

Summary: A highly motivated and dedicated professional with a wealth of experience in disability services and work incentives counseling. Bringing over twelve years of expertise in program management, community development, and processing of data to improve support for individuals with disabilities.

Employment

- Benefits Navigation Consulting, New Disabled South** 07/2025-Present
- Consultation on interactive disability related benefits navigation for individuals within New Disabled South's constituency:
 - Researching the effect of earned income on disability benefits relating to SSI/SSDI, Medicaid, Medicare, HCBS Waivers, TANF, Workers Compensation, and Veterans Benefits, etc.
 - Fact finding on individual circumstance and interactive process
 - Support in advising bureaucracy navigation with the goal of maintaining benefits for access to community-based care
 - Collection of relevant resources and guidance in the form of a toolkit to serve as a resource for wage-reporting, benefits crisis management, overpayments, and other benefits-related best practices for organizational use
- National Core Indicators (NCI) Coordinator, Center for Disability Resources** 01/2024-Present
at USC's School of Medicine
- Obtained NCI-IDD Certificate from the Human Services Research Institute within three months of hire date
 - Conducted reliable interviews using the National Core Indicators – ID assessment on a statewide basis with persons with intellectual and developmental disabilities who are supported through the SCDDSN system.
 - Provided relevant information and referral for survey participants seeking guidance in navigating the services system
 - Facilitated meetings with stakeholders in the SCDDSN system to further interagency communication and information dissemination.
- WIPA Project Director: Lead Community Work Incentives Coordinator, Able SC** 7/2021- 01/2024
- Developed program structure and data management system to store consumer information, documents, and other program policies and procedures
 - Recruited, onboarded, and supervised a team of six staff, including CWICs and administrative support staff
 - Submitted quarterly internal and external grant narratives and aggregate data reports to leadership and the Grant funders, Social Security Administration
- Lead Community Work Incentives Coordinator, Able SC** 10/2018- 06/2021
- Participated in the grant writing and application process, leading to the successful award of five years of funding from March through May 2021
 - Recruited, onboarded, and supervised a team of three staff, including CWICs and administrative support staff
 - Support team to provide quality WIPA services to eligible South Carolinians
 - Prepared quarterly grant narratives and aggregate data reports highlighting WIPA program successes
 - Managed caseload and complete all other required CWICs duties
- Community Work Incentives Coordinator, Able SC** 9/2015- 10/2018
- Obtained Community Work Incentives Coordinator certificate from Virginia Commonwealth University's National Data & Training Center within a year of hire date
 - Conducted intakes and assessments, and provided case file management
 - Provided guidance on benefits, healthcare coverage, work incentives, and employment services available to consumers
 - Established a verification process with agencies administering benefits including but not limited to Social Security, Medicare; Medicaid, SNAP/TANF
 - Created and conducted outreach presentations to partner federal, state and non profit agencies ensuring effective communication during benefits counseling
 - Developed monthly and quarterly reports demonstrating program success

- Information & Referral Specialist/ Volunteer Coordinator, Able SC** 7/2012 - 10/2015
- Conducted initial intake interviews, provided relevant information and referral for consumers with disabilities seeking guidance about independent living services
 - Managed assistive technology and durable medical equipment requests from "AT Re-Use" Program, coordinated delivery and case closure
 - Assisted consumers in Social Security benefit applications
 - Recruited and supervised a team of 7-10 volunteers with disabilities

- Console Operator/Field Trainer, Lexington Medical Center** 9/2008 - 07/2012
- Operated the control board, enhanced switchboard operations, updated directories of employees, departments, and affiliated doctor's offices
 - Developed a comprehensive manual of policies and procedures for the switchboard office
 - Trained new employees to ensure smooth operation and effective customer service

Education:

- Work Incentives Planning and Utilization for Benefit Practitioners Certificate 2025
- National Core Indicators (NCI) Surveyor Certification, Human Services Research Institute 2024
- Community Work Incentives Coordinator Certificate, Virginia Commonwealth University's National Data & Training Center 2016
- High School Diploma, South Carolina Governor's School for the Arts and Humanities 2003

Professional Development/Continuing Education/Coursework:

