

- * Maintain the store's up keep and keep food stocked in freezer and display case.
- * Clean machinery, equipment, storage and preparation areas every day.
- * Tag and price items.
- * Check out and bag items for customers.
- * Interact and maintain a positive environment.

Administrative Support Clerk

Little Rock Pain and Rehab Consultants - Little Rock, AR
July 2018 to December 2018

- * Responsible for scheduling and handling all patient appointments and special procedures. Also verifying payments, and various other duties as needed.
- * Responsible for updating files as needed, keying data, preparing letters and responding to calls
- * Providing clerical support while maintaining office efficiency
- * Answering telephones, screening callers, relaying messages and greeting patients.

Internship

Prosecuting Attorney's Office of Conway Victim Services
May 2018 to August 2018

- Sat in on interviews with victim service coordinators and victims.
- Observed court weekly
- Called victims to schedule meetings with victim coordinators
- File Paper Work and Put together/ complete victim profile folders.
- Interact with Barb. (Therapeutic dog that works in the facility for adolescent victims.)
- Court Connect to look up various things on court case or victim profile.
- Mail court dates and orders of protection letters to defendants and victims of crime.

Bank Teller

Arvest Bank - Little Rock, AR
August 2017 to July 2018

- * Provided customer assistance with balance detail and other inquiries.
- * performing transactions on members' accounts,
- * Proofing and balancing individual deposited checks throughout day.
- * Referred customers to appropriate financial services and products as required.
- * Performing basic teller transactions such as: receiving deposits and loan payments, disbursing withdrawals by cash and check, selling cashier checks to members and cashing checks for members.
- * Cashed checks and processed deposits upon balance and signature verifications.
- * Promoted new bank products and services to new customers.
- * Referred customer inquiries to appropriate bank departments.

Internship

Arkansas Community Corrections Drug Court
August 2017 to December 2017

- Sat in on drug court, counselor staffings, counseling sessions, and parole/probation visits.
- Observed drug court every other week (Fridays)
- Coordinate a group session with drug court groups on Mon, Wed, and Fri.
- File Paper Work and put together/ complete drug court notes weekly.

Administrative Assistant

[REDACTED]
Service Writer- I - Truck Centers of Arkansas
[REDACTED]

Seek current position posted.

Work Experience

Service Writer- I

Truck Centers of Arkansas - North Little Rock, AR
July 2017 to Present

I am responsible for automotive services and repairs by ascertaining performance problems and services requested. I work with customers to determine problems with their freight liner and provide technicians with accurate repair descriptions.

Store manager

Dollar General- Wrightsville, Ark
May 2016 to May 2017

I was responsible for assisting the sales associates with any inquiries, as well as the customers. I also assisted the store manager with certain duties, such as deposits, running shifts, and opening and closing the store.

Licensed Health Agent

Teletch Call Center (United Health Care) - Sherwood, AR
October 2016 to December 2016

I was responsible for assisting consumers with selecting the best health plan based on their health needs. I also assisted consumers in scheduling annual exams and helping them locate doctors, specialists, as well as pharmacies. I am currently a Certified Licensed Health Agent, and I was employed at Teletch during the Open Enrollment Period.

Nutritional Service Rep

Walgreens Drugstore
January 2015 to April 2015

I was responsible for displaying customer service to guests and patients, as well as maintaining a positive attitude. I made requested drinks, as well as keeping coolers and coffee stocked accordingly.

Customer Service Rep

Walgreens Drugstore
October 2014 to January 2015

Responsible for displaying great customer service, as well as assisting customers with checking out. Also responsible for keeping the store and shelves tidy.

Education

Business

Pulaski Technical College
August 2016 to Present

University of Arkansas - Pine Bluff, AR
August 2010 to May 2011

Called 5/4/10 3/20/10
3/2/10

(100)

[Redacted]
5019029920
breaunaallen@gmail.com

To whom it may apply:

After reading your job description, I am confident that my skills and my passion for technology are a perfect match for this position.

I would bring to your company a broad range of skills, including:

- Strong work ethic
- Positive attitude
- Willingness to learn new things
- Great communication skills
- Team player

I would welcome the opportunity to further discuss this position with you. If you have questions or would like to schedule an interview, please contact me by phone at **5019029920** or by e-mail at breaunaallen@gmail.com.

I have enclosed my resume for your review, and I look forward to hearing from you.

Sincerely,

[Redacted]

[REDACTED]

[REDACTED]

PROFESSIONAL SUMMARY

Seeking new opportunities that allows me the opportunity to utilize self-motivation, high communication, and exceptional computer skills.

SKILLS

- Skilled in call center operations
- Familiarity with Key Performance Indicators (KPI)
- Committed to maintaining data integrity
- Microsoft Outlook, Excel, Word, Google Docs, and Spread sheets
- POS system expert
- Exceptional workflow management

WORK HISTORY

Workforce Analyst, 11/2016 to 8/2017
AXS Ticketing- Dallas, Texas

- Mastery of customer service management systems and databasc.
- Experience monitoring and strategically positioning contact center employees work activities to meet business objective.
- Initiated operations improvement to improve overall call center productivity.
- Monitor and manage agents scheduling (i.e. training, vacation, meeting, overtime, off-line work, etc.) to ensure that daily service level objectives are met.
- Prepare reports and communication for senior management and clients.
- Accurately documented, researched, and resolved customer service issues.
- Effectively managed a high-volume of inbound customer calls.



LICENSE, CERTIFICATIONS

Certificate of Training

GIRLS CIRCLE



ONE CIRCLE
FOUNDATION

presents this certificate of completion to:



Attendee License # _____ (if applicable)

For completing the *Girls Circle® Facilitator Training, Promoting Resiliency in Adolescent Girls*
on April 3rd and 4th, 2019 in Monticello, AR.



Victoria Mahand, Training and Development Manager

Program approved by the Nat'l Assoc. of Social Workers, Prov. No. 886445495-7611; 13 Hrs. | Approved Program Ohio Counselor, Social Worker, Marriage Family Therapist Board, Program No. MCST081410; 13 Contact Hrs. | State of CA Corrections Standards Authority Certification No. N2137-033905, 13 Hrs. | Approved for 13 Contact Hrs. by CAMFT, Provider Number 132313

One Circle Foundation | 734 A Street, Suite 4, San Rafael, California, 94901



Professional Summary

- Resourceful and experienced professional with working knowledge of individual and group counseling; LAC written exam passed in May, 2017
- Knowledge of human development and the psychosocial issues entailed in patients' abilities to be compliant and cooperative with the medical directives they receive from their primary medical team
- Counseling experience in a faith-based environment thru Kairos International, Pine Bluff, AR
- Ability to conduct psychoeducational programming to help patients learn the methodologies and techniques they need to improve their quality of life; to lessen the impact of stress in their lives; and to cease out-of-control behaviors such as smoking, binge-eating, and avoiding any level of physical exercise.
- Abilities and skills include problem sensitivity, establishing and maintaining interpersonal relationships, oral and written expression, critical thinking, and active listening

Education

Licensed Associate Counselor (LAC), State of AR

awarded Sept. 18, 2017

Master of Science – Clinical Mental Health Counseling (3.9 GPA)

graduated May 2017

John Brown University – Little Rock, AR

Bachelor of Science – Psychology (3.5 GPA)

University of Arkansas – Fayetteville, AR

Experience

Mental Health Certified Paraprofessional

March 2016 –July, 2017

Birchtree Communities - Conway, AR

- Assisted approximately 40 adults on their respective mental and emotional challenges
- Participated in development of treatment plans with lead therapist and treatment team

Mental Health Intern

June 2016 – Dec., 2017

United Family Services, Inc. – Little Rock, AR

Medicare Customer Service

August 2014 – December 2015

TeleTech for United Healthcare – Little Rock, AR,

- Educated elderly and retired persons on Medicare health insurance guidelines and benefits
- Listened to client needs and constructed resolutions to income uncertainty and financial asset stability
- Partnered with colleagues and clients of different racial, age, and socio-economic backgrounds to meet holistic needs of diverse clientele

Sales Field Agent

September 2011 – October 2013

MetLife Insurance – Little Rock, AR

- Partnered with business owners to develop disability protocol for staff

- Recruited clients for insurance products satisfactory to their financial needs

Presentations and Honors

July, 2015 I presented and led a discussion as an invitee of the Arkansas School Counselors Association in

Hot Springs at the annual convention of ways to educate seniors on best choices for Medicare planning;

Achieved full athletic scholarship for tennis while maintaining honor roll academics at UA Fayetteville;

Participated in several charitable counseling concerns including Kairos International for 5 years.





License, Certifications

Arkansas State Board of Examiners in Counseling
101 East Capitol Avenue, Ste 202
Little Rock, AR 72201



Date 4/22/2019
For LAC
License # A1708279



Arkansas State Board of Examiners in
Counseling

Licensee



License:

LAC

Effective: 4/22/2019 Expires: 6/30/2021

CHAIR OF THE BOARD *Thelma Clark*

Payor



Date

4/22/2019

Receipt No.

97

Item	Licensee	License No	Type	Amount
103			LAC	\$260.87
Total				\$260.87

Arkansas Board of Examiners in Counseling

Certifies That

[Redacted Name]



Has complied with the requirements in accordance with the laws of the State of Arkansas and is hereby granted both a license as a

Licensed Associate Counselor

To practice counseling in the State of Arkansas this 18th day of September, 2017

by the authority of Act 593 of 1979 and Act 244 of 1997. License No. [Redacted]

Board of Examiners in Counseling

	
<u>Chris Bogella</u>	<u>Suzanne D. Casey</u>
<u>Rich L. Grace</u>	<u>[Redacted Signature]</u>
<u>Diana L. Livingston</u>	<u>Robin Cline</u>
<u>Lenora Lickson</u>	

ARBEST

Arkansas Building Effective Services for Trauma

This is to certify [REDACTED] attended:

"Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)
Introductory Training"

Presenters: Jan Church, Ph.D. and Ben Sigel, Ph.D.

April 18 – 19, 2018

UAMS Jackson T. Stephens Spine & Neurosciences Institute

The attendee listed above completed **12 hours** of Continuing Education Units for participating in this conference.



Chad Sievers, MSSW (Conference Director)

UAMS
Psychiatric
Research Institute

Certificate of Training




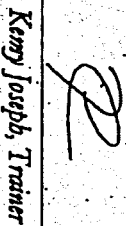
ONE CIRCLE FOUNDATION presents this certificate of completion to:



Attended License # _____ (if applicable)

For completing *The Council for Boys and Young Men*® Facilitator Training
on March 27th and 28th, 2019 in Monticello, AR


Daniel Bland, Trainer


Kenny Joseph, Trainer

Program approved by the Nat'l Assoc. of Social Workers, Prov. No. 886445495-7611; 13 Hrs. | Approved Program Ohio Counselor, Social Worker, Marriage Family Therapist Board, Program No. MCST081409; 13 Contact Hrs. | State of CA Corrections Standards Authority Certification No. NZ1317-033905, 13 Hrs. | Approved for 13 Contact Hrs. by CAMFT, Provider Number 132313
One Circle Foundation | 734 A Street, Suite 4, San Rafael, California, 94901

1510
9:45
received
08/18/11

Objective: Conscientious individual with seven years of experience working with individuals with disabilities who is desiring employment as a Case Manager with United Family Services company that will make a positive contribution to the organization.

Employment Details:

Jenkins Memorial Center

24th Sept 09 to Current

Job Title: Bus Attendant/Direct Care Support
Care Professional

- Accommodate children and adults with disabilities while riding on the van.
- Responsible for ensuring safe and orderly transportation with students and adults with disabilities.
- Works with student population with physical, sensory, emotional or learning disabilities. Escorts students on and off the bus and aids them physically.
- Assigns students to seats and adjusts safety straps and other restraints.
- Observes and responds to students with medical conditions, behavior changes and any other unusual conditions on the bus and implements behavior controls when necessary.
- Assists individuals with a disability to lead a self-directed life and contribute to the community, assists with activities of daily living if needed, and encourages attitudes and behaviors that enhance community inclusion.

Jenkins Industries/Practicum

Aug 2014 to Dec 2014

Job Title: Rehabilitation Assistant

- Encouraged attitudes and behaviors that enhance community inclusion.
- Ensured that their goals and their needs were met.
- Helped clients with their reading, writing, and math skills.
- Provided positive direction, and assistance to individuals with disabilities.

Volunteer Work

Neighbor to Neighbor

January 2012 to June 2012

Assisted with feeding people in the community, and wrapping can goods for delivery.

Salvation Army

March 2012 to June 2012

Administered clothes to individuals in the community.

Academic Background

University of Arkansas at Pine Bluff

January 2012 to December 2014

B.S. Rehabilitation Science

**Extracurricular Activities: Blakely Honors
College**

Professional Development

Certified CPR specialist, served as an effective rehabilitation assistant, and acquired knowledge of accommodating individuals with disabilities.



License, Certifications

CERTIFICATE of ACHIEVEMENT

THIS ACKNOWLEDGES THAT



HAS SUCCESSFULLY COMPLETED TRAINING IN:

QUALIFIED BEHAVIORAL HEALTH
PROFESSIONAL



Levi Thomas
LEVI THOMAS, EXECUTIVE DIRECTOR



UNITED FAMILY SERVICES
INC.

Certificate of Training



THE
COUNCIL
FOR BOYS AND YOUNG MEN

ONE CIRCLE
FOUNDATION presents this certificate of completion to:




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One Circle Foundation | 734 A Street, Suite 4, San Rafael, California, 94901

[Redacted]
[Redacted] mail: [Redacted]

Objective: Seeking a position supporting juveniles in the criminal justice system

Summary:

- Highly motivated criminal justice graduate with strong work ethics and professional maturity
- Bring three years of customer service experience in retail and foodservice while attending college full-time
- Analytical with common sense, intuitive instincts and ability to think on my feet

Education:

- Bachelor of Arts in Criminal Justice, May 2018
- University of Arkansas – Pine Bluff
- GPA of 3.2 on a 4.0 scale

Relevant Coursework:

Course #1	Course #2	Course #3
Juvenile Delinquency	Probation and Parole	Criminal Procedures

Relevant Work Experience:

Jack Jones Juvenile Detention Center, Pine Bluff, AR January, 2018 – May, 2018
Auxiliary Probation Officer (*internship*)

- SAVRY Risk Management Reports,
- Case History
- Filing Paperwork

Other Experience

McDonald's, Crew Member February, 2015 - present
Old Navy, Retail Sales Associate July, 2016 – December, 2016
STLArtworks, Musical Apprentice June, 2014 – July, 2014

Activities

- Zeta Phi Beta Sorority, Inc. – Beta Beta chapter, 2016 – present (currently serving as chapter President)
- Senior Senator, Student Government Association, 2017-2018

Retired - looking for Part-time WORK

10:00



Objective: To use my clerical skills and organizational skills in an office position.

Work History:

1996-2012-University of Arkansas for Medical Sciences-

worked clerical positions-Administrative Secretary-Clerical Support-and U-tmps service.

General office skills-answer phone/take messages-customer service/greet patients-office machines/faxes/make large volume of photocopying-sort and distribute clinic mail/mail out clinic material-order clinic office supplies-money transactions.

Computer skills-enter and update patient information-create forms for inventory counts-general computer skills

Files-make new charts for clinic use/pull and return charts after clinic-maintain the clinic file area/purge old charts and store.

Inventory-organized and maintained clinic's product cabinets and three stockrooms-keep count of number of products sold in clinic on a daily, weekly, monthly and yearly/make computer forms and post in computer-make weekly count of clinic products available in cabinets and stockroom/make forms and post in computer.



License, Certifications

Certificate of Training



ONE CIRCLE
FOUNDATION

presents this certificate of completion to:



Attendee License #: _____ (if applicable)

For completing the *Girls Circle® Facilitator Training, Promoting Resiliency in Adolescent Girls*
on April 3rd and 4th, 2019 in Monticello, AR.

Victoria Mahand, Training and Development Manager

Program approved by the Nat'l Assoc. of Social Workers, Prev. No. 886445495-7611; 13 Hrs. | Approved Program Ohio Counselor, Social Worker, Marriage Family Therapist Board, Program No. MCST081410; 13 Contact Hrs. | State of CA Corrections Standards Authority Certification No. N2137-033905, 13 Hrs. | Approved for 13 Contact Hrs. by CAMFT, Provider Number 132113

One Circle Foundation | 734 A Street, Suite 4, San Rafael, California, 94901



Qualifications

CaseManger
PowerPoint
Type 40 wpm
Microsoft Word

Cash Handling
CPR
Merchandising
Customer Service

Education

University of Arkansas at Pine Bluff
Pine Bluff, Ar

Arkansas City High School
Arkansas City, AR.
High School Diploma- May 1986

Relevant Experience

**CaseManager Counselor (full-time)
Present)**

(October 2000-

Community Based Counselor

Little Rock, AR

Duties include: Provide supervision to youth committed to the state's youth detention facility with minor offences or serious offenders upon release. Complete assessments, planning, and arrange resources to help the youth to reintegrate back in the community. Enhance the development, problem solving and coping capacities of the youth. Coordinate with other organizations in the community. Provide referral for services needed. Attend court hearings. Consult with collateral agencies. . Provide intensive casework management. Make recommendations for emergency shelter, electronic monitoring and recreational socialization. Conduct monthly statistics and progress reports. Review and prepare evaluations. Complete all paperwork and accountability reports according to established deadlines.
Hrs. worked per week 40 +.

Customer Service Rep
Sears Department Store

(part-time)

(October 2014-present)
Little Rock, AR

Duties include: Greet customers as they arrive at the store and to provide them with information about the products/and or services. Responed to customers complaint and response to their issues. Take payment in exchange for items sold. Bag and wrap purchased items. Count money at the beginning and end of each shift. Process credit card and check payment. Confer with customers by telephone or in person in order to provide information about products and services.

Hrs. worked per week 25 +.

References





License, Certifications

Certificate of Training



THE
COUNCIL
FOR BOYS AND YOUNG MEN

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Attended License # _____ (if applicable)

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Daniel Bland, Trainer



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One Circle Foundation | 734 A Street, Suite 4, San Rafael, California, 94901

CERTIFICATE of ACHIEVEMENT

THIS ACKNOWLEDGES THAT



HAS SUCCESSFULLY COMPLETED TRAINING IN:

QUALIFIED BEHAVIORAL HEALTH
PROFESSIONAL



Levi Thomas
LEVI THOMAS, EXECUTIVE DIRECTOR



UNITED FAMILY SERVICES
INC.

