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| Seeking a mid to professional-level position within an organization where I can gain more experience in the functions of labor contract management, compliance monitoring, performance management, planning and development. Seeking employment where I can utilize my communication, interpersonal, organizational and customer service skills, to increase productivity within an organization and become a resolute and technically skilled business professional. |

# Skills

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| * Skilled in building community support, key coalitions and strategic interagency partnerships. Backed by solid credentials (MPA) and equal strengths in n root cause analysis * Interfacing with others at all levels to ensure organizational goals are attained * Possess excellent interpersonal, analytical, and organizational skills * Excel within highly competitive environments where leadership skills are the keys to success * Accurate and consistent decision-making ability | * Demonstrated change management skills * Strong Microsoft Office expertise * Demonstrated high performer * Strong analytical skills * Strong Microsoft Office expertise * Demonstrated successful project management experience * Above average written and oral communication skills, * Ability to work under pressure and be able to multi-task, |

# Education

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| Graduate Degree in Public Administration Keller Graduate School of Management  Downers Grove, IL. (2009 to 2012)  Course work prepares individuals to serve as managers, executives and policy analysts in the executive arm of local, state/provincial, and federal/national government, and increasingly in non-governmental organization (NGO) and nonprofit. |
| **Bachelor's in Communication Disorders/Family Studies**  **Abilene Christian university**  Abilene, TX. (2004-2008)  Course work includes family studies and human development, which focuses on human development throughout the lifespan in the context of families and other communities, including individuals with communication disorders. |

# Experience

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| July 2013 – November 2018Project Manager/Team Lead, HHSC (Health Human Service Commission)•Develop and implement facilitative programming (e.g. Individual Habilitation Plan (IHP); Individual Program Plan (IPP); Individual Behavior Guidelines (IBG), for more than 20 clients and multiple facilities.•Organize and conduct weekly team meetings to coordinate comprehensive delivery of services (e.g. speech, medical, pharmacy, social, psychology, psychiatry, vocational and educational).•Train and supervise interdisciplinary staff (residential care supervisors, hospital aide coordinators, therapeutic program workers, teachers, activity therapy specialists, juvenile correctional officers, and social workers) of 15-20 employees: protocol and procedures for delivering effective care.•Maintain detailed casework program records and documentation to ensure legal requirements are met (e.g. Medicaid). •Conduct monthly in-depth root-cause analysis of case reviews to determine program effectiveness; identify areas for process and program improvement then present research findings and make recommendations to senior management.  •Investigate any and all allegations and information provided  •Use root cause analysis to determine proper negotiate for problem resolution.  •Monitors all consumer finance documentation.  •Monitors budget variance reports to ensure accuracy.  •Implements/monitors compliance with Health and Safety programs.  •Attends industry functions to promote positive relationships with other providers.  •Develops positive relationships with all funding sources to promote new business.  •Uses leadership and communication skills to motivate team members toward agency objectives. |
| May 2012 to January 2013Conservatorship Case Manager, DepaRTMENT of Family Protective Services •Counsel individuals, groups, families, or communities regarding issues including mental health, poverty, unemployment, substance abuse, physical abuse, rehabilitation, social adjustment, child care, or medical care.  •Interview clients individually, in families, or in groups, assessing their situations, capabilities, and problems, to determine what services are required to meet their needs.  •Maintain case history records and prepare reports.  •Serve as liaisons between students, homes, schools, family services, child guidance clinics, courts, protective services, doctors, and other contacts, to help children who face problems such as disabilities, abuse, or poverty.  •Counsel parents with child rearing problems, interviewing the child and family to determine whether further action is required.  •Consult with parents, teachers, and other school personnel to determine causes of problems such as truancy and misbehavior, and to implement solutions.  •Address legal issues, such as child abuse and discipline, assisting with hearings and providing testimony to inform custody arrangements.  •Develop and review service plans in consultation with clients, and perform follow-ups assessing the quantity and quality of services provided.  •Provide, find, or arrange for support services, such as child care, homemaker service, prenatal care, substance abuse treatment, job training, counseling, or parenting classes, to prevent more serious problems from developing.  •Arrange for medical, psychiatric, and other tests that may disclose causes of difficulties and indicate remedial measures.  **November 2011 to May 2012**  **NATIONAL CALL CENTER REPRESENTATIVE,** SERENITY FOUNDATION OF TEXAS  •Answered incoming calls, fielded program inquiries and assessed treatment requests for potential patients.  •Patient records management: collected all information required for program eligibility and legal compliance; medical insurance, HIPPA requirements, etc.  •Analyzed and reviewed claims for accuracy.  •Prepared standard and ad-hoc reports as needed for processing and record keeping.  •Accurate and timely review of claim pricing to facilitate manual pricing as necessary, working with various Health Plan provider networks.  •Interviewing individuals to determine if they qualify for treatment with program through private health insurance and/or state government funding’s.  •Provide written correspondence and verbal information to members, group contacts, and agent healthcare.  •Actively participated and supported department and organization wide efforts to improve efficiencies while supporting departmental goals and objectives.  •Directed clients to Crisis Intervention programs when needed.  •Instituted claims best practices resulting in 8% reduction in severity payments.  •Created accountability standards resulting in 20% reduction in litigation costs.  •Enhanced employee communication through creation of monthly open forums.  •Improved employee retention by 15% through consistent personal feedback initiatives.  •Recruit and develop provider network plan for region and set of providers.  •Identify and initiate contact with potential providers.  •Negotiate contracts.  •Leads assigned negotiations (i.e., hospital, physician and ancillary) and ensure that negotiations result in the unit cost targets expected and meet the objectives of the company and approximate the State’s reimbursement to the provider.  •Facilitate and provide oversight to the provider set-up and contract configuration to ensure accurate claims adjudication.  •Evaluate and monitor providers’ performance standards and financial performance of contracts.  •Assist with and track credentialing activities. |

# SOFTWARE/TRAINING

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| * Proficient in Microsoft Office Suite, Integrated Risk Information System (IRIS), * Information Management Protecting Adults and Children in Texas (IMPACT), * Office Management, Report & Document Preparation, Records Management, * Teambuilding & Supervision, Meeting and Event Planning, Staff & Development Training (7 years), * Executive Administrative Assistant, Executive Secretary, Executive Administrative, QuickBooks | * Access * Excel * Outlook * PowerPoint * Root-cause analysis * All lines insurance adjuster training for the state of Texas |