

Service Codes provided: 576x, 577x, 625x, 630x, 964x, 1573x, 1574x, 1575x

## **Barry Seymour**

241 Lafayette Rd. Syracuse, NY 13205

barrycmo94@gmail.com

(315) 569-9788

### **Summary**

I am a outgoing individual with twelve years of work experience in multiple industries, including Food Services, General Retail, Operations Management, and Entrepreneurial Endeavors. During my tenure in these fields, I have honed my skills in customer service, management, Training and organization. I am excited to start a new chapter in my career and utilize my skills in a person-centered environment where I can help others.

### **Work History**

#### ***DVPE- Amazon Subsidiar - East Syracuse, NY***

***June 2023 to Present***

*Delivery Driver,*

- *Providing excellent customer service and enhancing the customer experience*
- *logging and organizing manifests as well as tracking productivity data.*
- *Managing the distribution of customer product*

#### ***RPM Raceway - Syracuse, NY***

***June 2022 to June 2023***

*Guest Service Manager,*

- Meeting customer expectations while adhering to company policy
- Training new employees and developing an inclusive environment for all
- Managing back office POS and adjusting cash flow

#### ***Byrne Dairy & Deli - Mattydale, NY***

***January 2022 to June 2022***

*Sales Associate,*

- Food preparation and invoice organization
- Implementing food safety protocols
- Training new sales associates to embody company values and vision.

#### ***GameStop - New Hartford, NY***

***March 2019 to January 2022***

*Assistant Store Manager,*

- Training new sales associates in merchandising and sales
- Helping to create a diversified inclusive environment.
- Helping the team to fulfill company goals and objectives.

#### ***Lyft and Doordash***

***January 2018 to Present***

*Driver*

- Driving customers to their destination
- offering a relaxed and safe customer experience

### **Education**

***Chittenango High School - Chittenango, NY-September 2009 to June 2012***

## Darryel Johnson Jr

123 Clarton Street  
Syracuse, NY, 13212  
(315)-967-9496  
[darryelj45@gmail.com](mailto:darryelj45@gmail.com)

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### RELEVANT WORK EXPERIENCE

#### **AccessCNY, Syracuse, NY**

##### *Employment Consultant*

- *Maintain Communication with Supervisor, clients VRC and OPWDD assign Care Manager to provide an high quality service plan and evaluate placement adequacy.*
- *Prepare and maintain records and case files, including documentation, such as clients' personal and eligibility information, services provided, narratives of client contacts, or relevant correspondence*
- *Participate in job development and placement programs, including evaluating the success of placements.*
- *Collaborate with co-workers to establish facilities and programs for persons with disabilities.*
- *Arrange for on-site job coaching or offsite, to support client's in adapting to work environments.*
- *Prepared required documentation weekly and monthly reports for funding sources and supervision.*

#### **Arise, Oswego NY**

##### *Job Coach*

- *Assessed job duties evaluated starting skills and developed individual training plans.*
- *Coordinated training and on-site supervision of participants assisting them to develop the employment social and behavioral skills to function at work*
- *Worked with area employers to determine their work needs and to find appropriate roles for program participants.*

#### **Liberty Resources, Syracuse, NY**

##### *Direct Support Professional, Employment Counselor*

- *Assist individuals with disabilities with job search, job development skills, and career prep.*
- *Responsible for support Individual during Pre-Employment process and Post-Employment*
- *Facilitate a five week Work Readiness Course for qualified Individuals provided by Access-VR*
- *Produce monthly, weekly and daily reports updating finical ledgers Med logs and Behavior tracking reports on individuals that are participating in services provided by Liberty Recourses programs.*
- *Supported individual with daily living skills, Supervising Individual Residential Alternatives(IRA)*

