

**Marta Reeger**

**SERVICE CODES: 559X, 921X,935X,936X,937X,563X,510X, 933X**

- **a combination of education and specialized experience which, in the judgment of ACCES-VR, is substantially equivalent to the standards of this subdivision.**

**PROFILE**

**Strategic leader skilled at building bridges across organizational boundaries. Creative self-starter with a knack for finding innovative approaches to address common issues. Committed to the power of collaboration to achieve great things; A creative problem solver who leverages experiential learning to build strong teams and achieve mutual success.**

**EXPERIENCE**

**MILL NECK SERVICES –**

**October 2001 – July 2024**

***Director of Specialized Services***

**2023 - 2024**

- \* Instrumental in writing and award of \$800,000 Grants over 4 years; created interdisciplinary team with variety of communication styles to implement new services for older (Deaf ) adults with medical complexities
- \* Managed all facets of semi-annual grant reporting including financial and annual applications
- \* Engaged partners from stakeholders in disability services, health providers, academic and aging services
- \* Created volunteer and staffing positions demonstrating inclusive practices
- \* Aligned service, and grant activities to NY Master Plan for Aging

***Director of Day Services***

**2022**

- \* Managed, reorganized Direct Services in Day Habilitation, Community Habilitation and Employment Services to provide cross-training, cohesive services and reduction of silos of service through the lens of aging in all the departments. Represented agency in various work groups and advocacy groups at local and state level.

***Assistant Director Employment Services***

**2015 - 2022**

- \* Effectively managed Employment Services in alignment with application of Core Values and Principles to Practice, Legislation and Funding contracts.
- \* Promoted Employment First through public speaking, media coverage, and interaction with business and other parties

***Coordinator / Assistant Director Employment Services***

**2011 - 2015**

- \* Created and participated in a collaborative Employment Manager's workgroup in response to changes to NYS program transformation.
- \* Managed staff of 10 and all facets of 5 unique Employment Service Programs during unprecedented increase in enrollment to 250 individuals over wide catchment area, optimizing direct services and billable services

***Employment Specialist / Job Coach***

**2001 - 2011**

- \* Individualized Assessment and Employment / Career Planning
- \* Community Research and Job Development
- \* Workplace and Related Supports
- \* Ongoing Support of Individuals with Disabilities

**EDUCATION / CERTIFICATION**

AA - AMERICAN SIGN LANGUAGE / DISABILITY STUDIES

CERTIFIED EMPLOYMENT SERVICE PROFESSIONAL – CESP - 2015-2024

**SKILLS**

Customer Service, Project Management, Team Building, Public Speaking, Program Management, Program Development, Leadership Development, Grant Writing, Staffing, Training Programs, Sign Language, Recruitment,

# Marina Fanshteyn, MBA

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CRS Service Codes: 120X,110X,112X,559X,563X,510X,921X,935X,936x,937x,933X,142X

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## SENIOR HEALTHCARE & BUSINESS EXECUTIVE

Dynamic and multilingual leader with extensive experience in **business development, program development, training, and job development** in multi-national environments. Proven expertise in managing all phases of program life cycles, from needs assessment to implementation. Skilled in creating impactful strategies that expand market reach, improve operational efficiency, and foster growth in healthcare and community services. Adept at building and managing strategic partnerships and leading diverse teams to success. Fluent in American Sign Language (ASL).

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## Core Competencies

- Strategic Business and Program Development
  - Job Development and Workforce Training
  - Leadership and Organizational Development
  - Community Outreach and Engagement
  - Healthcare Compliance and Accessibility
  - Funding Acquisition and Partnership Building
  - Market Expansion and Financial Management
  - Team Management and Performance Optimization
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## WORK EXPERIENCE

### Director of Development & Operations

#### United Hands Organization, Inc.

2023 – Present

- Designed and implemented nationwide programs and services tailored to the needs of Deaf and Deafblind individuals, ensuring accessibility and inclusivity.
- Spearheaded operational leadership to align daily activities with organizational goals and mission.

- Developed strategic plans to expand organizational impact, focusing on long-term sustainability and growth.
- Secured funding through grants, donations, and partnerships, fostering collaborations with government agencies, private sector partners, and community organizations.
- Led and supported a diverse team, promoting professional development and accountability.

