

STEPHANIE SCHNEIDER

OBJECTIVES

Highly motivated to seek a challenging position that will allow for utilization of my skills as well as growth. Mentoring others to ensure highest level of services are provided to Nevadans. Continue to improve goals and initiatives by bringing creativity and structure to program oversight, while motivating others to strive for excellence.

EDUCATION

Walden University- Master of Science in Psychology, Specialization in Health Psychology, 2016
University of Phoenix, Phoenix, AZ- Bachelor of Science in Psychology, 2013

EXPERIENCE

State of Nevada: Department of Health and Human Services Aging and Disability Services Division
Carson City, NV

Social Services Program Specialist III October 2021- Current

- Oversee, develop, and implement the quality assurance program for Adult Protective Services (APS) and the Long-Term Care Ombudsman Program (LTCOP).
- Develop and implement policy and procedures related to quality assurance in support of and congruent with agency mission and philosophy. Utilizes a person-centered philosophy.
- Provide training and communication to agency staff and contracted provider agencies to assure policies are followed and quality assurance processes are in place.
- Conduct data analysis, data trending and complete complex reports for quality outcome indicators. Requires proficiency in Microsoft Office including Word and Excel.
- Ensure quality data is reported timely and accurately.
- Develop and monitor data collection, tracking and trending for program oversight.
- Oversee and develop documentation and process for continuous monitoring of policy, procedures, Nevada Revised Statutes, Nevada Administrative Codes, applicable state laws, the Older American's Act and appropriate federal guidelines related to APS/LTCOP.
- Coordinate agency surveys, such as LTCOP long term care facility survey and other programmatic audits.
- Coordinate agency activities with units with the agencies for a statewide quality assurance system.
- Support the health and welfare of individuals served by implementing and overseeing quality assurance processes and managing all quality assurance reviews for APS/LTCOP.
- Ensure thorough review and follow up with APS/LTCOP of quality reviews.
- Research and interpret state and federal laws and regulations to ensure program compliance of applicable regulations for assigned program area(s). Maintain knowledge and understanding of changing regulations.
- Oversee case review process closely to ensure compliance with guidelines and assure corrective action plan is in place.
- Perform supervision duties to include: coaching, employee development, performance management, recruitment and retention.
- Protect health related information in accordance with established policy and procedure.
- Conduct quality assurance reviews and surveys throughout the service area and maintain a valid driver's license.

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State of Nevada: Department of Health and Human Services Aging and Disability Services Division
Carson City, NV

Social Services Program Specialist II May 2019- October 2021

- Provide statewide quality assurance and compliance of Adult Protective Services and Long Term Care Ombudsman programs.
- Collaborate with program staff to develop and revise program documentation, policy manuals and procedures to ensure programs are implemented in accordance with program policies, federal regulations and NRS.
- Assisted in the continued implementation of the QA process for both programs.
- Provide quarterly QA reports to both programs regarding QA findings.
- Conduct research to provide program administration needed information; assist with the design of database and tools used for gathering data; research existing programs, compile and analyze data, prepare comprehensive reports, and develop recommendations.
- Provide technical assistance and guidance to program staff and policy clarification and draft policy clarification correspondence for program administration.
- Develop and implement training programs; analyze and research training needs, develop appropriate trainings and materials.

State of Nevada: Department of Health and Human Services Aging and Disability Services Division
Carson City, NV

Adult Rights Specialist II (Long Term Care Ombudsman) January 2017- May 2019

- Provided advocacy to protect and enhance the health, safety, welfare, and rights of residents residing in Long Term Care facilities.
- Investigated complaints made by or on behalf of residents 60 years or older who reside in long-term care facilities (skilled nursing, group homes, homes for individual residential care and assisted living facilities).
- Work completed on behalf of the resident under strict resident consent and confidentiality guidelines.
- Provided information to residents, family members, facilities, and other agencies regarding a variety of topics relative to elder care.
- Advocacy included responding and investigating complaints and conducting routine visits.
- In addition to providing direct advocacy, provided education to facility staff members and assist with the development of family and resident councils.

Western Nevada Regional Youth Center ♦ Silver Springs, NV

Youth Counselor November 2015- November 2016

- Assess clients using the SASSI and MAYI process and regulations.
- Adhere to and implement mission, values, and goals.
- Implementation of client treatment plans, and substance abuse groups, among providing other daily coping skills, problem solving, conflict resolution, basic health, and well being support.
- Operate to conduct client supervision for safety and security purposes.

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- Ability to conduct self in a professional manner that actively fosters, supports, and participates in a team environment.
- Medication dispensing for over the counter and prescribed medications including documentation.
- Conduct Incident Reports, progress notes, and daily observation notes for clientele.

Banner Gateway Medical Center ♦ Gilbert, AZ

CNA ICU Oncology Unit January 2013- January 2014

- Responsible for all Stem Cell and Neutropenia isolation set up and continued care needed.
- Trained to complete Blood Sugar Checks.
- Daily patient weights completed and recorded for all Chemotherapy patients.
- Responsible for daily blood fridge monitoring and documentation.
- Responsible for giving the best quality of patient care.
- Computer charting completed and familiar with HMS, EXCEL, Microsoft Works, and Centrix software.
- Familiar and trained to use Hill-Rom medical equipment. Assist with admission and discharge of patients.

CERTIFICATIONS/ TRAININGS

- Certification of Completion- Nevada Veterans Advocacy Program Completed Modules 1-8
- American Society of Quality (ASQ), Quality 101 training completed March 2021
- Screening, Brief Intervention to Referral and Treatment (SBIRT) Certificate of Completion April 2020 and December 2020
- Lean Six Sigma- White Belt completed November 2019
- Nevada State Contractors License 0079328- August 2023 Renewal Due
- HR MGMT SUPV SKILLS- completion application seminar
 - Accountability and Performance Management
 - Teams
 - Temperaments ad Emotional Intelligence
 - Getting Things Done Through Prioritization and Delegation
 - Motivation and Engagement
 - Managing Up and Across
 - Foundations of Supervisory Leadership