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Senior & Disabilities Services

Carol Downey

550 W. 8th Ave.

Anchorage, AK 99501

Dear Ms. Downey and Hiring Team,

As the Office Assistant II for Quality Assurance, I am enthusiastic about all the aspects of Certification, Compliance and Complaint management as it relates to the Home and Community Based Waiver and Personal Care Attendant programs, ~~which assists Alaskans with living an independent life~~. I graduated with a double bachelor in Business Management & Technology: Concentration in Business Applications and Business Management & Technology and achieved Alpha Beta Kappa Honors status in 2009. I am well versed in the terms and acronyms of the programs and am excited to know about the changes the division will experience going into the future. I have a thorough knowledge of the eligibility requirements and business practices of the providers as well as SDS. I also have a through understanding of the certification process to become a provider. While working at Nine Star for 2 years, our team assisted clients with resumes and work search along with working with the Work Service Specialists and Public Assistance Eligibility Workers to support the clients in achieving their goals.

My demonstrated work experience involving *eligibility evaluation* and *regulation research* and *application* takes the form of: evaluating requirements for a complete application via reviewing applications for Provider certification and determining if the applicants' materials match the list of required documents. Currently, I screen and track 30+ applications per month. During the process of screening applications, there is often a need to research a regulation to clarify if an item is what the evaluators are looking for. This is important especially for the more rare providers such as the Habilitation Homes, Meals, Transportation, and Intensive Active Treatment providers. I also use the Background Check Unit database to determine compliance with requirements for certification or re-certification. During re-certification, I have found several agencies who have not complied with the regulations during previous certification cycles. I inform the agency and encourage them to start working towards compliance so that they will be certified.

I am master Certified in Office 2003 and a Power User of Office 2007. I am often called upon to build technical tutorials or invited to visit co-worker’s offices to troubleshoot small application issues. I am also well versed in graphs, charts, tables, layout, and formulas. I enjoy creating items from scratch or working with a team to improve the current set of forms, letters and spreadsheets the team uses.

My demonstrated work experience involving *written and verbal communication* is demonstrated through technical assistance to providers who need to know more about what is required for their certification. This includes potential time frames, basic explanations about items being requested such as which business licenses (state, or local), and resources for Workman’s Compensation Insurance Requirements. Explanations of training available for the agency such as CIR, Personal Care Attendant, Assisted Living, Care Coordination, and background checking via the BCU (Background Check Unit).This is communicated via front desk visits by providers, letters, e-mail and on the phone. As the initial person for receiving most correspondence for the unit I also occasionally handle the provider with a complaint about the length of time it takes to process an application, I handle these complaints professionally and patiently explain the policy we follow for processing applications. As part of the QA team I have helped refine the standardized letters used, drafted basics of procedures and developed detailed tutorials as training materials for others to use.

Paragraph about how much you would love this position for its potential to increase your responsibilities in service to the agency, and close out with your contact information.