

1573X, 1574X, 1575X

## **Patricia Ackley**

6 Lonergan Ave

Oneonta, NY 13820

607-437-5352

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### **PROFILE**

A passionate and experienced Vocational/Ed Specialist, supporting clients with mental health during their wellness journey. I have experience as a Residential Counselor, Recreation Specialist, and was a long time Private Personal Care assistant with over 30 years of experience providing clients with optimal healthcare. My strength is in my ability to find what everyone's needs and likes are to maintain their best quality of life. I am always willing to learn more to do more.

### **Qualifications/Skills**

Project Management Skills

Self-Starter

Problem Solving

Excellent Verbal and Written Communication Skills

Listening Skills

Prioritize Tasks

Dependable

Compassionate

Team Player/Helper

Medication Certified- until expired

PCA NYS Certified – Robynwood

BLS Certified- CPR, FIRST AID, AED

QMHS – Qualified Mental Health Specialist

### **EMPLOYMENT HISTORY**

**Vocational/Educational Specialist**, RSS – Rehabilitation Support Service, April 2021- currently Oneonta, NY

My job is to assist and support clients who want to work and or further their education while maintaining their mental health and wellness. Doing assessments, research, skill building, onsite and offsite job support, assisting with all life issues that connect with working. This includes ALL benefit support (SSI, SSDI, DSS, SNAP, medical, and more), ACCES-VR, vehicle/transportation support, and any other concerns/needs that arise in connection with the working client. I keep up with ongoing training within NYS CASE, Relias Learning, and required courses within the RSS domain.

**Senior Residential Counselor and TAP Program** RSS – Rehabilitation Support Services, Feb 2020 – May 2021, Oneonta, NY (Was hired at this time as a service plan writer)  
Oversite of an adult residential facility and Support to those living in a Transitional Apartment Program. Responsibilities included were meal prep, DLS, medication administration, documentation within the computer program, support and assistance as needed.

**Sr. Night Residential Counselor**, RSS- Rehabilitation Support Services, Nov 2018 - Feb 2020, Oneonta, NY

My responsibilities are to maintain the residence, oversee the Resident Counselors working this shift, teaching protocols, and to ensure that the youth are well cared for and supervised. Within this position I also make sure the clients have had their medications as a med certified employee. Every shift requires charting to be done.

**Recreation Specialist**, RSS - Rehabilitation Support Services, Nov 2015 - Nov 2018, Oneonta

As the recreation specialist it was my job to schedule and provide outings and volunteer projects for youth ages 12-18 yrs. Old, creating a monthly schedule of activities for both in-house and outside the residence, finding volunteer projects, writing service plan link notes along with daily chart notes. Beyond my job description I have helped the program manager with scheduling needs, transportation, crisis intervention, and maintenance issues when needed.

**Private Personal Care Assistant, Self Employed** Sept 1991 — Dec 2015, Oneonta, and surrounding area

I started this business to give the best quality of life I could to our aging population during their last years. **Responsibilities:** giving and monitoring medications, daily living skills, communications with family, outings, and I was responsible for hiring other employees to work within the homes.

#### **Positions Also Held**

Teacher Assistant, PTO President, Parent Rep., Fundraising Coordinator – Oneonta City Schools, Sept 1988 - July 2002, Oneonta, NY

City of Oneonta Youth Bureau Supervisor/Ceramic Instructor Sept 1989 – June 1995

I worked in a multitude of positions; I was a teacher assistant working with children that had extra learning needs and needing extra attention to learn concepts. I was a parent representative, the President of the PTO, a Parent Representative and more.

**Event Planning** Fundraising coordinator for Riverside School: \$150,000 playground, \$9000 for the six grade safety patrol trip, Made Riverside School A NYS certified Redemption center for can drives .

City of Oneonta Youth Bureau: I supervised the building, Community Services Workers, and ran a 50+ youth ceramic program and a Tuesday Teen program.