#### **Jubilee Homes of Syracuse Inc. Syracuse, NY**

##### *Case Manager*

- *Facilitate and present work readiness Workshop on subject such as job searching, interviewing, job culture, resume writing and soft skills employability development.*
- *Responsible for creating and update client and workshop participants files/ Case Notes on a weekly and monthly bases*
- *Recruit and promote Jubilee's work readiness workshop throughout Onondaga County*

### Education

Oakland Mills, Columbia, MD  
SUNY Canton, Canton, NY

2000-2002  
2002-2004

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**David Devendorf**

[Davedevendorf24@gmail.com](mailto:Davedevendorf24@gmail.com)

**315-743-1146**

**Professional Summary:** Experienced human services professional who has made a career out of helping the people that needed it the most. I have excelled from direct support through management positions. Throughout the years I have learned the guidelines of mental health, OPWDD, as well as disability services, the main focus has been on the at-risk and vulnerable populations.

**Work Experience:**

**Launch CNY, *Employment Services Manager*** *2018-current*

- Develop and train an employment staff working with ACCES-VR and OPWDD clients
- Took over a department with a \$45k deficit and turned it into a \$40K profit within 12 months
- Seek out different employment possibilities for a diverse population
- Develop policy and procedures to best serve the individual

**The Salvation Army, *Service Coordinator*** *2017-2018*

- Connect vulnerable adults with services to allow them to stay independent in the community
- Reduce high Medicaid usage by connecting individuals with MLTC services
- Provide contacts with individuals and assess their safety in the community and contact the necessary supports
- Work as a liaison between the individual and all of their service providers to insure all parties get the necessary information to insure the safety of the individual

**Liberty Resources, *Job Developer*** *2015-2017*

- Designed a work readiness program in a group setting for individuals of varying employment histories
- Worked with local businesses to connect individuals with meaningful employment
- Provided outreach and support with the businesses to grow the company brand
- Ran weekly meetings with the employment team to strategically coordinate and execute marketing towards potential placement sites.

**Gateway Community Industries, Manager, Employment Specialist** 2012-2015

- Maintained a caseload of 50+ individuals of differing vocational abilities and goals as well as supervising a staff of 2 that maintained 30 clients
- Assessed and developed career plans for each individual to fit their goals and needs
- Chaired and sat on various community committees
- Developed from scratch a vocational program that serviced 100 at-risk individuals annually

**Education:**

**Onondaga Community College, Humanities**

DEVENDOORFF

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# Diana Fecco

## **Independent Living Skills Trainer - ARYCSS, LLC**

Baldwinsville, NY 13027

[adfecco@aol.com](mailto:adfecco@aol.com)

+1 315 857 5551

## Work Experience

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### **Community Habilitation Coordinator**

ARISE Child and Family Services - Oswego, NY

July 2019 to August 2023

Coordinate direct support personal staff with individuals in OPWDD program. Process time sheets , complete program intakes, train new hires and write Staff action plans.

### **Independent Living Skills Trainer**

ARYCSS, LLC

2015 to July 2019

Job duties consistent with the above previous employers with the same job title. Added concentration on teaching strategies to increase client's organization, problem solving, time management and community based activities such as volunteering and community inclusion. Educate clients on all community based services that are available.

Education State University at Cortland Cortland, New York

### **Independent Living Skills Trainer St. Camillus Health**

Rehab. Center

2012 to 2015

Assist individuals with Traumatic Brain Injuries in their daily living skills and implement strategies to acquire the physical, emotional and social skills needed to live independently. Perform an annual function assessment to identify areas of strengths and develop attainable goals and specific interventions to achieve goals. Provide guidance in the form of coaching, training, cues, redirecting and educating individuals as needed. Educate to arrive at good choices in life and use of personal time including pursuing GED and volunteering. Coordinate the resources available within the community to match the needs of clients (OT, PT, EBT, food pantries, social organizations and day programs). Maintain organization with upcoming appointments and social activities. Compose daily and weekly notes of individual's progress. Develop and maintain the demands of a full case load including scheduling of clients, fostering client relationships.