EXPERIENCE

1998-Present Accounts Receivable/NDSL Student Loan
Collections

University Arkansas Pine Bluff

Accountants Receivable Supervisor

- Reconcile month-end cash activity with bank statement and reconcile subsidiary to balance with general ledger. Prepare journal entries on worksheet to accounts receivable for posting to general ledger. Update subsidiary ledgers for all payments received on campus. Prepare and submit annual FISAP Report to Department of Education. Conduct exit interviews, skip trace for bad addresses and update records accordingly, report uncollected defaulted loans to US Department of Education, negotiate repayment agreements with borrowers, process loan cancellations, forbearance and deferments, send promissory notes to borrowers paid in full. Supervise Accounts Receivable staff.

1991-1998 Student Accounts Receivable

University Arkansas Pine Bluff

Accountant Technician II

- Analyze, explain, research and counsel students, parents, administrators and others about student account activity and balances. Assist students with applications to the Tuition Installment Plan, process adjustments to student account balances. Post AR activity to GL including financial aid, traffic fines, library charges and miscellaneous housing charges and reconcile balances between AR and GL. Assign accounts to collection agencies and monitors their performance, prepare and submit to State Debt Set-Off Program, prepare and submit list of uncollectable accounts for abatement, sign clearance forms for graduation/withdrawals, assist with approvals for litigation's, assist UAPB right on bankruptcy cases write-off balances as needed.

EDUCATION

University of Arkansas Pine Bluff

- B.S., Business Administration

REFERENCES

FURNISHED UPON REQUEST

[Redacted Address Block]
6416 Annapolis Drive
Pine Bluff, AR 71601
[Redacted Phone Number]

Work Experience:

United Family Services
Human Resource Officer

2006 – Present

Schedule and complete applicant interviews, Schedule job interview between job finalist applicant and office managers/supervisors. Ensure accurate job descriptions are in place, provide advice and assistance with writing job descriptions, provide advice and assistance in staff performance evaluations, process employee request for outside training, monitor and ensure supervisors complete probationary evaluations on staff (6 months) and yearly evaluations, prepare and maintain employee files and records.

University Arkansas at Pine Bluff
Supervisor Accounts Receivable/NDSL Student Loan Collections

1990 – 2006

Reconcile month-end cash activity with bank statement and reconcile subsidiary to balance with general ledger, prepare journal entries on worksheet to accounts receivable for posting to general ledger. update subsidiary ledgers for all payments receipted on campus, prepare and submit annual FISAP Report to Department of Education, conduct exit interviews, skip trace for bad addresses and update records accordingly, report uncollected defaulted loans to US Department of Education, negotiate repayment agreements with borrowers, process loan cancellations, forbearance and deferments, send promissory notes to borrowers paid in full, supervise Accounts Receivable staff.

Educational Background:

University of Arkansas at Pine Bluff
Masters of Science Addiction Studies
December 2007

University of Arkansas at Pine Bluff
Bachelor of Science Business Administration/Office Management
May 1998

Skills:

*Proficient in Microsoft Word, Excel, PowerPoint and Publisher

*Great interpersonal interaction skills

*Very good communicator

References:

FURNISHED UPON REQUEST

Lateicia Harrison

Objective

Teacher

Education

Studied at University of Arkansas at Pine Bluff

Employment

Long John Silver's	July 4, 2004-March 16, 2010
Substitute Teacher	November 1, 2012- Present
Mail Clerk	October 8, 2014 – January 31, 2015
Youth Leader	January 1, 2011- Present
Choir Director	January 1, 2011- 2015

Computer Skills

MS Word MS Power Point MS Internet Explorer

References

Available upon request



CAREER OBJECTIVE:

I am a very dedicated worker with the ability to learn quickly and I am very quality conscience. I strive to do a good job, because I feel any job worth doing is worth doing well.

EDUCATION:

Camden High School - Camden, AR. 71701 - graduated May 1979

WORK HISTORY:

- | | |
|--|---|
| CBP Counselor
May 1999 to Present | United Family Service
Pine Bluff, AR. 71603 |
| Supervisor: Levi Thomas | |
| Machine Operator/Master Spinner
August 1989 to May 1999 | Prescolite
Industrial Park
ElDorado, AR. 71730 |
| Supervisor: Russell Park | |
| Forklift Operator/Delivery Worker
October 1980 to August 1989 | Camden Wholesale
416 Washington St.
Camden, AR. 71701 |
| Supervisor: Charles Sponer | |
| Forklift Operator/Delivery Worker
July 1976 to October 1980 | Coca Cola Co.
3325 Hwy.7 South
Camden, AR. 71701 |
| Supervisor: Raymond Harris | |

RESUME

PERSONAL DATA:

NAME: [REDACTED]

ADDRESS: [REDACTED]
[REDACTED]

TELEPHONE: [REDACTED]

EDUCATIONAL DATA:

HIGH SCHOOL: Camden High School, Camden, Arkansas, Graduated May 1979

WORK EXPERIENCE:

May 1999 to Present:

Monitoring Worker

United Family Services, Inc.

JOB DUTIES: Responsible for supervision of juveniles placed on electronic monitoring, testifying in court, preparing violation reports, writing progress report, placing of juveniles on electronic monitoring systems.

1989 to 1999:

Machine Operator

Prescolite Industrial Park

JOB DUTIES: Worked as a master spinner Machine Operator.

1980 to 1989:

Forklift Operator/Delivery Worker

Camden Wholesale

JOB DUTIES: Worked as a forklift operator and delivery worker.

1976 to 1980:

Forklift Operator

Coca Cola Company

JOB DUTIES: Worked as a forklift operator and delivery worker.

PROFESSIONAL TRAINING AND CERTIFICATES RECEIVED:

Staff Supervision and Evaluation

Families in Conflict Reaching a Balance

Community Supervision and Treatment of Juvenile Sexual Offenders

PERSONAL REFERENCES

[REDACTED]

16 years
Chidester Community Center Director

[REDACTED]

[REDACTED]

1 year
Safety 1st Alarms, LLC

[REDACTED]

RESUME

PERSONAL DATA:

NAME: [REDACTED]

ADDRESS: [REDACTED]

TELEPHONE: [REDACTED]

EDUCATIONAL DATA:

HIGH SCHOOL: Camden High School, Camden, Arkansas, Graduated May 1979

WORK EXPERIENCE:

May 1999 to Present:

Monitoring Worker
United Family Services, Inc.

JOB DUTIES: Responsible for supervision of juveniles placed on electronic monitoring, testifying in court, preparing violation reports, writing progress report, placing of juveniles on electronic monitoring systems.

1989 to 1999:

Machine Operator
Prescolite Industrial Park

JOB DUTIES: Worked as a master spinner Machine Operator.

1980 to 1989:

Forklift Operator/Delivery Worker
Camden Wholesale

JOB DUTIES: Worked as a forklift operator and delivery worker.

1976 to 1980:

Forklift Operator
Coca Cola Company

JOB DUTIES: Worked as a forklift operator and delivery worker.

PROFESSIONAL TRAINING AND CERTIFICATES RECEIVED:

Staff Supervision and Evaluation
Families in Conflict Reaching a Balance
Community Supervision and Treatment of Juvenile Sexual Offenders
Building Personal Resiliency
Families in Conflict
Employee Empowering
Community Supervision and treatment of Juvenile Sex Offenders
Man to Man
Reclaiming Futures by Building Community Solutions

TO: Mrs. [REDACTED]

From: [REDACTED]

Certificate of Attendance

Building Personal Resiliency-workshop Title-949

7-15-99 - Staff Supervision and Evaluation-workshop

7-15-99 - Families in Conflict: Reaching a Balance

7-14-99 - Participative Management/Employee Empowerment

9-15-99 - Community Supervision and Treatment of Juvenile
sex offenders

9-16-99 - Man to Man

Arkansas Coalition for Juvenile Justice

Reclaiming Futures by Building Community
Solutions. 9-30-03 through 10-2-03



OBJECTIVE

To obtain a position in which my experiences and training will be of value.

EDUCATION



May 17, 1997 **BS, Child and Family Development** University of Arkansas at Pine Bluff Pine Bluff, AR

WORK OF EXPERIENCE

August 2015-Present **United Family Services, Inc.** Little Rock, AR
Case Manager/Aftercare Supervisor

- Responsible for all documentation provided by case managers is accurate, detailed and in compliance with the agency standards.
- Responsible for training case managers and providing on-going trainings.
- Responsible for hiring and termination of staff.
- Knowledgeable of the system Rite-Track used by DYS.
- Delegated and oversee work assignments; ensuring that service delivery is performed according to the organization's mission, policies and procedures, and service philosophy; providing case consultation and in-service training, as appropriate; identifying unmet training needs; ensuring case reviews are conducted quarterly; and conducting employee performance evaluations.
- Wrote and implemented policy and procedures; developed short and long term goals and objectives for programs within the agency.
- Attend meetings, conferences with DYS, DHS staff, court staff, facility workers, school officials, etc.
- Revised and implement program forms.
- Implement/Oversee Life Skills, Gun Violence, TF-CBT Classes for Pulaski/Perry County

June 2001- August 2015 **United Family Services, Inc.** Little Rock, AR
Case Manager Supervisor

- Responsible for all documentation provided by case managers is accurate, detailed and in compliance with the agency standards.
 - Responsible for training case managers and providing on-going trainings.
 - Responsible for hiring and termination of staff.
 - Knowledgeable of the system Rite-Track used by DYS.
 - Delegated and oversee work assignments; ensuring that service delivery is performed according to the organization's mission, policies and procedures, and service philosophy; providing case consultation and in-service training, as appropriate; identifying unmet training needs; ensuring case reviews are conducted quarterly; and conducting employee performance evaluations.
 - Wrote and implemented policy and procedures; developed short and long term goals and objectives for programs within the agency.
 - Attend meetings, conferences with DHS staff, court staff, facility workers, school officials, etc.
 - Maintain monthly statistical reports for programs.
 - Maintain loss prevention on equipment for Monitoring Program.
- 
-
- 

October 1998-June 2001 United Family Services, Inc. Pine Bluff, AR
CBP Counselor

- Working with juveniles through the Intensive Supervision and Tracking Program and working with juveniles through the Compliance Monitoring Program with telemetry technology (home detention).
- Provided case work counseling by counseling with juveniles and parents regarding service plan.
- Conduct home visits and school visits.
- Provide transportation when needed by the family.
- Attend court hearings to act as advocate for juveniles.
- Maintain area of responsibility in accordance with agency policies and procedures by maintaining compliance of case files such as documenting clients progress, needs, and or problems, and discuss observations

July 1998-October 1998 Centers for Youth and Families/Family, Little Rock, AR
Case Manager

- Provided Case work counseling by counseling with juveniles and parents regarding treatment plan.
- Conduct home visits
- Provide transportation when needed by the family.
- Teach parenting classes to incarcerated mothers at the Pulaski County Jail.
- Conduct social histories on family members
- Provided families with supplies, clothing, tutors, summer programs information, foster care and medical needs.

July 1998-October 1998 Arkansas Children's Hospital, Little Rock, AR
Family Service Assistant

- Provided comfortable waiting areas for parents and family members whose children are hospitalized or children who are in surgery.
- Contact social worker, family representative, nurses, doctors and chaplain, when needed by the family.
- Answering phones and taking messages by using the OA.
- Computer inventory and paper work (including Maintenance reports, Incident Reports, Family Rosters, etc.).
- Conduct social histories on family members
- Provided meal tickets, linen, lockers, bed assistance, and room assistance at the Ronald McDonald House to the families.

February 1998-June 1998 Arkansas Department of Human Services, Pine Bluff, AR
Family Service Worker

- Work directly with families in order to educate, advised, and offer services which aid in stabilizing living situations.
- Assessed and made decisions related to family reunification plans for a child in care and implement such plans where appropriate.
- Conducted child protection investigations including assessing immediate safety needs of children, developing safety plans and making verification decisions in collaboration with parties involved.
- Input data/documentation on CHRIS System

- Made referrals to other agencies as appropriate with the objective of reducing risk of harm to children.
- Attend Court Hearings
- Provide Home & School Visits

PROFESSIONAL DEVELOPMENT

Certifications: CPR/First Aid, CPI Intervention, Qualified Behavioral Health Para-Professional (QBHP), and Mental Health First Aid

Member of the Pulaski County Sexual Abuse Management (SAM) Team
Member of the Pulaski County Care Coordination Counseling (CCC) Team
Girl Circle Facilitator: Certified One Circle Foundation

REFERENCES

Available upon request.



License, Certifications

Certificate of Training



ONE CIRCLE FOUNDATION presents this certificate of completion to:



A license # _____ (if applicable)

For completing the *Girls Circle® Facilitator Training, Promoting Resiliency in Adolescent Girls*
on April 3rd and 4th, 2019 in Monticello, AR.

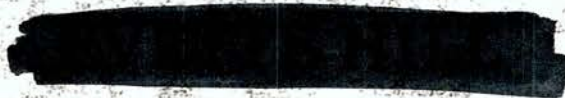
Victoria Mahand, Training and Development Manager

Program approved by the Nat'l Assoc. of Social Workers, Prov. No. 886445495-7611; 13 Hrs. | Approved Program Ohio Counselor, Social Worker, Marriage Family Therapist Board, Program No. MCST081410; 13 Contact Hrs. | State of CA Corrections Standards Authority Certification No. N2137-033905, 13 Hrs. | Approved for 13 Contact Hrs. by CAMFT, Provider Number 132313

One Circle Foundation | 734 A Street, Suite 4, San Rafael, California, 94901

CERTIFICATE of ACHIEVEMENT

THIS ACKNOWLEDGES THAT



HAS SUCCESSFULLY COMPLETED TRAINING IN:

QUALIFIED BEHAVIORAL HEALTH
PROFESSIONAL



Levi Thomas
LEVI THOMAS, EXECUTIVE DIRECTOR



UNITED FAMILY SERVICES,
INC.

Position



OBJECTIVE

To gain knowledge, which will better prepare me for my chosen future career. To gain insight, which will increase my understanding of course content when I go back to school. To gain experience in related fields. To find a place where I can be happy and enjoy what I am doing.

QUALIFICATIONS

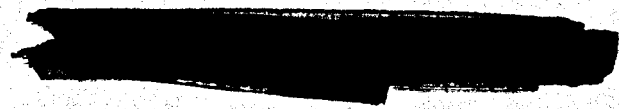
I have worked with a variety of need-based populations of all ages, races, and both sexes. I have a BA degree in Psychology. I am knowledgeable in the 12-step program of recovery and various addiction treatment models. I am certified in CPR, basic First Aid, and Non-violent Physical Crisis Intervention.

EDUCATION

11/2005 - Present Stratford Career Institute, Career Diploma in Sex & Drug Counseling
01/2002 - 02/2002 Tennessee Correctional Academy
08/1995 - 12/1997 University of West Florida, BA
08/1992 - 05/1995 Hillsborough Community College, AA

EMPLOYMENT

03/2003 - Present Whitehaven Southwest Mental Health Center
Adult Special Services Case Manager/A&D
Memphis, TN
02/2003 - 08/2003 Foundations Associates
Residential Counselor
Memphis, TN
07/2002 - 11/2002 Bethany Home
House Parent
Memphis, TN
01/2002 - 5/2002 State of Tennessee
John S. Wilder Youth Development Center
Children's Services Case Manager 1
Somerville, TN
02/2000 - 07/2001 Midtown Mental Health Center
Babylove Safe House Supervisor
Memphis, TN
03/1999 - 09/1999 Northside Mental Health Center
Residential Service Worker
Tampa, FL



License, Certifications

Arkansas Substance Abuse Certification Board

Thereby Certifies

[REDACTED]

Who has complied with the requirements established by the Board and has successfully obtained these standards of professional performance, and in doing so, has earned recognition as a

Certified Alcohol and Drug Counselor

12/30/2019

Issue Date

[REDACTED]

Certificate Number

12/31/2021

Expiration Date

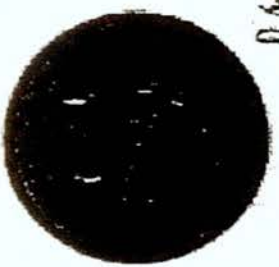
President

Vice-President

Debra Bryman
Debra K. Kelly MSLS

Secretary

Myriam Carter, M.D., C.S.P.



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PROFESSIONAL



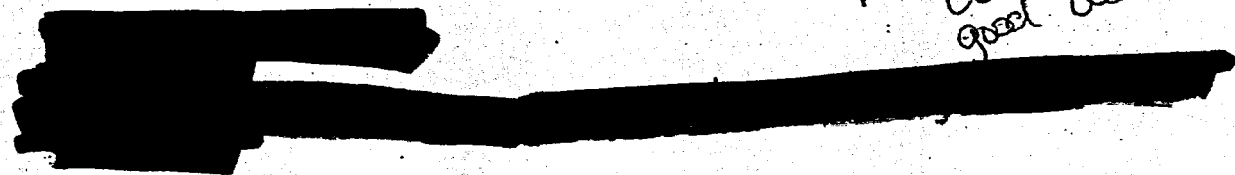
Levi Thomas
LEVI THOMAS, EXECUTIVE DIRECTOR



UNITED FAMILY SERVICES,
INC.

10.45

~~*****~~
Professional
well spoken
good work history



Authorized to work in the US for any employer

Work Experience

Substitute Teacher

Ess Subteach USA - Paragould, AR
October 2017 to Present

- Assisted students of all ability levels develop life-long learning skills and good study habits
- Kept students on-task with proactive behavior modification and positive reinforcement strategies
- Supervised lunchroom and recess activities
- Developed and deepened relationships with students, family members and faculty to promote optimal student learning environments
- Followed classroom plans left by class teacher to continue student education and reinforce core concepts
- Upheld classroom routines to support student environments and maintain consistent schedules

USDA Helper

Tyson Foods - Pine Bluff, AR
September 2010 to August 2017

- Calibrated machines to maintain required productivity levels and adherence to quality standards.
- Graded whole chickens, finished products every shift with help from USDA government officials in order to assure quality and non diseased chicken products. transporting items for additional processing, storage or shipment off-site.
- Examined incoming materials and compared to documentation for accuracy and quality.
- I worked in other areas of this cooperation whenever needed. I performed duties that required me to pack and sanitized cooked products to prepare for shipping. I was able to work wherever they needed me and perform my job duties in a timely manner successfully, as well as help my fellow employees whenever they needed.

