

EDUCATION:

Averett University
Masters Business Administration

Danville, VA
2006

Chowan College
Bachelors Psychology

Murfreesboro, NC
1999

EXPERIENCE:

Franklin-Bell Associates LLC
Co-Owner

Fredericksburg, VA
3/15-Present

- Bowling supplier and distributor
- Wholesale bowling balls, shoes and accessories to Bowling Pro Shops in the Mid-Atlantic region

MAXIMUS Federal Services
Senior Consultant

McLean, VA
5/11 -Present

- Manages a team of Account Specialist providing technical assistance to support the growth of Employment Networks and building EN capacity on a National project
- Develops regional and EN specific business plans and marketing strategies that comply with Ticket processes and procedures and that lead to increased recruitment and employment metrics & outcomes of SSA beneficiaries.
- Acts as the "single point of contact" to support and assist client ENs (employment network) and SVRAs (State Vocational Rehabilitation Agency) as the "face of the Ticket Program" from the point of initial outreach and recruitment through active EN participation.
- Collaborates with State Leads and Program Administrators to (1) provide technical information and technical support related to Social Security Administration conditions of participation and payment to ENs; (2) translates the unique challenges of particular disabled groups and providers within the EN model, and; (3) identifies and supports the growth and outcomes of high functioning EN's.
- Utilizes MAXIMUS Ticket to Work Program data to identify and analyze areas of the greatest customer need and makes recommendations for solutions
- Performs regular task related to the oversight, monitoring and reporting of participating service providers. This includes contract status, compliance, maintenance and reporting.
- Develops and prepares productivity and activity reports for Project Management as required for the Social Security Administration
- Serves as a Subject Matter Expert (SME) on provider reviews and processes and/or compliance audits reviews and processes including counseling and advising Account Specialist on program methods and procedures

Service Source**Oakton, VA**

Project Manager

6/01 to 5/11

- Partnered with Workforce Center in Prince William County providing an array of employment services to customers and staff including workshops and disability awareness trainings
- Collaborated with Veteran Representatives at the Workforce Center to specifically increase accessibility of services and programs to disabled veterans
- Worked with agencies and employers in Prince William County to increase awareness of disability services provided by Service Source.
- Participated in cross-functional team meetings within Service Source to increase awareness of departmental specific updates, changes and processes.
- Provided contractual services for partner agencies under acquired grants
- Utilized Microsoft Excel and Access to track and report data regarding the program to the Virginia Department of Social Services & Prince William County Government
- Successfully passed 4 annual state audits of the TANF Disability Grant Program
- Responsible for providing job development and placement services to TANF recipients with disabilities and multiple barriers to employment, employing a significant number of customers on Ability One contracts
- Worked collaboratively with clients, local businesses, State Vocational Rehabilitation Counselors, Social Security Administration and Social Services Caseworkers with the purpose of increasing employment outcomes for individuals with disabilities.
- Maintained current case files and records consistent with requirements of accrediting entities and program area funding sources
- Responsibly managed annual program and support services budget
- Supervised and trained staff members to assist on the Prince William County Job Retention and Wage Progression contract
- Effectively marketed an array of services provided by Service Source to individuals, agencies and businesses in the community

Rappahannock Goodwill Industries**Fredericksburg, VA**

Lead Vocational Services Counselor

4/99 to 6/01

- Provided services to consumers with Intellectual Disabilities and/or serious Mental Illness enabling them to work in various environments
- Assessed the needs of MR, MH/MR, MH, consumers; developed individual service plans and coordinated services to address these needs
- Maintained daily, monthly and yearly records of activities and progress to meet licensure/contractual requirements
- Successfully converted program participants to Medicaid Waiver Funding prior to CARF survey. Agency was awarded a 3 year accreditation after the survey
- Responsibly managed \$50,000 DRS budget used to assist consumers with long-term needs
- Managed computer program in conjunction with the 15th District Juvenile Court Services Unit. Program allowed juveniles to complete an eight-weekend course that taught basic computer repair skills