### **Independent Living Skills Trainer**

Self-Direct Inc - Baldwinsville, NY

2007 to 2012

### **Special Education Job Coach Baldwinsville Central School District**

2005 to 2010

Work with students who have cognitive, physical and behavioral challenges. Accompany students into the community where I taught work related skills so that the student can possess the tools necessary to hold a job upon graduation. Reinforce work related behavior such as appropriate dress, observing work site rules and proper use of the time clock. Teach social communication skills including co-worker interaction, curbing attention getting behavior and handling constructive criticism.

Self -Direct, Inc - Baldwinsville, NY  
2006 to 2007

### **Merchandiser/Sales Rep**

Syracuse, NY  
1997 to 2000

### **Owner/Operator Franchise Bread Route**

NY Bakery - Syracuse, NY  
1989 to 1996

### **Merchandiser/Sales Rep**

Upstate Food Brokers - Syracuse, NY  
1984 to 1988

## Education

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### **College in Recreation Education**

SUNY Cortland - Cortland, NY  
September 1980 to January 1981

### **High school diploma**

## Skills

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- Organization, time management (10+ years)
- Working with disabled adults (10+ years)
- Classroom Management

## Eric Smith

315-283-4646 | ejsmith112981@gmail.com | linkedin.com/in/saassupport/

### SUMMARY

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An engaging and dedicated Community Outreach Specialist with extensive experience building and maintaining relationships with local businesses, human resource groups, and community organizations. Proven ability to evaluate participant needs, interests, and skills to connect them with appropriate employment and resources. Skilled in developing and implementing outreach programs, maintaining current knowledge of community resources and benefits, and providing counseling on the impact of employment on participants' resources. Adept at organizing community events, fostering partnerships, and aligning activities with organizational goals to enhance community engagement and support. Strong communication, problem-solving, and project management skills ensure effective outreach and positive community impact.

### PROFESSIONAL SKILLS

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Vehicle Management & Logistics	Problem-Solving
Strong Communication Skills	Critical Thinking
IEP	Adaptability
Time Management	Team Player
Proficient in Microsoft Office	Facilities Maintenance

### PROFESSIONAL EXPERIENCE

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**Mirbeau Inn & Spa, Skaneateles, New York** 6/2023-Present

Guest Services Specialist/Bellhop

- Utilize hotel management software, point-of-sale systems, and various technology tools to ensure impeccable guest services and meticulous record-keeping.
- Play a pivotal role in promoting service initiatives, demonstrating a commitment to delivering high-quality service, which is crucial for ensuring a positive guest experience.
- Collaborate closely with department heads, managers, and external stakeholders to foster a culture of safety and compliance throughout the resort. My commitment to promoting accountability and continuous improvement ensures that the resort is always evolving and adapting to meet the needs of our guests.

**Getty Images, Syracuse, New York** 05/2020–06/2023

Content Contributor

- Generated [12 to 20 monthly photographs] (equivalent to [3-5 per week]), enriching commercial engagement and presenting innovative perspectives, resulting in a [30% increase in social media engagement].
- Attracted considerable attention with 92 views in January 2023, showcasing the ability to captivate an audience through compelling imagery.
- Implemented analytical tools and incorporated keyword-rich file names to improve image search capabilities, optimizing visibility and discoverability in search engine results.

**KinderSystems, Syracuse, New York** 09/2017–02/2023

Senior Customer Success Specialist

- Guided a 7-member team in implementing continuous improvement strategies, demonstrating leadership and problem-solving skills.
- Orchestrated data analysis, management, and training for a SaaS childcare time and attendance subsidy system, including [analyzing attendance data, managing data storage, and training staff on data entry], showcasing my analytical and training skills.
- Trained over 100 subsidy childcare providers on implementing and utilizing our KinderSign tablet app and our legacy system, KinderConnect.

