

Shanika M. Cooper, MHS-PC

Summary

Focused and driven healthcare management professional, successful in leading diverse teams toward the achievement of organization goals. Proven ability to manage multiple projects simultaneously and coordinate tasks in an organized manner.

Highlights

- Understanding of diverse communities
- Knowledge of state and federal programs
- Excellent writing, interpersonal, and analytical skills
- Ability to maintain accurate client records
- Able to work independently and as a member of a team
- Aware of legal and ethical standards
- Experience working in a clinical setting with adults and children with dual diagnosis
- Proficiency with Windows and Microsoft application
- Group facilitation, presentation, and organizational skills
- Strategic planning and Implementation

Professional Experience

Department of Health and Mental Hygiene, Director– Bureau of Access to Healthcare
Howard County Health Department, Columbia, MD May 2016– Present
40 Hrs weekly Fulltime

Oversees the day to day operations of the Health Department's Access to Healthcare Programs that include Medical Assistance Eligibility and Enrollment program, Medical Assistance Transportation Program, and the Administrative Care Coordination/Ombudsman program. This involves providing overall supervision, problem solving and guidance on program policies and procedures. This also includes assuring that applications are processed in an accurate and timely manner; assuring that staff responds to calls in a timely manner; providing outreach to medical providers and managed care organizations as needed; and providing hands-on assistance with application processing when client volume is high. Reviews program goals and performance measures to assure for compliance with the Program's Conditions of Grant Award. Provides guidance to staff, clients and partners on relevant program-related laws, regulations, and policies. Attends meeting and conference calls with the Department of Health and Mental Hygiene. Attend site visits and coordinates with DHMH program administration staff to assure program activities including providing program data for monthly reports. Directs the Operations of the MA, MATP and ACCU Programs. Oversees and directs the day to day operations of the Health Department's Access to Healthcare Programs that include (but may not be limited to) the Medical Assistance (MA) Eligibility and Enrollment program, Medical Assistance Transportation Program (MATP), and the Administrative Care Coordination/ Ombudsman program (ACCU). This involves providing overall supervision, problem solving and establish overall policies and procedures for programs, oversees implementation and approves revisions. Establish inclusive policies and procedures for programs to ensure that applications are processed accurately, referrals are completed timely, and transportation services are provided to qualified county residents. Determine organizational structure and staffing needs to guarantee outreach to county residents, medical providers, and

managed care organizations are completed. Stimulate partner relationships with county stakeholders. Oversee development and training of program staff and provide hands-on assistance during high volume times. Establish, review, and implement program goals and performance measures to assure compliance with the Program's Conditions of Grant Award. Oversees, manages, and provides guidance to staff, clients, and partners on relevant program-related laws, regulations, and policies. Establishes and evaluates program goals, standards and controls to meet program objectives. Plans, coordinates, supervise and evaluated the work of subordinate supervisors in the MA, MATP, and ACCU. Attends meetings and conference calls with the Maryland Department of Health (DHM) and others as necessary to remain current on policies and procedures. Prepares and submits timely budgets and program plans, manages financial resources of each program, and fiscal reports required by MDH. Attend site visits and coordinate with MDH program administration staff to assure programs are in compliance. Assemble regional and statewide MCHP and ACCU meetings. Regularly briefs Health Officer and/or Deputy Health Officer on program activities including providing program data for monthly reports (i.e., Health Stat and Health Officer's Report). Provide appropriate guidance and direct supervision to the Family Investment Specialist Supervisor, Community Health Nurse Supervisor, Administrative Specialist III Supervisor, 2 Community Health Nurses, 2 coordinators of Special Program, 8 Administrative Specialist, and 9 Medical Care Program Associates.

Family Investment Administration, Assistant District Supervisor– TCA Work Opportunities

Baltimore City Department of Social, Baltimore, MD

January 2009– May 2016

40 Hrs weekly Fulltime

Supervise caseworkers that guide clients in the development of skills and strategies for dealing with their problems. Interview clients, review records, and confer with other professionals. Kept child welfare workers informed of progress and challenges within the targeted population. Interview clients in individually, in families, or in group settings. Assess family situations, capabilities, and problems to determine what services are required to meet their needs. Identify barriers to client employment and help develop strategies for overcoming those barriers. Maintain accurate client records and weekly compliance reports. Analyze information from interviews, educational, medical records and consult with other professionals. Diagnostic evaluations to assess clients' abilities, needs, and eligibility for local, state, and federal services. Quality assurance and performance management. Perform root-cause analysis and conduct research to improve business practices. Experience in interactive voice response systems and call centers.

