**QUALIFIED STAFF FOR**

**POTENTIALLY ELIGIBLE PRE ETS SERVICES**

CURRENT STAFF YEARS Education

Emily McClelland 25 voc B.S. Social Work, Director

Jorge Ramos 2 voc B.S. Human Resources Management

Nancy Miller 30 voc M.S.Ed. Community/Rehabilitation Counseling

Beth Harvey 17 voc A.A. Human Services

Charles Meyers 38 voc High School Diploma

Kyle Pockalny 2 voc High School Diploma

**Potentially Eligible Pre-ETS Services**

Vendor staff providing Potentially Eligible Pre-ETS services to ACCES-VR customers must meet qualifications defined in job descriptions determined by the vendor and commensurate with the scope and responsibilities of these services. Vendor staff must have a desire to work with individuals with disabilities, including students with disabilities and their families; have knowledge and understanding of the intent of Pre-Employment Transition Services; have the ability to engage, work with, and communicate with students; be able to assess and monitor service progress; have strong communication skills; and be able to document service outcomes and write clear, concise progress reports.

***POTENTIALLY ELIGIBLE PRE ETS SERVICES******QUALIFIED STAFF-*** Emily McClelland, Jorge Ramos Nancy Miller, Beth Harvey, Charles Meyers, Kyle Pockalny

**EMILY McCLELLAND**

Allegany, New York

Cell Phone 716-307-9406

emcclelland@intandem.org

**SKILLS**

* Over 25 years’ experience in vocational rehabilitation services to individuals with disabilities with focus on personal growth and successful employment outcomes.
* Proficiency in establishing community connections and supporting partnerships that provide opportunities for work experience and competitive employment.
* Extensive experience in work place assessment, job readiness, and development of community work partnerships for potential job placements.
* Demonstrated skill in counseling, assessment, and advocacy in support of an individual’s pursuit of their employment goals.

**EDUCATION**

B.S. in Social Work, State University of New York College at Buffalo, 1993

**PROFESSIONAL EXPERIENCE**

## director of vocational services

## Intandem, *formerly known as The Rehabilitation Center*

*October 2020-the present*

* Responsible for quality provision of services for over 100 individuals that include strategic planning, program design and implementation, budgeting, staffing, training, outreach, and collaboration with multiple service providers.
* Coordinate all agency vocational programs funded by state rehabilitation and disability agencies that provide employment supports in both our integrated business and with employers in our local communities.
* Includes management of multiple placement models and team planning across agencies to ensure that individuals who have a goal of employment are provided the services to reach their goal.
* Collaboration and communication with OMH, ACCES-VR, and OPWDD service offices.
* Participates in transitional team meetings with multiple agencies in the region to collaborate, share and improve practices in our vocational programs.

## COMMUNITY EMPLOYMENT MANAGER

The Employment Connection, *a division of The Rehabilitation Center*

*November 2017 to October 2020*

* Responsible for overseeing *The Employment Connection* department: including five staff that are supporting over 80 individuals with disabilities
* Coordinated supported employment activities funded by state agencies to assist individuals with disabilities and disadvantages to obtain and maintain employment.
* Monitored compliance of regulations for state programs funded by ACCES-VR, OPWDD, and OMH
* Responsibilities include management of intake, assessment, team planning, transition services, compliance reviews, and public outreach to maintain referrals.
* Provide vocational assessments with the CareerScope and various employment inventories; developed and implemented community based work assessments to assess skills, work ethic, social interactions, completed full reports with recommendations based on all factors.

## PREVOCATIONAL MANAGER

## *The ReHabilitation Center*

*November 2010 to the present*

* Coordinate agency prevocational and work readiness programs funded by state disability agencies in our work center and in collaboration with employers in our local communities.
* Development and oversight of work readiness group activities that promote career exploration and develop soft skills, including problem solving, time management, social skills, team work, and understanding the expectation of the work place.
* Coordinate community work site development with local businesses and non-profits, including Olean General Hospital, Jamestown Community College, Olean City schools, local food pantries, St. Bonaventure.
* Conduct vocational assessments with individuals on an annual basis to assess progress, strengths, interests, preferences, and choices regarding employment goals.
* Responsible for quality provision of services for 85 individuals that includes program oversight, management of staffing/scheduling/work assignments, training, and collaboration with multiple service providers.
* Successfully assisted 15 individuals to achieve their goal of obtaining community employment by facilitating their transition to supported employment.
* Professional Trainings at *The Center for Human Services Education -*– 6 hour classes on topics relevant to the provision of employment services to people with disabilities. Course titles -- Discovery, Pathway to Employment, Creating Connections,