**Central New York Regional Information Center, Syracuse, New York** 01/2016–04/2017

Data Center Support Technician

- Provided technical support remotely and on-site, including [troubleshooting hardware and software issues, setting up new devices, and training staff on system usage], demonstrating adaptability and problem-solving skills essential for reception duties and administrative support.
- Introduced project management tools to streamline processes, showcasing operational efficiency and time management skills.
- Led a team of 4 to 8 courier drivers, overseeing coordination operations, optimizing handheld computerized systems, and ensuring the prompt and secure transportation of documents.

**Central New York Regional Information Center**, Syracuse, New York

7/2015–01/2016

*Senior Print Specialist*

- Supervised a team of two print operators at an off-site printing facility, ensuring seamless coordination and addressing ongoing print challenges through regular meetings.
- Facilitated effective communication with district stakeholders, proactively identified and tracked risks, and implemented robust risk mitigation strategies.
- Proficiently managed the in-line production website, ensuring the prompt completion of over 1,000 instructional print jobs while upholding high-quality standards.

**Central New York Regional Information Center**, Syracuse, New York

10/2005–07/2015

*Digital Media Specialist*

- Collaborated closely with the senior website administrator to maintain, secure, and contribute to the long-term development of 12 district websites, ensuring seamless content delivery and an optimal user experience across 30 school districts.
- Significantly contributed to evaluating social media analytics, analyzing key performance indicators (KPIs), and presenting insightful findings to the executive leadership team, facilitating data-driven decision-making.
- Curated an extensive media library with over 2,000 titles, including books, articles, and multimedia resources. Facilitated the daily digitization of 10-15 titles, expanding access and improving resource availability for online streaming services.

## **EDUCATION**

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Bachelor of Arts in Broadcasting and Mass Communication

**State University of New York at Oswego**, Oswego, New York

Associate of Applied Science in Electronic Media Communications

**Onondaga Community College**, Syracuse, New York



## **Ethel Giacobbi**

3396 Marder Road  
Clay, NY 13041  
315-516-0834  
M0nteray@yahoo.com

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### **KEY STRENGTHS:**

- Experience providing support/counseling to individuals and families.
- Experience with SSI, SSDI, SNAP, and emergency services.
- Caring, empowering, dedicated, diverse person, non-judgmental.
- Strong problem solving skills.
- Work with other service providers, schools, families and individuals.

### **EXPERIENCE:**

#### **Access CNY formerly (TLS) 420 E Genesee Street Syracuse, NY 13202**

Employment Consultant

2/2009-Present

- Schedule and conduct intakes with clients.
- Develop and complete service plans with clients and families and discuss barriers.
- Assist individuals with updating resumes, cover letters, job search, interviews as well as maintaining employment by providing on-going counseling, direction and being a strong role model. Benefit counseling as well as connecting with other supports in the community such as housing, SNAP.
- Complete opening paperwork, daily documentation and incident reports.

#### **Liberty Resources**

1045 James Street Syracuse, NY 13203

Youth Hab Counselor

1/2006- 2/2009

- Provided support to youth and family in home, community and school.
- Developed and conducted after school program and activity program.
- Completed daily documentation as well as monitored behavior.
- Developed service plans and behavior plan with family, individual and other service providers.
- Worked closely with families, school staff, and other service providers.

#### **Maroun Elementary**

Phoenix Central School District Phoenix, NY 13135

Teaching Assistant

9/1996-1/2006

- Supported students with academics and behaviors.
- Worked closely as a team with other staff in the classroom.
- Provided students with counseling to develop positive choice making.
- Strong advocate and role model for students and families.

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**Paris Foreman**  
**8455 Bubbling Springs Dr.**  
**Baldwinsville, NY 13027**  
**(631-766-3757)**

**Professional Summary:** Highly motivated and skilled consultant who graciously handles and resolves challenging client issues. Motivated to maintain exceptional client support and contribute to the agency's success.

**Skills:**

- Strong problem solving aptitude and conflict resolution skills
- Marketing individuals to compatible employment according to interests and skills.
- Skilled in accessing individuals for appropriate job placement
- Develop business to business relationships to foster a natural support environment for individuals.