### **Pre-Employment Program Specialist**

#### **Lexington Vocational Center, Queens, NY**

*1999 – 2006*

- Provided pre-employment training to individuals, focusing on job readiness skills, resume building, and interview preparation.
- Collaborated with employers to create tailored job placements for program participants.
- Developed and implemented vocational programs that addressed the unique needs of the Deaf and Hard of Hearing community.
- Monitored participants' progress and provided ongoing mentorship to ensure employment success.
- Coordinated workshops and events to connect job seekers with potential employers and resources.

### **Co-Founder & Executive Director**

#### **Deaf Wellness & Recreation Center**

*2013 – 2023*

- Directed program and performance development by integrating organizational, programmatic, and financial plans.
- Implemented performance metrics and data collection methods to evaluate program effectiveness.
- Maintained regulatory compliance with federal, state, and local guidelines while staying abreast of industry trends.
- Diversified revenue streams through service fees, contracts, corporate partnerships, grants, and donor engagement.
- Recruited and trained the Board of Directors, fostering a culture of advocacy and fundraising.

### **Text 9-1-1/NG911 Consultant**

#### **NYC Department of Information, Technology & Telecommunication (DoITT)**

*2018 – 2023*

- Delivered subject matter expertise on the Deaf and Hard of Hearing community and Text-9-1-1/NG911 technology.
- Trained NYPD, FDNY, and EMT 911 dispatchers on disability and cultural sensitivity.

- Conducted business analyses and provided recommendations for project advancements.
- Collaborated with NYC City departments on the implementation of Text-9-1-1/NG911 systems.
- Served on the National Emergency Number Association (NENA) Accessibility Advisory Committee.

## **Co-Founder & Vice President of Operations**

### **Mirabile Care Medical Center**

*2000 – Present*

- Developed and maintained high-quality medical care services tailored to Deaf, Deafblind, and Hard of Hearing patients.
- Led the Deaf Health Navigator Program with ASL-fluent staff, ensuring comprehensive care and accessibility.

## **Advisor**

### **Big Apple Homecare & City Choice Homecare Agencies**

*2000 – Present*

- Oversaw quality assurance for the Deaf & Deafblind Homecare Services Department.
- Provided professional development for caregivers and addressed client needs to improve service delivery.
- Managed stakeholder concerns and drove business development initiatives for organizational growth.

## **Theater Agent & ASL Consultant**

### **TOYS Theater (St. Petersburg, Russia)**

*2000 – 2012*

- Managed promotional efforts, staffing, and finances for a 25-year-old Deaf Russian Professional Theater.
- Provided training in ASL and cultural sensitivity, ensuring accessibility for Deaf and Deafblind patrons.

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## **EDUCATION**

### **Intercontinental University, Chicago, IL**

- **Dual Master of Business Administration** in Healthcare Management & Accounting/Finance (Cum Laude, 2006)

- **Bachelor of Science** in Business Administration & Marketing (Cum Laude, 2005)
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## **Key Achievements**

- Presented at industry conferences, including NYC agencies, vocational rehab organizations, and hospitals, promoting accessibility and inclusion.
  - Co-founded organizations focused on improving healthcare and employment opportunities for Deaf, Deafblind, and Hard of Hearing individuals.
  - Successfully diversified revenue streams for multiple organizations, ensuring long-term financial sustainability.
  - Developed innovative programs and services to address the unique needs of underserved communities.
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## **Certifications and Affiliations**

- Member, National Emergency Number Association (NENA) Accessibility Advisory Committee
  - Certified Financial Strategist
  - Certified Life Insurance Agent
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## **References**

Available upon request

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# **Shadrika M. Bracy**

**Job Coaching/Job Development/Case Management/Job Readiness**

**CRS Service Codes: 559X,563X,510X,921X,935X,936x,937x,933X,142X**

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## **Professional Summary**

Highly motivated and results-driven professional with extensive experience in job coaching, job development, case management, and job readiness training. Proven ability to support individuals in achieving career success through mentorship, troubleshooting, and personalized guidance. Skilled in training and development, particularly in healthcare settings, with a focus on equipping individuals with the tools they need to thrive in the workplace. Fluent in American Sign Language (ASL), with significant experience working with Deaf and Deafblind clients and ASL-fluent Deaf caregivers. Adept at fostering strong relationships, resolving challenges, developing care plans, conducting health assessments, and ensuring healthcare compliance.