## VOCATIONAL REHABILITATION COUNSELOR

*The Rehabilitation Center*

*May 2002 to October 2010*

* Provided vocational counseling to individuals with disabilities to address employment barriers using a goal-oriented, problem solving approach.
* Coordinated and developed treatment plans for each individual to improve work skills and address needs that impact successful employment.
* Implemented work readiness activities to improve soft skills including: problem solving, time management, social skills, team work, handling pressure/problems at work, communication, and accepting feedback.
* Communicated with the person’s team to ensure continuity of services.
* Motivated individuals to accept challenges and pursue their goals of obtaining and maintaining employment.

## QUALITY MANAGEMENT SPECIALIST

*The Rehabilitation Center*

*August 2000 to May 2002*

* Maintained program quality and regulatory compliance for services provided to people we support.
* Provided instruction to staff on regulatory and program specific procedures and protocols; conducted investigations when indicated
* Acted as the Quality Manager Liaison for the work center and supported employment programs ensuring methods and processes were in compliance with regulations
* Assured the safety and well-being of the people we support by focusing on preventative measures and reporting procedures

**VOCATIONAL CASE MANAGER/BEHAVIOR TECHNICIAN**

*The Rehabilitation Center*

*March 1995 to August 2000*

* Developed and implemented vocational goal plans for individuals in prevocational and vocational services.
* Provided linkage and referral services for additional supports
* Assisted individuals to develop positive work ethic and improve work performance.
* Developed behavior plans in consultation with the Behavior Specialist and assumed responsibility for data collection.
* Acted as the behavior liaison for all staff and people supported in the program.

Jorge Ramos

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Olean, NY 14760

Mobile Phone (323)717-6378

Jramos12416@yahoo.com

**SUMMARY:** Military Veteran with 15+ years of proven experience in maintenance operations, leadership, management, logistics, and accounting. Possesses a comprehensive background in strategic planning, risk management, and process improvement. Recognized by senior executives for successful planning, operational improvements, and experience in policy development and staff management procedures positively influencing overall morale and productivity. Skilled manager with expertise in an array of disciplines including maintenance, repair, troubleshooting, inspecting of pumps, hydraulics, pneumatics, fuel, electrical systems, monitoring systems, and components. Extensive experience with environmental regulations, emergency response, safety guidelines, and OSHA standards.

**EDUCATION**

Regent University

Bachelor of Science

Human Resources Management

EMPLOYMENT

InTandem Olean, NY

Supervisor of Vocational Services July 2023 – present

-Facilitate staff training, on-going professional development and oversight of quality care for all clients within each program.

-Maintain HIPAA regulations and guidelines by ensuring the confidentiality of each client.

-Ensure team of Care coordinators receives positive work environment, regular one on one meetings to ensure open communication between other program staff and the team.

-Provide guidance and oversight for the Site Based Prevocational Program.

-Responsible for daily care and services for 45 individuals that includes program oversight, safety regulations, management of staffing, supervision of clients and precise documentation.

-Schedule and implement annual vocational assessments with clients to assess overall progress towards set goals, strengths, and individualized action plan for employment.

- Interact daily with adults with disabilities as they learn prevocational skills to lead to the development of independence and social characteristics to best assimilate into their chosen career path.

-Consistently track, record and perform quality assurance on staff documentation, daily tracking, data entries, budgets and incident reports, as appropriate.

-Communicate proactively with FIRST TRANSIT regarding client needs to ensure safe transport of all clients through the bus company. When an incident arises, quickly handle the situation and submit an incident report, or further follow-up when needed to ensure clients are supervised well and taken care of.

Community Employment Specialist **Olean, NY**

Jan 2023- July 2023

-Provide supervision and coaching to clients with disabilities while at employment agencies and companies based on their pre-set vocational and personal goals.

-Dependent on client need and success with goals, schedule individualized treatment plans and meetings with families, caregivers and other program staff, as needed.

- Ensure documentation is up to date, clear, concise and meets all HIPPA and regulatory requirements.

- Handle difficult conversations when a client is struggling to meet job expectations and requirements; this could include mediating discussions between site supervisors, clients and family members.

- Maintain a high level of integrity, honesty, and confidentiality at all times, especially when in the community.

- Work with agency employment team members to ensure a positive, strength-based working relationship is always upheld.

-Attend required trainings through Innovations to enhance personal development.