**Work History:**

**Employment Consultant: 2004- Present**

**Enable / ACCESSCNY - Syracuse, NY**

- Perform assessments on individuals to determine viable job matches to ensure successful employment.
- Organize and develop specific training manuals and guides for client reference.
- Determine barriers to client employment and develop strategies to minimize or overcome these barriers.
- Maintain contact with individuals and employers to ensure job security of placements
- Network closely with organizations, individual businesses and government agencies to promote agency programs

**Developmental Specialist: 1990-2003**

**Independent Group Home Living – East Moriches, NY**

- Provided life skills coaching to individuals with disabilities in a classroom setting
- Developed Individual Service Plans as a guide to self-improvement
- Planned community activities for individual interaction

**Education:**

**Bridgehampton High School:** Bridgehampton, NY HS Diploma

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**Annie Henry**  
**240 W. Ostrander Ave.**  
**Syracuse, NY 13205**

**Professional Summary:** Highly motivated and skilled consultant who graciously handles and resolves challenging client issues. Motivated to maintain exceptional client support and contribute to the company success.

**Skills:**

- Strong problem solving aptitude and conflict resolution skills
- Marketing individuals to compatible employment according to interests and skills.
- Skilled in accessing individuals for appropriate job placement
- Develop B2B relationships to foster a natural support environment for individuals.

**Work History:**

**Employment Consultant II:** 1993- Present  
**TLS / ACCESSCNY - Syracuse, NY**

- Perform assessments on individuals to determine viable job matches to ensure successful employment.
- Organize and develop specific training manuals and guides for client reference.
- Determine barriers to client employment and develop strategies to minimize or overcome these barriers.
- Maintain contact with individuals and employers to ensure job security of placements
- Network closely with organizations, individual businesses and government agencies to promote agency programs
- Train and monitor the progress of new Employment Consultants

**Education:**

Central Technology High School- Syracuse, NY: Diploma

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# Jennifer Fisselbrand

Liverpool, NY 13090

[jfisselbrand1129@gmail.com](mailto:jfisselbrand1129@gmail.com)

+1 315 498 8352

Authorized to work in the US for any employer

## Work Experience

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### **DSP (Direct Support Professional)**

Exceptional Family Resources - Syracuse, NY

December 2017 to Present

Support people with mental and developmental disabilities out in the community, and their homes.

This includes shopping, taking clients on recreational outings, medical appointments, other important appointments, direct care, following care plans closely, working with care managers and adult protective to ensure the clients are safe and are being well cared for. I also work closely with individual's families to promote stable and healthy relationships.

### **Service Desk/Financial Center/Cash Office/Front End Supervisor**

Walmart - Liverpool, NY

September 2017 to January 2020

I assisted customers with merchandise returns, money transactions, credit card applications, loss prevention, cash office tasks, and claims.

### **Medical Bill Examiner**

Xerox - Syracuse, NY

July 2011 to August 2013

Reviewed Bill's submitted by facilities and providers submitted on behalf of Workers Compensation claimants. I also determined if certain procedures were performed by reviewing the medical reports against the cpt codes being billed to us.

### **Medical Bill Examiner**

The Hartford - Syracuse, NY

July 2010 to July 2011

Reviewed Bill's submitted by facilities and providers submitted on behalf of Workers Compensation claimants. I also determined if certain procedures were performed by reviewing the medical reports against the cpt codes being billed to us.

### **Medical Records Clerk/Release of Information**

Infotrak - Syracuse, NY

March 2008 to February 2009

Release of information processor. Prepared medical records for patients, attorneys, subpoenas, medical providers, and insurance companies.

### **Shift Manager/Trainer**

Rapid Response Monitoring - Syracuse, NY  
August 2001 to May 2003

Third shift manager/ Corporate Trainer/ SIA Certified Alarm instructor

### **Nursing Assistant II**

St. Joseph Hospital - Syracuse, NY  
September 1999 to August 2001

Nursing Assistant in the MICU

### **Stay at Home Mom**

Home - Liverpool, NY

Gaps in employment are due to staying at home with my children.

