

Colleen Marie Schantz
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 585-353-2260



Vision: To make a difference in the lives of others by empowering them to be their best selves. To be a model of healthy living and positive decision making in the areas of health, wellness, and career choices.

Skills and Accomplishments:

- * **Organization and Implementation:** Helped organize inclusive art fundraiser for Best Buddies of Rochester
- * **Facilitation:** Led retreats and community workshops
- * **Public Speaking:** Preached at Open Arms Church
- * **Creative writing and Marketing:** Wrote and sold poetry books to support local organizations
- * **Creativity:** Choreographed and Led Dance celebration at Clover Spirituality Center

Education:	St. Bernard's School for Theology and Ministry MA Pastoral Studies/ concentration Pastoral Care and Counseling	2006
	SUNY Empire State College BS Liberal Arts/ Community and Human Services Early childhood development Creative writing	1998
	Monroe Community College AS Liberal Arts/ certificate Human Services Internships in special education	1996
	Partners in Restorative Initiatives Certificate in Peace Circle Facilitation Restorative practices/Talking circles/Communication	

Professional Experience:

St. Joseph Church: Rectory Cook Duties: shopping, nutritional meal planning, cooking	2023-present
Radnet Borg and Ide: Scheduler Duties: Schedule appointments accurately and efficiently Provide excellent customer service experience Stay updated on procedures and protocol Troubleshooting	2022-2024
Penfield UMC: Administrative Assistant Duties: Answer phones and email correspondence Maintain church calendar/website Design and print/distribute newsletters and worship bulletins Hospitality Keep records of attendance and donations	2019-2020
Henrietta Discount Liquor: Team member of family business Duties: Provide customer service and head cashier Marketing and store maintenance Recommendations for wine pairings	2002-2017
Avenue Clothing: Retail Sales Associate Duties: Sales, cashier, and stocking Fashion consulting	2016-2017
Affinity Place: Relief Counselor Duties: Crisis intervention in Hospital Diversion Program Warm Line Counselor Regular communication with guests Plans for future goals/ community referrals	2016

Services Qualifications
 Attachment 1-A-
 1009x, 1001x, 1002x

Stacey Daly, LMSW
390 Westchester Avenue
Rochester, NY 14609
(585) 330-5718
staceycdaly@yahoo.com

EDUCATION:

Professional Licensure: Licensed Master of Social Work, New York 074943-1

Master's of Social Work, University of Buffalo, 2005
Health, Mental Health, and Disabilities Concentration

Bachelor's of Arts in Psychology, State University of New York at Geneseo, 2003
Magna cum Laude

RELEVANT EXPERIENCE:

Rochester Rehabilitation Center: Ventures PROS 03/2017 -present
PROS Placement Specialist

- Maintain a caseload of up to 20 clients with disabilities including mental illness, substance use, and learning, developmental, and physical disabilities
- Teach coping skills to assist individuals with managing their symptoms
- Teach classes that aid in the recovery process, including vocational groups and wellness self-management groups
- Aid clients in job search and career exploration
- Work with clients referred through HCBS (Home Care Based Services) to job develop, write cover letters, resumes, and references, practice interview skills, and address barriers to maintaining employment
- Devise and carry out treatment plans based on clients' strengths and barriers

DePaul PROS 10/2016-03/2017
Vocational Counselor

- Maintained a caseload of up to 20 participants with disabilities including mental illness, substance use, and learning, developmental, and physical disabilities
- Taught coping skills to assist individuals with managing their symptoms
- Taught classes that aided in the recovery process, such as healthy self-esteem and dealing with anxiety and depression
- Job developed with participants using the ISP model
- Worked collaboratively with participants to create cover letters, resumes, and references
- Devised and carried out treatment plans based on participants' strengths and barriers

Irondequoit Public Library
Circulation Desk Clerk

01/2013-10/2016

- Charged, discharged, and renewed patrons' materials, collected fines, and issued library cards

