



Solid self-management, leadership, research, analytical and problem solving skills. Excellent organizational, communication and interpersonal skills. Detail oriented with multi-task abilities. Ability to learn and pick up new programs quickly. Team player focusing on opportunities and solutions. Expertise in collaborating with Human Resource Departments throughout Albany County. Proven ability to manage and coordinate grievance processes related to affirmative action. Over 20 years of experience in Human Services, Local Government and Labor.

EDUCATION:

Russell Sage College, Troy, NY – Bachelor of Arts, Major in Psychology; Minor in Sociology and Criminal Justice – 2003

- *Internship – Albany County Department of Children, Youth and Families (Child Protective Services)*

CSEA Albany County Local 801, Albany, NY – Unit President and Local Executive Officer – 2016-2026

- Represented 350 Members in my assigned Unit of DSS/Aging and DCYF
- Represented 2500 Members in my Local (36 smaller units consisting of Public Service employees from all municipalities of Albany County)
- Represented 250,000 Members as a member of the Statewide Social Services Committee, bringing issues of safety and diversity to Federal and State leaders
- Sit at Labor Management meetings with employees and management
- Represent employees at disciplines, interrogations, Affirmative Action Investigations and counseling's when needed
- Meet with Members when they are concerned that their Civil, Human and Contractual rights have been violated
- Work with management at all County Departments who have employees represented by CSEA
- Attend conferences regarding Workplace Violence, OSH, and other Labor related trainings
- Manage the funds for CSEA Local, file taxes and submit compensation forms for officers
- Negotiate labor contracts
- Meet with management to determine if new titles will be added to the bargaining unit or be non-union
- Work closely with Human Resources and the Affirmative Action unit with the Department
- Meet with the Labor Relations Specialist to present Human Rights options to members.
- Attend conferences with training focused on Workplace Violence, Investigations, Legal aspects of Labor Law, Human Rights
- Set up accommodations, reimbursed Officers to attend specialized conferences such as CBTU (Coalition of Black Trade Unionist, Statewide Women's, Health and Safety OSHA) and then received info to disseminate and explain to membership.

EMPLOYERS:

Albany County Department of Social Services, Albany NY – Adult Protective Services Supervisor 2022-present

- Work with community agencies and providers to assist Adults and Seniors
- Reviews case records to ensure department, NYS and Social Services laws are observed and adhered to
- Assign referrals to CW's
- Maintain daily contact with staff and have weekly case conferences
- Oversee the reporting of caseworkers
- Evaluate the performance of staff
- Work with the Department for Aging in regards to shared services and programs
- Supervise APS CW's and Sr. CW's.
- Maintain stats for the unit
- Attend meetings to represent the department
- Work closely with the accounting and Client Support Specialists to ensure client's money is managed appropriately and within the guidelines of income limits
- Assist with Guardianship reporting, attend Guardianship meetings
- Act as the agent for the guardian and make decisions with the adult service/DSS team and legal
- Perform on-call phone duties

Albany County Department of Social Services, Albany, NY –Adult Protective Services Senior Caseworker-2008-2021

- Supervise Social Service operations involving investigations, assessments, treatment planning and implementing of services.
- Investigate and determine the nature of abuse and validate the conditions constituting abuse and maltreatment.
- Supervise and train on Social Services law, legal documents and legal rights.
- Review, monitor and assess case progress to ensure timeliness, appropriateness, and consistency with policies and requirements.
- Assist in formulating case policy and procedures regarding the welfare of clients.
- Keep and maintain a variety of records and documents and make reports.
- Work closely with law enforcement, DV and other governmental agencies and the court system.
- Assist clients with accessing/applying for other Social Service programs such as Medicaid, Public Assistance, HEAP and SNAP.
- Outreach for APS with the community agencies.
- Assisted with gathering information for a statewide study on financial exploitation
- Supervise a team of caseworkers
- Acted as Agent for the Guardian of those Albany County is Guardian for
- Assist with applying for social service benefits and programs.
- Manage the financial accounts of individuals who receive Social Security Benefits.
- Appear on behalf or with individuals at court.

Albany County Department of Social Services, Albany, NY – Adult Services Caseworker; NY Connects unit- 2007-2008

- This is a new unit developed in 2007 in partnership with New York State.
- Home visits to individual's homes and assessing them for homecare services such as EISEP and Title XIX, as well as other social services programs.
- Refer clients to other Social Service benefit programs if appropriate.
- Investigate allegations of Abuse, neglect, exploitation and refer to the necessary department if founded.
- Answer the hotline and yield questions about long term care, Adult Protective Services and other issues facing the adult population.
- Take Adult Protective Services referrals.
- Follow cases after I see an individual in the home, type progress notes on that case and prepare the case to move to another unit.
- In preparation of working in this new county unit, I attended 90 hours of training on the issues facing the adult, disabled and vulnerable population.

Albany County Department of Social Services, Albany, NY – Adult Protective Services Caseworker; Long Term Unit - 2004-2007

- Managing the finances and activities of daily living of individuals who are 18 years of age and older
- Investigated exploitation, abuse and neglect, and made referrals to law enforcement and court system when warranted.
- Performed home visits to inspect the living conditions and to ensure that an individual was safe.
- Assist with access to services such as homecare and welfare benefits.
- Prepared annual guardianship reports on individuals that Albany County was guardian of for the New York State Supreme Court.
- Assisted with individuals to apply for Social Service benefits and also completed recertification's with a client for programs they were active with.
- Assisted individuals to apply for Social Security Administration benefits and OPWDD.

Academic Achievements:

Dean Leadership Award and Academic Achievement Award

Professional Achievements:

- E-MDT committee member
- Trainer for NCALL OVW Grant for Victim Service Providers
- Back up Trainer for NCALL OVW Grant for Law Enforcement training
- Committee member of the Community Collaborate Response Team
- Certificate of Recognition from NYS Office of Children and Family Services
- Brookdale Center on Aging of Hunter College; Adult Protective Services Training Certificate
- Recognition from NYS Division of Criminal Justice Services- trained for STEPS (Enhancing Police Services to Elderly)

- Trainer and on Steering Committee for National SOAR Project (Social Security Outreach, Access and Recovery)
- Article 81 Guardianship trained

Extra-Curricular Activities

- Executive Officer for Albany County Local 801 CSEA
- Unit President for CSEA ACDSS/DCYF/Aging
- CSEA Statewide – Local Government Social Services Committee member
- CSEA Region Audit Committee Chair
- Regional Food Bank Volunteer

Training History

- Effectiveness-Based Supervision, Management & Leadership
- Managing Difficult Employees
- Conflict Resolution
- Managing Common People Problems
- LGBTQ+ Cultural Awareness Training
- Anger and Conflict in the Workplace/Workplace Incivility
- Ensuring a Respectful and Culturally Competent Workplace
- Implicit Bias
- SNAP Civil Rights Training
- Investigating Grievances
- Making Effective Grievance Investigation Presentations
- OCFS Adult Services Bureau Adult Abuse New Worker Institute- Trainings on how to do Investigations
- Equal Employment Opportunity (EEO) Law Compliance
- Reasonable Accommodations Overview