- Work Incentives Planning and Utilization for Benefit Practitioners Certification (2025)
- National Core Indicators (NCI) Surveyor Certification (2024)
- BSADocs - The WIPA Program Director Role Webinar (2023)
- Providing WIPA Services to Individuals who are Blind Teleconference (2023)
- Social Security Disability Benefit Overpayments: What CWICs Need to Know Teleconference (2023)
- Drafting and Revising the Medicare Healthcare Section of the BS&A using BSADocs Webinar (2023)
- BSADocs - The WIPA Program Director Role Webinar (2022)
- Navigating the POMS (2022)
- Providing WIPA Services to Individuals who are Blind Teleconference (2022)
- Engaging Ticket to Work Help Line Referrals Teleconference (2022)
- Providing WIPA Services to Veterans with Disabilities - Part 1 Teleconference (2021)
- Providing WIPA Services to Veterans with Disabilities - Part 2 Teleconference (2021)
- Ethical Considerations for CWICs Teleconference (2021)
- Work Incentives Counseling Strategies to Meet the Unique Needs of Beneficiaries with Psychiatric Disabilities Webinar (2021)
- Interpreting BPQYs Teleconference (2021)
- Integrating Financial Capability into Employment Programs -Building a Pathway to Financial Stability (2020)
- Understanding the SSI Age 18 Redetermination Process Teleconference (2020)
- Supporting -Beneficiaries with a Job Loss (2020)
- Interpreting BPQYs Teleconference (2020)
- Wage Reporting for Beneficiaries of Social Security Disability Programs Teleconference (2020)
- Effective Time Management Strategies for CWICs Teleconference (2020)
- SCDHHS COVID-19 Provider Update Webinar (2020)
- ACL/CMS Promising Practices Training Series: Ensuring Continuity of HCBS During the COVID-19 Pandemic Confirmation (2020)
- Leading Virtual Teams Effectively and Productively in the Era of COVID-19 (2020)

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- Staying-Connected-Engaging-Youth-Virtually Webinar (2020)
- COVID-19 and SSA Programs: Serving Our Beneficiaries Through Unprecedented Times (2020)
- What Does a Person-Centered System Look Like? Introducing the NCAPPS Person-Centered Practices Self-Assessment (2020)
- Plan to Achieve -Self-Support (PASS) Classroom Training in Chicago (2019)
- Title II Disability Benefits Work Incentives Series: Averaging Online Module (2019)
- Revised HelpLine Referral Process & Protocols Teleconference (2018)
- Understanding 1619(b) Teleconference (2018)
- Conducting Effective Initial Interviews with Beneficiaries Teleconference (2018)
- Providing Effective Work Incentives Supports on Other Federal Benefits Web Course (2017)
- The CWIC's Role in Promoting Employment with SS Disability Beneficiaries Teleconference (2017)
- Understanding the Earned Income Disregard (EID) Teleconference (2017)
- Providing Effective Work Incentives Supports on Other Federal Benefits Web Course (2016)
- Understanding the WIPA Service Model and Prioritizing and Triaging Services Teleconference (2016)
- Understanding the Extended Period of Medicare Coverage (EPMC) Teleconference (2016)
- Serving Post-BOND Beneficiaries: What CWICs Need to Know (2016)
- Supporting Beneficiaries in the Development of PASS Web Course (2016)
- Tips & Tools for Developing Individualized BS&As Teleconference (2016)
- Tips & Tools for Developing WIPs Teleconference (2016)
- Working Effectively with the Ticket to Work Helpline - Strategies for CWICs Teleconference (2016)
- Understanding Special Medicaid Teleconference (2016)
- Transition to Retirement Teleconference (2016)
- Understanding -Medicaid and Medicare Web Course (2016)
- Verification of Benefits Teleconference (2015)
- Work Incentives Counseling Initial Training (2015)

Community Involvement:

- Council on Consumer Affairs- Center for Disability Resources, USC 07/24-present
- PAIMI Advisory Council- Disability Rights of South Carolina 2022- present
- SC Disability Employment Coalition 2018- 1/2024
- Centralized Outreach Committee 2018- 1/2024
 - Chairperson 2021- 1/2024
- Transition Alliance of South Carolina, Resource Mapping Committee 2021
- Board of Directors, President (Interim) - AMC Support, Inc. 7/2020-7/2021
- Home and Community-Based Services Final Rule Workgroup 2014- 2019
 - Person-Centered Planning Committee 2014-2019
 - Stakeholder Advisory Committee 2019
 - Quality of Life Performance Measures Subcommittee 2019