

2013 to 2023 IN*SOURCE Special Education Liaison

- 1) Communicating with clients on a daily basis
- 2) Support families through trainings on a semi annual basis
- 3) Support families at meetings so they understand the Special Education process better
- 4) Updating daily data for clients communicated with during the day
- 5) Watch case load so that all clients get the best services
- 6) Talk with Supervisor on a weekly basis on cases
- 7) This job helped me to improve my organizational skills and time management skills which has helped me to help parents understand the special education process in a timely manner

Education

2022 to Present Bachelor's in Business Management Western Governors University

2011 to 2014 Associates in Business Management ITT Technical Institute

Volunteer Experience

2009– present Boy Scouts of America Evansville, Indiana

2016– 2017 IPAS Commission Indianapolis, Indiana

2016-2017 MIAC Chair, IPAS Indianapolis, Indiana

2013-2014 Crisis Connection (Hotline Volunteer) Jasper, Indiana

2012-2017 Indiana Protection and Advocacy (IPAS) Indianapolis, Indiana

Skills

Microsoft Word, Excel, Publisher, Google Docs, Drive, Slides, Sheets, great communication skills, training/presenting to small and large audiences, strong project management skills, great time management skills, attention to detail, data entry for billing cycle



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SUMMARY

Strategic in approaching systematic issues with customer service team performance to boost productivity and maximize customer loyalty. Familiar with customer needs and best practices. Offering over 11 years of experience in readiness for new professional challenges with a growing team.

SKILLS

- Customer Service Excellence
- Documentation Skills
- Training and Mentoring
- Schedule Coordination
- Complaint Resolution

EXPERIENCE

Customer Service Coordinator

South Bend, IN

IN*SOURCE/ May 2022 to Current

- Collaborated with leadership teams to evaluate previous actions and adjust procedures for handling future issues.
- Trained over 5 customer service employees in proper procedures and successful call management techniques.
- Conducted training and offered staff development opportunities to decrease process lags.
- Established quality standards for service team members and evaluated progress.
- Researched new products or services that may be beneficial to customers.
- Maintained accurate records of customer interactions and transactions.

Youth Curriculum Development Coordinator

South Bend, IN

IN*SOURCE/ Mar 2011 to Current

- Advised children and helped to foster improved levels of self-confidence.
- Collaborated to set goals and outline steps to achieve objectives.
- Advocated for at-risk youth individuals and promoted helpful resources and programs to foster progress.
- Assisted youth with practicing coping skills to achieve completion of treatment goals.
- Completed detailed documentation of sessions, patient notes, and recommendations.

EDUCATION AND TRAINING

High School Diploma

Ben Davis High School Jun 1995
Indianapolis, IN

ACCOMPLISHMENTS

- Advocacy curriculum for Youth in Self Advocacy is being used across the United States now.

CERTIFICATIONS

- Youth Protection Training 8/27/2021
- Collaborative and Proactive Solutions 11/5/2015

- Writes Law and Advocacy 11/2016
- Disney's Approach to Quality Customer Service 02/2023
- Faciliated IEP and dispute resolution 2012