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## **Core Competencies**

- Job Coaching and Career Development
  - Case Management and Coordination
  - Job Readiness Training and Support
  - Healthcare Industry Training and Guidance
  - Expertise in Care Plan Development and Health Assessments
  - Healthcare Compliance Knowledge
  - Fluent in American Sign Language (ASL)
  - Effective Communication and Interpersonal Skills
  - Problem-Solving and Troubleshooting
  - Organizational and Time-Management Skills
  - Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Access, Outlook)
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## **Education**

### **Rochester Institute of Technology (RIT)**

National Technical Institute for the Deaf, Rochester, NY

### **Associate in Business Studies**

Major: Administrative Support Technology

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## **Professional Experience**

### **Social Services Coordinator**

United Hands Organization

*2023 – Present*

- Provide case management services to clients, including connecting them with social programs and resources.
- Assist individuals in navigating social service systems and ensuring access to necessary support.
- Collaborate with community organizations to create tailored solutions for client needs.

### **Health Navigator / Case Manager**

Mirabile Care

*2019 – Present*

- Manage healthcare cases, providing guidance to clients on accessing medical services and resources.
- Coordinate care plans and liaise with medical professionals to address client needs.
- Conduct health assessments and ensure compliance with healthcare regulations.
- Educate clients about healthcare options, ensuring informed decision-making.

### **ASL Interpreter**

DHIS, ASL Interpreting Agency

*2019 – Present*

- Facilitate communication during homecare assessments for Deaf and hard-of-hearing clients.
- Interpret critical information between clients and homecare service providers to ensure clarity and understanding.
- Support clients by ensuring accessibility in assessments and services.

### **Caregiver**

Big Apple Homecare & City Choice Homecare

*2019 – Present*

- Provide compassionate care to clients, assisting with daily living activities such as meal preparation, hygiene, and mobility support.
- Build strong relationships with clients, fostering trust and ensuring emotional well-being.
- Monitor and document client progress, reporting changes to supervisors to ensure quality care.
- Mentor new caregivers, providing training on care plans, client communication, and compliance standards.

### **Job Coach and Case Manager**

Fedcap-Document Management

*September 2015 – October 2017*

- Provided individualized job coaching and career development services for individuals seeking employment.
- Assisted clients in identifying strengths and setting achievable career goals.
- Conducted job readiness training, including resume writing, interview preparation, and workplace etiquette.
- Monitored client progress and coordinated with employers to ensure successful job placements.
- Resolved workplace challenges by troubleshooting issues between clients and employers to promote retention and success.
- Delivered training sessions tailored to the healthcare industry, equipping clients with specialized skills.

### **Office Assistant**

Rochester Institute of Technology – Student Life Team

*September 2009 – April 2010*

- Organized and maintained administrative records and files for smooth operations.
- Processed incoming and outgoing mail, ensuring timely communication within the department.
- Supported staff by managing correspondence, preparing documents, and maintaining office workflows.

### **Teacher Assistant**

St. Francis De Sales School for the Deaf, Brooklyn, NY

*October 2006 – August 2007*

- Guided students in developing reading comprehension skills and completing assignments.
- Supervised students during lunch breaks, restroom visits, and dismissal to ensure safety and order.
- Assisted teachers with preparing educational materials and classroom organization.

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### **Activities and Leadership**

- **Secretary, Caribbean Deaf Club** (2008 – 2009): Managed records, coordinated meetings, and organized events.
  - **Active Member:** Caribbean Deaf Club, Ebony Club, Hispanic Deaf Club (2007 – 2008).
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## Certifications

- Infection Control in Child Care Settings
  - Controlling Asthma Triggers in the Child Care Environment
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## Key Achievements

- Successfully coached clients to secure and retain employment through targeted job readiness training.
  - Delivered specialized training sessions for healthcare roles, enhancing client skillsets and employability.
  - Developed and maintained strong relationships with employers to facilitate job placements and career advancement.
  - Recognized for resolving complex client-employer issues, ensuring long-term success for both parties.
  - Provided comprehensive care and support to clients in homecare settings, ensuring their physical and emotional well-being.
  - Completed various leadership training programs to enhance mentoring and management capabilities.
  - Developed and implemented care plans, conducted health assessments, and ensured compliance with healthcare standards.
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## References

Available upon request

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This updated version of Shadrika M. Bracy's resume emphasizes her fluency in ASL, experience working with Deaf/Deafblind clients and ASL-fluent caregivers, leadership training, and expertise in care plan development, health assessments, and compliance.