Pharmacy Worker

Super D Pharmacy - Pine Bluff, AR
February 2006 to August 2010

- Evaluated customer information to explore issues, develop potential solutions and maintain high-quality service with each individual customer and their pharmacy needs.
- Helped with customer relations and customer service through daily communication and interaction.
- Maintained accurate and current customer account information in order for processing insurance information and information updates on prescriptions refills.
- Operated cash register for cash, check and credit card transactions with 100 % accuracy.
- Counted cash in register drawer at beginning and end of shift.

Helped customers complete purchases, locate items and join reward programs to promote loyalty, satisfaction and sales numbers.

Daycare Worker

Grace Family Daycare - Milwaukee, WI
September 2004 to November 2005

Used patience, skill and various behavior modification techniques to maintain order and safety.
Maintained clean, neat and hazard-free areas to protect kids, personnel and families.
Provided lunchtime assistance to monitor children, assist with eating and serve food.
Answered phones and recorded accurate messages whenever needed.

Education

Bachelor of Science in Human Services in Youth/Family and Administration

Purdue University Global - Pine Bluff, AR
February 2017 to October 2019

High School Diploma

Watson Chapel High School - Pine Bluff, AR
May 2004

None in General Studies

Southeast Arkansas College - Pine Bluff, AR

Skills

- Substitute Teaching (2 years)
- Organizational Skills
- Time Management
- Dependable
- Able to work well with others
- Microsoft Word

Certifications and Licenses

Heartsaver First Aid CPR AED

June 2019 to June 2021

First Aid CPR certified to provide a particular series of techniques which are designed to assist infants, children, and adults in need. This also includes a certification to properly administer an AED device used to resuscitate patients after CPR has proved ineffective.

BLS (Basic Life Support) provider

May 2019 to June 2021

BLS provider certification allows me the ability to recognize several life-threatening emergencies, provide CPR, use an AED, and relieve choking in a safe, timely and effective manner.

WSI Certification (Water Safety Instructor Certification)

June 2019 to June 2021

Water Safety Instructor certification allows me to teach the Red Cross Swim programs, and develop fitness activities, skills and water safety swimming skills in several Red Cross programs.

Lifeguarding Certification -American Red Cross

June 2019 to June 2021

The Lifeguarding certification allows me to have the knowledge and skills to prevent, recognize and respond to aquatic emergencies. I can provide care for breathing and cardiac emergencies, injuries, and sudden illnesses until emergency medical services arrive.

received
10-7-02

Permanent Address

13500 Chenal Parkway Apt. 215
Little Rock, AR 72211
(501) 227-6025

Objective

To secure a challenging position working with at risk youth as a Supervision & Youth Counselor for Pulaski County.

Education

B.A. in Criminal Justice & minor in Sociology, University of Arkansas at Little Rock Aug. 2001
3.2 major GPA UALR Criminal Justice Society Member

Relevant Course Work

Intro. to Criminal Justice	Psyc & Human Exp.	Careers in Criminal Justice
Human Comm Concepts	Victimology	Family Violence
Race, Ethnicity, & Criminal Justice	Sociology of Mental Health	Interpersonal Comm.

Work Experience

Detention Deputy, Pulaski County Detention Facility, Little Rock, AR (501)340-7000 Sgt. Gerald Kirk- Supervisor February 2002 - August 2002
Provided security checks for the facility, inmate head counts, documentation of daily logs, issued out mail to inmates, responded to codes, and maintained order and control over Juvenile and Adult units. Applied the Direct Supervision Method of supervising the units.

Noncommissioned Officer, United States Marine Corps Reserves, North Little Rock, AR (501)771-4323 Major Reber C.O. Corporal & Squad Leader January 1998 - Present
Lead and maneuver my squad in amphibious assaults and other objectives; Corporal of the Guard for Force Protection in Albania; received United States Marine Corps Good Conduct Medal; communication and leadership skills are a must; attention to detail and adaptability are essential to the job. Served as a Company Instructor for Annual Training in Quantico, VA

Account Manager, Home Choice Inc., North Little Rock, AR (501)945-5656 Frank Hadden -Supervisor August 1999-May 2000
Handled the accounts of various customers I was assigned to; communicated effectively to customers regarding their present and past due accounts; responsible for collections of payments toward customer accounts; reconciled payment discrepancies; resolved client billing and eligibility issues; delivered furniture and appliances; also worked as a salesman.

Owner of Small Business, Bo-John Pressure Washing, Little Rock, AR (501)227-6025 Self Employed Aug. 1998-March 2000
Operated a small business; performed deck, fence, and masonry cleaning plus minor repair; jobs included pressure cleaning houses, ranches, and apartment complexes; provided prompt and courteous service to customers.

received
10-7-02

Forklift Operator and Loader, Quality Foods Inc., Little Rock, AR

(501)568-3141 *Daniel Bone - Supervisor*

May 1997-September 1997

Operated a Forklift; worked with frozen and dry goods; loaded and unloaded goods and produce from trailers.

Computer Skills

MS Excel

MS Word

MS Internet Explorer

MS Powerpoint



License, Certifications

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QUALIFIED BEHAVIORAL HEALTH
PROFESSIONAL



Levi Thomas
LEVI THOMAS, EXECUTIVE DIRECTOR



UNITED FAMILY SERVICES
INC.



EDUCATION

Master of Social Work

University of Arkansas at Little Rock

Expected Graduated: May 2018

Bachelor of Science in Psychology

University of Central Arkansas, Conway, AR

Graduated: May 2015

CAREER RELATED EXPERIENCE

Professional Counseling Associates, Mental Health Paraprofessional, Intern | North Little Rock, AR | Aug. 2017 – Present

- Successfully completed 500 internship hours
- Demonstrated effective communication while working with individuals, families, groups, and colleagues
- Committed to treating diverse clients with dignity and respect
- Experience with identifying, analyzing, and implementing evidence-based interventions designed to achieve client goals
- Demonstrated expertise with evaluating program outcomes and the effectiveness of practice
- Experience in assessing, relationship building, and providing effective services to individuals, families, and groups
- Developed client treatment plan based on assessment data
- Daily utilization of sound knowledge base of standards of professional practice and principles for respected discipline
- Provided care based on ethical concepts, adhering to established standards of practice, and engaged in activities or behaviors that characterize professionals
- Provided services, as documented, in client treatment plan
- Experience with emergency response situations
- Demonstrated ability working effectively with team members
- Facilitated psychoeducation group
- Served as a positive role model for Day Treatment Program clients
- Experience with dual diagnosis population

UAMS, Head Start Intern

Little Rock, Arkansas | Aug. 2016 - May 2017

- Successfully completed 425 Hours
- Effective communicator in working with individuals and families
- Implemented client treatment plans
- Development of family maps
- Collaborated with families to create goal setting agreements
- Attended home visits
- Classroom observation for evidence-based interventions
- Effectively collaborated with mental health/disabilities program manager
- Helped establish positive child and youth interactions environment

J. C. Penney, Merchandise Associate

North Little Rock, Arkansas | Nov. 2013 - Present

- Provide quality customer service by assisting customers with purchases

- Maintain product presentation
- Assist new hires with learning and understanding company expectations
- Assist Merchandise Supervisor in planning merchandise, assists with shipment planning worksheet completion, and guides operations associates in making proper deliver to fixture decisions
- Assist with planning and execution of SET: moves/ stages/ sizes fixtures place graphics and assist with assembling/ installing additional visual elements based on company guidelines
- Stocking and organizing product on the sales floor
- Handle point of sale transactions, returns, and customer grievances

University of Central Arkansas Admissions, Student Worker

Conway, Arkansas | Aug. 2013 - April 2015

- Developed computer skills, telephone skills, and database skills
- Effective communication with students
- Scheduled campus visits
- Informed prospective students of information nights and Bear Facts Day
- Provided telephone surveys to current/prospective students to obtain information to improve the campus
- Completed all task in a timely manner



License, Certifications

[Home](#)

Name	[REDACTED]
Location	Little Rock, AR
Level	LMSW
License Number	[REDACTED]
Date Issued	7/3/2018
Expiration	7/31/2020

[Back](#)

Licensure Level Key:

LCSW: Licensed Certified Social Worker

LMSW: Licensed Master Social Worker

LSW: Licensed Social Worker

PLMSW: Provisional Licensed Master Social Worker

PLSW: Provisional Licensed Social Worker

The data in this website is maintained by the Information Network of Arkansas and is endorsed by the Arkansas Social Work Licensing Board as primary source verification. Each item of data has been provided by Board personnel from the primary source, unless otherwise specified. The Social Work Licensing Board maintains updates to this website once each month after the Board meets. Disciplinary information is located under the Complaints Tab.

No responsibility is assured or implied for error or omissions created or caused by technical difficulties. No one shall be entitled to claim detrimental reliance thereon.

ARBEST

Arkansas Building Effective Services for Trauma

University of Arkansas for Medical Sciences

This is to certify [REDACTED] as received
Training from Experts in

“Trauma-Focused Cognitive Behavioral Therapy (TF-CBT)”

3/22/2019

The individual listed above completed 12 of Continuing Education Units by participating in ongoing, hourly consultation regarding the implementation of TF-CBT in routine care settings.



Nicola Edge, PhD, ARBEST Codirector



Sufna John, PhD, ARBEST Codirector

[REDACTED]

May 26, 2010

To Whom It May Concern:

The knowledge and experience I have obtained throughout my four years of college education and work experience makes me an exceptional candidate for a position in your company. I would like to talk with you about becoming an asset to your company. When I join, I will bring with me not only a strong educational background but also the dedication to get the job done.

I graduated from the University of Arkansas at Pine Bluff this May with a major in Criminal Justice and I feel confident of the skill I can bring to your organization.

While pursuing my degree at the University of Arkansas at Pine Bluff, I worked as a Correctional Officer at the Arkansas Department of Corrections. In this capacity, I gained experience in:

- Supervising approximately 40-80 inmates per night.
- Searching inmates and rooms for contrabands on a daily basis.
- Documenting any disciplinary actions or violations.

In addition, currently I also have the opportunity to work as a Security Officer for the Peabody Hotel. In this capacity, I am gaining experience in:

- Patrolling hotel premises, monitor hallways and entrance way to provide safety for guests.
- Investigating disturbances, document in MS Word and provide a copy to general manager.
- Enforcing rule and regulations.
- Communicating with patrons any potential violations

I believe that this first-hand experience, along with my course work in criminology and criminal justice, makes me an excellent candidate to work for your company. Finally, I have the maturity, self discipline, and motivation to embark on a career in law enforcement. Please see my enclosed resume for further details about my education and work experience.

I look forward to an opportunity to speak with you further regarding a role in your organization. Any time that you can take away from your busy schedule will be greatly appreciated.

Thank you for your time and consideration.

Sincerely,

[REDACTED]

Enclosure: resume



Objective Successfully secure a management position where knowledge can be utilized while continuing professional growth.

Education Bachelor of Arts, Criminal Justice May 2010
University of Arkansas at Pine Bluff Pine Bluff, AR

Course Work

Introduction to Corrections, Introduction to Criminal Justice, Criminology, Legal Aspects of Corrections, Juvenile Delinquency, Community Based Correction, Probation and Parole, Seminar in Criminal Justice, Principle of Law and Evidence, Drug Education, Judicial Process, Criminal Law, Introduction to Social Work, Constitutional Law/Criminal/Justice, Criminal Procedures, Introduction to Social Research, Police Community Relations, Seminar in Criminal Justice, CO-OP Internship I

Work experience October 2009 – present Peabody Hotel Little Rock, AR

Security Officer

- Patrol hotel premises, monitor hallways and entrance way to provide safety for guests.
- Investigate disturbances, document in MS Word and provide a copy to general manager.
- Enforce rule and regulations.
- Communicate with patrons any potential violations

June 2007 – September 2009 Arkansas Department of Correction Pine Bluff, AR

Correctional Officer

- Supervise Prison Population
- Supervised approximately 40-80 inmates per night.
- Searched inmates and rooms for contrabands on a daily basis.
- Documented any disciplinary actions or violations.

April 2006 – April 2007 Tyson Foods, Inc. Pine Bluff, AR

Sanitation

- Sanitized all equipment to meet USDA's approval

June 2001 – June 2005 Love-Feast Daycare Center Gary, IN

Childcare Provider

- Provided care for all children from infant to 12 years olds

Skills and activities

ARC Welding, Operator of a Burning Outfit, Air ARC, MIG Welding, TIG Welding, Plasma Cutting, Gas Welding and Blueprint Reading, MS Word, MS Excel, MS XP, MS PowerPoint

Awards received

Certificate of Completion from Arkansas Department of Correction Training Academy, Arkansas Department of Correction Physical Fitness Award

Extracurricular activities

Football Team, Wrestling Team and Track Team

References

Available upon Request

REFERENCES

[REDACTED]

[REDACTED]

University of Arkansas at Pine Bluff
1200 North University Drive
Pine Bluff, AR 71601

[REDACTED]

University of Arkansas at Pine Bluff
1200 North University Drive
Pine Bluff, AR 71601

[REDACTED]

University of Arkansas at Pine Bluff
1200 North University Drive
Pine Bluff, AR 71601

[REDACTED]

University of Arkansas at Pine Bluff
1200 North University Drive
Pine Bluff, AR 71601

[REDACTED]

Instructor

*Ricky Brooks
P. B. Leuit*



License, Certifications

Certificate of Training




ONE CIRCLE FOUNDATION presents this certificate of completion to:



Attended Lectures # _____ (if any listed)

For completing *The Council for Boys and Young Men® Facilitator Training*
on March 27th and 28th, 2019 in Monticello, AR.



Daniel Bland, Trainer



Kemy Joseph, Trainer

Program approved by the Nat'l Assoc. of Social Workers, Prov. No. 886445495-7611, 13 Hrs. | Approved Program Ohio Counselor, Social Worker, Marriage Family Therapist Board, Program No. MCST081409, 13 Contact Hrs. | State of CA Corrections Standards Authority Certification No. N2137-033905, 13 Hrs. | Approval for 13 Contact Hrs. by CAMFT, Provider Number 132213

One Circle Foundation | 734 A Street, Suite 4, San Rafael, California, 94901

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QUALIFIED BEHAVIORAL HEALTH
PROFESSIONAL



Levi Thomas
LEVI THOMAS, EXECUTIVE DIRECTOR



UNITED FAMILY SERVICES,
INC.



Teaching and Training Role
A team player with exceptional interpersonal skills

Profile

Results-oriented with professional experience in training, recruiting, interviewing, and screening applicants. Qualified in counseling and promoting careers and job readiness skills for a diverse population. Proficient in Public Relations and Customer Service.

Career Synopsis

- Six years of instructional experience within the non-profit industry with offenders and the "returning citizen" population with program reporting, classroom curriculum activities and job placement.
- Over ten years work experience as an admission counselor for at-risk youth and in-school suspension for monitoring and evaluation.
- Successful implementation of classroom instructional curriculum and material to assist participants with job placement.
- Field staff supervisor for student intern.
- Facilitator and presenter for various job readiness topics.
- Contributed to various community resources and events as advocate for program Project ReConnect.
- Taught GED for high school at-risk teens.
- Received Certification for Job Development with efforts towards the mastering of Workforce Development Sales, Marketing and Presentation Skills.
- Over 20 years as instructional assistant for school district.

Highlights of Qualifications

- Technical proficiency in various computer software, knowledgeable in Microsoft Office, Power Point and Outlook
- Administrative experience in generating reports and development of curriculums
- Proficient in operations of most all office equipment
- Keen ability to problem solving, and strong communication skills
- Case Management Planning 1 certification
- Management Training in core values such as: Accountability, Respect & Compassion, Collaboration, Performance Excellence and Community Engagement
- Motivational Interviewing and Facilitation

Career History

Substitute Teacher	SubTeachUSA Stuttgart and Fayetteville	2016-present
Job Readiness/ Placement Coordinator	Goodwill Industries Workforce Division Salisbury, MD	2009-2016
In-School Suspension Assistant	Wicomico County School District Fruitland Primary School Fruitland, MD	2008-2009
Admission Counselor	Arkansas Job Corp and Maryland Job Corp	2000-2008
GED Instructor	Youth Job Start Program SHORE UPI Inc. Salisbury, MD	2002-2005
Teacher, Secondary & Assistant	Stuttgart Public School District Stuttgart, AR	1992-1999
Instructor	Texas Job Corp	1989-1992
Teacher Assistant	Marshall Public Schools Marshall, TX	1972-1989

Education

Bachelor of Arts – Communication Degree: University of Arkansas, Pine Bluff, AR
Communication/Drama Course: Wiley College & East Texas Baptist College, Marshall, TX
General Studies/Art Minor: University of Arkansas, Monticello, AR

List of Personal and Business References Available Upon Request



Objective

Responsible and easygoing Wal-Mart Fitting Room Associate, looking to fulfill a job as a secretary with United Family Services. With exceptional customer service skills, such as answering and directing calls, with a 5-year background in high, fast-paced customer service.

Experience

(April 2015-Present) Wal-Mart – Fitting Room Associate

As a fitting room associate, you hold responsibilities such as:

- answering the main phone
- directing all customers' call
- trying to answer all customers' questions
- paging over the intercom system for lost customers or for associates help in different departments
- Answering questions regarding the store and its merchandise
- letting customers into the fitting room while counting their items
- making sure customers have found what they needed
- cleaning and keeping desk space neat and clean
- making sure each fitting room stays nice and clean
- Watching for and recognizing security risks and thefts, and know how to prevent or handle these situations.
- Bagging or repackaging open items

(May 2011-January 2015) Kroger –Customer Service Associate

As a Customer Service Associate, your responsibilities included:

- resolve customers' issues with over charges
- enter customers' information into system for Kroger Plus cards
- handled returns and orders
- occasionally supervise the front end to make sure customers were checked out in a timely manner
- make sure all complaints were given to manager that needed to be followed through
- handled the store's main phone, therefore directed calls to where they needed to go
- talk with techs for fixing registers or bill pay systems
- sold lottery tickets

Skills

- Customer Service
- Active listening
- Computer
- Telephone-answering and directing
- Socializing
- Responsible
- Thinking
- Time management
- Communication

Education

- Graduated from Little Rock Central High School (May 2012)

References

- [Redacted] Verizon Call Center, ex-coworker - [Redacted]
- [Redacted] Kroger Front End Supervisor, ex-supervisor, [Redacted]
- [Redacted] Manager, [Redacted]



CAREER OBJECTIVE:

I am currently seeking a full-time job in the areas of Child And Family Development, Clerical/Secretary, or Child Care Teacher and/or Aid.

