

### RESEARCH EXPERIENCE

Healthcare Program Research Advisor (Embedded  
with New York State Department of Health)  
Albany, NY

IPRO

March 2014 - Current

Supervise the evaluation of New York State's diverse Care Management programs. Includes working with external program evaluators and internal stakeholders to understand the impact and effectiveness of Care Management programs and how to improve these services.

Responsibilities include the Care Management programs administered by the Medicaid Managed Care Plans and Health Homes. Care Management programs are an administrative and case management intervention for people with complex health care needs and high utilization of emergency and inpatient services. Care Management programs provide continuous, integrated supportive, and preventative health care services intended to improve participants' health and well-being while reducing the unnecessary utilization of inpatient and emergency department services.

Actively working with staff on reports regarding Emergency Department and Inpatient utilization risk factors.

#### Accomplishments:

- Monitor Emergency Department, Inpatient, and Primary Care utilization of Medicaid enrollees who agreed to receive care management services.
- Report HEDIS quality metrics as listed in New York State's SPA.
- Developing a new approach to measuring pre-post enrollee utilization.
- Redesigned the Health Home - Care Management Assessment Reporting Tool: [HH CMART3 Specifications \(PDF\)](#).
- As a leading member of the Epidemiology and Biostatistics Community of Practice (EBCoP), developed the [Titanic Introduction To R](#) workshops to introduce DOH research scientists to the R programming language.

Policy Analyst

[Hornby Zeller Associates](#)

Troy, NY

September 2007 - March 2014

Hornby Zeller Associates (HZA) is a consulting firm specializing in child welfare, elder care, juvenile justice, and mental health. As a policy analyst, I was responsible for developing research hypotheses and methodologies. I was also responsible for providing support and mentoring to less experienced staff. Other responsibilities include data collection, management and analysis of research data and dissemination of results.

#### Example projects:

- Program / Systems Evaluation: Arkansas (IV-E Waiver), West Virginia (Jacob's Law), Alaska (Mental Health Beneficiary Program)
- Time Study: Virginia, Westchester County, Wisconsin
- Accounting & Title IV-E Funding: Wisconsin, Georgia, Mississippi

#### Accomplishments:

- Started an internship program and supervised two interns.
- Developed templates and processes to automate the production of reports.
- Provided staff training & support for PostgreSQL, SQL Server, R, and SPSS.

- Mentored junior staff in of research methods and application of statistical tests.
- Introduced version control resulting in more reliable, reproducible results.

Principal Investigator  
Albany, NY

Coalition for the Homeless  
September 2006 - June 2007

Principal Investigator for an exploratory research project which established the existence of homeless men and women with borderline intellectual functioning in New York State homeless shelters.

#### Accomplishments:

- Demonstrated the validity of the Mini Mental Status Exam to identify homeless adults with borderline intellectual functioning.
- Recruited, trained, and supervised a team of BSW students.
- Interviewed over 150 homeless New Yorkers. Successfully identified homeless adults with a historical diagnosis of borderline intellectual functioning.
- Presented results to the Assistant Commissioner of the Office of Mental Retardation and Developmental Disabilities<sup>1</sup>.

## CLINICAL EXPERIENCE

Residential Habilitation Provider  
Albany, NY

Catholic Charities  
October 2005 - September 2007

Delivered in-home services to Albany residents with mental retardation and other developmental disabilities. Services included family support, socialization skills, and crisis counseling.

Advocate / Case Manager  
Troy, NY

Joseph's House & Shelter  
September 2005 - May 2006

Worked with homeless guests to find housing and income in the form of jobs or social services such as SSD. Addressed other needs on a case-by-case basis. Developed a Guest Satisfaction Survey for the shelter. Surveyed guests in the shelter during the winter of 2005 - 2006.

Teen Leadership Program Director  
Rhinebeck, NY

Ramapo for Children  
June 2003 - September 2005

Supervised an outdoor experiential program for teens with developmental disabilities and mental health diagnoses. Responsibilities included staff supervision and program development. Implemented a unique peer support program for high-risk teens using conference calls. Led multi-day canoe trips on Indian Lake in the Adirondacks. Facilitated team building activities including low and high ropes facilitation.

## RESEARCH TOOLS

**Data Analysis:** R, Python, SAS, SPSS, Excel

**Data Management:** PostgreSQL, MySQL, Vertica, SQL Server, Access

**Reproducible Research:** L<sup>A</sup>T<sub>E</sub>X, Sweave, knitr, Org-Mode

## EDUCATION

|                                      |   |                     |
|--------------------------------------|---|---------------------|
| Master of Social Work                | The State University of New York<br>at Albany | Albany, NY<br>2007  |
| Bachelor of International<br>Affairs | Georgia Institute of Technology               | Atlanta, GA<br>2002 |

Updated: 2017-01-10

L<sup>A</sup>T<sub>E</sub>X version of this document available at: <https://github.com/Choens/Resume/>

---

<sup>1</sup>Now called the Office for People With Developmental Disabilities.