* Effectively explain ideas and information to both technical and non-technical users
* Convert New Provider Certification Application to fill in PDF for public use
* Design and implementation of the and Habilitation Homes Project to connect licensed homes with recipients and certified agencies; original and Critical Incident Report Tracking system and statistics generation
* Design improved filing and labeling system, archive process, electronic file system, document naming structure, letter template editing and standardization
* Design charts and graphs for Unit, Department, State and Federal reports; UML diagrams, translate into written processes; gather information, develop content including graphics, proofread and edit technical documents
* Develop process for archival and offsite storage of files including training materials and procedure development
* Develop plan to create database connections for previously invisible information working with management and IT
* Ability to understand, analyze, apply, & explain complex program statutes, regulations, policies, & procedures
* Communicates effectively with both technical & non-technical users
* Adjust workflow to complete critical tasks in a timely manner
* Develop specific process for processing archival & offsite storage of files
* Policy & procedure development
* Maintain records of files & version controls
* Write technically detailed, illustrated instructions for processes

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