EDUCATION:

B.S. May 1998. Child and Family Development Studies. University of Arkansas at Pine Bluff. (GPA-3.2)
Secretarial Degree 1987. South Central Career College. (Honor Student)

EXPERIENCE:

06/00-present

Receptionist, United Family Services, Inc., Pine Bluff, Ar. Inputting data, xeroxing, filing, light lifting, answering telephone, and other duties.

05/82-present

Babysitter/Typist, BJM Inc., Pine Bluff, Ar. Babysitting and/or typing for clients when needed.

Summer of 97

Jack and Jill Multi-cultural Preschool, Pine Bluff, Ar. 225 hours of interacting and observing preschoolers and infants.

09/95-12/95

Daycare, University of Arkansas Pine Bluff Child Daycare Center, Pine Bluff, Ar. Observed and interacted with kids.

08/95-10/95
08/94-05/95

Clerical (Student Worker), University of Arkansas Pine Bluff Print Shop. Pine Bluff, Ar. Assisted with xeroxing, answering telephone, and other duties.

Summer of 93

Tutorial, Pine Bluff Little League Football, Pine Bluff, Ar. Assisted Pee-Wee team with their studies during the last couple of weeks of school.

08/91-5/92

Clerical (Student Worker), University of Arkansas Fayetteville Admissions Office. Fayetteville, Ar. Inputting data, answering telephone, distributing information to perspective students, and other duties.

08/90-05/91

Student Worker, University of Arkansas Fayetteville Warehouse. Fayetteville, Ar. Shipped newly published books to customers and some light lifting.

ACTIVITIES AND HONORS:

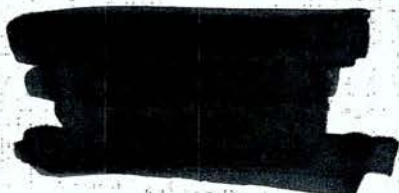
Member of Who's Who In-Accredited Career College- South Central Career College, Pine Bluff, Ar.

Honor Roll Two Semesters- University of Arkansas Pine Bluff.

President/Director of Youth/Adult Department- Elm Grove Baptist Church.

REFERENCES:

Available upon Request.



EDUCATION

Bachelor of Science, Psychology Expected May 2019
University of Arkansas at Pine Bluff, Pine Bluff, AR

ACTIVITIES/HONORS

Member, Psychology Club (2016-Present) Recipient, Military Army Achievement Award (2005 & 2014)
Trainer, Mid-South School of Social Work (2016-Present)

SKILLS

MS Word MS Excel MS PowerPoint MS Access

RELEVANT COURSE WORK

Introduction to Criminal Justice History & Systems Sensation & Perception Social Psychology Psychological Statistics I & II Introduction to Social Work	General Psychology Developmental Psychology Psychology of Learning Western Civilization I Advanced Social Psychology	Developmental Psychology Psychological Assessment Adolescent Psychology Psychology/Personality Experimental Psychology
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EXPERIENCE

Owner, Lanivia's Style, Pine Bluff, AR August 2010-Present

- Provide shop necessities and collect booth rent from tenants
- Communicate changes, rules and regulations in a caring/compassionate manner
- Property budget and pay shop bills in a timely fashion
- Style clients hair according to desire and state regulations

Family Support Partner, Southeast Arkansas Behavioral Healthcare, Pine Bluff, AR October 2016-October 2018

- Visited client homes to effectively communicate services offered and build support system
- Scheduled in-office appointments to ensure clients' needs were met
- Documented case notes and properly uploaded to company database

Assistant Store Manager, Dollar General, Pine Bluff, AR July 2015-March 2017

- Opened and properly secured store for closing
- Counted bank deposits and ensured slip was prepared
- Trained new employees and enforced company guidelines

88M Transportation/92G Food Service, United States Army, North Little Rock, AR April 2000-September 2014

- Supervised three noncommissioned officers; five soldiers and provided technical guidance in an organized manner
- Performed assistant ammunition sergeant duties by providing necessary tools to soldiers
- Supervised ten personnel in consolidated dining facility and served approximately 1500 soldiers daily
- Ensured Army standards were adhered to and assisted section sergeant in squad matters



License, Certifications

LAVINA MERRIS

ARISE

Certified Graduate

This certificate is presented to

December 4, 2019

For

For successfully completing the **ARISE**

demonstrating the necessary skills to

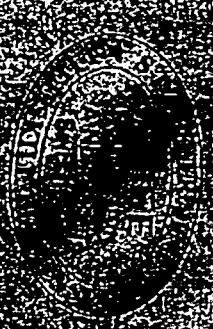
Susan Benson

Susan Benson

Founders



© 2012 ARISE Foundation - Life Skills Lessons & Self Training - 1011 Reed Street - 888-488-4100





OBJECTIVE:

TO PROVIDE THE BEST SUPERVISION, COMMUNICATION, PROBLEM SOLVING, AND LEADERSHIP SKILLS TO OBTAIN POSITIVE RESULTS IN A WELL RUN EFFICIENT OPERATION.

PROFILE:

- * LISTENER, RELIABLE, LEADER, AND MANAGEABLE
- *ABLE TO ADAPT, DIRECT, COORDINATE, ORGANIZE AND REMAIN POSITIVE AND EFFECTIVE

SUMMARY OF SKILLS AND QUALIFICATIONS:

EXPERIENCE IN SUPERVISING A CASELOAD, COLLABORATING WITH OUTSIDE RESOURCES, REPORTING, TESTIFYING, COMPUTER SKILLS, TRAINING, DECISION MAKING, PROBLEM SOLVING, PLANNING, CONDUCTING STAFFINGS AND BRIEFINGS, INTERVIEWING, MAINTAINING OFFICE FILES, PHONES, FAXING, VERIFYING INFORMATION, DAILY MAIL, LETTERS, OVER ALL OFFICE DUTIES.

CAREER EXPERIENCES

**UNITED FAMILY SERVICES,
CBP COUNSELOR / AFTERCARE WORKER**

2000— PRESENT

DUTIES:

- *PROVIDES SERVICES FOR CLIENTS WHO RETURN TO THE COMMUNITY FROM JUVENILE TREATMENT FACILITIES
- *DOCUMENT WEEKLY VISITS, PHONE CALLS, CONFERENCE CALLS, STAFFINGS, AND COURT HEARINGS MADE WITH CLIENTS AND OUTSIDE RESOURCES IN THE DATA BASE
- *OFFICE AND HOME VISITS WITH CLIENTS, FAMILIES, AND COMMUNITY RESOURCES
- *PARTICIPATES IN CONFERENCES AND STAFFINGS REGARDING CLIENTS NEEDS
- *COLLABORATE WITH COLLATERAL RESOURCES SUCH AS COURT, POLICE DEPARTMENTS, SCHOOLS, THERAPIST, DHS/DCFS, AND DYS, JOB CORP, WORKFORCE, ETC
- *COMPLETES CASE PLAN WITH GOALS AND GUIDELINES FOR THE CLIENTS
- *COMPLETE REFERRALS FOR THERAPY, MEDICATION MANAGEMENT, DRUG COUNSELING, PARENTING CLASSES, ELECTRONIC MONITORING, AND OTHER SERVICES AS NEEDED
- *ADMINISTER MONTHLY DRUG TEST
- *MAINTAINS MONTHLY PROGRESS REPORTS AND VIOLATION REPORTS
- *PREPARES MONTHLY STATISTIC REPORTS OF CASELOAD
- *ASSIST CLIENTS IN SEEKING EMPLOYMENT
- *TRANSPORT CLIENTS AND FAMILIES TO AND FROM SCHEDULED APPOINTMENTS
- * MONITORS AND SUPERVISE CASELOAD TO ENSURE THAT CLIENTS ARE COMPLIANT WITH GOALS
- *IMPLEMENTS SUITABLE SANCTION TO DETER NEGATIVE BEHAVIOR
- * ATTENDS JUVENILE COURT AND CIRCUIT COURT HEARINGS: TESTIFYING REGARDING CLIENT PROGRESS AND

PROVIDES COURT WITH WRITTEN PROGRESS REPORTS AND VIOLATIONS REPORTED.
*MONITOR TRANSFER CASES FROM OTHER COUNTIES OR STATES
*MONITOR SEX OFFENDER CASES AND KNOWLEDGE OF ACIC REGISTRATION AND LAWS

METROPOLITAN NATIONAL BANK, INSURANCE CLERK

1999-2000

DUTIES:

*MAINTAIN INSURANCE INFORMATION FOR COMMERCIAL AND CONSUMER LOANS
* FAMILIAR WITH LOAN DOCUMENTION

PULASKI COUNTY HOUSING, SECRETARY

1998-1999

DUTIES:

*INTERVIEW APPLICANTS FOR PUBLIC HOUSING ASSISTANCE
*VERIFIED EMPLOYMENT AND INCOME FOR EACH APPLICANT
*DATA ENTRY OF APPLICATIONS
*CONDUCT BRIEFINGS AND ORIENTATION MEETINGS
*MAINTAINED FILING SYSTEM
*GENERATE MONTHLY REPORTS
*NOTORIZE AFFIDAVITS FOR APPLICANTS

ACIC, DATA ENTRY CLERK

1997

DUTIES:

*DATA ENTRY OF FINGERPRINT CARDS
*QUALITY ASSURANCE AND MAINTAINENCE OF INFORMATION

NLR SCHOOL DISTRICT:

SUBSTITUTE TEACHER AFTER HIGH SCHOOL FOR A SHORT PERIOD OF TIME.

TRAININGS AND CERTIFICATES: FIRST AID AND CPR TRAINING, ARKANSAS SAFE SCHOOL CONFERENCE, YLS/CFI ASSESMENT TRAINING, MANDATED REPORTING TRAINING, HIPAA AWARENESS, AFTERCARE PILOT TRAINING, PERSONALITY DISORDERS IN SOCIAL WORK & HEALTH CARE COURSE, FUNDAMENTALS OF SUPERVISION TRAINING, CULTURAL COMPETENCY TRAINING, TIME MANAGEMENT TRAINING, CONFLICT RESOLUTION, CASE MANAGEMENT, WORKPLACE VIOLENCE PREVENTION TRAINING, COURTROOM TESTIMONY AND PROCEDURES TRAINING, PERFORMANCE AND QUALITY IMPROVEMENT TRAINING, STRESS MANAGEMENT TRAINING, CPI TRAINING

*NOTARY PUBLIC

*STATE OF ARKANSAS CONCEALED HANDGUN LICENCE

EDUCATION: *WEST CAMPUS/OLE MAIN HIGH SCHOOL, NORTH LITTLE ROCK, AR
HIGH SCHOOL GRADUATE

*UNIVERSITY OF ARKANSAS AT LITTLE ROCK, LITTLE ROCK, AR
BACHELOR OF ARTS, CRIMINAL JUSTICE 2000

REFERENCES:





OBJECTIVE:

TO PROVIDE THE BEST SUPERVISION, COMMUNICATION, PROBLEM SOLVING, AND LEADERSHIP SKILLS TO OBTAIN POSITIVE RESULTS IN A WELL RUN EFFICIENT OPERATION.

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- * LISTENER, RELIABLE, LEADER, AND MANAGEABLE
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CAREER EXPERIENCES

UNITED FAMILY SERVICES,

CBP COUNSELOR / AFTERCARE WORKER

2000— PRESENT

DUTIES:

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License, Certifications

CERTIFICATE of ACHIEVEMENT

THIS ACKNOWLEDGES THAT



HAS SUCCESSFULLY COMPLETED TRAINING IN:

QUALIFIED BEHAVIORAL HEALTH
PROFESSIONAL



Levi Thomas
LEVI THOMAS, EXECUTIVE DIRECTOR



UNITED FAMILY SERVICES,
INC.

ARISE

Certified Life Skills Instructor

This certificate is presented to _____

December 4, 2019

Date

For successfully completing the **ARISE** Life Skills Instruction course and demonstrating the necessary aptitude to facilitate the **ARISE** Life Skills Instruction course.

Susan Benson

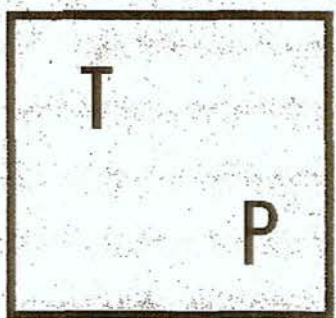
Susan Benson

Founders

Edmund P. Benson



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CONTACT



PROFILE

Recently graduated student of Arkansas Tech University looking for an employment opportunity that would allow proper use of my skills and knowledge.

EXPERIENCE

**CORPS COUNCIL/COMMUNICATIONS COMMITTEE MEMBER
CITY YEAR ARKANSAS | AUG 2018 - MAY 2019**

- Plan Events
- Conflict resolution
- In-Kind experience
- Managing team budgets
- Working on a team

**CORPS MEMBER
CITY YEAR ARKANSAS | JULY 2018 - MAY 2019**

- Data entry
- Conflict resolution
- Making presentations
- Balancing multiple roles
- Managing a large group of students
- Working on a team

EDUCATION

**BACHELOR OF ARTS, MAJOR IN COMMUNICATIONS
MINOR IN THEATRE
ARKANSAS TECH UNIVERSITY | 2013 - 2018**

SKILLS

- Communication
- Leadership & Management
- Team morale building
- Degree in speech
- communications
- Microsoft suite knowledge
- Organizational Skills
- Team Player
- Advocacy
- Relationship Building

Self Motivated Hardworking Dedicated Team Player

OBJECTIVE: Seeking an Entry-Level Position with the opportunity for advancement

EDUCATION

- **B.S. Rehabilitation Services**, University of Arkansas at Pine Bluff
Graduate Spring 2018
 - **High School Diploma**, Davidson High School, Mobile, AL
Graduate 2014
-

SKILLS & ABILITIES

Software Applications: Microsoft Office Suite
Office Equipment: Desktop & Lap Tops, scanners, copier, calculator, multi-line telephone, on-line computer system, cash register and fax machine.
Communication Skills: Excellent interpersonal skills; excellent customer service skills; able to write clearly and concisely; able to create new ideas from existing plans, work well with a team or independently. Able to remain calm in stressful situations. Excellent organization skills

EXPERIENCE

NEW WAY OUT CORPORATION
Mobile, Alabama

May 2016-August 2016

Personal Care Assistant

The workload of a Personal care aide is physically demanding. The job required the PCA to perform a number of physical tasks, like lifting, and transporting residents. Working with older adults requires aides to have a friendly, patient and compassionate disposition with residents.

- Helped clients with mobility restrictions to get out of bed, bathe, dress, and groom
- Delivered basic health services like recording pulse rate, temperature, and respiration
- Helped with prescribed exercises
- Assisted with medications administration
- Provided light housekeeping and homemaking tasks
- Advised families and patients on nutrition and cleanliness
- Changed simple dressings, provide skin care, or assist with braces and artificial limbs
- Accompanied residents to doctors' appointments or other errands
- Assisted with general housekeeping duties. Duties included such things such as vacuuming, laundry, changing bed sheets, tidying patients' rooms or other light duties to maintain cleanliness.
- Assisted the residents with transportation to various places. This includes doctor's appointments, church and other activities. Also helped patients with mobility problems transfer into the vehicle.

HIBBETT SPORTS
Pine Bluff, Arkansas

August 2016-May 2017

Sales Associate

- Provided excellent customer service
- Increased store sales; met and exceeded projected goals set by management
- Cashier - balanced petty cash and made change orders
- Stocked inventory, set displays, handled price changes and recalls
- Performed bookkeeping and accounting tasks associated with the job
- Performed other duties as assigned

University of South Alabama
Mobile, Alabama

May 2017-July 2017

Program Coordinator Assistant

- Mentored high school juniors and seniors
- Tutored high school juniors and seniors
- Worked with youth to identify areas of interest, passion and skill development, and supported youth in developing skills
- Developed and maintained communication with parents and families of students.
- Adopted, design and implement engaging learning activities for youth.
- Fostered a positive environment for all participants.
- Recruited youth and monitored attendance.
- Assessed the academic and developmental needs of the youth participants.
- Tracked student academic achievement.
- Led and assisted in the implementation of activities and events for students, families, staff, and volunteers.
- Established and maintain positive working relationships with families, school personnel and other key partners.
- Organized and facilitate periodic field trips that promote youth learning and exploration.
- Performed other duties as assigned.

University of Arkansas at Pine Bluff
Pine Bluff, Arkansas

Spring 2017

Alumni Phone A Thon Student Worker

- With the use of a multi-line telephone contacted Alumni to solicit their support of the current year's Annual Giving Drive
- Contacted alumni to verify mailing address (including e-mail) and employment information are correct, and then updated them on any recent news or upcoming events on campus.
- Solicited help to support academic needs at the University, such as scholarships and special needs that benefit students, as well as provide support athletics.
- Asked for the continued support of the alumni to continue to maintain and support the university experience for current and future students.

Jenkins Memorial Center/Jenkins Industries
Pine Bluff, Arkansas

Spring 2017

Intern

- Assist adults with mental and intellectual disabilities with job tasks
- Keep count of progress and translate numbers to pay
- Supervise clients
- Transport clients to different appointments and evaluations
- Accumulated over 600 hours

For Colored Girls, Incorporated
Pine Bluff, Arkansas

September 2017

(Mentored young black females)

Mentor

- Mentored 7 pre-teen girls
- Worked with youth to identify areas of interest, passion and skill development
- Developed and maintained communication with parents and families of students.
- Adopted, design and implement engaging learning activities for youth.
- Fostered a positive environment for all participants.
- Assessed the academic and developmental needs of the youth participants.
- Tracked student academic achievement.
- Organized field trips that promote youth learning and exploration.

Girls Scouts of America
Pine Bluff, Arkansas

August 2015-Present

Volunteer

- Mentored girl scouts (elementary school)
- Worked with youth to identify areas of interest, passion and skill development

- Developed and maintained communication with parents and families of students.
- Implemented engaging learning activities for youth.
- Organized field trips that promote youth learning and exploration.