## Education

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### **Associate in Science (AS) in Health Information Technology**

Rasmussen College - Eden Prairie, MN  
January 2010 to May 2012

## Skills

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- Anatomy/physiology Knowledge (5 years)
- Personal Care
- Epic
- ICD Coding
- Medical Billing
- Direct Support
- Medical Terminology
- Nursing
- Workers' Compensation
- ICD-9
- Physiology Knowledge
- Phone Etiquette
- Insurance Verification
- ICD-10
- Autism
- Leadership
- Developmental Disabilities Experience
- Medical Coding
- Hospital Experience
- Employee Orientation
- Medical Records

- CPT Coding
- EMR Systems
- Patient Care
- Interviewing
- Disability
- Direct Care
- Vital Signs
- HIPAA

## Certifications and Licenses

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### **SIA CERTIFIED TRAINER**

February 2001 to Present

Travelled to Toronto and got certified as a SIA CERTIFIED TRAINER, when I worked for Rapid Response

## Assessments

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### **Medical billing — Proficient**

March 2022

Understanding the procedures and forms used for medical billing

Full results: [Proficient](#)

### **Protecting patient privacy — Proficient**

March 2022

Understanding privacy rules and regulations associated with patient records

Full results: [Proficient](#)

### **Protecting patient privacy — Proficient**

July 2023

Understanding privacy rules and regulations associated with patient records

Full results: [Proficient](#)

### **Work style: Reliability — Proficient**

August 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

### **Home health aide skills — Proficient**

July 2021

Providing care to patients in a home setting

Full results: [Proficient](#)

### **Customer service — Proficient**

July 2022

Identifying and resolving common customer issues

Full results: [Proficient](#)

### **Teamwork: Interpersonal skills — Proficient**

July 2021

Responding to challenging team situations at work

Full results: [Proficient](#)

### **Customer focus & orientation — Proficient**

July 2022

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Verbal communication — Proficient**

June 2023

Speaking clearly, correctly, and concisely

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Timothy W. Kaigler

511 Salt Springs Road  
Syracuse, New York 13224  
315-395-5431  
[kaigler2049@gmail.com](mailto:kaigler2049@gmail.com)

### Summary of Qualifications

- Supported Employment for individuals with disabilities at local agencies.
- Teaching assistant for 7 years with the Syracuse School District.
- Volunteer service for the Say Yes Program. (Syracuse University)

### Employment History

#### Employment Consultant

12/2016-Present AccessCNY

Syracuse, NY

- Assisted with participants with resume development, applications and interview practice.
- Teach and modeled travel training for participants.
- Offered Tax Credit Incentives for companies.
- Provided services through the ACCESS-VR and OPWDD funded programs.

#### Business Community Liaison

12/2014-06/2015 Connections of Central NY

Syracuse, NY

- Provided supported employment assistance in the OPWDD ETP Program
- Used centered planning to help identify strengths, skills, and interest.
- Supported individuals to work in an internship that will lead to permanent employment in the ETP program.
- Developed employment opportunities to match the right person with the right job.

#### Employment Specialist

5/2013-11/2014 Epilepsy-Pralid

Syracuse, NY

- Provided intensive skills training and employment adjustment counseling at assigned job sites.
- Met with consumers for follow-up counseling at the agency site, as needed.
- Prepared written assessments of consumer work adjustment activities.
- Assisted with job development and placement.
- Attended case conferences and team meetings, other duties assigned by the program director.

#### Grade school Assistant Volunteer

10/2013-5/2013 Syracuse Say Yes program Syracuse University Syracuse, NY

- Passed out daily snacks for grades k-5.
- Substituted in classroom when needed.
- Recorded and maintained attendance.
- Assisted and conducted recreational activities.

