

Rosamaria Cruz Overseer Resume

1418 Belmont Avenue Schenectady, NY 12308 (518)-860-6829.

RoseyCruz21@gmail.com

To continue to work with individuals with Mental Health or Substance Use Disorder diagnosis and assist them in living more fulfilling lives.

Work Experience

Second Chance Opportunities, Inc. – January 2024 – Present

Continuing Education Director

- Oversee communication and integration of ACCES-VR services with Second Chance Opportunities, Inc.
- Meet with individuals in recovery from Substance Use Disorder to assist with connecting them to ACCES-VR Services and navigating them through the process.
- ACCES-VR services include assistance with supporting independent living through training, career development, continuing education, and rehabilitation.

United Health Care – Optum/ Enhanced Family Support

EFS (Enhanced Family Support) Care Advisor - August 2023 - January 2024

- Phone queue-based position assisting members with questions regarding general health benefits and coverage, reviewing medical and pharmacy claims, providing referrals, offering support resources, etc.

Sr. Wellness Coordinator – Started October 2020 – August 2023

- Continued to perform the tasks of the Wellness Coordinator position listed below.
- Managed the Domestic Violence work queue.
- Completed outreach calls as well as assessments for the Domestic Violence case members to assist them with finding shelters, crisis hotline numbers, counseling services, etc.
- Worked closely with the in-home providers and attended meetings on behalf of the WC team at least quarterly to ensure consistency of the program.
- January 2023, I began working with the national team in assisting with transcribing voicemails with Clinical information for substance abuse and mental health admissions as well as discharges.

Wellness Coordinator - Started May 31st, 2016 – October 2020

- Gained experience working in Managed Care Organization.
- Assisted members when they are discharged from the hospital from either a Mental Health or Substance Use Disorder admission.
- Contacted members telephonically and offered referrals for psychiatry and therapy, provided them with community resources and support groups.
- Have also created authorizations for an in-home provider program which contracts with outside mental health professionals who can see the members both while they're inpatient and when they're discharged.

New Visions of Albany/WWAARC

Behavior Intervention Specialist II - Started July 22nd 2013- May 27th, 2016

- Developed and updated behavior support plans for individuals with disabilities.
- This position has also provided involvement with the Human Rights Committee.
- Additional duties include but are not limited to attending ISP meetings, attending Psychiatric appointments, crisis intervention, making home visits, providing trainings both for new staff orientation and at staff meetings, etc.

Vocational Rehabilitation Counselor - Started September 10th, 2012 – July 22nd, 2013.

- Experience with working on creating and editing prevocational and day training service plans.
- Gained experience in working with the participants on my caseload and with helping them resolve issues that may arise on the work floor.

Work Skills Instructor - Started on April 2nd, 2012 – September 2012.

- Experience with helping individuals with their prevocational skills and goals to help them be prepared if they are eligible for a job opportunity in the community.
- I supervised various groups and helped them when they needed assistance, instruction or redirection for their designated jobs.

Day Habilitation Practitioner - Started on July 21st, 2011 - March 30th , 2012

- Experience in working with lower functioning individuals in a day program setting. I have taken part in various direct care skills of these individuals with disabilities.
- Some of these direct care skills included toileting, feeding, personal hygiene and dressing. There was an emphasis on sensory activities which included but were not limited to, hand over hand coloring, listening to music, various art activities and promoting socialization skills.

The Center for Disability Services.

Residential Counselor II - Started on June 28th, 2010 – January 2020.

- Gained experience and knowledge in a field of working with individuals with disabilities in a residential home setting.
- Assisted individuals by promoting independence, helping them with socialization skills and enabling them to become active members in the community.
- Administering the individuals their medications has also been a significant part of this position.

Education

- 2004-2009 The College of Saint Rose Albany, NY. Major – Psychology
- Received The Saint Rose Difference scholarship for \$3,000 each year.
- Dean's List – Fall 2004 Semester
- Received Bachelor of Arts degree in Psychology in May 2008 Received Master's Degree in Educational Psychology in December 2009 at The College of Saint Rose.

- Great social skills.
- Energetic and friendly attitude.
- Extremely organized
- Accepts challenges with a motivating mindset.
- Excellent work ethic.
- Great computer skills including Microsoft Word, PowerPoint, Microsoft Excel, Microsoft Teams, Zoom, etc.

References

- Ion Popescu – Senior Program Director of Behavioral Health MetroPlusHealth 50 Water St. NYC
popesci@metroplus.org (917) -344 -0936
- Sonya Ervin - Psychologist II, OPWDD - 500 Balltown Road, Schenectady, NY 12304. (518)-388-0583
- Shannon Milack - Self Direction Liaison, OPWDD. 518-441-4571
- Rohan West - Manager at the residential group home - 150 Western Avenue, Altamont, NY 12009.
518-788-2656