

ORBREE C. FRIDAY
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Florence, South Carolina 29505
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OrbreeBowling@att.net

VISION STATEMENT: To protect and empower the disadvantaged, disenfranchised and vulnerable population through education, training and advocacy.

EDUCATION

Masters of Social Work – Concentration: Family-Centered Practice
Clark Atlanta University-Atlanta, Georgia

Bachelor of Science – Major: Sociology
Francis Marion College-Florence, South Carolina

Associates Degree –Criminal Justice
Florence-Darlington Technical College-Florence, South Carolina

EXPERIENCE

2013- current

Program Manager I

Marion County Department of Social Services

- Maintains control of the financial assets of the agency. Ensures funds received are administered appropriately in order to meet the needs of the clients served in the county. Prepares budget for State and Control funds. Plans and coordinates activities with local county government regarding facility needs and other budgeted services provided by the county. Approves and disapproves all personnel issues.
- Assures that all personnel policies are adhered to and that personnel matters are conducted in a professional manner. Approves disciplinary actions for staff.
- Responsible for the proper administration of all Human Services programs at the county level. Ensures all human services units, child protective services, foster care and adult protective services are adhering to policies and procedures. Ensures supervisors are aware of any new changes with policy. Ensures staff has any reports available to assist them with completing their job duties.
- Responsible for the proper administration of all Economic Services programs at the county level. Ensures Economic Services supervisors have the information needed to properly manage the FI/SNAP units. Participates in regional and statewide trainings in order to maintain proper knowledge of programs.
- Responsible for creating and maintains a positive work environment and a positive presence in the community. Participate in community events and boards and answer complaints from constituents and providers.

2012-2013

Regional Fiscal Manager

DeKalb County Department of Family and Children Services (DFCS)-Georgia

- Directs and manages staff directly responsible for timely processing of 1500+ delivery of services vendor invoices, foster parent invoices, purchase orders and ADPORS; monitors 1150+ relative care placements/reviews and payment and 1650 Adoption Assistance Medicaid reviews and payment for Region XIV.

- Develops, executes and manages goals, objectives, protocols and procedures that will elevate the fiscal team to levels of success.
- Provides signature of approval for all billable invoices
- Ensures the coordination of vendor contracts and management of over 30 + delivery of services vendors for Region XIV
- Assumes oversight responsibility for compliance of contractual agreements between the county and vendors for Region XIV to ensure contract deliverables are received, reviewed and billed accurately to assure the agency and stakeholders are receiving required services consistent with the terms of the contract.
- Reviews and trains staff on updates of fiscal (invoicing, relative care and adoption assistance) policy.
- Provides guidance and development of skills to staff and vendors promote quality service delivery.
- Engages vendors in an improvement plan through regular provider meeting.
- Conducts interviews of prospective vendor's for Region XIV
- Creates tracking systems to monitor timeliness of processing Vendor Invoices, compliance with yearly Relative Care and Adoptions Assistance Medicaid reviews.
- Evaluation of staff performance.
- Creates customer experiences that lead to improved relationships.
- Utilize data to effectively establish performance targets for both short-range and long-range goals.

2005- 2012

Social Services Administrator

DeKalb County Department of Family and Children Services (DFCS) - Georgia

- Perform management obligations by providing guidance and support to Intake, Investigation, Family Preservation, Family Support, Resource Support, Grandparent Navigation, Indigent Burial and Community Partners for the Protection of Children (CPPC) units.
- Collaborate with various agencies and organizations assessing, evaluating, and recommending improved services in the best interest of DFCS customers.
- Draft and implement local agency protocols to improve the quality of service to customers and steer the agency towards a family centered practice.
- Reduce the number of unsubstantiated cases through monitoring the routing of cases and by drafting and implementing a protocol to effectively address referrals not meeting the investigation criteria.
- Outline and execute procedures and protocols shared by DeKalb County School System, Department of Juvenile Justice and DFCS to give support to improving service delivery to clients and community partners.
- Evaluate the effectiveness of program planning and implementation.
- Compile, prepare and maintain data to monitor Child Protective Services compliance with policy, procedure and mandates of the *Kenny A* lawsuit.
- Utilize data to effectively establish performance targets for both short-range and long-range goals.

- Review and assess policy compliance through completing monthly case assessments utilizing the Child and Family Service Review guide.
- Make administrative life-saving decisions that keep children safe and minimize risk factors in the home.
- Maintain the lowest Family Support recidivism rate in the state of Georgia
- Organized and implemented a "Think Group" to foster critical thinking among staff.
- Provide daily oversight of Community Partnership for the Protection of Children (CPPC) programs and services between the CPPC Hubs, DFCS, and other community partners in DeKalb County.
- Manage and evaluate outcomes among community groups to implement a family-centered practice of assisting them to resolve issues within their own communities.

2000-2005

Human Services Supervisor I

Florence County Department of Social Services-Florence, South Carolina

- Reviewed and assigned investigation and treatment cases.
- Supervised and monitored Senior Human Services Specialists to ensure timeliness of the investigation process and treatment service delivery to customers.
- Coordinated staffing of all court cases with the county attorney to adequately prepare staff for court proceedings.
- Prepared the agenda for Multidisciplinary Team staffings.
- Accompanied, supported and provided guidance to staff during court hearings.
- Conducted monthly case reviews to ensure compliance with the agency policy and procedural practice.
- Provided on-call supervision for emergency after hours, weekend and holiday referrals.