MadRag
Pine Bluff, Arkansas

November 2017-August 2018

Sales Associate

- Provided excellent customer service
- Increased store sales; met and exceeded projected goals set by management
- Cashier - balanced petty cash and made change orders
- Stocked inventory, set displays, handled price changes and recalls
- Performed bookkeeping and accounting tasks associated with the job
- Performed other duties as assigned

Freedom School
Pine Bluff, Arkansas

March 2018-July 2018

Student Leader Intern

- Teach Integrated Reading Curriculum to high school aged children
- Foster positive mentorship
- Chaperone weekly field trips
- Participated in National Training and was awarded certification in IRC
- Teach scholars to develop a love for reading
- Increase scholars reading level
- Work includes some scholars who have disabilities

REFERENCES AVAILABLE UPON REQUESTS



License, Certifications

Certificate of Training



ONE CIRCLE
FOUNDATION

presents this certificate of completion to:



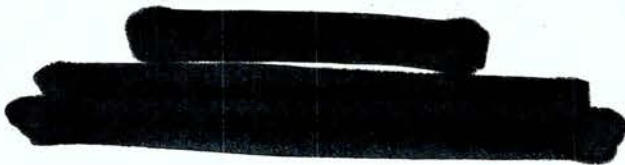
Attendee License # _____ (if applicable)

For completing the *Girls Circle® Facilitator Training, Promoting Resiliency in Adolescent Girls*
on April 3rd and 4th, 2019 in Monticello, AR.

Victoria Mahand, Training and Development Manager

Program approved by the Nat'l Assoc. of Social Workers, Prov. No. 886445495-7611, 13 Hrs. | Approved Program Ohio Counselor, Social Worker, Marriage Family Therapist Board, Program No. MCST081410, 13 Contact Hrs. | State of CA Corrections Standards Authority Certification No. N2137-033905, 13 Hrs. | Approved for 13 Contact Hrs. by CAMFT, Provider Number 132313

One Circle Foundation | 734 A Street, Suite 4, San Rafael, California, 94901



Summary of Qualifications

- Motivating team leader
- Experienced time manager
- Inspirational public speaker

Professional Experience

Anger Management Instructor

2015 to Present

United Family Services, Little Rock, AR

- Plan and prepare curriculum to meet the needs of adolescents from various backgrounds, learning styles and special needs
- Provide community resources to obtain additional services
- Maintain attendance records and statistics
- Correspond with case managers, therapists, court workers, and Department of Human Services workers

Patient Representative

2014 to Present

UAMS: STRIVE (Seeking to Reinforce My Identity and Values Everyday), Little Rock, AR

- Process referrals from public and private schools, parents, Department of Human Services workers, mental health facilities, and Primary Care Physicians for services
- Communicate with parents and guardians to obtain demographics and schedule assessments or family therapy
- Enter demographics in EPIC and PCT on new and re-enrolled clients
- Verify Medicaid eligibility, primary care physician, and collect insurance information for verification
- Work EPIC work queue
- Maintain referral log and follow-up letters
- Correspond weekly with schools, therapists and case managers

Parenting Instructor

2012 to Present

United Family Services, Little Rock, AR

- Plan and prepare curriculum using Active Parenting Now correspondence to meet the needs of parents from various backgrounds, learning styles and special needs
- Maintain attendance records and statistics
- Correspond with case managers, therapists, court workers, and Department of Human Services workers
- Provide parents with community resources to obtain additional services

Administrative Specialists III

2008 to 2014

UAMS: PACE (Project for Adolescent and Child Evaluations), Little Rock, AR

- Traveled foster care and Division of Youth Services clinics
- Prepared tests and forms for foster care and Division of Youth Services clinics
- Scheduled and confirmed foster care clinics
- Verified Medicaid eligibility
- Entered billing in EPIC
- Ordered and managed office supplies and protocols
- Processed travel and certifications for clinicians and nurses
- Prepared correspondence for nurses, psychological examiners, doctors and speech pathologists
- Entered demographics and documentation into EPIC

Secretary II

2005 to 2008

Arkansas Department of Workforce Education/Business and Marketing Department

- Provided database and calendar management
- Developed agency correspondence as needed
- Prepared materials for and assisted with workshops, conferences and office meetings
- Executed orders for office supplies, equipment and other materials
- Managed office mail process

Education

Certificate

2013

Anger Management Institute, Dallas, TX

Bachelor of Social Work

2011

University of Arkansas at Little Rock, Little Rock, AR

Associate of Arts

2008

Pulaski Technical College, North Little Rock, AR

Training

Active Parenting

Crisis Prevention Intervention (CPI)

Cardiopulmonary Resuscitation (CPR)

References

Available upon request



License, Certifications

Certificate of Completion
for
Anger Management Trainer-Specialist Workshops

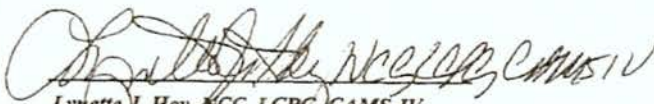
has been awarded to

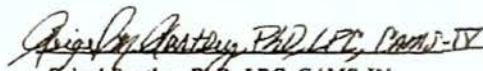


~ October 8, 2013 ~

Upon successful completion of the *Anger Management Institute*
Trainer-Specialist Workshops held October 7-8, 2013

Location: Dallas Baptist University
3000 Mountain Creek Parkway, Dallas Texas 75211


Lynette J. Hoy, NCC, LCPC, CAMS-IV
Training Co-Director


Seigel Bartley, PhD, LPC, CAMS-IV
Training Co-Director

CounselCare Connection, P.C. - Anger Management Institute. 2000 Spring Road, Suite 603, Oak Brook, IL 60523
www.whatsgoingonaboutanger.com

ACTIVE PARENTING™
PUBLISHERS

This is to certify that



has successfully completed the
Active Parenting Now
Leader Training Workshop.

Date: August 2012

Location: Nashville, TN

"May you continue to support the development of human potential through the family structure by enabling parents to prepare children to survive and thrive in a democratic society."

Michael H. Popkin
Director

Michelle Mason
Training Coordinator

www.ActiveParenting.com



Certificate of Attendance & Continuing Education

The undersigned participant has attended and is awarded 7 CEUs or 7 contact clock hours of Continuing Education according to the guidelines set forth by the National Board of Certified Counselors on Continuing Education for completion of the following program:

Active Parenting Now & Teen Combo Leader Training Workshop

Authorized by: Michael H. Popkin, Director
NBCC Provider: Active Parenting, Inc.
NBCC Provider Number: 5192


Signature of Seminar

24 May 2012
Date

Michael H. Popkin

ACTIVE PARENTING™
PUBLISHERS



OBJECTIVE

To pursue a career in the Criminal Justice Field and/or related areas.

EDUCATION

Bachelor of Science, Criminal Justice

University of Arkansas at Pine Bluff, Pine Bluff, Arkansas, Graduated May 2009

3.5 major GPA (4.0) (A=4.0)

Associate of Applied Science, Criminal Justice

Seark College, Pine Bluff, Arkansas, Graduated May 2007

3.5 major GPA (4.0) (A=4.0)

ACTIVITIES/HONORS

Member, Phi Theta Kappa Honor Society 2005-Present

Member, Alpha Kappa Mu Honor Society 2007-Present

Tutor, Greater Fellowship Ministries After School Program, 2007

Tutor, Townsend Park After School Tutoring Program, 2008

SKILLS

Excellent writing skills

Knowledge of Microsoft Word, WordPerfect, and Excel

RELEVANT COURSE WORK

Intro to Criminal Justice

Principles of Law and Evidence

Juvenile Delinquency

Constitutional Law

Criminal Procedures

Criminal Law

Judicial Process

Probation and Parole

EXPERIENCE

Substitute Teacher, Pine Bluff School District, Pine Bluff, Arkansas

September 2003-Present

- Teach subject assigned for the day
- Assist students with assigned class work
- Make copies of lesson on copy machine

Shift Manager, Domino's Pizza, Pine Bluff, Arkansas

December 2004-August 2007

- Supervised approximately six to eight employees
- Provided excellent customer service by phone and in person
- Resolved customer complaints effectively and efficiently
- Responsible for counting and handling monies between \$500-\$2500

Childcare Worker, Huggie Bear Academy, Pine Bluff, Arkansas

August 2001-April 2003

- Care for ten children aged three years
- Planned and supervised activities
- Conferred with parent about the needs, progress, and/or concerns of child
- Assisted with meals

References

Available upon request



License, Certifications

CERTIFICATE *of* ACHIEVEMENT

THIS ACKNOWLEDGES THAT



HAS SUCCESSFULLY COMPLETED TRAINING IN:

QUALIFIED BEHAVIORAL HEALTH
PROFESSIONAL



Levi Thomas
x _____

LEVI THOMAS, EXECUTIVE DIRECTOR



UNITED FAMILY SERVICES,
INC.

ARISE

Certified Life-Skills Instructor

This certificate is presented to:

December 4, 2019

Date

14 hours

Accredited Hours

For successfully completing the **ARISE** Life-Skills Instructor Certification and demonstrating the necessary aptitude to facilitate the **ARISE** Life-Skills Training Program

Sharon Benson

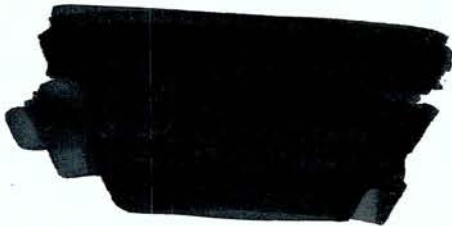
Sharon Benson

Founders

Edmund F. Benson

Edmund F. Benson





Education

Graduated-December 2008-Masters of Business Administration with a concentration in Finance and Management-Middle Tennessee State University; Murfreesboro, Tennessee
3.435 GPA

Graduated-December 2006-Bachelor of Science in Business Administration with a concentration in Financial Economics-Fisk University; Nashville, Tennessee
3.79 GPA Magna Cum Laude

Graduated-May 2003-Diploma-Pine Bluff High School, Pine Bluff, AR 4.25 GPA

Employment

**January 2015 – Present United Family Services, Incorporated
Special Program Manager**

- Act on behalf of Executive Director from August 2018-Present by assuming duties and tasks that need executive attention.
- Supervise Forty-Five (45) Employees
 - Evaluate all Management/Supervising team performances during probationary period and annually thereafter.
 - Conduct agency wide meetings to ensure that employees remain informed and that communication flows between all six (6) offices.
 - Consult and implement improvements for the agency by getting feedback from staff and researching best practices.
 - Interview and hire employees.
 - Correct employees when necessary according to agency policy.
 - Monitor agency fleet of vehicles using GPS technology.
 - Use a hands on management approach by working where needed. This includes releasing clients from house arrest, answering phones, interacting with clients/families, etcetera.
- Manage all Programs
 - Assess all programs regularly to make sure they are running efficiently through reviewing billing, working with employees, speaking with department managers, and re-delegating work where necessary.
 - Implement innovative ideas to improve all programs efficiency by laying out plans in a format that is easily followed by all employees.
 - Understand how all programs work including, Electronic Monitoring, Casework, Aftercare, Therapy, Substance Abuse, and all preventative educational classes.
 - Write and update strategic plans for all programs.
- Liaison
 - Attend meetings with external agencies which include five (5) district courts, Division of Human Services, Division of Youth Services, multiple school districts, subcontractors and others.
 - Prepare reports and other written communications for external agencies.
 - Troubleshoot by helping to find solutions to problems and by working with others to foresee potential issues.
- Facilitator
 - Conduct a Girls Council group for girls ages 10-18 years old once a week.

**July 2010-December 2014 University of Arkansas Pine Bluff
Director – Printing, Mail, Television (UAPBTV), and Radio (89.7 KUAP) Services**

- Performed all Budget Officer duties:
 - Ensured that all revenue and cost recovery goals were met.
 - Reconciled internal revenue reports with cashier revenue reports.
 - Balanced all four departmental budgets using self-created Excel Spreadsheets.
 - Ensured that all invoices were received and paid.
 - Created requisitions in Datatel/Elucian and ran GLSA reports.
- Supervised four departments which included thirteen people:
 - Performed formal evaluations for all employees once a year and provide regular feedback in order to maximize productivity.
 - Set annual achievement goals by department and made sure the goals were clearly communicated at meetings.
 - Approved and tracked leave.
 - Actively managed by operating equipment when necessary. This included the knowledgeable operation of the commercial printers, plate maker, cutter, cameras, meter machine, scanning machine, and radio equipment.
 - Innovated by finding new ways to improve and expand operations.
 - Interacted with students by training them in operations for print, television, and radio. Mentored students in other areas.
- Assistant Director of Technical Services
 - Liaised with design teams and campus departments to insure that campus wide imaging and print software was built and implemented correctly. This included learning the workflows of other departments such as Accounting, Student Financial Services, Human Resources, and Admissions.

April 2009-July 2010 United Family Services, Incorporated Pine Bluff, Arkansas

Director of Electronic Monitoring/United Family Service, Incorporated

- Provided daily supervision to five employees.
- Prepared work schedules, made recommendations on all personnel issues, and maintained all staff related documents.
- Completed Performance Evaluations.
- Prepared various reports for court.
- Compiled report for billing utilizing the Secure Alert System, Peachtree and Excel.
- Prepared monthly reconciliation.
- Ensured that all state and internal policies and procedures were followed.

2007-March 2009 Board Member, Incorporated Brentwood, Tennessee

Corporate Research Assistant

- Researched corporations in order to monitor changes that might affect investors.
- Stored information and built new queries in Microsoft access.
- Monitored quality controls.

2006 Country Inn & Suites Franklin, Tennessee

Certification

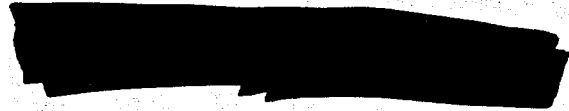
Quality Behavioral Health Professional, Girls Council/Circle Facilitator, HEAT4Youth Facilitator, CPR, Crisis Prevention and Intervention, Mandated Reporter

Computer Skills

Proficient in Microsoft Office Suite especially Excel and PowerPoint, DocuWare Imaging System, Windows 10 and below, Adobe Creative Suite, RiteTrack.

Committee Work

6th Division Juvenile Court High Risk Collaborative, Community Based Providers
Coalition, Wellness Committee – Co-Champion and host of Fit & Bold Television Show,
Faculty/Staff Seminar Committee



License, Certifications

HEAT TIME

This certifies that



has successfully completed the H.E.A.T. (Habilitation, Empowerment, and Accountability Therapy) Training, and is therefore awarded this

Certificate of H.E.A.T. Training Completion

Given this 30th day of August 2018


CO-PRINCIPAL


CO-PRINCIPAL

CERTIFICATE of ACHIEVEMENT

THIS ACKNOWLEDGES THAT



HAS SUCCESSFULLY COMPLETED TRAINING IN:

QUALIFIED BEHAVIORAL HEALTH
PROFESSIONAL



Levi Thomas
LEVI THOMAS, EXECUTIVE DIRECTOR



UNITED FAMILY SERVICES
INC.

Certificate of Training

GIRLS CIRCLE



ONE CIRCLE
FOUNDATION

presents this certificate of completion to:



Attendee License # _____ (if applicable)

For completing the *Girls Circle® Facilitator Training, Promoting Resiliency in Adolescent Girls*
on October 23rd and 24th, 2017 in Richmond, VA.

Victoria Mahand, Training Specialist

One Circle Foundation is an Approved Provider of the CA Board of Registered Nursing, Provider # CEP 14919, for 13 Contact Hrs. Licensee must retain documents for a period of 4 years after course concludes. | Program approved by the Nat'l Assoc. of Social Workers, Prov. No. 886-445495-7611: 13 Hrs. | This course is approved by the Association of Social Work Boards - ASWB NJ CE Course Approval Program Provider #59 Course #384 from 04/24/2015 to 04/24/2017. Social workers will receive the following type and number of credit(s): Clinical Social Work Practice: 10 General Social Work Practice: 1 Social and Cultural Competence: 1 Ethics: 1 | Approved Program Olin Counselor, Social Worker, Marriage Family Therapist Board, Program No. MGS1081410: 13 Contact Hrs. | State of CA Corrections Standards Authority Certification No. N2137-033905, 15 Hrs. | Approved CAADAC/CFAAF Provider Number 4N-14-216-0518: 13 Hrs. | Approved for 13 Contact Hrs. by CAMPT, Provider Number 13213.

One Circle Foundation | 734 A Street, Suite 4, San Rafael, California, 94901



OBJECTIVE

Highly motivated individual seeking placement that will enhance and develop the necessary skills for advancement in Computer Science or a related field

EDUCATION

Bachelor of Arts in General Studies with a Concentration in Computer Science May 2014
University of Arkansas Pine Bluff, Pine Bluff, Arkansas

EXPERIENCE

Administrative Analyst

University of Arkansas at Pine Bluff- Office of Relations and Development, Pine Bluff, AR July 2014 - Present

- Conducting special research studies, analyzing data.
- Monitoring and coordinating project/program activities.
- Assists in the development of project goals and objectives.
- Composes correspondence and responses to written inquiries
- Perform other duties as assigned.

Office Clerk

University of Arkansas at Pine Bluff- Office of Relations and Development, Pine Bluff, AR August 2009 – June 2014

- Answer multi-line telephone and dictate messages as needed.
- Scan and file documents into office database.
- Solicit donations from faculty, staff and alumni for Lifeline Scholarship Fund.
- Assist in the set-up of the annual Donors Banquet, Chancellor's Breakfast, and the Annual Chancellor's Benefit of the Arts.

SKILLS

MS Word	MS Excel	MS PowerPoint	Visual Basic	C++	Java
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RELEVANT COURSE WORK

Special Topics/Networking	Computer Science I	Pre-Calculus
Intro to Business Programming	Visual Basics	Technical Writing
Java	Engineering Graphics	

VOLUNTEER WORK

Student Volunteer, Circle of Pride Go Green Campaign, Pine Bluff, AR September 2011 – May 2014

- Encourage students to make donations back to the university once they graduate.

