

# Therese Flannery

## Program Facilitator

✉ tglanneryts@gmail.com

☎ 585-261-9266

📍 Hilton, NY

Passionate about empowering individuals with intellectual and developmental disabilities to discover their unique purpose and potential. Currently advancing my role at Homesteads for Hope to oversee vocational supports, provide tailored training, and connect individuals with work-ready resources. I am dedicated to fostering growth, independence, and inclusion, and I thrive on creating meaningful opportunities that help people succeed.

## Experience

### Program Facilitator | Homesteads for Hope

*April 2023-Present*

- Working with adults with intellectual and developmental disabilities.
- Job coach individuals working during our CSA pickup.
- Provide individualized support to help program participants meet personal goals.
- Develop and design scaffolded programs as part of the programs team.
- Manages the Field Trip Friday program that brings in community and school groups, and empowers our program participants to deliver workshop experiences.

### Early Start Teacher/Wrap Care Director | St. Paul Lutheran School

*May 2017-Jan 2023*

- Designed and implemented curriculum for the Early Start program, scaling its capacity and structure over five years.
- Oversaw hiring and managed staffing schedules effectively.
- Expanded student enrollment from under 10 to 54 within three years.
- Established a summer camp program, creating daily schedules and developing themes for activities.

### Nanny Private Home

*Sept 2014-June 2018*

- Worked in a family home with three children under the age of seven, keeping them educationally stimulated, nurtured, and cared for while managing household duties such as cleaning, and laundry.

### Preschool Teacher/School Age Summer Camp | Brockport Child Development Center

*May 2017-Jan 2023*

- Assumed various roles to support classroom activities and program execution seamlessly.
- Oversight of the summer program, including implementing many field trips and activities around the college campus at SUNY Brockport.
- Developed a curriculum for the toddler room, and moved into an oversight position in that classroom.
- Worked with aides to manage the various schedules and activities required.

### Nanny Private Home

*Sept 2014-June 2018*

- Worked in a family home with three children under the age of seven, keeping them educationally stimulated, nurtured, and cared for while managing household duties such as cleaning, and laundry.

## Education

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- BS|Psychology in Child Psychology  
SUNY Brockport
- Brockport, NY|May 1993

## Skills

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- Project Leadership
- Creative Problem Solving
- Self-Motivated Professional
- Dependability
- Social Media Marketing
- Effective Multitasking
- Curriculum development
- Training delivery
- Learning styles

## Activities

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- Hilton Central School District Board Member
- Hilton Lions Club Volunteer
- Commissioner and Ladies Auxiliary Member Hilton Fire Department

## Access VR Services To Provide

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- Job Exploration Counseling
- Instruction in Self Advocacy
- Workplace Readiness Training
- Work-Based Learning Experience (Development, Wage Reimbursement, Mentor)

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# ROBERT MORIARTY

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## PROFESSIONAL SUMMARY

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Proven leader in Leadership and Organizational Development, Employee Engagement, Training, Coaching, Staffing and Recruiting.

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## WORK HISTORY

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### Employment Specialist

#### Arc of Monroe County – Job Path

- Supported individuals with a variety of disabilities including LD, ID/DD, Autism Spectrum Disorders, TBI, dual diagnosis, and physical disabilities
- Utilized strategies such as job development, job search/matching, employer education, task analysis and advocacy to help secure employment
- Coached individuals on and off jobsites to ensure employer/employee satisfaction
- Monitored job performance and job-related skills
- Maintained up-to-date records, billable service notes and documentation
- Supportive advocate for all supported individuals
- Awarded Cecilia Coulter Award for Employment Specialist Excellence from the Rochester Area Employment Network 2018

#### Senior Trainer - Customer Service Learning and Development

##### Verizon Wireless

- Designed and facilitated customized curriculum for technology industry
- Employee development and learning reinforcement
- Performance coaching for numerous workgroups
- Determined training effectiveness utilizing 30/60/90 day approach
- Facilitated leadership/new hire/embedded base training

#### Training Supervisor-Customer Service Learning and Development

##### Verizon Wireless

- Analyzed learning needs and partnered with subject matter experts to provide input for course content.
  - Developed team of 9 trainers including peer coaching and providing constructive feedback.
- Evaluated and assessed the effectiveness of key training initiatives.

##### Resource Management Supervisor

##### Verizon Wireless

- Compiled, analyzed and prepared management reports on a regular basis. Scheduled meetings, training and regional events for contact Center of over 900 employees.
- Coordinated staff requirements to meet business and service level needs. Recommended staffing policies and improvements as needed. Responsible for analysis of current day trends and making appropriate adjustments to staffing plans as needed.
- Responsible for all facets of Intra-Day management for Rochester Contact Center.
- Acted as liaison between Rochester Contact Center and the Area Work Coordination Center.

