

Diana Collins

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Objective:

A dedicated and skilled leader with over 25 years of experience in providing support and services to individuals with intellectual and developmental disabilities including oversight of employment programs. The purpose of this resume submission is to provide Supported Employment Services to individuals under Access VR funding in codes 571x 572x 573x, 574x, 575x, 576x, 577x, 578x.

Education:

Bachelor of Arts in Sociology

Hunter College of the City University of New York

Minor: Psychology

Associate of Science in Human Services

Borough of Manhattan Community College

Skills & Abilities:

- Strong Communication and Interpersonal Skills
 - Effective Leadership and Supervision
 - Experienced Advocate for Individuals with Disabilities
 - Training, Development, and Staff Mentorship
 - Person-Centered Thinking & Planning (Essential Lifestyle Planning, Personal Outcome Measures)
 - CQL-Personal Outcome Measure Interviewer
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Professional Experience:

The Center for Family Support | *June 1995 – Present*

Director of Community Services

- Oversee community-based HCBS Waiver Program and Family Support Services, supporting over 400 individuals with intellectual and developmental disabilities and their families. Programs include Community Habilitation, Day Habilitation, Supported Employment

(OPWDD), Community-Based Prevoc, In-Home Respite, In-Home Training, Parent Training, Family Reimbursement, and Home Care.

- Ensure compliance with quality standards, billing goals, and regulatory guidelines across all programs.
- Report regularly to senior leadership on program performance, challenges, and successes.
- Develop and manage program budgets, policies, and procedures, ensuring optimal resource allocation.
- Lead staff training initiatives, conduct performance evaluations, and support professional development.

Assistant Director of Community Services

- Managed operations of HCBS Waiver programs, including Community Habilitation, Day Habilitation without Walls, Supported Employment, and State-Funded Housing Subsidy.
- Conducted program audits, ensuring compliance and accuracy in documentation.
- Oversaw employment services under OPWDD and ACCESS VR, ensuring the employment specialist met all program requirements. Key responsibilities of Employment Specialist included:
 - Ensuring successful job placement and long-term job stability milestones.
 - Completing comprehensive assessments (571X) and job development activities (572X).
 - Monitoring job placement outcomes (573X & 574X) and ensuring retention (575X).
 - Providing Extended Supported Employment (578X) services to participants requiring ongoing support.

Director of Medicaid Service Coordination

- Oversaw Case Management program ensuring the delivery of high-quality services to individuals with disabilities.
- Managed billing systems, ensured accurate monthly billing, and maintained documentation according to agency policies and state regulations.
- Provided ongoing training and development for the service coordination team.
- Oversaw the Independent Support Services (ISS) Program and Benefit and Entitlement departments.

Group Day Habilitation Supervisor

- Supervised Direct Support Professionals (DSPs) in the delivery of group day habilitation services.
- Developed, implemented, and ensured completion of individual goal plans for program participants.

- Trained DSPs and provided ongoing support to ensure quality outcomes for individuals in the program.
- Assisted individuals with identifying volunteer opportunities and accessing community resources.

Medicaid Service Coordinator

- Provided comprehensive service coordination for individuals diagnosed with ID/DD, ensuring they had access to necessary services and resources.
- Facilitated Individualized Service Plan (ISP) meetings and ensured the development of person-centered plans for individuals receiving support.
- Assisted with maintaining support and benefits.
- Offered crisis intervention and ongoing support to families, ensuring their needs were met and issues resolved promptly.

Medical Coordinator/Senior Direct Support Professional (DSP)

- Provided direct support and care to individuals diagnosed with intellectual and developmental disability, including management of activities of daily living, habilitative support and recreational activities.
- Managed medical support for individuals in residential settings, including medical appointments, follow-up care, and medication administration.
- Mentored and trained medical coordinators across multiple residences, ensuring consistency in care and regulatory compliance.

VOCATIONAL TRAINING

- Introduction to Employment
- Discovery: Assessment and Planning
- Effective Job Coaching
- Employment Training Program
- Community Based Prevoc
- Career Assessment: Skills to Complete Discovery Activities
- Job Development
- Innovations in Employment Support: Leadership Series