Center For Naval Aviation Technical Training Norfolk Norfolk, VA

Division Officer/Leading Chief Petty Officer/Instructor June 2019 – July 2022

- Supervise 12 employees by leading team meetings, creating moments for professional developments and setting up opportunities for mentorship.

-Direct teaching and learning activities with assigned students from different backgrounds (Navy, Coast Guard, and civilian workers).

- Utilized a variety of instructional methods such as individual training, group instruction, lectures, demonstrations, conferences, meetings, and workshops to target different learning styles.

- Provided quality instruction tailored to individual student needs while fostering a positive learning environment based on modern adult learning theories. Worked closely with technical subject matter experts (SMEs) to design, develop and maintain creative, learner-centered training content in multiple modalities.

- Provide oversight of curriculum for 13 specialized courses, which involved the consistent evaluation of curriculum and other instructional materials.

- Counsel students on academic learning problems while identifying new methods for learning and achieving growth in their respective jobs and expertise.

- Conducts inventories by using blueprints, charts, schematics, and technical manuals to ensure students understanding of training aids.

- Supervised the enrollment of new students for 13 Navy courses.

- Experienced in Microsoft Office Suite

USS Gerald R. Ford CVN-78 Newport News, VA

Below Decks Leading Chief Sept. 2017 – Jun 2019

- Experienced in building and optimizing programs through development of data-focused, scalable processes in accordance with the mission and goals of the organization.

- Demonstrated ability to assimilate to new ideas, concepts, methods, and technologies. Dedicated and innovative team builder with a superior work ethic.

- Proven track record for leading multi-dimensional teams in high pressure, high tempo environments producing deliverables on schedule and within required parameters.

- Evaluated personnel, resolving legal issues including health and safety issues providing workforce diversity training.

- Reviewed and updated job descriptions.

- Monitored a stress management program to establish and maintain a safe working environment.

Division Leading Petty Officer Sep 2015 – Aug 2017

**-**Managed and led 97 Navy sailors: assisting with all basic logistics for finances, housing, college career counseling, and evaluations of performance.

- Organized and maintained all documentation requirements which could be requested at any time by the chain of command.

- Project management lead for a team of 97 personnel, provided oversight and support with hands-on leadership.

- Conducted interpersonal briefs, planning, organizing, and evaluating training programs for personnel.

- Provided guidance on job performance and assisted with reviews and recommendations to enhance personnel goals.

Maintenance Leading Chief Sep 2013 – Aug 2015

- Oversaw all applicable standard operating procedures, safety, and quality standards, satisfying the customers' quality requirements and ensuring all products and services were delivered without risk.

- Organized evaluation of workplace hazards, including periodic workplace monitoring.

- Managed 85 personnel which were responsible operating, maintaining, and performing organizational maintenance.

- Technically proficient in reading and understanding technical manuals, diagrams, blueprints, and schematics. Conducted final inspections of all maintenance actions conducted and airworthiness of shipboard and shore fuel facilities.

- Managed the operation and organizational maintenance on aviation fueling and lubricating oil systems supplying aviation fuel and lube oil to all aircraft and support equipment for successful flight operations evolutions.

- Operated, maintained, and performed maintenance on aviation fueling and lubricating oil systems, including aviation fuel and lubricating oil service stations and pump rooms, piping, valves, pumps, tanks, and portable equipment related to the fuel system; operated, maintained, and repaired valves and piping of purging and protective systems within the Aviation Fuel spaces aboard ship

- Assembled, operated, and maintained all field and laboratory testing for flashpoint, specific gravity, water and sediment measuring, and upkeep of all mechanical equipment; maintained all equipment with 100% operating condition.

- Supervised and managed the safe receipt, transfer, and issue of fuel through manifold and pumping systems to various locations throughout the ship.

- Documented operational data such as products and quantities pumped, stocks used, gauging results, and operating times ensuring jet fuel was available for normal and emergency operations.

- Established a maintenance program to organize and lead 30 inspections identifying and correcting discrepancies.

**Nancy U Miller**

Olean, New York

716-378-7205

[nmiller@intandem.org](mailto:nmiller@intandem.org)

**PROFESSIONAL SUMMARY**

* Extensive management experience in the provision of services to individuals with disabilities to enhance their independence and success in life.
* Strong organizational skills that facilitate program implementation, enhance team collaboration, and promote positive change.
* Demonstrated skill in advocacy, program design and implementation, assessment, and strategic planning.
* Commitment to person-centered planning and customer-driven services that focus on personal success.