### Operations Manager

#### United Auto Finance

- Staffing responsibilities for over 25 employees in the inbound customer call center, contract funding and dealer relations, paid loan processing, title and lien follow-up, file integrity, and credit processing functional areas.
- Implemented Automatic Call Distribution phone system to improve customer service in-bound call service levels. Reduced abandoned call rate from 8% to less than 2% over 4-month period. Maintained daily and monthly call reporting statistics for customer service, credit, and collection departments.
- Assumed responsibility for entire collections, liquidations, and recoveries departments for the last year of company operations. Successfully maintained acceptable levels of delinquencies for entire period.
- Extensive experience in system testing and specification writing, including telecommunication software, contract tracking, and in bound fax systems.

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## EDUCATION

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**St. John Fisher College** Rochester NY

**Bachelor of Science:** Management - Finance and Accounting Concentrations

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## Access VR Services to Provide

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- Job Exploration Counseling
- Instruction in Self Advocacy
- Workplace Readiness Training
- Work-Based Learning Experience (Development, Wage Reimbursement, Mentor)

# Abbey Orchard

162 Attridge Road • Churchville, NY 14428 • (585) 414-2240 • arorchard22@gmail.com

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## EDUCATION

**St. John Fisher College**, Rochester, NY

May 2016

**Ralph C. Wilson, Jr. School of Education**, NCATE Accredited

GPA: 3.21

Bachelor of Science in Childhood Education and Special Education

Minor: Psychology

## EMPLOYMENT EXPERIENCE

**Homesteads for Hope**, Rochester, NY

May 2024-Present

*Program Facilitator*

- Create, scaffold and implement daily farm or homesteading related activities with clients
- Manage and build partnerships with local school districts and agencies
- Schedule and facilitate tours and interviews for incoming or potential clients

**Mary Cariola Center**, Rochester, NY

September 2021-April 2024

*Behavior Therapist*

- Conduct and write Functional Behavior Assessment on students with behavioral concerns
- Collaborate with interdisciplinary teams to develop Behavior Intervention Plans for students
- Develop Behavior Intervention Plans that utilizes proactive and function-based antecedent strategies to address difficult behaviors and promote appropriate behaviors
- Hold in-services with classroom staff and interdisciplinary team to provide training on student specific Behavior Intervention Plans

**Mary Cariola Center**, Rochester, NY

July 2019-September 2021

*Crisis Intervention Specialist*

- Assist classrooms with students' behavioral needs
- Collaborate with behavior therapist to help develop reinforcement plans and procedures
- Enter behavioral data into student specific excel sheets
- Create data sheets for classrooms to use to collect daily behavioral data
- Implement behavior intervention plans in conjunction with classroom staff

**Mary Cariola Center**, Rochester, NY

September 2018-July 2019

*Administrative Assistant*

- Collect, format, and organize essential documents for student files
- Create errorless Excel and Word documents for both Principal and Vice Principal
- Serve as a back-up receptionist and switchboard operator as needed
- Assist Principal with any miscellaneous tasks as requested

**New York Icons**, Rochester, NY

June 2017-Present

*Coach*

- Parent communication via email and in-person meetings
- Calming and handling disgruntled parents in difficult situations
- Coach athletes from ages 8 – 18
- Create and maintain a safe and positive environment for whole organization
- Critique routines with attention to detail
- Effectively collaborate with co-coaches and program director

**Wood Kettle Brewing, Hilton, NY**

July 2020-Present

*Bartender*

- Provide friendly and positive customer service to regular and new customer's

**Fallone's Funtime Center, Rochester, NY**

August 2017- September 2018

*Office Manager*

- Created daily and weekly schedule for fifteen or more employees.
- Scheduled and conducted interviews for potential staff. Organized and collected all staff paperwork that was necessary for New York State
- Greet and interacting with parents upon drop off or pick up and handling any unique situations
- Perform and complete multiple diverse tasks throughout the whole center

**All- American Homecare, Rochester, NY**

June 2016- September 2017

*Caretaker*

- Responsible for administering emergency medication
- Use of alternative communication techniques due to a non- verbal client
- Maintaining strict dietary guidelines and needs

**Full Time Nanny, Spencerport, NY**

January 2017- June 2017

- Responsible for maintaining schedules for four children.
- Created daily educational activities for kindergarten preparation
- Maintained household chores and created organization system for the family

**Sunsational Tan, Rochester, NY**

March 2014- September 2016

*Assistant Manager*

- Responsible for providing friendly and positive customer service for clients in person and via phone
- Assists owner in maintenance of monthly membership fees

**Fallone's Funtime Center, Rochester, NY**

June 2012- December 2013

*Assistant Teacher*

- Created and executed weekly lesson plans for early childhood children
- Interacted with parents on a daily basis to convey child's progress and/ or needs and to promote open communication
- Utilized organizational skills to maintain a safe and functional classroom

## **SKILLS**

- Experience with IEP Direct
- Completed RBT Task Work through Florida Institute of Technology
- Certified Crisis Prevention Institute: Nonviolent Crisis Intervention trainer through Mary Cariola Center

Access VR Services To Provide/Support

Job Exploration Counseling

Instruction in Self Advocacy

Workplace Readiness Training

Work-Based Learning Experience (Development, Wage Reimbursement, Mentor)

**Chris Krivanek**  
185 Willowbrooke Drive - Brockport, NY 14420  
Personal Phone: (330) 502-0820  
Personal Email: krivanekc@gmail.com

## **CORE COMPETENCIES**

Knowledge of, as well as a passion for, agriculture and sustainability. Strong foundations in botany and environmental science. Experience operating tractors, setting up agricultural equipment, and writing detailed reports.