**Robynwood Assisted Living**, PCA NYS certified

Feb 2015 — Dec 2015, Oneonta

## **EDUCATION**

Sept 1981 — Dec 1983, Oneonta

**SUCO**- State University of Oneonta, NY

Studied Psychology, Statistical Psychology, Family, Growth and Development

**Triple Cities School Of Beauty Culture** August 1984 – June 1985 Binghamton, NY

Associates Degree in Applied Science - Cosmetology

**Online CASAC Studies**, 70 credit hours

Nov 2010 — Jun 2011, Albany

Alcohol and substance abuse counseling certification courses through OASAS

**Robynwood Assisted Living, PCA** NYS certified

**Relias learning online**, Certifications

Nov 2015 — Present, Online

Course studies in Trauma, TBI, HIPPA, encryption, Bullying signs and effect, Roles and Responsibilities, Cultural Competency, plus more

**Yale University – Coursera**

Addiction Treatment: Clinical Skills for Healthcare Providers

**NYS CASE through Cornell University May 2021 – currently**

**ADA Trainings**

## **REFERENCES**

Debbie Manzer

607-988-9992 (H)

607-353-2736 (C)

Sarah Wilson Bushek

607-296-5177

Sarah Ells

607-282-0701

Andrew Schultz

607-282-0637, 607-371-3832

# Shari Dozoretz-Stallone

1573X, 1574X, 1575X

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## Objective

Provide quality services to people with disabilities that will enhance their lives, promote growth and independence while assisting them in living in their community.

## Education

State University College at Oneonta Oneonta, New York

1985 BA General Studies

Concentration in Psychology, Sociology and Education

Certified Psychiatric Rehabilitation Practitioner

## Accreditations

Management Development Certificate from Cornell University

Federal Clearance granted to report on NYESS System

Completed Virginia University / SSA Benefits training.

Completed the Work Incentives Planning and Utilization For Benefit Practitioners Certificate Series From Cornell University

## Professional experience

[ 1995- present ] Rehabilitation Support Services Inc. Oneonta, New York

*Sr. Program Coordinator*

Supervised professional staff in multiple programs to include Peer Services, Employment Services, Wellness Center, Case Management, Supported Housing; provided staff training experiences, developed agency wide staff trainings, ensure regulatory requirements of programs were met, worked closely with community service providers and hospitals, monitored multiple budgets, worked closely with ACCES VR to develop RSS employment services in Region, wrote RFP applications for program development, worked closely with administration to develop new programs and wrote multiple grants

[ 1986- 1995 ] Delaware County ARC Walton, New York

*Vocational Rehabilitation Counselor*

Provided Supported Employment Services, facilitated case reviews, developed individualized service plans, worked closely with ACCES-VR and other service providers, provided direct care/ case management services to caseload, wrote required reports.

[ 1984-1986 ] Oneonta Job Corps Oneonta, New York

*Residential Advisor*

Provided oversight to youth in a dormitory setting, ensuring that the environment was conducive to learning and that campus rules were followed by students.

## Presentations

Developed and Presented Agency Wide trainings on Employment Services

IAPRS International Conference in Canada – Hospital Diversion, Peer Support phone line

NYAPRS Conference - “You Too Can Operate a Warm Line”

NYS OMH Regional Meeting on Employment - Panel Participant “the Role of Affirmative Businesses”

NYS ACL Conference – Benefits of Supported Employment Programs

Developed and Facilitated a Family Education Program

Hosted Multiple Community Education Public Events

Guest Speaker at several Recovery Events in Otsego and Delaware Counties

## Additional professional activities

DSS Advisory Committee

Otsego County Health and Planning Committee

Otsego And Chenango County Housing Coalition

Otsego County Mental Health Sub-Committee

Otsego County Employment Taskforce

Chenango Interagency Council

Otsego Transportation Committee

NAMI Family to Family Facilitator

NAMI Delaware Otsego Stirring Committee

## References

Available upon request

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## **Enoch J. Bunche**

23 Franklin Street, Oneonta, N.Y. 13825  
Phone (607) 206-2607 E-mail: [enochbunche@gmail.com](mailto:enochbunche@gmail.com)

### **Objective**

A professional who aspires to effectively utilize my experience, skills and qualifications to achieve positive outcomes and want to successfully contribute to this organization's objectives, in terms of growth, performance and profitability. I am looking for a full-time position as a Vocational/Educational Specialist at RSS's Mountain View Wellness Center. Possessing strong verbal and written communication skills; is a team player who can relate to people at any level. Qualifications include, but not limited to abilities multitasking; ability to grasp and adapt to new environments and procedures; results-driven and Computer proficient.