#### Teaching Assistant

5/2000-12/2007 Syracuse City School District

Syracuse, NY

- Worked at community based program at Nottingham High School.
- Provided 1:1 assistance for 9<sup>th</sup> grade inclusion classroom with special needs students.
- Conducted reading group in 4<sup>th</sup> grade inclusion classroom at Meachem Elementary
- Provided library assistance with media and computer training at Nottingham

### Education

Cazenovia College, Cazenovia, NY

Liberal Studies, 96 cr hrs.

Onondaga Community College



Recreational Leadership, Associate Degree  
**Bryant & Stratton College Syracuse, NY**  
Computer Systems, Certificate

**Kristin Neagle**

602 Charmouth Drive

Syracuse, NY 13207

315.422.8931

[kneagle@accesscny.org](mailto:kneagle@accesscny.org)

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**Summary**

Experienced Mental Health Counselor with over 20 years managing psychiatric rehabilitation programs in a non-profit agency.

**Highlights of Qualifications**

- Licensed Mental Health Counselor
- Certified Rehabilitation Counselor
- 21 years experience providing mental health counseling and psychiatric rehabilitation services
- 18 years supervising mental health outreach programs
- Skilled in program and policy development
- Experienced in grant writing
- Excellent oral and written communication skills
- Considerable experience conducting agency training and conference workshops
- Skilled in evaluating life experiences for college credit equivalency
- Trained in Clinical Supervision and experienced in supervising student interns

**Related Experience**

**Adjunct** Empire State College, Syracuse, NY 2011 - present

- Teach independent study courses to undergraduate students.
- Evaluate prior learning experience for college credit.

accessCNY, 420 East Genesee Street, Syracuse, NY.

**Program Manager** Educational Services and Rehab Development April 2005 - present

- Direct the Supported Education program, a psychiatric rehabilitation program that assists students with psychiatric disabilities who are pursuing educational goals.
- Manage the budget
- Write grants for funding
- Determine policy
- Manage program development
- Perform intake assessments
- Manage program outreach activities
- Supervise staff in developing and implementing psychiatric rehabilitation plans in partnership with program participants.
- Provide counseling to program participants.
- Developing new policy and procedures to meet the requirements for the provision of Medicaid Home & Community Based Services in Mental Health Outreach Programs.
- Consult with Supported Employment program staff regarding the vocational assessment and psychiatric rehabilitation planning for program participants.
- Participate in providing agency wide training to new staff
- Developing a comprehensive training series for new managers.
- Provide supervision and oversight to graduate student interns.

**Assistant Program Director** Vocational and Educational Services October 2002 - April 2005

Directed the Supported Employment and Supported Education programs, psychiatric rehabilitation programs that assisted program participants with obtaining education and employment.

- Managed budgets and billing procedures
- Determined policy

- Completed intake assessments
- Supervised a staff of 9 counselors in developing and implementing psychiatric rehabilitation plans for adults with psychiatric disabilities.
- Provided counseling to program participants.
- Supervised graduate level student interns

**Coordinator** Supported Education Specialist July 1998 - October 2002

- Developed and implemented a Supported Education program for adult students with psychiatric disabilities.
- Wrote a grant proposal which resulted in a yearly grant of \$96,000 to expand the program.

**Employment Consultant** March 1996 - July 1998

- Provided Supported Employment services, including career counseling, Social Security benefits planning, situational counseling, job development, job coaching and follow-along support to adults with psychiatric disabilities.