DePaul WorkGuide, Supported & Transitional Employment programs 01/2008-01/2013
Vocational Counselor

- Maintained a caseload of 40 consumers with disabilities including mental illness, substance use, and learning, developmental, and physical disabilities
- Job developed to secure volunteer internships in nonprofit organizations that matched consumers' interests and abilities in order to assess work readiness
- Conducted vocational assessments to determine consumers' work readiness
- Assisted with resume preparation and taught interview skills
- Facilitated biweekly Vocational Groups
- Job coached to assist consumers with learning new tasks
- Facilitated performance evaluations with clients' supervisors

Canisius College Counseling Center
Social Work Intern

08/2004-05/2005

- Conducted individual counseling sessions
- Created and implemented a transfer student group and a stress reduction group
- Coordinated Eating Disorders Awareness Week
- Developed community awareness materials for Sexual Assault Awareness Month
- Educated students on memorization strategies in test anxiety workshops

Amherst Center for Senior Services
Social Work Intern

09/2003-05/2004

- Conducted individual counseling, made weekly home visits, and developed Adult Day Care activities

Livingston County Mental Health Services
Case Manager Intern

01/2003-05/2003

- Managed caseload of adult clients with mental illness, assisted in treatment planning, and referrals

Services Qualifications

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1008x, 1005x, 124x, 127x, 1009x, 1001x, 1002x

Jeffery Diekvoss
34 Marblehead Drive
Rochester, New York 14615
585-723-9501

PROFESSIONAL OVERVIEW

Experienced supervisor/Manager with strong leadership, organizational and relationship-building skills. Multi-task oriented with attention to detail

Seeking a challenging position in the customer service, medical, counseling, merchandising or human services field.

CORE STRENGTHS

- Development , implementation and management of plans/programs
- Reliability, Customer Focused
- Vocational case management
- Job Development
- Individual, group and family crisis counseling
- Staff training and development
- Report writing and computer skills

PROFESSIONAL EXPERIENCE

Supervisor 03/2012-10/2012

Woodcrest Commons Henrietta, NY

Direct supervision of staff in an assisted living environment.

Managed a team of six direct service staff.

Supervisor 02/2008-10-2011

Monroe County Department of Human Services Rochester, NY

Direct supervision of Child and Adult Protective staff.

Managed a team of eight professionals that investigated cases of abuse and neglect.

Reduced caseloads by implementation of new strategies to complete investigations in a timely manner.

Caseworker/Senior Caseworker 05/1997-02/2008

Monroe County Department of Social Services Rochester, NY

Direct casework with children, families and staff related to investigations of alleged child abuse and/or neglect.

Supervision of staff and implementation of policies.

Developed innovative forms for streamlining day to day casework documentation.

Job Development/Case Management 02/1993-05/1997

CDS/CRA Managed Care Rochester, NY

Job Development for Developmentally Disabled and Workers Compensation clients.

Reduced and controlled company expenses by successfully finding employment for individual clients.

I also have prior work experience in Customer Service, Merchandising and Stocking in the golf, retail and grocery fields.

BS - Vocational Rehabilitation
University of Wisconsin-Stout
Menominee, Wisconsin

Professional Development:

- Business Management
- Sociology
- Vocational Evaluation

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Lisa D. Bierre
Rochester, NY 14623
Lisabierre20@gmail.com
(585) 309-1424

QUALIFICATIONS:

- Master's degree and permanent NYS certification in Special Education
- Elementary, Secondary, and College teaching experience
- Experience teaching math, reading, writing, computer skills, customer service skills, communication skills, learning strategies
 - Taught traditional, hybrid, and online formats
- Coordinated college learning center
- College academic advising experience
- Experience assisting people writing resumés, cover letters, and references
- Experience with job research tools including Occupational Outlook Handbook, O*Net, aptitude/interest assessments, and job search websites
- Experience with confidential documents, ADA regulations, HIPAA & FERPA
- Experience working with people from a variety of socio-economic backgrounds
- Computer Literacy: Microsoft Office, Blackboard, Canvas, Banner, Degree Works, Zoom

