

Organizational Performance MSW, ABD

MULTI-LINGUAL ORGANIZATIONAL PERFORMANCE AND CHANGE **Organizational Performance**

- Operations Strategy & Analysis
- Risk Management
- Mediations/Crisis Interventions
- Customer Relations Management
- Finance/Enterprise Performance
- Best Practice/CQI/HIPAA/DMH
- Talent & Organization
- Counsel/Coach Employees
- Build Relations with Key Players
- Organizational Re-alignment
- Staffing Guidance
- Sustainability
- Orientation
- Training and Development
- Grant Writing

RELATED ACCOMPLISHMENTS

- Coordinated Organizational Performance and Total Quality Control efforts ensuring agency's compliance and adherence with guidelines set forth by the NASW governmental agencies.
- Trained 50 clinical, case managers, management and Wraparound staff ensuring complete compliance with all guidelines of funding sources.
- Initiated and implemented ideas improving employee work environment; created forms in a format readily accessible by 100 of 150 employees; resulted in reducing production time by 98%.
- Led and trained Quality Improvement Specialists (QIS) resulting in creating and aligning a low performing team to a collaborative high performing team culture.
 - Increased Quality Improvement Specialist team by 100% and groomed two employees for promotion; employees earned key positions throughout the organization.
- Defined leadership capability, developed and wrote multiple job descriptions and capacity planning for new quality, administrative, clinical and case management positions within the department and the agency in collaboration with the HR Director.
 - Increased job function clarity and hiring of quality talent within 6-9 months.
 - Gained buy-in from stakeholders and executive management to allow employees to work within their strengths; demonstrated effective leadership while increasing talent retention up to 40%.
- Partnered with clients and process teams creating a detailed organizational structure with defined roles and team structures. Utilized the OCAI (Organizational Cultural Assessment Instrument) to gather data, identify culture, issues, impact and create best solutions for medical center's IT department.
 - Utilized data-driven assessment tools and predictable methodology resulting in the capability of a roll out for the Electronic Health Record Systems (EHRS).
- Managed 10 supervisors in preparation for an internal county audit for 200 clients; developed policies and procedures resulting in eliminating previous pre-audit concerns.
 - Developed management processes for training, feedback and satisfaction surveys, resulting in client involvement and increasing organizational referrals by 10% within 6-months.

RELATED EXPERIENCE

Cheyenne Regional Medical Center

2012

- Project focused on scenario planning for implantation of electronic health record keeping
- Learned the needs and expectations concerning training for all hospital staff as this transition would impact the work of approximately 170 employees
- Conducted SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis
- Examined various scenarios offered by the focus group and discussed feasibility for implementation
- Identified and discussed possible implications and created an action plan

Photocraft, Boulder, CO

2011

- Small privately held LLC company which developed film and created media promotional items
- Wrote job descriptions for the employees, divided organization into functional departments, set up cross-training for jobs, created organizational chart
- Reviewed and revised training manuals to improve clarity and functionality

Quality Improvement Coordinator

2007- 2009

Aviva Family and Children's Services, Los Angeles, CA

- Coordinated Change Management and Total Quality Control efforts and ensured agency's compliance with the federal and state laws and adherence with guidelines set forth by the funding sources
- Provided training on various topics and designed feedback surveys to the best services in a culturally sensitive manner
- Created new positions and job descriptions for employees throughout the agency
- Prepared reports for the CEO, developed corrective action plans as needed

EDUCATION

Colorado State University, Fort Collins, CO

Expected Graduation: Dec. 2015**Ph.D.: Education and Human Resource Studies: Organizational Learning, Performance and Change**

University of Southern California, Los Angeles, CA

2004

Masters of Social Work: Industrial Social Work

University of Colorado, Boulder, CO

2000

Bachelor of Arts: Psychology and Italian Literature**OTHER EMPLOYMENT****Mediator Volunteer**, (CSU) Office of Conflict Resolution & Student Conduct,

2012 – Present

Staff Therapist, The Village Family Svcs., North Hollywood, CA

2004 – 2007

Social Worker Internship, Huntington Memorial Hospital, Pasadena, CA

2003 – 2004

SPECIALIZED TRAINING

Program Development and Organizational Consulting within the Work Setting, Critical Incident Stress Debriefing (CISD), Mediation in the Workplace, Grant Writing, HIPAA and State and Federal Privacy Laws, Domestic Violence, Substance Abuse

HONORS & PROFESSIONAL AFFILIATIONS**Member**, Golden Key International Honor Society**VIP Member**, National Association of Professional Women (NAPW)*(Named Woman of the Year in 2012)***COMMUNITY SERVICE****Mediation Program Volunteer**, City of Fort Collins, Fort Collins, CO

2012 – Present