### Education

Master of Science	Rehabilitation Counseling Concentration in Psychiatric Rehabilitation	Syracuse University	May 1996
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Bachelor of Science	Psychology (with Honors)	Syracuse University	May 1993
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### Certificates and Memberships

- |   |                |
|---|----------------|
| ▪ Licensed Mental Health Counselor  | May 2006       |
| ▪ Certified Rehabilitation Counselor  | September 1997 |
| ▪ Partial Certification in Social Security Benefits Planning, Assistance and Outreach | May 2001       |
| ▪ Board Member, Syracuse University Rehabilitation Counseling Advisory Board          | 1994 - 2000    |
| ▪ Board Member, NAMI Syracuse   | 2008 - 2017    |

## Russell Gentile

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304 S Onondaga Rd  
Syracuse, NY 13319

(315) 378-4510  
email: russgentile44@gmail.com

### **Fiscal Management ~ Agency Administration ~ Leadership ~ Strategic Planning**

#### **~ Career Summary ~**

Leader in Human Services offering 20+ years of combined contributions within human services, overseeing and managing quality services as a director and manager of certified OPWDD programs. Establishes and maintains person centered services that helps people to achieve goals and live the life they choose. Recognized for consistently providing and teaching quality service, working with a team to create a positive working environment, and striving to enhance programs and services.

#### **~ Areas of Knowledge & Expertise ~**

OPWDD Regulations	Counsel & Mentor	Medicaid Documentation
Medicaid Regulations	Writing Care Plans	Writing Policies and Standards
Electronic Health Records	Supervision & Training	Person Centered Service
Program Budgets	Written & Oral Communications	Auditing Records

#### **~ Career Progression ~**

#### **Associate Director of Mental Health Community Based Services and Employment May 2018-present**

*Oversee oversees nine different community based programs that provide a variety of social, educational, and employment opportunities to the people in the community. Supervise Directors and Managers of teams comprised of 100+ employees. Ensure adherence to associated OMH, OPWDD, and Agency regulation. Participate in the Agency Executive Team. Ensure continued funding and support for assigned programs*

#### **Director of Residential Services ,AccessCNY, 01/2016-May 2016**

*Oversee 16 IRA's, and a 5.5-million-dollar budget that includes: three program directors, 16 managers, 144 direct support professionals, and a medical team of four nurses. Help to write and implement employee policies and procedures. Help to develop and implement budgets for all programs and responsible to ensure all programs are operating within their budgets. Responsibilities included: direct supervision, training, interviewing, hiring, disciplining, and terminating staff. Organize and run staff meeting for Program Directors, Medical Team, and Residential Supervisors.*

#### **Program Director-Residential Services, Transitional Living Services/AccessCNY, 12/2007-01/2016**

*Responsible for direct supervision of 5 program managers and assisting managers with the supervision of 40 direct support staff. Ensure all programs were following all OPWDD regulations and providing quality person centered service. Responsibilities included: direct supervision, training, interviewing, hiring,*

*disciplining, and terminating staff. Helped to develop and implement the budgets for all residential programs. Became trained investigator and was part of the agencies incident review committee.*

**Program Manager-Residential**, Transitional Living Services, 6/2006-12/2007

*Supervised an Individualized Residential Alternative (IRA) program for adults with developmental disabilities and supervised six direct support staff. Responsibilities included: interviewing and hiring staff, training staff, and direct supervision of staff to ensure that all staff were following all OPWDD regulations. Also responsible to ensure that program was operating within operating budget.*

**Assistant Manager**, Transitional Living Services-David Clark Learning Center, 1/2000-6/2006

*Oversaw the day to day operation of a structured day program for adults with traumatic brain injuries. Supervised a staff of five people, was responsible for the daily schedule and giving direct feedback to staff about how service was being provided throughout the day.*

**Assistant Supervisor**, Consolidated Industries, 06/1996 to 01/2000

*Taught vocational skills in all areas of food service to individuals with developmental disabilities. Helped to supervise a staff of twenty employees and managed three different food service locations throughout Onondaga County.*

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**~ Community Service ~**

**Board member-board president**, Connections of CNY, 04/2012-2016

*As the President of the Board of Directors for Connections my responsibilities include: Supervising Executive Director, approving budgets, help to develop and approve new programs, and run all board meetings.*

**~ Education ~**

Bachelor of Science, Human Services, SUNY Empire State