EDUCATION: State University of New York at Geneseo

- **M.S. in Special Education**
 - Permanent New York State Certification, Special Education
 - GPA 3.8, *Graduated with Honors*
- **B.S. in Education: Elementary and Special Education**
 - Concentrations in Psychology and Fine Arts
 - GPA 3.76, *Summa cum laude*

WORK EXPERIENCE:

**Workforce Development Adult Education Instructor
Rochester Rehabilitation**

July 2021 – August 2022

- Teach customer service and work readiness skills to unemployed or under-employed participants (5-10 per class) to help prepare them for workforce
- Develop curriculum for program
- Recruit participants & conduct intakes
- Track data & statistics of program

Reason for leaving: Grant funding ended

**ADA Coordinator/Learning Specialist
Unity College, Unity, Maine**

August 2017 - August 2020

Provide/arrange academic services for 100+ students with disabilities, and assist with daily operations of Collaborative Learning Center serving ~ 600-700 students

- Coordinate academic, housing, and ESA accommodations for students with disabilities
- Lead student success workshops in time management, study skills, social skills, self-advocacy
- Provide academic advisement and academic mentoring to at-risk students
- Assist with daily operations of Learning Center, including train/supervise peer tutors
- Create training materials, PowerPoints, brochures, handouts
- Maintain confidential files and data of ADA and Learning Center usage
- Review college ADA policies, update as needed to align with ADA regulations

Reason for leaving: College closed flagship campus; position eliminated

Learning Center Coordinator

August 2010 – February 2017

Bryant & Stratton College, Rochester, NY

Coordinate two on-campus learning centers providing academic support, technology assistance, and tutoring services for 700+ students

- Teach math, college success, and computer literacy courses
- Lead student success workshops in time management, study skills, self-advocacy, technology
- Provide academic and technical support to ~100 students taking online courses
- Arrange services for students with disabilities
- Provide academic advisement and mentoring
- Recruit, train, and supervise peer and professional tutors
- Create training materials, PowerPoints, and resource handouts for learning center
- Collect/report statistics on Learning Center usage and student progress

Reason for leaving: Position discontinued

Academic Advisor/Disability Services

September 2007 – June 2010

Monroe Community College, Downtown Campus, Rochester, NY

- Arrange ADA accommodations for ~150 students with disabilities
- Lead workshops about disability services and transitioning to college to students with disabilities, parents, high school personnel, and college faculty and staff
- Present workshops on study skills, time management, test strategies, self-advocacy
- Provide academic advisement to new and current college students
- Collect/report statistics for grant on progress/retention rates of students with disabilities

Reason for leaving: Grant funding ended, position discontinued

Associate Adjunct Professor

September 2002 – present

Monroe Community College, Rochester, NY

ESOL/Transitional Studies Department

- Teach Basic Math, Pre-algebra, and College Success Courses
- Teach traditional, web-enhanced, hybrid and online courses
- Provide advisement to incoming Transitional Studies students
- Tutor in Writing Center

OTHER RELATED TRAINING and SERVICE:

- **Professional Development:** PEERS Social Skills Training, CPR/AED certification, Mental Health First Aid training, Community Emergency Response Team (CERT) Training, Mentors in Violence Prevention Train-the-Trainer (MVP), Safe Zone Train-the-Trainer (LBGTQ), Diversity Training, Sexual Harassment/Title IX, Lay Leadership Training
- **Other Skills & Experience:** Public Speaking/Lay Speaker, DSP (Direct Support Professional/QMRP) experience, Adminstrate website, newsletter, events calendar, and social media pages for non-profit
- **Conferences and Memberships:** NYS Disabilities Service Council, Southern Maine Disability Services Group, New England AHEAD

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MATTHEW DUNHAM

Residential Habilitation Counselor

PROFILE

Seasoned Residential Counselor with more than 12 years of experience. Been working with people with developmental disabilities as well as with mental health during this duration. I am dedicated to pursuing high levels of personal care for all individuals. I have a long history of medical background (AMAP) and the knowledge of medical terminology as well as HIPPA compliance. I consider myself a driven individual who works extremely well with others in this type of setting.

