

## ADVOCATE GENERAL

### Professional Summary

Over eleven years experience in management in the Criminal Justice and Mental Health disciplines Developed innovative "Delayed Sentencing" and "Aftercare" programs for Oklahoma County and surrounding courts Over six years managing a surety company (Bail Bond and Recovery) Proven record of innovative and effective staff development Strong commitment, vision and leadership

### Skill Highlights

- Highly analytical thinking with demonstrated talent for identifying, scrutinizing, improving, and streamlining complex work processes
- Computer-literate performer with extensive software proficiency covering wide variety of applications
- Proven relationship-builder with unsurpassed interpersonal skills
- Goal-driven leader who maintains a productive climate and confidently motivates, mobilizes, and coaches employees to meet high performance standards
- Results-driven achiever with exemplary planning and organizational skills
- Innovative problem-solver who can generate workable solutions and resolve complaints.
- Additional Training
- Therapeutic Options Training
- CPR

### Professional Experience

#### Advocate General

August 2014 to Current Company Name

- Provides oversight for state operated and private facilities licensed or contracted with the Department of Mental Health Developed the Advocacy Conditional Release Monitoring Program with immediate success by locating and reporting consumers that are non-compliant with medication, court orders and state rules Carefully analyzing historical comments, ratings and input from consumers using the grievance process allowed us to highlight negative trends prior to becoming major problems, as a result the number of consumer grievances dropped almost 50% since being appointed Advocate General Monitoring and reviewing critical incident reports from facilities resulted in a collaboration that prompted facility representatives to engage consumers and families to offer assistance, an explanation or other appropriate support that soothed initial anger and potentially prevented lawsuits.
- This was a huge factor in the 34% decrease in critical incidents being reported from 8/2014 to 8/2015 Collaborating with the Oklahoma Forensic Review Board regarding consumers found not guilty by reason of insanity while providing input and advice on current behaviors and trends strengthened relationships between the governor appointed board and the department By participating in treatment team meetings of consumers found not guilty by reason of insanity and those never to attain competency, focusing on risk assessments, progression through the program and potential placement for the consumers, we were able to streamline the phases of the program making it more productive and efficient Staying aware of the state budget status, I was able to make appropriate adjustments while managing this division's budget.
- As a result this division finished the fiscal year 20% under budget allowing the savings to be passed on to divisions where services were being cut.

#### Consumer Advocate

August 2013 to August 2014 Company Name

- Represented mental health consumers and those with substance abuse issues Collaborated with state and private facility administrators regarding problems and resolution measures Actively participated on committees working to educate staff and public on consumer's rights matters Provided oversight for facilities licensed or contracted with ODMHSAS.
- BEST Award (Building Excellent Services Together) two times.

January 2004 to January 2013 Company Name

- Established community based supervision programs for Oklahoma County's Regimented Inmate Disciplinary program, both presentencing and aftercare Successfully marketed all programs and services, resulting in contracts with referring agencies such as Oklahoma Department of Corrections Community Sentencing Division as well as numerous county district courts around the state Collaborated with Oklahoma Department of Mental Health and Substance Abuse Services and Oklahoma Department of Corrections to create appropriate policy and procedure for community based sentencing and monitoring Compile detailed notes and reports for board of directors and Oklahoma County courts Compile community needs assessments Mentored program participants resulting in numerous court case dismissals in an effort to enroll individuals in college and/or military.

### Education and Training

Bachelor of Criminal Justice University of Oklahoma ¾ City , State

#### Skills

streamline, budget, interpersonal skills, Computer-literate, contracts, CPR, notes, managing, meetings, Mental Health, organizational skills, problem-solver, processes, reporting, supervision