

STEVEN J. PLAKITSIS

SELECTED CAREER ACCOMPLISHMENTS

LEADERSHIP

- Directed, organized, and managed program operations, improving performance and achieving organizational goals, cost effectiveness, and compliance with regulatory statutes.
- Played a pivotal role in building working partnerships and consensus among diverse groups and programs, and provided effective liaison services.
- Managed multiple human resource activities for a 70-person division.
- Selected as Legislative Liaison and drafted agency's position on various bills, programs, and projects.
- Motivated and led professional team providing effective social services and medical care. Developed a "winning" attitude and confidence in staff.

MANAGEMENT and ADMINISTRATION

- Developed and refined organizational structure, and internal procedures and workflow increasing productivity, efficiency, and effectiveness.
- Developed policies and guidelines that established clear direction and developed consistency of activities. Addressed/monitored access to services, quality assurance, and utilization issues.
- Developed and maintained quality controls, databases, monitoring/evaluation processes, and compliance/performance measures.
- Identified and resolved diverse issues and problems, organized operations and processes, and managed multi-organizational teams.
- Aggressively pursued and attained goals through activities that focused on measurable outcomes and timeframes.

QUALITY IMPROVEMENT

- Developed and formalized Quality Improvement Program and processes that exceeded standards of two national accreditation organizations (verified by on-site evaluations).
- Identified and analyzed highlights, trends, and problem areas; developed, recommended, and implemented corrective strategic and tactical action plans.
- Managed the implementation and evaluation of Quality Management Program to ensure continuous improvement and compliance with accreditation and licensing guidelines.
- Developed and maintained tracking system for personnel requirements and training records resulting in improved compliance with accreditation standards by over 25%.
- Monitored sentinel indicators, collected, analyzed, and reported data in the implementation of quality improvement activities.

TRAINING and DEVELOPMENT

- Designed and implemented staff development and multi-phase training programs that met critical staff and organizational needs, and complied with state licensing and accreditation standards.
- Conducted on-going orientation and training program for organization to provide staff with basic skills and working knowledge to perform their duties. Also drafted numerous training and procedures manuals.
- Provided technical assistance to service organizations and recommended programmatic improvements to ensure compliance with regulations and best clinical practices.
- Published and presented article “Discipline and the Foster Parenting of Teenagers and Adolescents.” Presented at numerous conferences regarding management issues in social service organizations.

EMPLOYMENT HISTORY

Administrator – In-Home Family Services and Adult Services	Howard County Dept. of Social Services	2012 - present
Licensing Coordinator	Office of Licensing and Monitoring	2005 - 2012
Program Manager	Granite House, Inc.	2002 - 2004
Quality Assurance/Training Mgr.	Foster America, Inc.	2001 - 2002
Program Manager	RESI – Towson University	1999 - 2001
Quality Service Manager	CIGNA Behavioral Health, Inc.	1998 - 1999
Director of Quality Improvement	Board of Child Care	1997 - 1998
Health Care Manager	Baltimore City Dept. of Social Services	1994 - 1997
Supervisor – Foster Care Intake Administrative Specialist	Baltimore County Dept. of Social Services	1988 - 1994
Child Welfare Supervisor	Cecil County Dept. of Social Services	1985 - 1988

EDUCATION

University of Maryland	MSW	Concentration: Social Strategy	1980
Towson University	BS	Social Sciences, Sociology, and Secondary Education	1975

HONORS

- Foster Care Supervisor of the Year - State of Maryland Department of Human Resources. 1986
- Mayor’s Citation for Public Service - Mayor, City of Baltimore. 1978
- Marine of the Month - Marine Corps Development and Education Command, Quantico, VA 1976