CONTACT

PHONE:
585-629-0726

EMAIL:
Cattitude1982@yahoo.com

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EDUCATION

Webster High School

1997 - 2000
[High School diploma.]

Monroe Community College

-Associates Degree, Liberal Arts (2006)

WORK EXPERIENCE

Starbridge Inc. Residential Habilitation Counselor

12/2010–Current

Implements the individual's habilitation plan and provides the necessary ongoing instruction and support services to maximize the individual's abilities to live competently as integrated members of the community. Instructs, supervises and assists residents in skills based on their life plans. These services should be person centered and focused on individualism, integration, independence, and productivity.

Lifetime Assistance. Residential Habilitation Counselor

January 2008–December 2014

Implements the individual's habilitation plan and provides the necessary ongoing instruction and support services to maximize the individual's abilities to live competently as integrated members of the community. Instructs, supervises and assists residents in skills based on their life plans. These services should be person centered and focused on individualism, integration, independence, and productivity.

-Administer prescribed oral and topical medications under the written direction of physician or as directed by home care nurse or aid.

SKILLS

-Currently certified CPR and First Aid
-SCIP certification
-AMAP medication

Lora O'Neil
553 North Creek Crossing
Rochester, New York 14612
(585) 227-9592

EXPERIENCE:

- 8/98-Present** **LDA Life and Learning Services**
Position: Employment Counselor
Assist individuals with learning and developmental disabilities in identifying and achieving their employment goals. Meet OMRDD and VESID requirements of documenting all services rendered to ensure agency receives proper funding for billable services. Conduct productive meetings between the individuals I serve and their employers in order to have open communication to best meet the needs of the employers and the individuals I serve. Support each individual in realizing their potential by developing strong rapport with each individual and offering support and guidance.
*Currently involved in LDA's Employee Recognition Committee, designed to better praise employees that exceed expectations and to encourage employee retention and job satisfaction.
*Identified a need for socialization opportunities for women in our supported employment program, initiated start up of and ran LDA's Women's Group for over 2 years.
*United Way Committee member '01: Coordinated Community Fundraiser event which lead to LDA exceeding our goal for the first time.
- 1/97-8/98** **Upstate Systems Technologies**
Position: Vocational Counselor
Job entailed teaching and supervising individuals with developmental disabilities how to accurately complete necessary assemblies to fill customer orders. Assured that all individuals produced quality products in a timely manner. Kept records of each individuals hours worked for payroll. Assured accuracy in all shipments, ordered and received supplies, assisted company in meeting and often exceeding monthly revenue goals.
- 5/93-12/96** **Blockbuster Video**
Position: Senior Assistant Manager
Started working as customer service representative and was promoted to Shift Supervisor followed by Assistant Manager followed by Senior Assistant Manager. Responsibilities as Senior Assistant Manager included employee hiring/firing and training, supervising a staff of 10-12, customer relations, revenue growth, cost controls, and data entry.
- 8/92-8/93** **Northwest YMCA**
Position: Assistant Director Autumn Lane School Age Child Care Program
Coordinated activities for up to 30 children ages 6-11; such as arts and crafts and various interactive activities. Assisted children in completing homework assignments as needed, and assured their safety while in my care.

Education:

- 1994-1996** **State University of New York College at Brockport**
Degree: Bachelor of Science, Major: Psychology
- 1992-1994** **Monroe Community College**
Degree: Associate of Science-Dean's List each semester