Tour Guide, University of Arkansas at Pine Bluff-Office of Recruitment, Pine Bluff, AR April 2010 – May 2012

- Give high school students tour of the university
- Work the registration table

Student Volunteer, University of Arkansas at Pine Bluff Clean-up Initiative, Pine Bluff, AR Fall 2011

- Help to clean up designated area around the university campus.

ACTIVITIES/HONORS

Member, Election Board (2011-2013)
Member, Circle of Pride (2010-2014)

REFERENCES AVAILABLE UPON REQUEST

John D. Waddle
[Redacted]
[Redacted]

Objective: Growth position, in accounting department, with dynamic organization where critical thinking and knowledge of business can be combined with organizational and communication skills.

Education: University of Arkansas at Little Rock
Working towards Masters in Business Adm.
Part-time attendance, 21 hrs. completed to date.

University of Arkansas at Monticello
Completed Bachelors of Science degree in
Accounting, May 12, 1995.

Peachtree University
Completed Peachtree Basic Accounting
Course 115, August 16, 1995.

Dollarway High School
Graduated in 1991

Certifications: Notary Public
My Commission Expires: 1/11/09

Programs: Peachtree, Quickbooks, Microsoft Publisher, Microsoft Works, Word Perfect, C/E
(estimating-electrical), Internet Explorer, Winword, Excel.

Employment: United Family Services, Inc.
P.O. Box 5408
Pine Bluff, AR, 71611
Phone: (870) 534-3386 Director: Levi Thomas

Current - 1/20/97 Financial Officer
Duties include: A/R, A/P, Payroll, and General Ledger. Preparation of multiple annual
contracted budgets, implementing and maintaining budgets, adjusting budgets as
necessary.

Carrington Electric
P.O. Box 1667
Pine Bluff, AR, 71613
Phone (870) 534-6993 Supervisor/Owner: Ed Carrington

1/17/97 - 8/5/95 Office Manager
Duties included: A/R, A/P, Payroll, and General Ledger. Other duties include
answering phone, typing letters, multiple job costing, and some blueprint work
(electrical estimating) - device & fixture counts, gear schedules, etc.

91-00 *Completed non-complex tax returns for friends and family members.*

References:





OBJECTIVE

To obtain a position within the company, to utilize, and refine my skills to become an important addition to the company.

EDUCATION

2000-2001
2002-2006
Arkansas Baptist College
Bachelor of Arts Degree in Human Services

EXPERIENCE

March 2009 - Until
United Family Services, Inc.
Pine Bluff, AR 71611
Community Based Program Counselor
Working within the juvenile court system, placing clients on the house arrest electronic monitor, monitoring/tracing the clients on a 24 hour basis, and completing contact notes and billing based on the visit. Testify in court when needed. Supervising and training new employees to learn the daily tasks within the Electronic Monitoring Department.

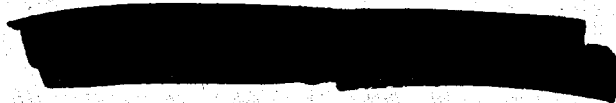
January 2009- April 2009
Allen County Community College
Iola, KS
Assistant Track and Field Coach and Assistant Director of Resident Hall
Assist the head coach in developing a competitive team.
Assist in the management of the resident halls.

SKILLS

I have great leadership, motivation, team work, and problem solving skills. I am a fast learner and very familiar with using the computer. I am comfortable with using the internet and Microsoft Word. As well as being a Certified Anger Management Specialist-I.

REFERENCES

Available upon request.



License, Certifications

CERTIFICATE of ACHIEVEMENT

THIS ACKNOWLEDGES THAT



HAS SUCCESSFULLY COMPLETED TRAINING IN:

QUALIFIED BEHAVIORAL HEALTH
PROFESSIONAL



Levi Thomas
LEVI THOMAS, EXECUTIVE DIRECTOR



UNITED FAMILY SERVICES
INC.

Certificate of Completion

Anger Management Institute
Online Trainer's Program

has been awarded to



~ July 25, 2018 ~

Upon successful completion of the *Anger Management Institute*
Online Trainer's Program

A handwritten signature in cursive script, appearing to read "JoAnn K. Darling".

JoAnn K. Darling, CAMS-II, Distance-Learning Coordinator, Anger Management Institute

CounselCare Connection, P.C. Anger Management Institute 1200 Harger Road Suite 602 Oak Brook IL 60523
www.whatsgoodaboutanger.com



Professional Experience

IN THE UNITED STATES

Liberty Phones, Inc.	9/06 to 07/07	Teller
Dillard's Inc.	Temporary	Sales Associate, cashier
UFS	Temporary	Secretary
FTD inc.	Temporary	Customer Service Representative
Vets & Pets Animal Clinic	08/05 to 04/06	Receptionist, front desk
Dillard's Inc.	08/04 to 07/05	Sales Associate, cashier

IN HUNGARY

Dr. Judith Acs Attorney	10/01 to 06/03	Legal Secretary
Andre Sateaux Kft. (Inc.)	1998 to 2000	Asst. Manager in a Department Store
Andre Sateaux Kft. (Inc.)	1997 to 1998	Sales Associate, Customer Service
Fogtechnikai Vallalat (Dental Manufacturing Corp.)	1990 to 1992	Dental Technician

Education and Skills

Currently in-rolled at Pulaski Technical College for Paralegal Studies
Certification in Microsoft Word and Excel from SZUV Inc. Computer School in 2000
European Language Certificate in English in 2000
Graduated from Zichy Mihaly Dental School as a dental technician in 1990
Graduated from Noszlopy Gaspar Economic Specialized High School in 1988
Core classes were in business finance and book-keeping

Employment / Salary History

Employer: Liberty Phones, Inc. **Business Type:** Telecommunications Industry
Job Title: Teller **Job Duties:** Taking payments from customers, sell new services, products. **Employment dates:** From: 09/01/06 To: 07/01/07
Average hours worked per week: 35 hrs. **Salary:** \$ 8.50/hour
Reason for leaving: The company closed the business down.

[REDACTED]
Employer: Dillard's Inc. **Business Type:** Retail
Job Title: Sales Associate **Job Duties:** Helping customers, merchandising, perform as a cashier, taking inventory. **Employment dates:** Temporary-part-time;
Average hours worked per week: 20 hrs. **Salary:** \$8.10/hour
Reason for leaving: Only worked temporarily for the summer

Employer: United Family Services **Business Type:** Non Profit Organization
Job Title: Secretary **Job Duties:** General administration, answering phone calls, scheduling appointments, filing, **Employment dates:** From: 06/16/2006 To: 07/31/2006 **Average hours worked per week:** 24 hrs. **Salary:** \$8.00 hour
Reason for leaving: Temporary position date ended

Employer: FTD. Inc. **Business Type:** Call Center [REDACTED]
Job Title: Customer S. Rep. **Job Duties:** Taking orders and messages from customers to various shops; up-sell orders. **Employment dates:** From: 04/03/2006 To: 05/19/2006
Average hours worked per week: 40 hrs. **Salary:** \$8.75/hour
Reason for leaving: Seasonal job ended with that date.

Employer: Dr. Kendall Faulk [REDACTED] **Business Type:** Animal-Clinic [REDACTED]
Job Title: Receptionist **Job Duties:** Check patients in and out, schedule appointments, answering phone calls, general administration, filing.
Employment dates: From: 08/2005 To: 04/2006 **Salary:** \$ 1,200/month
Average hours worked per week: 40 hrs. **Reason for leaving:** Family reasons

Employer: Dillard's Inc. **Business Type:** Retail
Job Title: Sales Associate **Job Duties:** Helping customers, merchandising, perform as a cashier, taking inventory. **Employment dates:** From: 08/09/2004 To: 06/18/2005
Average hours worked per week: 40 hrs. **Reason for leaving:** Family reasons
Salary: Lowest: \$ 1,300/ month Highest: \$ 1,800/month

Employment History out of the United States (in Hungary)

Employer: Dr. Judith Acs, Attorney **Business Type:** Lawyer's Office
Job Title: Legal Secretary **Job Duties:** Composes, types and edits various documents including letters, forms, contracts from Dictaphone or by dictation using Microsoft Word. Perform as office receptionist, maintain sufficient supplies for the office, establish and maintain various computerized and manual files.
Employment dates: From: 10/2001 To: 06/2003
Average hours worked per week: 40 hrs. **Salary:** Not comparable to US salaries.
Reason for leaving: Leaving to the U.S.A, permanently.

Employer: Andre Sateaux Kft. (Inc.) **Business Type:** Commerce
Job Title: Asst. Manager **Job Duties:** Responsible for all customer accounts, book-keeping, inventory and deliveries of merchandise.
Employment dates: From: 11/1998 To: 05/2000
Average hours worked per week: 40 hrs. **Salary:** Not comparable to US salaries.
Reason for leaving: Leaving for the U.S.A. temporarily.

Employer: Andre Sateaux Kft. (Inc.) **Business Type:** Commerce
Job Title: Sales Associate **Job Duties:** Helping customers, merchandising, perform as a cashier, taking inventory. **Employment dates:** From: 02/1997 To: 10/1998
Average hours worked per week: 40 hrs. **Salary:** Not comparable to US salaries.
Reason for leaving: Promoted to Asst. Manager in the same company.

Employer: Fogtechnikai Vallalat (Dental Manufacturing Corp.)
Business Type: Manufacture / Laboratory **Job Title:** Dental Technician
Job Duties: Sculpting and manufacturing dentures, false teeth.
Employment dates: From: 09/1990 To: 12/1991
Average hours worked per week: 40 hrs. **Salary:** Not comparable to US salaries.
Reason for leaving: Company closed down the business.

[REDACTED]

To Whom It May Concern:

I am sending my resume regarding the open position you have advertised in the local newspaper, Arkansas Democrat Gazette.

I am attending school at Pulaski Technical College for Paralegal studies since last fall in the evening hours.

The company I worked for closed down with the date of 06. July, 2007 so I am available for an interview at any time.

Sincerely,

[REDACTED]

OBJECTIVE

Seeking a challenging position as the Clinical Supervisor at United Family Services, Inc. where my experience, skills, and talents will be utilized to further the mission of the organization.

EDUCATION

2008 Licensed Certified Social Worker (State of Arkansas)
License # 2228-C

1998-2000 University of Arkansas at Little Rock, Little Rock, Arkansas
Master of Social Work

1990-1994 University of Arkansas, Fayetteville, Arkansas
Bachelors of Science in Business Administration

EXPERIENCE

Present

October 2008 United Family Services, Inc. Little Rock, AR
Clinical Coordinator

- Ensures mental health/substance abuse programs adhere to DYS, ADAP, and COA standards
- Recruit and interview job applicants
- Assist with COA accreditation process
- Oversees daily office operations
- Supervises both clinical and support staff
- Interact with Pulaski County Juvenile Court staff

March 2008 United Family Services, Inc. Little Rock, AR
October 2008 Interim Clinical Supervisor

- Distributes court referrals to clinical staff
- Supervises both clinical and support staff
- Serves as the team leader for the Council on Accreditation process
- Provides individual and family therapy to at-risk youth and their families
- Oversees daily office operations

January 2005 United Family Services, Inc. Little Rock, AR
March 2008 Clinical Therapist

- Conducted psychosocial assessments to assess needs of delinquent youths involved in the Pulaski County Juvenile Court System
- Provided individual and family therapy to delinquent youths and their families
- Established an anger management group in October 2005
- Developed master treatment plans and completed 90-day treatment plan reviews
- Submitted monthly court reports on current clients to court workers
- Participated in monthly multidisciplinary staffing

August 2004 Rivendell Behavioral Health Services Little Rock, AR
December 2004 Lead Therapist

- Supervised case managers at the Rivendell Outreach Program-Little Rock
- Conducted psychosocial assessments to determine mental health needs of at-risk youth
- Provided individual, family, and group therapy to children and adolescents in both the public and alternative school settings
- Educated referral sources about services provided by the Rivendell Outreach Program-Little Rock

April 2003 Rivendell Behavioral Health Services Little Rock, AR
August 2004 Program Manger, Outreach Program

- Managed four Outreach Program (Little Rock, Benton, Cabot, and Pine Bluff)
- Hired therapists and case managers to staff the various outreach programs
- Implemented a time management strategy to account for employee daily activities
- Provided a summer program for children and adolescents with mental health needs
- Assisted Director in developing annual budget

- Coordinated mental health services with the Romine Elementary School Day Treatment Program
- Completed monthly and quarterly performance improvement reports
- Attended senior management meetings on a weekly basis

August 2002
April 2003

Rivendell Behavioral Health Services
Outreach Therapist, Rivendell Outreach Program

Little Rock, AR

- Provided mental health services to children and adolescents who attended the Little Rock Day School
- Conducted psychosocial assessments to assess needs of at-risk youth
- Provided individual, family, and group therapy to students at the Little Rock Day School
- Developed master treatment plans and completed 90-day treatment plan reviews

August 1999
May 2000

Family Treatment Program
Victim Assistance Coordinator

Little Rock, AR

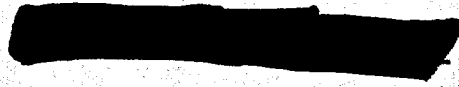
- Maintained a systematic approach to improve accessibility to mental health, medical, and legal services for child victims of sexual abuse and their families.
- Provides extended crisis intervention, consultation, and referrals.
- Established a psycho educational/support group for nonoffending mothers of sexual abuse victims.
- Actively participates on a multidisciplinary team at Arkansas Children's Hospital.
- Conducts thorough intake assessments in a timely fashion.
- Provides individual, group, and family therapy to primary and secondary victims of child sexual abuse.

HONORS AND ACTIVITIES

- Inducted into Alpha Lambda Epsilon- Graduate School Honor Society, University of Arkansas-Little Rock, May 2000
- Presented at the C.A.S.A. Volunteers Training, March 2002
- Presented at the Arkansas Children's Hospital Psychosocial Grand Rounds, January 2002
- Presented at the Child Sexual Assault Conference at the Family Service Agency, April 2002

VOLUNTEER EXPERIENCE

- Reading Aloud Renaissance Program, Martin Luther King, Jr. Elementary School, 2007-present
- Arkansas Literary Festival, April 2007
- Participated on the Mental Health Response Team for Katrina Victims, September 2005
- C.A.S.A. (Court Appointed Special Advocate), Pulaski County Juvenile Court System, 1997-98



License, Certifications

[Home](#)

Name	[REDACTED]
Location	Little Rock, AR
Level	LCSW
License Number	[REDACTED]
Date Issued	4/9/2008
Expiration	4/30/2020

[Back](#)

Licensure Level Key:

LCSW: Licensed Certified Social Worker

LMSW: Licensed Master Social Worker

LSW: Licensed Social Worker

PLMSW: Provisional Licensed Master Social Worker

PLSW: Provisional Licensed Social Worker

The data in this website is maintained by the Information Network of Arkansas and is endorsed by the Arkansas Social Work Licensing Board as primary source verification. Each item of data has been provided by Board personnel from the primary source, unless otherwise specified. The Social Work Licensing Board maintains updates to this website once each month after the Board meets. Disciplinary information is located under the Complaints Tab.

No responsibility is assured or implied for error or omissions created or caused by technical difficulties. No one shall be entitled to claim detrimental reliance thereon.

STATE OF ARKANSAS
SOCIAL WORK LICENSING BOARD
P. O. Box 251965
Little Rock, AR 72225



Asa Hutchinson
Governor

Ruthie Balm
Executive Director

Phone: 501-372-5071

Fax: 501-372-6301

Email: swlb@arkansas.gov

Website: arkansas.gov/swlb

May 14, 2018

[REDACTED]

~~This is to notify you that your license as a Social Worker has been approved for the period of May 1, 2018 through April 30, 2020. The attached wallet-size license card will serve as confirmation of license renewal.~~

Please remember to retain your continuing education documentation for a period of two years in the event you are audited. If audited, you will be required to submit documented proof that you attended *all* of the continuing education you listed on your summary sheet. If you are unable to provide proof that you attended the workshops, an administrative hearing will be held to consider revocation of your license.

In order to renew your license for your new expiration date, (April 30, 2020) you must obtain 48 hours of social work continuing education between the dates of May 1, 2018 through April 30, 2020. Only hours obtained between these dates will apply toward your next renewal period. Please see the Board's website for specific requirements for continuing education.

Future renewal notice reminders will be mailed to the address on file in the Board office approximately two months prior to the expiration date of your license. It is your responsibility to notify the Board of any change in address and to renew your license in a timely manner even if you do not receive the reminder.

Congratulations on your license renewal, and please contact the Board office if you have questions or need additional information.

Please watch the Board's website on a regular basis for updates or changes that may affect your license.

Please remove card carefully!
Bend back and forth along crease
before separating.



Arkansas
Social Work License Card

License No.

Expiration Date:

4/30/2020

Card bearer is licensed and in good standing with the Arkansas
Social Work Licensing Board

Chairman

The card to the left is your new social work license card, which reflects your new expiration date. This is the only card you will receive. Please punch it out carefully along the perforated line.

If lost or stolen, an additional card may be requested by written request and a cashier's check or money order in the amount of twenty dollars (\$20).

Please keep this letter for your records. You may wish to make a copy before you remove the card.

ARBEST

Arkansas Building Effective Services for Trauma

This is to certify attended:

"Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) Advanced Training "

Presenters: Janice Church, Ph.D. Benjamin Sigel, Ph.D.

April 19, 2019

Pulaski Technical College Campus Center Building, Grand Hall (Side B) 3000 West Scenic Drive
North Little Rock, AR 72118

The attendee listed above completed **6 hours** of Continuing Education Units for participating in this conference.

Nicola Edge, Ph.D.

Nicola Edge, Ph.D. ARBEST Codirector

Sufna John, Ph.D.

Sufna John, Ph.D. ARBEST Codirector

UAMS

Psychiatric
Research Institute

3.70



Objective

- To bring my business management experience along with a drive to complete the assigned task to a company offering training as well as opportunity for advancement. My work ethics, passion for excellence and the ability to work well with others should make me an ideal candidate for the position.

B.A. BUSINESS MANAGEMENT | MAY 2016 | PHILANDER SMITH COLLEGE

- G.P.A. 3.7
- Graduated Cum Laude
- Presidential Scholar

COSMETOLOGY AND INSTRUCTOR LICENSE | JAN 2009 | VELVATEX COLLEGE

- Little Rock, AR

Skills & Abilities

MANAGEMENT

- On Call Kutz (Owner-Operator), 12 years; Retail management, 5 years; House Manager for developmentally disabled responsible 4-7 residents and up to 15 staff, 3 years.

