

**ADA Compliance | 504 Compliance | Curriculum Development
Licensing | Education and Training | Case Management Program
Management | Community Outreach**

VALUE ADDED

- ADA Specialist - background in researching and advising on ADA/Accessibility compliance.
- Experienced state Licensing Specialist - conducted Group Home licensing.
- Created ADA/Accessibility program for Florida City & County Management Association.
- Master's level professional in Counseling and Human Services.
- Case Management - provided extensive services to persons with disabilities age 5+.
- Diversity advocate - 2014 recipient of "People First Advocate Award" granted by ARC of Fl.
- Coordinated Disability Mentoring Day in Polk County, Florida.

PROFESSIONAL EXPERIENCE

SYRACUSE UNIVERSITY COLLEGE of LAW-BURTON BLATT INSTITUTE 2023–Present

Technical Information (TA) Specialist – Southeast ADA Center

- Respond to inquiries to the Center and provide technical assistance and referrals.
- Coordinate with SEADA TA affiliates on developing and reviewing training curriculum.
- Assist Center staff with planning ADA Live! podcasts and responding to media inquiries.
- Participate in multiple workgroups and committees to fulfill SEADA Center objectives.
- Chair SEADA TA Workgroup, including scheduling meetings and planning agendas.
- Collaborate in developing fact sheets and resource materials for public distribution.

CITY of LAKELAND, Lakeland, FL 2017–2023

ADA Specialist

- Research & analyze federal, state, and local laws related to ADA and accessibility standards.
- Provide accommodation/modification assistance to members of the public.
- Identify city barriers to accessibility and recommend corrective action.
- Serve as facilitator of citizen advisory group - Lakeland Alliance for Accessibility.
- Coordinate staff collection of field review and site visit data to assess for ADA compliance.
- Assist in the development and execution of the city's ADA Transition Plan.

STATE of FLORIDA: AGENCY for PERSONS with DISABILITIES, Lakeland, FL 2010–2016

State Licensing Specialist APD (2015–2016)

- Conducted Licensing inspections of 60+ Group Homes serving individuals with disabilities.
- Provided technical assistance to potential and existing contracted Group Home operators.
- Assessed clients monthly to ensure health, wellbeing and appropriate service delivery.

Employment Liaison APD (2010–2015)

- Informed job seekers of rights under ADA; acted as advocate with employers when needed.
- Conducted training for Medicaid Waiver providers contracted for employment services.
- Coordinated central Florida's participation in national Disability Mentoring Day, bringing together 20+ agencies and 40+ employers, with more than 100 mentees annually.

- STATE of FLORIDA: VOCATIONAL REHABILITATION, Lakeland, FL 2009–2010
Senior Vocational Rehabilitation Counselor
- Counseled individuals with disabilities regarding career goals and their rights under ADA.
 - Marketed services of the organization through public speaking and outreach programs.
- STATE of FLORIDA: AGENCY FOR PERSONS WITH DISABILITIES, Lakeland, FL 2008–2009
Human Services Program Analyst APD (Short term contract position)
- Conducted in-home visits with APD applicants to determine service needs.
 - Provided resources and referrals to community service providers.
- BRIGHT HOUSE NETWORKS (now Spectrum), Auburndale, FL 2007–2008
Sales/Customer Service Representative
- Sold individual cable packages, consistently scored 100% on customer satisfaction surveys.
 - Developed commercial business referrals for 100+ locations.
- CAREERSOURCE POLK (aka Polk Works), Lakeland & Winter Haven, FL 2005–2007
Training Manager (2006–2007)
- Developed training programs for 100+ staff, including new-hire orientation program.
- Employment Readiness Trainer** (2005–2006)
- Taught employment preparation classes for “Welfare to Work” program customers.
- PREFERRED ALTERNATIVES, Greensboro, NC 2004–2005
Case Manager/QDDP/QMRP/Trainer
- Assisted at-risk youth and people with disabilities with resources and services.
 - Conducted “Person-Centered Planning” in-service training and new-hire orientation.
- JACKSON COUNTY OREGON: HEALTH & HUMAN SERVICES, Medford, OR 2000–2003
Case Manager/Self-Directed Supports Consultant
- Located, implemented and tracked services for clients with development disabilities.
 - Participated in county planning sessions to improve service delivery.

EDUCATION AND TRAINING

ADA Coordinator Certification, University of Missouri, Columbia, MO

Master of Science in Counseling, California State University, Hayward, CA

Bachelor of Arts in Human Services, University of Massachusetts, Amherst, MA

PROFESSIONAL AFFILIATIONS

ADA National Network

Accessibility Professionals Association

Agency Connection Networking: United Way