25 years’ experience providing vocational assessments

**EDUCATION**

* MSED, Community/Rehabilitation Counseling,
* St. Bonaventure University, 1979

B.A. in Psychology, Indiana University of PA , 1974

**WORK EXPERIENCE**

## VOCATIONAL EVALUATOR

Intandem

*2021-present*

Coordinate and administer assessments and career exploration activities for both adults and youth referred by ACCES-VR. The process includes identification of interests, strengths and needs, transferrable skills, with the goal of assisting the individual to determine potential career paths and identify strategies for success in future employment.

The process includes the CareerScope assessment for identification of interests and aptitude, overview of behavioral health concerns and physical limitations that could impact employment, review of the local labor market and in-demand occupations, and training and education opportunities. The final report includes specific recommendations for effective strategies for job placement, personal satisfaction on the job, and retention

## director of vocational services

## *Intandem*

*2008-2020*

Coordinate all agency vocational programs funded by state rehabilitation and disability agencies that provide employment supports in both our work center and with employers in our local communities. Responsible for quality provision of services for over 175 individuals that include strategic planning, program design and implementation, budgeting, staffing, training, outreach, and collaboration with multiple service providers. Includes management of multiple placement models and team planning across agencies to ensure that individuals who have a goal of employment are provided the necessary supports to reach their goal. Our success is linked to our productive collaboration with ACCES-VR, OPWDD, and OMH staff.

## COMMUNITY EMPLOYMENT MANAGER

The Employment Connection, *a division of The Rehabilitation Center*

*2000 TO 2008*

Coordinated and provided supported employment and job placement services funded by state agencies and county social services grants to assist individuals with disabilities and disadvantages to obtain employment. Services include pre-placement/job readiness groups, work site assessments, site development and job placement, job coaching and follow along supports.

Completed RFP’s to maintain funding, developed program design and service documentation to ensure quality services, monitored program for corporate compliance. Responsibilities include management of intake, assessment, staff supervision, team planning, transition services, compliance reviews, and public outreach to maintain referrals.

## Employment assessment specialist

The Employment Connection, *a division of The Rehabilitation Center*

*1996 to 2000*

Conducted intake interviews for adults with disabilities pursuing vocational rehabilitation services including evaluations, job placement or job coaching; administered vocational assessments and coordinated extended evaluations to assist individuals in identifying vocational strengths and barriers to competitive employment; developed vocational goals for evaluees that focused on realistic strategies to achieve community-based employment.

## family support services case manager

Western New York DDRO

1988 to 1996

Conducted intake interviews with individuals with disabilities and their families to determine eligibility; advocated for services and acted as liaison with schools, providers and human service agencies to ensure provision of services and quality care; promoted outreach activities by coordinating DISABILITY AWARENESS DAYS at the Olean Center Mall, organizing workshops for families on relevant issues such as inclusion and collaborating on development of the FSS outreach promotional materials.

## BEHAVIOR MANAGEMENT SPECIALIST

Pleasant Valley CLA, Altoona, PA

1981 – 1988

Designed and implemented behavioral treatment programs for individuals with disabilities exhibiting aggressive or disruptive behaviors; increased appropriate behaviors for 70% of individuals receiving services through the use of the least restrictive model of treatment; developed the first Behavior Management Policy for Blair County, PA, which included the establishment of the Behavior Management and Human Rights committees; designed referral, intake and assessment process and introduced computerized data analysis that streamlined the treatment process and increased services by 35%.

Beth A. Harvey

Olean, New York

Phone 716-790-1983

Kait1213@yahoo.com

**Work Experience**

1989- Present

The Rehabilitation Center/Intandem, Olean New York

COMMUNITY EMPLOYMENT SPECIALIST (2001-2008, 2012-present)

* Provide work-site job development, job coaching and off-site support to individuals with disabilities employed in competitive jobs in the local community.
* For job seekers, complete intakes, interest evaluations, and community-based work assessments to assist each person to identify their interests, preferences, strengths and potential barriers to employment.
* In conjunction with the person and their team, develop a person-centered plan that establishes goals that focus on achieving successful employment.
* Positively represent our agency in job development with local employers to explain our programs and recruit potential work sites.
* Act as liaison with employer and the employee to ensure a successful placement.
* Assist individuals to learn coping and problem solving strategies to enhance their success and improve their skills through work readiness activities.
* Document daily case notes and monthly reports about individual progress.
* Maintain open communication with staff/supervisors within the agency
* Provide case management, linkage and referral services for individuals in need of additional services
* Developed and conducted Hazard Training materials used annually for employees of our cleaning service
* Evaluate work performance to ensure employer satisfaction
* Completed Tier 2 and Tier 4 Case Trainings and continue to fulfill yearly continuing education requirements.
* Attended Professional Trainings at *The Center for Human Services Education –* 6-hour classes on topics relevant to the provision of employment services to people with disabilities. Course titles -- Discovery, Pathway to Employment, Embracing Employment, Job Coaching, Advanced Job Coaching Skills, Creating Connections.