SALES

- Autos, 5 years; Wholesale marketing, 7 years; Long distance minutes, 1 year; My business, constantly.

COMMUNICATION

- Strong verbal and written communication skills. I fully understand listening is the most important aspect of communication.

LEADERSHIP

- I am the go to person when it comes to decision making or conflict resolution. My opinion is often sought after by coworkers and family members both.

Experience

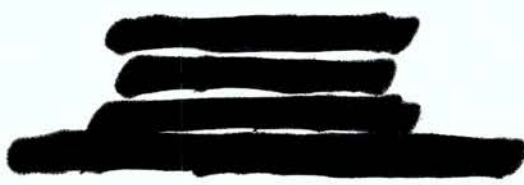
OWNER | ON CALL KUTZ | JUN 2006 - PRESENT

- Contract with nursing homes and rehab centers offering hair care services to the residents. The job consist of sales of my skills, expertise and cost to the facilities. Communicating with staff, family and most important the residents in order to satisfy their needs. Management and leadership skills come into play while keeping accurate paperwork needed for licenses, regulations and all other requirements for each individual facility.

BOOTH RENTER | URCELLAS BEAUTY SALON | NOV 2011 - PRESENT

- All aspects of hair care to include education, marketing, inventory, bookkeeping, and customer service.





WORK EXPERIENCE

April 2015 to October 31, 2017-**WEN/Odle Management-Arkansas Job Corps-** Admission Counselor-Provided outreach, admissions assessment and case management of appropriate youth for the Job Corps program. Counseled clients through challenging situation and provided alternate solutions. Prepare weekly and monthly reports on students. Conducted criminal background check on each youth who applied for the program. Administered files and applications while multi-tasking incoming calls and meeting with clients, school and agencies. Request medical and mental health records on each applicants. Travel and responsible for organizing and overseeing fourteen counties.

October 2008 to April 2015-**Odle Management Group-Arkansas Job Corps-** Admission Counselor- Provided outreach, admissions assessment and case management of appropriate youth for the Job Corps program. Counseled clients through challenging situation and provided alternate solutions. Prepare weekly and monthly reports on students. Conducted criminal background check on each youth who applied for the program.. Administered files and applications while multi-tasking incoming calls and meeting with clients, school and agencies. Request medical and mental health records on each applicants. Travel and responsible for organizing and overseeing ten counties.

May 1995 to September 2008-**Little Rock Job Corps Center-(Del-Jen Inc.)** Admission Counselor-Recruit and counsel youth for entry into the Job Corps program. Make weekly contact with youth services. Verify all documentation and health insurance cards information on clients. Provide bus ticket and pay voucher to students. Conduct presentation to school and other agencies.

May 1995 to November 2000- **Job Placement**-This was done by verifying employment of return students by contacting schools and different business.

July 1993 to October 1994-**Employment Security Department-**
Interviewer-Interview and referred potential clients seeking employment. Input information about clients work history into the computer to determine their eligibility for job placement.

May 1984 to September 1986-**Pine Bluff Arsenal-** Clerk Typist-Type forms and letters. Assist the work control (budget) in preparing the monthly work scheduled. Input Master Specifications into the CEO word Processor. Assist personnel in timekeeping. (Temporary Position)

EDUCATION

Pines Vocational Technical College, Pine Bluff, AR -Graduated, Secretarial
Computerized Accounting, June 1989

University of Arkansas at Pine Bluff, Pine Bluff, AR, August 1979 to May 1982

REFERENCES

[REDACTED]

TO: United Family Services

FROM: [REDACTED]

RE: Clerical Worker

DATE: July 24, 2018

I would like to express my interest in the Clerical Worker position. I have worked for Arkansas Job Corps for over 20 years as an Admission Counselor.

I believe that my extensive experience as an Admission Counselor makes me an idea candidate for the position.

I provided outreach, admissions assessment and case management of appropriate youth for the Job Corps program. Administered files and applications while multi-tasking incoming calls and meeting with clients, schools and other agencies. Maintain an inventory of office supplies and ordered office supplies as needed. Prepared weekly and monthly reports on students.

Again, I am confident that my many years of experience I will be an asset to your company.

Sincerely,

[REDACTED]

Objective

A position that offers growth and increasing responsibilities while being a part of a professional team.

Experience

2001–Present United Family Services Little Rock, AR

Office Manager/COA/PQI/RPM Coordinator

- Supervision of staff members.
- Responsible for setting positive example for staff to follow.
- Monitors staff tardiness and absenteeism.
- Responsible for coordinating and upkeep of office, vehicles, supplies and programs to ensure they are running smoothly and effectively.
- Ensure that incoming correspondence are distributed to the appropriate staff person such as supervisors, caseworkers or secretaries.
- Ensure that all documentation including letters, violation reports, and other agency documentation, etc. are of professional quality and error free prior to leaving the office.
- Gathers and submits Time and Attendance reports to the administrative office on a monthly basis.
- Oversee and supervise vehicle gas cards and cell phones to minimize abuse.
- Ensure all reports and other documentations are typed and faxed to DYS, courts and other referral source by deadline date.
- Maintain good employee relations.
- Take corrective action such as verbal reprimands, written reprimands, and termination for staff that fail to perform job duties.
- Completes tasks as requested by director and assistant director.
- Assumes primary responsibility for leadership of Council On Accreditation and the Performance and Quality Improvement & Risk Prevention Management Committee.
- Prepare special reports and annual reports to disseminate to staff and stakeholders relating to PQI and Risk Management
- Assure all departments are in compliance with COA
- Act as facilitator, interpreter, problem-solver and coach for the agency to maintain certification including ongoing development of policies and procedures.

1999–2001 Criminal Justice Institute Little Rock, AR

Institutional Assistant

- Assists in the development, coordination and administration of conferences, classes, and special projects in state and nationally.
- Disseminates model policy and procedures manuals to rural law enforcement agencies across the United States.
- Process applications for agencies requesting free Internet service for

rural agencies.

- Provide technical assistance and on-line support in connecting agencies to the Internet.
- Compiled Navajo Nation Resource Directory.
- Organized display materials for upcoming trade shows for the Institute.
- Participated in the design, development and implementation of different projects at the Institute.

1992-1999 Arkansas Children's Hospital Little Rock, AR

Public Relations Office Manager

- Assisted director in preparing and processing departmental budget.
- Maintained purchasing records and invoices.
- Coordinated office activities which included organizing files, scheduling meetings, ordering supplies, answering telephone, and making travel arrangements.
- Assisted in organizing special events such as Riverfest, Health Fairs, and other community events.
- Coordinated distribution of publications which included keeping a publication schedule, contacting all sources, coordinating mailing dates, determining cost, and distributing publications throughout hospital.
- Maintained mailing list for statewide media.
- Supervised volunteers and clerical staff.
- Provided condition reports to the media.

1987-1991 St. Vincent Infirmary Little Rock, AR

Marketing Office Manager

- Coordinated newcomer program to introduce newcomers to the hospital.
- Accurately performed record keeping including purchase orders, expense transfers, and agency billings.
- Negotiated and maintained media buys.
- Coordinated print analysis projects which included newspaper clippings and tracking advertising by competition.
- General office duties such as filing, opening mail, answering telephones, and making travel arrangements.
- Assisted in hiring, training, and supervising employees.

Education

Ole Main High School, North Little Rock
May, 1980

University of Arkansas at Little Rock
August, 2000

- B.B.A., Bachelor of Business Administration/Marketing

Computer Skills

Microsoft Word, Excel, Access, and PowerPoint.

References

Available upon request.

[REDACTED]

EDUCATION

Masters of Social Work
Our Lady of the Lake University, San Antonio, Texas

Currently Attend

Masters of Science in Human Behavior
Capella University, Minneapolis, Minnesota

August 2014
3.3 GPA

Bachelor of Rehabilitation Services
University of Arkansas at Pine Bluff, Pine Bluff, Arkansas

May 2011
3.29 GPA, 3.8 Major GPA

WORK EXPERIENCE

Arkansas Department of Corrections, Advisor, Malvern, AR

Feb. 2015- Present

- Provide support to individuals in achieving goals and objectives
- Crisis Intervention
- Case Management of approximately 30 inmates on psychotropic medications
- Conducts psycho-educational group counseling for approximately 50 individuals
- Maintains inmate/resident counseling records

Youth Empowered to Succeed, Presenter, Stuttgart, AR

May 2012- Jan. 2015

- Addressed unhealthy behaviors for at-risk youth
- Provided opportunities to learn skills and gain experiences that contribute to positive lifestyles
- Enhanced their ability to make healthier life choices

Humphrey Youth Ministries Outreach, Director, Humphrey, AR

June 2009- May 2014

- Provided meals and activities to children and adults
- Supervised and direct activities
- Prepared and maintained reports and plans

Arkansas Counseling Associates, Mental Health Paraprofessional, White Hall, AR

Nov. 2011- Sept. 2012

- Provided support and assisting clients to identify and achieve goals
- Facilitated access to educational services and vocational services
- Assisted with socialization and recreational activities
- Helped manage crisis
- Assisted clients to develop Activity of Daily Living (ADL) and community living skills

Jenkins Industries, Intern, Pine Bluff, AR

Jan. 2011- April 2011

- Advocated for client employment
- Worked with clients on daily living skills
- Supported clients on accomplishing plans and goals





RELEVANT COURSE WORK

Principles of Management, Career Development/ Employment, Introduction to Rehabilitation, Physical/Psychosocial Aspects of Disabilities, Medical Aspects/ Disabilities Seminar in Rehabilitation, Criminal Justice Policy Analysis and Social Change, Scope of Addictive Behavior, Human Development and Diversity, SBIRT Screening, Human Behavior in the Social Environment: Social Systems, Social Welfare Policy and Services, Generalist Social Practice with Organizations and Communities, and Human Behavior and the Social Environment: Individuals and Families

CERTIFICATION

Correctional Behavioral Health Certification-Behavioral Specialty
Nonviolent Crisis Intervention- CPI
First Aid CPR
SBIRT Screening

REFERENCES

Available Upon Request



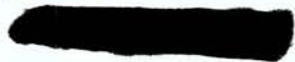
License, Certifications

Certificate of Training



THE
COUNCIL
FOR BOYS AND YOUNG MEN

ONE CIRCLE FOUNDATION presents this certificate of completion to:



Attendee License # _____ (if applicable)

For completing *The Council for Boys and Young Men® Facilitator Training*
on March 27th and 28th, 2019 in Monticello, AR.

Daniel Bland, Trainer

Kemy Joseph, Trainer

Program approved by the Nat'l Assoc. of Social Workers, Prov. No. 886445495-7611- 13 Hrs. | Approved Program Ohio Counselor, Social Worker, Marriage Family Therapist Board, Program No. MCST081409, 13 Contact Hrs. | State of CA Corrections Standards Authority Certification No. N2137-033905, 13 Hrs. | Approved for 13 Contact Hrs. by CAMFT, Provider Number 132313