**IZUMARY RODRIQUEZ**  
**Job Coach/Job Readiness**

**CRS Service Codes: 559X,563X,510X,921X,935X,936x,937x,933X,142X**

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### **Professional Summary**

Dedicated and compassionate professional with extensive experience supporting individuals through personalized services, mentorship, and guidance. Demonstrated expertise in building trust, fostering communication, and empowering individuals to reach their goals. Skilled in teaching, organizing, and creating positive environments that encourage growth and self-sufficiency. Experienced in providing care and support in homecare settings, with transferable skills applicable to coaching and mentoring new caregivers. Seeking job coaching to leverage strong interpersonal skills, technical proficiency, and a passion for helping others.

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### **Key Skills**

- Exceptional interpersonal and communication skills
  - Goal-oriented mentoring and support
  - Strong organizational and time-management skills
  - Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Access)
  - Team collaboration and leadership experience
  - Empathy and ability to inspire others
  - Expertise in homecare assistance and caregiver training
  - Fluent in American Sign Language
  - Tactile interpreting for Deafblind
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### **EDUCATION**

#### **Rochester Institute of Technology (RIT)**

National Technical Institute for the Deaf, Rochester, NY

**Associate Degree in Business Technology, Focus: Accounting Technology** (May 2017)

- GPA: 3.67/4.00
- Dean's List: Spring 2015, Fall 2015, Spring 2016, Fall 2017

#### **Bronx Community College**

Bronx, NY

**Major: Nursing (In Progress)**

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### **PROFESSIONAL EXPERIENCE**

## **Home Care Aide**

*Big Apple Homecare Agency & Choice City Agency Home Care Services*

*November 2018 – Present*

- Delivered personalized care to Deaf & Deafblind senior citizens, assisting with daily living tasks such as cleaning, meal preparation, and companionship.
- Established trusting relationships through attentive listening and addressing individual needs, fostering a supportive and family-like environment.
- Provided emotional support to clients, ensuring their overall well-being and happiness.
- Trained and mentored new caregivers, offering guidance on client care, communication, and health and safety protocols.
- Supported clients with mobility challenges, ensuring comfort and independence in homecare settings.
- Maintained detailed documentation of client needs and care plans, ensuring continuity of high-quality service.
- Mentored new caregivers by guiding them through their roles, duties, and expectations, while proactively troubleshooting and resolving any issues between clients and caregivers to ensure quality care and strong relationships

## **LaGuardia Community College**

### **Accounting Tutor**

*June 2017 – August 2017*

- Delivered American Sign Language (ASL) direct one-on-one tutoring sessions to students, helping them understand accounting principles and applications.
- Used Word, Excel, and Access to create teaching materials and track progress.
- Demonstrated strong organizational skills by managing multiple tutoring assignments.

## **Rochester Institute of Technology (RIT)**

### **Accounting Tutor**

*February 2017 – May 2017*

- Supported Deaf students with coursework by breaking down complex accounting topics into manageable concepts.
  - Provided a collaborative and supportive environment to enhance learning.
  - Utilized technical tools, including Excel and Access, to assist students with practical assignments.
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## **VOLUNTEER EXPERIENCE**

- Acted as a line judge in volleyball games, accurately tracking scores and ensuring the

- integrity of game play.
  - Communicated effectively with referees, players, and coaches to resolve disputes and clarify rules.
  - Played competitively in basketball and volleyball, fostering teamwork and discipline.
  - Served as captain of the Deaf Volleyball Association team, demonstrating leadership and mentoring skills during tournaments and practices.
  - Motivated team members in both sports, encouraging collaboration and commitment to success.
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## **Achievements**

- Named to the Dean's List for outstanding academic performance multiple times at RIT.
  - Served as captain of the Deaf Volleyball Association team, demonstrating leadership and mentoring skills.
  - Recognized for delivering empathetic, high-quality support in homecare services.
  - Successfully trained and mentored new caregivers, enhancing their skills and confidence in providing client care.
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## **References**

### **Pamela Christopher**

Academic Advisor, Rochester Institute of Technology

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