RESIDENTIAL HABILITATION INSTRUCTOR (1989-2001, 2008-2012)

* Assist people in agency residences with all activities of daily living
* Manage Fiscal Food Budget for Residential Home
* Purchase all personal care and household supplies
* Schedule physician appointments

**EDUCATION**

1998 -2001 Jamestown Community College, Olean New York

Associates Degree

Social Sciences -- GPA 3.78

Charles Meyers

Community Employment Specialist

585-378-0105 [cmeyers@intandem.org](mailto:cmeyers@intandem.org) Olean, N.Y. 14760

**CAREER OBJECTIVE**

Accomplished job coach, skilled in providing comprehensive services. Proven track record of helping individuals develop career plans, identify job opportunities, and build successful career paths. Demonstrated success in developing career assessment tools, career exploration activities and individualized career plans.

**EXPERIENCE**

**COMMUNITY EMPLOYMENT SPECIALIST**

Intandem

March 1986 – Present

* Research of career paths based on individual interests to inform optimal application efforts.
* Communicates effectively by utilization of Electronic reporting
* Support workers in overcoming job insecurity with professional guidance and personal encouragement.
* Development of contacts within the community to facilitate job placement for people with disabilities.
* Provide personal instruction for drafting resumes and cover letters.
* Communicates with Employers, job seekers and community partners to be able to create a smooth transition into the job force.
* Assists individuals with long-term goals for success in the workforce, visiting routinely providing supports.

**EDUCATION**

HIGH SCHOOL DIPLOMA, Hinsdale, N.Y.

Hinsdale Central School, June 1981

**SKILLS**

Proficient in Behavior Modification

Trained in Positive Reinforcement strategies

Up to date with Emergent curriculum

Understands the use of Case Note documentation via Electronic Source Documentation

Kyle Pockalny

Olean, NY 14760

Mobile Phone (585) 307-5081

Kpockalny@gmail.com

**SUMMARY:** Trustworthy and dedicated employee with 3.5 years of experience serving customers, including 1 year as a Community Employment Specialist, job coaching adults with disabilities to work in the community, teaching all aspects of the job duties they need to succeed. Experienced in supervising stock inventory and a reliable and efficient cashier in fast paced retail environments, processing various payment methods and providing exceptional customer service.

**EDUCATION**

Olean High School

High School diploma

June 2021

**EMPLOYMENT**

**Community Employment Specialist**  **Olean, NY**

**Intandem April 2023- Present**

-Responsible for the supervision and coaching to clients with disabilities while at employment agencies/job sites and companies based on their pre-set vocational and personal goals.

-Support client needs and success with goals, safeguards, schedule individualized treatment plans and meetings with families, caregivers and other program staff, as needed.

- Upkeep all documentation is up to date, clear, and concise and meets all HIPPA and regulatory requirements.

- Handle difficult conversations when a client is struggling to meet job expectations and requirements; this includes facilitating discussions between site supervisors, clients and family members to meet a specific goal.

- Maintain a high level of integrity, morality, and confidentiality at all times, particularly when job coaching in the community.

- Work with agency employment team members to ensure a positive, strength-based working relationship is always upheld and work together to ensure the best possible service are delivered.

-Attend required trainings through Innovations to enhance personal development and use that knowledge to further assist clients served.

**Stock Clerk Olean NY**

**Jim’s Park and Shop Dec 2020-April 2023**

-Provided polite and friendly interactions with customers and co-workers ensuring maximum customer satisfaction

-Responsible for receiving, storing, and moving merchandise from the stockroom to shelves, racks, or tables.

-Stocked rotated and conditioned store products on shelves according to company standards and productivity guidelines.

-Trained new stock clerks in all facets of merchandise and up-keeping of products in the store.

- Created safe and clean work area, minimizing customer agitation while shopping.

-Maintained a work schedule for the Stock department and all its employees.

-Volunteer to work extra shifts and covered other employees when store was in need to maintain a great work environment.

**Food Server Olean NY**

**Pulaski Club Feb 2019- Dec2020**

-Assisted and helped serve food at special events.

-Communicated with kitchen staff to make sure accurate service was provided.

-Maintained sanitation standards allowing customers to enjoy the environment and event.