One Circle Foundation | 734 A Street, Suite 4, San Rafael, California, 94901

Certificate of Completion
~~~~~  
Anger Management Institute  
Online Trainer's Program

has been awarded to



~ July 25, 2018 ~

Upon successful completion of the *Anger Management Institute*  
*Online Trainer's Program*

A handwritten signature in cursive script, reading "JoAnn K. Darling".

JoAnn K. Darling, CAMS-II, Distance-Learning Coordinator, Anger Management Institute

CounselCare Connection, P.C. Anger Management Institute 1200 Harger Road Suite 602 Oak Brook IL 60523

[www.whatsgoodaboutanger.com](http://www.whatsgoodaboutanger.com)

# Anger Management Institute

Online Trainer-Specialist Course

[REDACTED]

has earned 12 clock hours of continuing education credit

NBCC-Approved Continuing Education Provider Number 6577

Anger Management Institute address: 1200 Harger Road, Suite 602, Oak Brook, IL 60523  
Telephone: (630)368-1880 FAX (630) 530-2066 Web: [www.whatsgoodaboutanger.com](http://www.whatsgoodaboutanger.com)

Signature of NBCC Contact Person/Designate:

*John L. DeLong*

Date:

*July 25, 2018*



# Staffing Requirements

## Section 2.5 (B)

*United Family Services, Inc.*



*Training & Staff Development  
Course Catalog*



# Training Staff Development Department Course Catalog



## TABLE OF CONTENTS

|                                                                                     | <u>Page</u> |
|-------------------------------------------------------------------------------------|-------------|
| ACDI, Adolescent Chemical Dependency Inventory                                      | 1           |
| Basic Fire Safety Training                                                          | 1           |
| Case Advocacy                                                                       | 1           |
| Client Rights/HIPAA                                                                 | 1           |
| Clinical Documentation                                                              | 1           |
| Community Resources                                                                 | 2           |
| Conflict Resolution                                                                 | 2           |
| CPR / AED                                                                           | 2           |
| Crisis Prevention/Intervention                                                      | 2           |
| Disease Conception of Addiction                                                     | 2           |
| Domestic Violence                                                                   | 3           |
| Emergency Preparedness Operations                                                   | 3           |
| Ethics                                                                              | 3           |
| Evidenced based practices and other relevant emerging bodies of knowledge           | 3           |
| Gang Awareness                                                                      | 3           |
| Hazardous Communications/Bloodborne Pathogens/Infectious Diseases                   | 4           |
| Importance of Establishing a Strong Bond with the Person Receiving Services         | 4           |
| Interventions that Address Cultural and Socioeconomic factors and Service Recipient | 4           |





## Training Staff Development Department Course Catalog



|                                                                                                       |     |
|-------------------------------------------------------------------------------------------------------|-----|
| Lesbian, Gay, Bi-sexual, Transgender & Questioning                                                    | 4   |
| Medication Management Training                                                                        | 5   |
| New Hire Orientation                                                                                  | 5   |
| Performance Quality Improvement                                                                       | 5   |
| Policies & Procedures (General, Direct Care, Support Staff and Management)                            | 5   |
| Positive Youth Development                                                                            | 5-6 |
| Psychosocial and Ecological/Person-in-Environment Perspectives                                        | 6   |
| Report Writing                                                                                        | 6   |
| Reporting Child Abuse                                                                                 | 6   |
| Safety and Security                                                                                   | 6   |
| Sexual Harassment                                                                                     | 6   |
| Stress Management                                                                                     | 6   |
| Suicide Prevention                                                                                    | 7   |
| Time Management                                                                                       | 7   |
| Twelve Core Functions                                                                                 | 7   |
| Understanding the Impact of Mental Illness on<br>Individuals and His/Her Family or Significant Others | 7   |
| Units/ Billing Procedures                                                                             | 7   |



# Training Staff Development Department

## Course Catalog



| Course                                          | Description                                                                                                                                                                                                                                                                                                                                                                                             | Audience             | Required / Elective | # of Hours / Frequency |
|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|---------------------|------------------------|
| ACDI, Adolescent Chemical Dependency Inventory: | This assessment tool determines if the probability of the client being dishonest in some way was low, medium, problem, maximum, or elevated maximum. The tool also determines if there is a low, medium, problem, or maximum risk of the person having an alcohol, drug abuse or a violence problem, a distress adjustment, or a stress coping problem. It also provides recommendations for treatment. | Clinical Staff       | Required            | 1.5                    |
| Basic Fire Safety Training Description:         | Any employee who under current legislation is required to be trained in fire safety objectives: to provide staff with a basic practical knowledge & skills to understand fundamental hazards of fire, fire prevention, and procedures                                                                                                                                                                   | All agency employees | Required            | 2                      |
| Case Advocacy                                   | This course will provide the staff with knowledge of establishing a rapport and professional relationship with service recipients, case advocacy for service recipients, case managers and juvenile relationships, as well as how to conduct home visits, and provide basic health and medical needs of the service population.                                                                         | Case Managers        | Annually            | 2                      |
| Client Rights/HIPAA                             | Provides staff the knowledge needed to protect clients' privacy under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Explains what HIPAA and protected health information (PHI) are and the consequences of noncompliance; describes reasonable safeguards and examples of how to maintain them.                                                                              | All agency employees | Annually            | 1                      |
| Clinical Documentation                          | Overview of how clinical information is documented in the client record.                                                                                                                                                                                                                                                                                                                                | Clinical Staff       | Ongoing             | 1                      |



# Training Staff Development Department

## Course Catalog



| Course                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                           | Audience             | Required / Elective | # of Hours / Frequency |
|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|---------------------|------------------------|
| Community Resources                            | Provides training on the access and proper use of linking service recipients to appropriate community services, having knowledge of community programs and accessing them, knowledge of community based programs, public assistance programs, requirements and benefits and how to access the financial and other community resources.                                                                                | All agency employees | Annually            | 1                      |
| Conflict Resolution                            | This course will help participants deal with interpersonal conflict more effectively through identification of sources of conflict and the ability to transform negative conflict into a positive productive force. The course will introduce methods to develop supportive interpersonal relationships, how to quickly and effectively respond to on-the-job conflicts, and steps to resolve conflicts successfully. | All Agency Employees | Annually            | 1                      |
| CPR / AED                                      | Participants will learn to recognize and care for injuries or sudden illnesses until advanced medical help can take over. Learn to handle emergency situations, breathing and cardiac emergencies, adult CPR, basic precautions for preventing disease transmission, & to identify and care for life threatening bleeding. Meets OSHA Guidelines for First Aid.                                                       | All Agency Employees | Every 2 Years       | 3                      |
| Crisis Prevention/<br>Intervention             | Understanding what crisis means and its impact on individuals emotionally, mentally, and behaviorally. Also, participants will learn how to avoid potential risks and identify threatening situations. Participants will learn and practice techniques to assess, react and defend in a threatening situation.                                                                                                        | All agency employees | Annually            | 2                      |
| Crisis Prevention/<br>Intervention - Continued |                                                                                                                                                                                                                                                                                                                                                                                                                       |                      |                     |                        |
| Disease Conception of<br>Addiction             | Addiction is viewed as a disease, which means it is not a symptom of some other underlying disorder.                                                                                                                                                                                                                                                                                                                  | Clinical Staff       | Ongoing             | 6                      |





## Training Staff Development Department Course Catalog



| Course                                                                    | Description                                                                                                                                                                                                                                                                                                                                                                                         | Audience                                                                                     | Required / Elective | # of Hours / Frequency |
|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|---------------------|------------------------|
| Domestic Violence                                                         | This workshop is an introduction to domestic violence. Subjects covered include exploring the myths surrounding domestic violence, understanding the forms and manifestations of abuse, as well as understanding the complex psychosocial aspects of violence. Also covered will be the effects of violence on children, barriers to leaving, safety planning and lethality assessment.             | Professionals or other individuals interested in learning the basics about domestic violence | Every 2 years       | 2                      |
| Emergency Preparedness Operations                                         | Participants will learn the flow of communication in the event of a disaster; UFS response, evacuation and business recovery procedures; protocols and forms for reporting natural and unnatural emergencies. This Training Will Help Employees By Outlining Leaders For Each Agency Site; Tells Workers Where To Go, How To Shut Down The Office And The Escape Routes As Well As Assembly Points. | All agency employees                                                                         | Every 2 Years       | 2.5                    |
| Ethics                                                                    | The training will help participants reduce risks in agency and private settings. Models to help address ethical dilemmas will be presented with case examples including confidentiality, duty to warn, informed consent and appropriate termination. Continuing Education Units approved by NASW                                                                                                    | All agency employees                                                                         | Annually            | 3                      |
| Evidenced based practices and other relevant emerging bodies of knowledge | Intervention techniques used to with adolescents and families who present with a variety of needs, i.e., mental health and substance abuse issues                                                                                                                                                                                                                                                   | Clinical Staff                                                                               | Ongoing             | 2                      |
| Gang Awareness                                                            | This course educates case managers about school aged youth in relation to gang involvement and other dangers in the community.                                                                                                                                                                                                                                                                      | Case Managers/<br>Clinical Staff                                                             | Elective            | 2                      |



# Training Staff Development Department

## Course Catalog



| Course                                                                                                      | Description                                                                                                                                                                                                                                                                                                                                                                                          | Audience                         | Required / Elective | # of Hours / Frequency |
|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|---------------------|------------------------|
| Hazardous Communications/Bloodborne Pathogens/Infectious Diseases                                           | This course will teach participants how to identify and avoid potential problems in regards to hazardous chemicals. Training includes explanation of bloodborne pathogens, modes of transmission and symptoms. Control methods and protective equipment.                                                                                                                                             | All agency employees             | Annually            | 4                      |
| Importance of establishing a strong bond with the person<br>Importance of establishing a receiving services | It is essential for a therapist to establish a strong bond with the person receiving therapeutic services. This is called building a rapport with the patient. This training will provide the therapist with the tools needed such as consistent eye contact, sitting at the same level with your patient and body language of the patient.                                                          | Clinical Staff                   | Ongoing             | 1                      |
| Interventions that address Cultural and Socioeconomic factors and service recipients                        | This in-service will define cultural competence and why it is important. Essential knowledge, skills, and attributes to developing cultural competence and potential failures in the cross cultural therapeutic process; and conducting sensitive assessments.                                                                                                                                       | Clinical Staff                   | Ongoing             | 1                      |
| Lesbian, Gay, Bi-sexual, Transgender & Questioning                                                          | To build the capacity, awareness and skills of staff to better serve and respond to the needs of the LGBTQ population. LGBTQ 101 is a journey towards cultural competency with the LGBTQ population via values clarification exercises. LGBTQ 201 is designed to build the skills of staff in serving the LGBTQ population by exploring in greater depth many of the issues that LGBTQ clients face. | Case Managers/<br>Clinical Staff | Elective            | 12                     |





# Training Staff Development Department

## Course Catalog



| Course                                                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                       | Audience                                                                  | Required / Elective | # of Hours / Frequency |
|----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|---------------------|------------------------|
| Medication Management Training                                             | This training will assist the therapist in encouraging the patient to take their medication and the importance of taking their medication. It is important that the patient understand that the medication for depression and any other psychiatric condition is no different than taking medication for high blood pressure or a diabetic condition. It also enables them to participate in activities.          | Clinical Staff                                                            | Ongoing             | 2                      |
| New Hire Orientation                                                       | This course is designed to welcome new hires to the organization and to introduce individuals to the agency. Participants will receive an overview of the mission and values of United Family Services, servant leadership and program highlights. During the session, new employees will be made aware of UFS policies and procedures, health and safety guidelines, emergency procedures and employee benefits. | All newly hired employees                                                 | Required Upon Hire  | 160                    |
| Performance Quality Improvement                                            | PQI is a systemic process that involves the staff in improving the effectiveness of the agency and achieve the agency's mission and strategic goals. There are different ranges of PQI that will allow the workers to problem solve and process improvement and restructuring of the agency.                                                                                                                      | All agency employees                                                      | Annually            | 1.5                    |
| Policies & Procedures (General, Direct Care, Support Staff and Management) | Participants will receive an overview of the agency policies and procedures of United Family Services.                                                                                                                                                                                                                                                                                                            | Administrators, Directors, Supervisors and other appropriate agency staff | Required            | 2                      |
| Positive Youth Development                                                 | This training will allow the therapist to assist the patient in a number of paths that will promote positive youth development. It will allow them the opportunity to explore                                                                                                                                                                                                                                     | Clinical Staff                                                            | Ongoing             | 2                      |





# Training Staff Development Department

## Course Catalog



| Course                                                         | Description                                                                                                                                                                                                                                                                    | Audience                                                                | Required / Elective | # of Hours / Frequency |
|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|---------------------|------------------------|
|                                                                | options that will be beneficial to the patient such as the Boys and Girls Clubs, church and other outlets they may need.                                                                                                                                                       |                                                                         |                     |                        |
| Psychosocial and ecological/person-in-environment perspectives | Process by which the clinician identifies problems areas, evaluates strengths, resources, healthy functioning, and other positive factors that can be tapped to resolve difficulties, promote growth, enhance functioning, actualizing potentials, and develop new resources.* | Clinical Staff                                                          | Ongoing             | 2                      |
| Report Writing                                                 | This training will consist of who, what, where, when and how to write better reports. Discussion of what should be in a report, scenarios, importance and effectiveness of documentation, etc.                                                                                 | Case Managers/<br>Clinical staff                                        | Annually            | 2                      |
| Reporting Child Abuse                                          | This training exposes the participant to issues that deal with abuse and neglect and warning signs, the different types of abuse such as physical, sexual, and emotional. Workers roles as a mandated reporter.                                                                | All agency employees                                                    | Annually            | 2                      |
| Safety and Security                                            | This training exposes participants to procedures related to safety and risk management. Topics covered include slips, trips & falls; back injury prevention and ergonomics.                                                                                                    | All agency employees                                                    | Annually            | 2                      |
| Sexual Harassment                                              | This training exposes participant the procedures of sexual harassment. The law that is in place for this and sexual harassment is never acceptable.                                                                                                                            | All agency employees                                                    | Every 2 Years       | 1                      |
| Stress Management                                              | This course will benefit participants that are looking for practical, simple and effective ways to combat everyday stress                                                                                                                                                      | Individuals experiencing emotional/stressful situations at work or home | Elective            | 1                      |



## Training Staff Development Department Course Catalog



| Course                                                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                       | Audience                                                                       | Required / Elective | # of Hours / Frequency |
|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|---------------------|------------------------|
| Suicide Prevention                                                                                 | Suicide Prevention is such an important subject for those of us who are in the mental health field. This training deals with providing support systems for the patient who is experiencing stressful and low times when the therapist is unavailable.                                                                                                                                                                             | All Agency employees                                                           | Every 2 Years       | 4                      |
| Time Management                                                                                    | In this course participants will learn to recognize key components of effective goal setting through time management. It will allow participants to discover their time management strengths and opportunities, learn to manage multiple priorities based on validity and urgency and identify ways to deal with distractions and eliminate interruptions, while implementing tools and techniques to effectively schedule tasks. | Individuals who want greater control of their time, management style, and life | Elective            | 2                      |
| Twelve Core Functions                                                                              | Substance Abuse Counselors provide service to client for Substance Abuse Treatment. Functions include: Screening, intake, orientation, assessment, treatment planning, counseling, case management, crisis intervention, client education, referral, report and record keeping and consultation with other professionals in regard to client treatment                                                                            | Counselors in Training                                                         | Ongoing             | 6                      |
| Understanding the impact of mental illness on individuals and his/her family or significant others | To address stigma related to mental illness and identify best practices to help the individual, family/significant other cope and enhance overall functioning.                                                                                                                                                                                                                                                                    | Clinical Staff                                                                 | Ongoing             | 2                      |
| Units/Billing Procedures                                                                           | Employees will learn the concept of billing units, how and what you can bill and how many minutes constitute a unit.                                                                                                                                                                                                                                                                                                              | Case Managers/<br>Clinical Staff                                               | Elective            | 1                      |



# UNITED FAMILY SERVICES INC.

## Agency Acknowledgement Policy/Procedure Form

- Aftercare Drug Screen Policy
- Aftercare-Monitoring Referral Procedure
- Aftercare-Substance Abuse Referral Procedure
- Behavior Support & Management Policy/Procedures
- Behavior Support & Management Practices
- Case Record Access Policy
- Case Record Policy & Procedure
- CDC Compliant Procedures
- Child Abuse & Neglect Policy and Procedure
- Client Rights Policy and Procedure
- Closed Case Record Procedures
- Code of Ethics Policy
- Confidentiality Policy and Procedures
- Conflict of Interest Policy
- Contractors Service/Monitoring Procedures
- Contractual Relationships
- CR Quarterly Review Procedures
- Criteria Assigning Supervisory Respon.
- Data Composition Review Policy/Procedure
- Discrimination & Harassment Policy
- Distracted Driving Policy
- Drug Testing Policy and Procedure
- EEO/Affirmative Action Plan
- Emergency Response Preparedness/Procedures
- Employee Assistance Policy
- Employee Probationary Period
- Employment Hiring Procedures
- Environment Conservation Policy
- Excessive Leave & Tardiness Policy
- Facility Maintenance Procedures
- Grievance Policy for Clients
- HIPAA Compliance Policy/Procedures
- HIV/AIDS Policy
- Human Resource Audit Policy and Procedure
- Incident Reporting Policy
- Information and Media Relations
- Information Management Procedures/Guidelines
- Information Technology & Security Policy
- Insurance Assessment
- Limited English Proficient Clients Policy
- Medication Mgmt. Procedures/Protocols
- MIS Case Record Procedures
- Mission Statement
- Monthly Billing Audit Procedure
- National/Global Epidemic Policy
- Nepotism Policy
- Outlook Policy/Color Code
- PQI Plan
- Performance Review Process
- Personnel Grievance Policy
- Personnel Records Policy/Procedure
- Prohibited Use of Tobacco Alcohol Policy
- Recruitment & Selection Policy
- Risk/Behavior Support Management Policy
- RSPMI Timeline Policy
- Safety & Security Procedures
- Safety and Transportation Policy & Procedure
- Satisfaction and Retention
- Scanning Responsibility Duties Policy
- Sub-Contractors Monitoring Policy
- Supervisor Case Record Check Procedure
- Telecommunication Policy
- Tools and Equipment Maint. Proc.
- Transparency & Accountability
- Vision Statement
- Whistleblower Policy and Procedure



## UNITED FAMILY SERVICES INC.

By signing this form, I am indicating that I have read United Family Services, Inc. policy/procedures. I am familiar with the policy/procedures and will continue to further my understanding of the policy/procedures.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

## **United Family Services, Inc.**

|                             |                                                            |
|-----------------------------|------------------------------------------------------------|
| <b>Policy Name</b>          | Table of Contents of Agency's Personnel Training Curricula |
| <b>Date of Adoption:</b>    | June 23, 2008                                              |
| <b>Effective Date:</b>      | September 1, 2009                                          |
| <b>Approved by:</b>         | Levi Thomas, Executive Director                            |
| <b>Date(s) of Revision:</b> | June 4, 2013                                               |
| <b>References:</b>          | TS 2: Training Content                                     |

This procedure has been developed to establish UFS procedure related to training for Personnel.

This procedure will be briefed to all present and future employees and board members and filed in the Administrative Procedures Manual.

---

### **TABLE OF CONTENTS**

#### **ALL PERSONNEL CURRICULUM**

- Basic Fire Safety
- Community Resources
- Conflict Resolution
- Crisis Prevention Intervention (CPI)
- Cultural Competency
- Emergency Preparedness
- Ethics- (Professional & Confidential)
- First Aid/CPR
- Hazardous Communication/Blood Borne Pathogens
- HIPPA/Client Rights
- Performance Quality Improvement
- Reporting Child Abuse
- Safety & Security

## DIRECT SERVICE PERSONNEL CURRICULUM

- Case Advocacy
- Closed File Procedures
- Crisis Prevention/ Intervention for Service Recipients
- Domestic Violence
- Gang Awareness
- Interventions that Address cultural and socioeconomic factors and service delivery factors
- Positive Youth Development
- Report Writing
- Time Management
- Units/Billing Procedures
- Working with foreign language speakers and persons with communication impairments

## CLINICAL PERSONNEL CURRICULUM

- Adolescent Chemical Dependency Inventory (ACDI)
- AOD Treatment-The Twelve Core Function
- Youth Outcome Questionnaire (YOQ)
- Counseling Techniques
- Disease Concept of Addiction
- Evidence based practices and other relevant emerging bodies of knowledge
- How to Use the DSM-5
- Importance of establishing a strong bond with the person receiving services
- Medication Management Training
- Psychosocial and Ecological or person-in-environment perspectives
- Substance Abuse/ Stages Of Addiction
- Understanding the Impact of Mental Illness

Executive Director:

Len Johnson Date: 6-4-13



## United Family Services, Inc.

|                             |                                                     |
|-----------------------------|-----------------------------------------------------|
| <b>Policy Name</b>          | Table of Contents of Agency's Orientation Curricula |
| <b>Date of Adoption:</b>    | June 23, 2008                                       |
| <b>Effective Date:</b>      | September 1, 2009                                   |
| <b>Approved by:</b>         | Levi Thomas, Executive Director                     |
| <b>Date(s) of Revision:</b> | June 4, 2013                                        |
| <b>References:</b>          | TS 2: Training Content                              |

This procedure has been developed to establish UFS procedure related to Orientation Training Curricula.

This procedure will be briefed to all present and future employees and board members and filed in the Administrative Procedures Manual.

---

### TABLE OF CONTENTS

#### ORIENTATION CURRICULA

- Employee Handbook
- Mission Statement, Philosophy, Goals Service
- Agency Organization Chart
- Agency Policy and Procedures
- Community Involvement
- UFS Phone List
- Performance Quality Improvement
- Job Description Checklist
- Reporting Child Abuse
- Testifying in Court
- Units/ Billing Procedures
- Vehicle Safety and Transportation
- Mental Health and Substance Abuse Issues
- Report Writing
- Emergency Preparedness Plan
- Facility Tour
- Confidentiality
- Sexual Harassment
- Client Rights

- Ethics
- Information Technology
- Crisis Prevention Intervention (CPI)

Executive Director: Luz Thomas Date: 6-4-13

# Staffing Requirements

## Section 2.5 (C)



**Proposed Plan to Staff TANF Position – 2.5 (C)**

United Family Services will advertise using various career recruitment resources. Our agency will advertise to find the best qualified personnel to fill this position. We will use sources such as online recruitments sites, classified advertisements, and job fairs. Our agency will use the attached job description and Human Resource matching skills to fill the Youth Career Counselor promptly and efficiently.

# **United Family Services, Inc.**

## **Job Description**

### **Youth Career Counselor**

#### **I. Job Summary**

The career counselor will take a person's education level, work history, personality, interests and skills into account and suggest careers that match his or her background and abilities. The career counselor's goal is to match people with jobs that will give them the greatest balance of financial payoff and job satisfaction. In addition to helping people who are just entering the workforce, career counselors help people who have lost their jobs, are between jobs, unhappy with their career choices or experiencing other types of job stress.

#### **II. Job Relationships**

- A. Responsible To: Executive Director, Assistant Director
- B. Workers Supervised: None
- C. Interrelationships: The career counselor interrelates with parents, guardians, family members, monitoring counselors, prevention counselors, compliance monitoring coordinator, and other professional staff that may be associated with the agency or deliver professional service to clients of the agency.

#### **III. Responsibilities**

- \* Seek out potential clients by giving presentations of their services
- \* Examine client records, conduct interviews, administer aptitude and achievement tests to gather information that assist in helping clients choose careers.
- \* Collect information about schools and programs, such as tuition cost, cost of books and schedules for clients interested in pursuing schooling
- \* Help clients develop career plans, teach clients job search techniques, inform clients about labor market
- \* Keep records of their clients' job applications, cover letters and resumes
- \* Required to participate in various meetings, serve on committees, work groups, etc.
- \* Participate in the Summer Youth program.

- \* Responsible for assisting customers with intake, assessment, enrollment, goal setting, supportive service, advocacy, job placement, and follow up.
- \* Processes WIOA Youth program referrals and determines eligibility for program services.

#### **IV. Other Demands:**

Will be requested to be screened by the Arkansas Child Maltreatment Central Registry for any record of founded child abuse and neglect or maltreatment, as well as be screened by the Arkansas Adult Maltreatment Central Registry for any record founded adult abuse and neglect or maltreatment, and also be subject to a criminal record check statewide by the identification bureau of the Arkansas State Police. Also must be willing to submit to a drug screening. Employment will be conditional pending the results of the criminal background checks and drug screening. The background checks and screening will be imitated prior to employment with the agency. Applicant should live in counties of service. Frequent travel throughout the counties of service is required.

#### **V. Qualifications**

##### **Education:**

1. Must hold a bachelor's degree in criminal justice, social work, or equivalent
2. Must be certified in First Aid and CPR.

##### **Training and Experience:**

1. A minimum of one year of successful experience in a similar position.

#### **VI. Performance Standards**



**Quality of Work:**

- \* Interpersonal skills
- \* Listening skills
- \* Organizational skills
- \* Problem solving skills
- \* Communication skills
- \* Genuine desire to help clients succeed
- \* Self-motivated with a positive attitude
- \* Must have good computer skills
- \*

**Quantity of Work:**

- \* Must be able to manage a multitude of activities simultaneously.
- \* Maintain a patient, professional, levelheaded attitude at all times

**Status:**

This position is a full time, salary position.

The description is approved and agreed upon this day of \_\_\_\_\_.

\_\_\_\_\_  
Career Counselor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date