Passionate, results-driven nonprofit and healthcare industry leader with over 15 years of experience in aging services management and addressing the holistic health needs of older adults. Focused on health system trends, health equity and engagement of hard-to-reach populations.

Professional Experience:

Community Social Worker

MedStar House Call Program, Baltimore, MD

- Spearheads the site's social and emotional health services to reduce hospital utilizations and improve overall health outcomes for homebound patients served
- Provides clinical guidance and oversight to behavioral health and caregiver support services
- Acts in a consultative capacity for the strategic direction of program services, marketing initiatives, community health engagement and enhancement of overall business/revenue growth, including identification of new payment model initiatives
- Shapes and leads community partnerships to enhance capacity targets and strategic advantage •
- Performs psychosocial assessments, formulates diagnostic impressions, and develops treatment plans, in collaboration with patients, to address their clinical care needs
- Provides individual psychotherapy to patients with adjustment disorder, anxiety, depression, grief & loss and other mental disorders and conditions
- Establishes key contacts with industry professionals, community organizations, hospital systems and community advisory boards and coalitions to promote the program's mission
- Represents program as a director-at-large for the American Academy of Home Care Medicine board; first social worker to be invited to join the board of directors

Director of Wellspring Village

Brightview Senior Living, Catonsville, MD

- Responsible for the clinical, regulatory and supervisory oversight to the company's largest • specialized memory care assisted living program in its multi-state portfolio
- Implemented and performed various audits and site visits to ensure compliance with state and federal regulations for assisted living facilities
- Acted as subject matter expert for dementia care practices and provided dementia care consults
- Acted as interim memory care program administrator to other portfolio sites as needed

Director of Adult Day Services, Director of Memory Care Programs 2010-2014 Keswick Multi-Care Center, Baltimore MD

- Responsible for the administrative and fiscal operations of multiple interdisciplinary departments •
- Successfully established the State of Maryland's first memory care specialized medical adult day • program
- Established goals, dashboards and system audits to achieve operational and strategic departmental • goals
- Led strategic initiatives to improve utilization rates and meet department specific KPIs •
- Provided capacity analytics, process execution reports and due diligence support to leadership
- Managed and coached departmental teams with well-defined, limited scope, including directing daily work activities/priorities, people recruitment and development, cost management and direction-setting within the area of responsibility
- Acted as the organizational consultant for memory care services

Patient and Family Services Coordinator, Coordinator of Caregiver Programs, Research Program Coordinator 2007-2010

The Johns Hopkins University, Baltimore MD

Acted on the department of psychiatry's administrative leadership team to establish practices, strategic initiatives, and processes to maintain the highest standard of care throughout the department

2016-Present

2014-2016

- Responsible for the successful development and administration of the patient and family services program, which addressed the social and emotional needs of patients and their caregivers, at the Johns Hopkins Memory and Alzheimer's Treatment Center (outpatient program)
- Established the first patient and family advisory board for the Johns Hopkins Health System; • presently, used as the template and gold standard
- Administered the development, organization, and implementation of department and interdepartmental special operational projects
- Led and facilitated the center's marketing strategy. Designed and executed revenue and patient growth strategies
- Spearheaded the development and production of institutional publications that targeted patients and the public

Helpline Coordinator

Alzheimer's Association, Greater Maryland Chapter, Timonium, MD

- Provided successful administration of the 24-hour telephone information and referral service line
- Introduced standards and instruments to evaluate and statistically analyze the quality of the 24-hour telephone information and referral service line
- Collaborated in the development and implementation of programming for underserved population • groups
- Authored multiple publications on various Alzheimer's or dementia related topics •

Other Relevant Employment Experience:

Education Consultant

Bright Ideas Continuing Education, Baltimore, MD 2021-present Provides relevant and thought-provoking continuing education seminars to social workers, case managers, and nursing home administrators.

Field Educator

University of Maryland, School of Social Work Provides on-site educational support and oversight to graduate-level students completing their master's in social work studies.

Consultant

University of Maryland, Baltimore County Provided guidance and support to faculty at Center for Aging Studies and research initiatives.

Licenses:

- Licensed Certified Social Worker-Clinical
- Certified Assisted Living Manager

Selected Committee and Board Work:

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- Academy of Home Care Medicine, Board of Directors, 2020-present
 - Chair, Membership Task Force
 - Member, DEI Committee 0
 - Reviewer for 2021, 2022 AAHCM presentations
 - St. Mary's Outreach Center, Board of Directors, 2020-2021
- The Johns Hopkins Memory and Aging Community Advisory Board, 2007-2021 • Member, Education Committee
- Advance Planning Community Advisory Board, Project Home, 2017- present
- Older Adult Mental Health Coalition, Maryland Mental Health Association, 2017-present •
- Affinity on Aging, Maryland Philanthropy Network, 2017-present
- Maryland Gerontological Association, Board of Directors Member 2014-2020

2010-2017, 2019-present

2019-2020

2006-2007

Selected & Most Recent Invited Presentations:

10/2022	<i>Invited.</i> Deep Dive: Interdisciplinary Care to Addressing Depression and Anxiety. American Academy of Home Care Medicine, Annual Conference. Orlando, FL.
05/2022	Ethics of Working with Socially and Medically Complex Older Adults. Bright Minds Continuing Education. BelAir, MD.
04/2022	Deep Dive: Social Isolation & Loneliness. Bright Minds Continuing Education. White Marsh, MD.
12/2021	Deep Dive: Depression and Anxiety in Older Adults. Bright Minds Continuing Education. Baltimore, MD.
10/2021	Ethical Dilemmas in Home Care Medicine. American Academy of Home Care Medicine, Annual Conference. Virtual.
07/2021	Case Study Presentation: Suicide & Older Adults. Summer Experience in Aging Program sponsored by Shulman Foundation. Virtual.
06/2021	Restoring Connections for Older Adults: Leveraging Community Services to Combat Social Isolation. University of Maryland, Peter Lamy Center on Drug Therapy and Aging & Lamy Champion Coalition. Virtual.
06/2021	Social Resources, CREO Lecture Series. The Johns Hopkins University, School of Medicine. Virtual.
10/2020	Loneliness & Social Isolation during COVID-19. American Academy of Home Care Medicine, Annual Conference. Virtual.
10/2020	COVID-19 and Older Adults. National Association of Social Workers, Maryland Chapter, Annual Clinical Conference. Virtual.
05/2019	Community Resources to Support Caregivers. The Johns Hopkins University, Department of Psychiatry, Journey to Hope Conference. Baltimore, MD.
04/2019	Baltimore: A Tale of Two Cities. Senior Solutions, Baltimore County Department of Aging, Advocacy Conference. Baltimore, MD.
02/2019	Suicide & Older Adults. Maryland Gerontological Association, Spring Forum. Baltimore, MD.

Education:

Master's in Social Work University at Buffalo, Buffalo, New York Bachelor's in Interdisciplinary Social Sciences University at Buffalo, Buffalo, New York Humanities Department, Full-Time Course Work Pennsylvania State University-University Park, State College, Pennsylvania

Fellowships:

Recipient of the Arthur B. Schomberg Fellowship