### **Professional Summary**

- Admirable experience in working as a vocational/educational specialist
- Deep knowledge of mental health service
- Exceptional ability to multi-task and prioritize work
- Sound ability to work independently
- Operational knowledge of computer applications
- Excellent customer service skills
- Good communication skills in both written and oral forms

### **Relevant Experience**

#### **Rehabilitation Support Services, Inc., Oneonta, N.Y. | April 2024 – Present**

As an **Adult Care Manager**, my primary purpose is to manage and assist individuals with mental disabilities: to develop a person-centered plan of care that identifies their needs/goals and work towards achieving these goals. I also assisted clients with connecting and maintaining appointments with their provider (Primary Care, Mental Health, Eye, Dental, Specialty doctors, etc.), obtaining housing and/or connecting clients to community resources for financial assistance with rent, applying for benefits that they may be entitled to (Temporary Assistance, SNAP, HEAP, Social Security, HUD, etc.), and assist with learning to utilize and navigate the MAS (Medicaid Answering Services) for transportation to appointments.

#### **Rehabilitation Support Services, Inc., Oneonta, N.Y. | May 2017 – April 2024**

As a **Vocational/Educational specialist**, my primary purpose is to manage and assist individuals with mental disabilities: in their workplace and/or during the furthering of their education, to achieve the goal of obtaining a suitable and gainful position/employment. I also coordinate with special education teachers, parents, and students to assess, evaluate, and write programs for students enrolled in work experience, Transition Partnership, Supported Employment, and other vocational programs and other related duties as assigned.

#### **Oneonta Job Corps., Oneonta, N.Y. | March 2015 – May 2016**

As an **Evening Program Coordinator**, I provide support, which include but are not limited to, putting together programs for OJCA students that will aide with retention and strengthen completion both academically and recreationally. Resume writing/cover letter, guess speaker, anger management, healthy relationships, conflict resolution, crisis intervention, ethnic month activities, etc.

#### **Oneonta Job Corps., Oneonta, N.Y. | September 2012 – January 2014**

As a **Career Counselor**, I provide support, which include but are not limited to Guiding students in making decisions about careers, such as choosing an occupation and the type of degree to pursue. Help students select and apply for educational programs to obtain the necessary degrees, credentials, and skills. Teach students or clients job-search skills, such as interviewing and networking.

## **Technical Skills**

- Remarkable experience in planning and providing one-on-one support to clients
- Ability to maintain confidential customer information in a responsible and secure manner
- Ability to act as a positive, contributing member of a team.
- Highly adaptive, flexible style; efficiently and competently work with diverse patient populations

## **Organization & Time Management**

- A problem solver who quickly grasps complex situations and turns them into manageable tasks.
- Produce quality work even when under extreme time pressure and deadlines
- Proven ability to understand and follow complex instructions to successful conclusions
- Many years of experience successfully managing and organizing personal time and workload
- Collaborate with team to produce quality conclusions

## **Additional Strengths**

- Confidentiality.
- Empathy.
- Excellent listening, speaking and nonverbal communications skills.
- Flexibility and ability to self-reflect.
- Genuine interest in other people.
- Organization.
- Patience.

## **EDUCATION**

BS in Psychology | State University of New York at Oneonta, Oneonta, N.Y.

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## Serena Camp

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### Summary

Well-qualified social work professional adept at setting up services, working with healthcare professionals and families and giving patients continuous support through counseling. Good communicator and relationship-builder with exceptional skills in planning, resolving conflicts, and solving diverse problems.