State of Delaware, Home Interventionist

Early Childhood Assistance Program, Seaford, DE

April 2008– December 2008

40 Hrs weekly Fulltime

Assess family problems and worked with clients to develop coping skills for those problems. Provided case management services to youth and families when appropriate. Served as liaison between students, the parents, schools, family services, child guidance clinics, courts, protective services, doctors, and other contacts to help children who face problems such as disabilities, abuse, or poverty. Supervised 3 In-Home Support Counselors on clinical issues, casework issues, and written reports for each case. Worked with therapist assistants and other community resources to engage youth in pro-social activities and help family to access needed services. Conducted intakes, assessments, and treatment service plans. Consulted with child's home environment and school personnel to determine causes of problems such as truancy and misbehaviors and implement solutions. Counseled students whose behavior, school progress, or mental or physical impairment indicate a need for assistance, diagnosing students' problems and arranging for needed services.

Delmarva Rural Ministries, Social Services Coordinator

Kent Community Health Center, Dover, DE

November 2005– December 2008

40 Hrs weekly Fulltime

Referred clients to other support services as needed such as medical, housing, social services, employment services and legal. Provided case management services to youths and families when appropriate. Utilized intake and screening instruments to conduct an assessment of needs and to obtain a complete medical history. Assist families with access to health care through Manage Care Organizations. Referral to State and Federal programs to assist with the growing cost of medical expenses. Develop health fairs to promote healthy living.

Residential Counselor

Kent Youth, Inc., Chestertown, MD
35 hrs weekly

February 2002 – October 2005

Provided case management services to youths and families when appropriate. Utilized intake and screening instruments to conduct a complete medical, behavioral, educational, and need assessment. Supervised parent/resident visits at various sites by ensuring children have age-appropriate activities and opportunities for interaction. Consulted with parents, teachers, and other school personnel to determine causes of problems such as truancy and misbehaviors. Implement solutions. Coordinate and monitored daily life activities including but not limited to meal preparation and personal hygiene.

Medicaid Eligibility Worker- Maryland Children's Health Program (MHCP)

State of Maryland- Kent County Health Department, Chestertown, MD July 1996 – October 2005
40 Hrs weekly Fulltime

Complete the daily operations of the Maryland Children's Health Program(MCHP) and MA for families. Prepare weekly and monthly statistical reports for Program Director. Provide services to medical assistance program recipients. Develop forms and other materials used to determine medical assistance program eligibility. Process application for eligibility. Maintain case files with proper documentation and case narratives. Prepared tables, graphs, fact sheets, and written reports summarizing research results. Provided assistance with the preparation of project-related reports, manuscripts, and presentations. Supervised professional and technical staff in implementing health programs, objectives, and goals. Attended meetings and trainings necessary for professional development and as required by the agency or its funding sources. Collaborated with health specialists and civic groups to determine community health needs and the availability of services, ombudsman, and to develop goals for meeting needs. Collaborated with other area service providers. Developed relationships with community referral sources.

Family Service Worker

Shore Up, Inc. – HeadStart Program, Kennedyville, MD
40 hrs weekly Fulltime

August 1994 – June 1996

Investigates suspected child abuse and neglect complaints by making on-site visits, securing background information, and interviewing parties involved. Discusses investigative findings and observations with supervisor and recommends the opening of protective services, foster care, or supportive services cases. Intervene in crisis situations. Develops a case plan to establish goals, objectives, tasks and time frames for all parties involved in case. Provides counseling and guidance to clients in defining their needs, interests, and courses of action and refers clients to other professionals, agencies, services, or community resources appropriate to clients' problems. Recruits and trains families, conducts home studies and family assessments to determine appropriate child placements, and visits clients and/or foster parents on a regular basis to monitor progress toward case objectives. Documents all case work activities and developments

Education

Masters of Human Services– Lincoln University, Oxford, PA

May 2015

Associates of Human Services– Delaware Technical & Community College, Dover, DE June 2010

- Internship DRM (migrant Outreach)

- Volunteer: Whatcoat Shelter for the Homeless
- Relevant Coursework: Statistical Reasoning for the Behavioral Sciences, Social Psychology, Community Psychology, System Thinking