## **PROFESSIONAL EXPERIENCE**

### Homesteads for Hope, Inc. Rochester, NY

Farm Manager March 2019 - Present

### Keith's Farm Organic Produce Port Jervis, NY

Farm Manager 2013-2015, 2017-2018

### Central Park Conservancy New York, NY

Woodland Zone Gardener June 2016 to April 2017

### Mill Creek MetroParks Farm Canfield, OH

Farm Technician April 2012 to May 2013

### Michael Baker Jr., Inc. Pittsburgh, PA and Ceiba, PR

Environmental Associate Aug 2010 to April 2011

## **ACCOMPLISHMENTS**

Published in Valley Table Magazine (Issue #71 Dec-Feb 2016

"Generation Next Redux")

OSHA HAZWOPER 40 Hour certification

Wetland delineation certification

## **EDUCATION**

### Xavier University, Cincinnati, OH

Bachelor of Science in Biology

## **ACADEMIC HONORS**

Presented independent research at 2 consecutive NCUR (National Council on Undergraduate Research) conferences

Senior research on the evolution of early hominid skull structure

Access VR Services to Provide:

-Work Based Learning Experience

# SHANNON E. RUSSELL

(585) 363-9259 • shannon@homesteadsforhope.org • Rochester, NY

## About Me

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- Ambitious, creative, and innovative food-lover with over 15 years of experience in the industry
- Love teaching and giving kitchen skills to the I/DD community to foster independence.
- Strong leadership skills, a drive to succeed, and a fierce ability to adapt in challenging environments
- Skilled in recipe development/writing, food photography, catering, nutrition coaching

## Professional Experience

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### Culinary Program Coordinator / Homesteads for Hope/ Rochester, NY / April 2024 – Present

- Work alongside Programs Team to streamline daily activities and operations
- Lead kitchen program that highlights farm-to-table cooking & sustainability
- Educate participants in skills, techniques & food safety
- Provide vocational experience in the kitchen by planning menus and preparing items sold in store and coordinating cater events taking place on and off site

### Private Chef & Catering / Rochester, NY / June 2021 – Present

- Independently contracted to shop, prep & cook for the week in client's homes
- Consult with clients to create menus tailored to their requests/dietary needs
- Plan, cost & cook for private events and parties on a per diem basis

### Line & Event Cook / Radio Social / Rochester, NY / October 2022 – April 2024

- Work grill and pizza ovens for dinner service 45+ hours per week
- Daytime prep; create nightly specials
- Facilitate private events for up to 300 guests as well as monthly tasting menus

### Line & Event Cook / REDD / Rochester, NY / July 2022 – November 2022

- Worked Michelin star fine dining as garde manger, fry and sauté stations 45+ hours per week
- Prepped for each station in the kitchen while maintaining food safety procedures
- Executed private events and tasting menus on a monthly basis

### Kitchen Lead / Breathe Yoga & Juice Bar / Pittsford, NY / January 2016 – January 2020

- Designed, developed and implemented health-conscious menus and seasonal specials
- Worked with kitchen staff to execute proper food preparation, garnishment, and portion control
- Mass-produced hundreds of units of food daily for corporate and local franchise locations



- Trained and supervised new kitchen trainees on menu execution and food safety practice
- Ordered and maintained inventory of kitchen dry goods, produce, packaging and paper goods
- Created prep/cleaning checklists, standardized select recipes, and improved organization

#### Sous Chef / ROUX / Rochester, NY / December 2015 – December 2016

- Worked beside the chef to execute seasonal menus and prep for service
- Created nightly specials
- Rotated garde manger, sauté and expo for dinner service
- Received and processed weekly produce and dry goods orders
- Executed prix fixe holiday menus and small parties

#### Line & Sauté Cook / Cafe Cibon / Rochester, NY / September 2014 – December 2015

- Worked garde manger & sauté stations for dinner service
- Prepped daily for lunch and dinner service
- Created nightly specials
- Received and processed weekly produce and dry goods orders

#### Head Chef / breathe yoga & juice bar / Pittsford, NY / August 2013 - March 2014

#### Sous Chef / November 2010 – August 2013

- Networked with & sourced reputable food purveyors, managed expenses
- Designed, developed and implemented health-conscious menus and seasonal specials
- Planned and arranged dinners, luncheons, and private events for up to 250 people
- Maintained inventory of kitchen dry goods, produce, packaging and paper goods

## Education

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**Finger Lakes Community College**

Nutrition & Dietetics

January 2024-Present

**Brockport High School**

2003-2007

## Certifications

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Food Handler ServSafe Certified in April 2022

Access VR Services to Provide:

-Work Based Learning Experience