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### Skills

- Maintaining confidentiality
- Assessment skills
- Client Advocacy
- Case Planning
- Dependency Recovery
- Family Member Counseling

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### Experience

June 2022 to Current **Rehabilitation Support Services, inc.**

Oneonta, NY

#### Adult Care Manager

- Provided case management services to support adults with mental health and substance abuse issues.
- Conducted comprehensive assessments of clients to develop individualized service plans.
- Monitored client activities and provided feedback on their performance goals.
- Maintained detailed records of client information, including medical history, medications, therapy notes.
- Encouraged clients to take ownership of their recovery process by setting achievable goals and objectives.
- Provided referrals for additional services such as psychiatric evaluations or legal aid if needed.
- Ensured compliance with local regulations regarding patient rights, confidentiality laws, HIPAA regulations.
- Coordinated outreach events in the community aimed at raising awareness about mental health issues among adults.
- Collaborated with other professionals to assess client needs.
- Monitored and evaluated client progress compared to measurable treatment and care plan goals.
- Educated clients on options to assist in making informed decisions.
- Transported patients safely to social activities and doctors appointments.
- Documented services and collected required data for evaluation.
- Referred client or family to appropriate community resources to obtain support for mental or physical illness.
- Provided information to access financial assistance, legal aid or housing.
- Planned and coordinated discharge from care facility to patient's home.

March 2020 to  
June 2022

#### Maximus

Cooperstown, NY

#### Field Client Services II

- Provided assistance to clients with inquiries, concerns, and requests for information.
- Answered emails, phone calls, and other correspondence from clients promptly.
- Conducted follow-up surveys with customers to measure their satisfaction level with services provided.
- Completed over-the-phone assessments for obtaining Universal Assessment

- information and scheduled client's appointments
- Assisted customers with choosing a Medicaid health plan for their health needs

December 2019 to  
March 2020

**Chenango Valley Adult Enrichment Center**  
Norwich, NY

**Program Coordinator**

- Developed and implemented program activities according to established goals and objectives.
- Managed the day-to-day operations of the program, ensuring compliance with applicable policies and regulations.
- Maintained up-to-date records related to program activities.
- Participated in the development of new programs or modifications to existing programs.
- Assisted in developing training materials and providing instruction on how to use them effectively.
- Organized special events related to the promotion or awareness of the program's mission or purpose.
- Delegated tasks to staff and volunteers during organized events.
- Coordinated scheduling and logistics for events annually, ensuring seamless execution.
- Developed and executed marketing strategies to increase program visibility and participation.

March 2017 to  
April 2018

**U.S. Care Systems**  
Utica, NY

**Service Coordinator**

- Maintained accurate records of services provided for each client.
- Handled incoming calls and inquiries from customers regarding services offered.
- Prepared monthly reports summarizing current service activities.
- Assisted individuals with services needed under the NHTD and TBI waiver programs

December 2011 to  
August 2016

**Robynwood**  
Oneonta, NY

**NHTD and TBI Waiver Director**

- Collaborated with senior leadership to set long-term objectives for the company.
- Directed the organization's daily operations, ensuring compliance with applicable laws and regulations.
- Recruited, trained, supervised, evaluated and mentored staff members.
- Conducted regular meetings with department heads to review progress on strategic initiatives.
- Developed policies and procedures to ensure compliance with corporate standards.
- Served as a public spokesperson at industry events or conferences.
- Spearheaded the development and launch of new products or services.
- Worked as a Case Manager for approximately 40 consumers ensuring their health and well-being
- Promoted a culture of innovation and encouraged staff to contribute ideas.
- Provided leadership, insight and mentoring to newly hired employees to supply knowledge of various company programs.

April 2010 to  
December 2011

**The Arc Otsego**  
Oneonta, NY

**Vocational Rehabilitation Counselor**

- Evaluated and assessed the abilities, skills, interests, and needs of clients to determine their vocational goals.
- Provided individualized job counseling services in areas such as resume writing, interviewing techniques, and job search strategies.
- Maintained accurate records of client progress including case notes, assessments, IPEs, service plans.



- Monitored client progress towards employment goals through regular follow-up meetings or phone calls.
- Advised clients on how to prepare themselves for potential job interviews by researching companies beforehand and practicing common questions and answers.
- Developed relationships with local businesses in order to establish work opportunities for clients who are ready for employment.
- Assisted clients with enhancing skills in areas such as job searching, interviewing and business and personal etiquette.
- Helped individuals address disabilities and put together career plans.
- Prepared patients for self-management and decision-making responsibilities.
- Collaborated with various healthcare professionals to plan rehabilitation programs.

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### Education and Training

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June 2013

**Capella University**  
Minneapolis, MN  
Human Services  
Master of Science