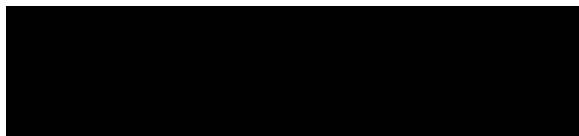


Krista Harbacz



Work Experience

Executive Assistant at New York State Office for the Aging

April 2022 – Present

- Coordinate scheduling & travel for agency director
- Communicate with Area Agencies on Aging to distribute program instructions, and correspondence
- Collect & track funding applications for NYSOFA's Division of Policy, Planning, Program and Outcomes
- Provide technical assistance to executive staff
- Create promotional videos featuring the work that aging professionals do across New York State
- Provide support to communications team with social media, and preparing for events
- Collect & track quarterly and annual data from Naturally Occurring Retirement Community (NORC) programs
- Provide support in management and implementation of Senior Farmer Market Nutrition Program
- Maintain confidential information
- Interact with the public through emails, phone calls to direct them to services

ICAN Coordinator, Community Health Advocate & Navigator at Healthy Capital District

May 2018 – April 2022

- Manage data entry through Salesforce
- Copy, scan and file paperwork
- Assist clients with obtaining and understanding health insurance, including long term care plans
- Resolve medical billing issues and debt, provide access to low-cost prescription programs, dispute coverage denials and connect clients to community resources
- Interact with clients through emails, phone calls and face to face
- Interact with community based organizations and service providers to advocate and problem solve
- Communicate with health insurance plans to problem solve and create solutions for clients
- Created outreach plan to help grow program
- Present program information to clients and service providers
- Exceeded monthly program deliverables
- Maintain confidential information
- Balance large caseload in a fast-paced environment

HIICAP Coordinator and Community Care Specialist at Senior Services of Albany

January 2016 – May 2018

- Manage the Health Insurance Information, Counseling and Assistance Program (HIICAP) for Albany County
- Interact with clients through emails, phone calls and face to face
- Interact with NYS, Albany County, and partners in a professional manner to problem solve and meet deadlines
- Provide electronic records support using Peerplace Systems and State Health Insurance Program (SHIP) talk
- Manage and train volunteers
- Maintain confidential information
- Created the Falls Prevention Program
- Participate in presentations & other outreach initiatives to promote programs across Albany County
- Copy, scan, and file paperwork
- Balance multiple projects in a fast-paced environment
- Chosen to help create HIICAP certification examination for 2017

Education

The College of Saint Rose, Albany, NY
Bachelor of Arts, Interdepartmental Studies

December 2013

Skills

- Strong attention to detail
- Proficient in Microsoft Word, PowerPoint and Google Suite
- Strong cross-cultural and interpersonal skills
- Strong organizational and communication skills
- Basic skills in Microsoft Excel