1992-2000

Human Services Specialist II

Florence County Department of Social Services-Florence, South Carolina

- Assessed customers' socioeconomic/psychological needs and implemented a service plan through a goal directed approach that identified alternative measures to ameliorate the situation.
- Referred customers to appropriate service providers upon completing a thorough case assessment of the family's strengths and needs.
- Organized and supervised visits between parents and children in an effort to maintain family connections and bonding.
- Conducted diligent searches for absent parents.
- Prepared court summaries and provided testimony to substantiate the agency's findings.
- Maintained case records and summaries of all actions performed on over 45 cases.

1988-1992

Human Services Specialist I

Florence County Department of Social Services-Florence, South Carolina

- Interviewed applicants to determine on-going eligibility for Food Stamps and Aid for Families with Dependent Children currently known as Temporary Assistance to Need Families of TANF.
- Established case files and maintained over 150 written and electronic case files.
- Processed cases in a timely manner
- Provided social work services to clients in need of disaster assistance.

- Utilized various interviewing techniques to more adequately elicit desires responses from the client.

ORGANIZATIONS/AFFILIATIONS

National Association of Social Workers

United Methodist Women

REFERENCES

(Available upon request)

RASEL L. PALMER, MFT

252 Morning Glory Drive
*Monroe Township, NJ 08831
(Can relocate to North/South Carolina)
Phone: 732-656-1956, 203-243-1986
Email: palmerreese@hotmail.com

CORE COMPETENCIES

- Child Welfare, Protection, Permanency
- Training and Development
- Data Analysis/Outcome Monitoring
- Program Planning & Start up
- Continuous Quality Improvement
- Systems of Care Implementation
- Process & Policy Development
- Title XIX Medicaid
- System of Care/Wrap Around
- Evidence Based & Best Practices

PROFESSIONAL EXPERIENCE AND POSITIONS

NEW JERSEY DEPARTMENT OF CHILDREN AND FAMILIES - Trenton, NJ (8/2011 – present)

Manager, Community Based Services – Division of Children's System of Care

Currently serving as a member of the Division of Children's System of Care Executive Management team reporting to the DCSOC Division Director, providing leadership to the Case Management, Family Service Organization, Intensive In-Community, Behavioral Assistance, Partial Hospitalization/Outpatient and Mobile Response/Crisis Stabilization units, responsible for the development and management of a coordinated state-wide county based service delivery system, utilization of data to monitor service effectiveness and outcomes, participate in the development of Department and Division policy, lead change initiatives including the integration of children and young adults from the Divisions of Developmental Disabilities and Mental Health and Addiction Services into the NJ Children's System of Care, serve as Department policy representative to county government, providers and advocacy groups, collaboration with other state agencies, DCSOC units, families and community partners to enhance services for youth and families.

District Office Manager, Division of Child Protection and Permanency - Trenton, NJ (7/2009 – 8/2011)

Managed the fiscal, administrative and overall operations of child welfare office serving the Mercer County catchment area. Provided strategic leadership for a staff of 130 including investigation, permanency, adolescent, litigation, resource development and adoption units, directed all local office staff to ensure safety, permanency and well-being of children, and delivery of quality service through effective implementation of the Case Practice Model. Additional responsibilities included: on-going evaluation of service provision effectiveness, development and implementation of improvement strategies to monitor and ensure compliance with Modified Settlement Agreement, state and federal laws, administrative rules and policies, coordinate child welfare services with local agencies and courts, manage effective relationships with other local offices, service providers, as well as parents, family members and other key stakeholders.

PILLAR COLLEGE – Newark, NJ (1/2009 – present)

Adjunct Professor, LEAD Program

Provide undergraduate level instruction in Psychology, Christian Counseling, Marriage and Family Counseling. Areas of instruction include Counseling Theories, Counseling Skills, Addictions, Grief/Loss, Anger Management, Trauma, Suicide Intervention, and Diagnostic Statistical Manual Psychological Disorders. Prepare coursework and develop teaching strategies to engage adult learners in interactive learning process.

WHEELER CLINIC - Plainville, CT

Associate Director, Juvenile Justice Services (7/2006 – 1/2009)

Responsible for providing training, clinical, fiscal and administrative oversight of evidenced based treatment programs, total annual budget of 2.4 million including, Multisystemic Therapy, Family Support Center and Juvenile Risk Reduction Center comprised of Brief Strategic Family Therapy, VOICES, ART, CBT/MET/FSN, TARGET treatment offerings, development of innovative, evidence based, culturally and gender responsive services; specifically to meet the needs of youth involved in the Juvenile Justice system, write proposals in response to statewide needs for services for youth with mental health, substance abuse or delinquency issues, manage relationships with legislative and advocacy groups, funders, partners and key stakeholders.

WHEELER CLINIC - Plainville, CT

Clinical Director, Family Support Team (12/2005 - 7/2006)

Responsible for clinical and administrative oversight of intensive in-home therapy program for youth transitioning back to community from residential placement or who are at risk for out of home placement due to severe emotional disorders/mental health needs, supervised multidisciplinary clinical team comprised of a psychiatrist, APRN, as well as master's and bachelor level clinicians and case managers.

SOUTHERN CONNECTICUT STATE UNIVERSITY – New Haven, Connecticut

Adjunct Instructor, Marriage and Family Therapy (Fall 2008)

Provide graduate level instruction on various topics in family studies. Areas of instruction include alcoholism, violence, incest, culture and ethnicity, divorce, and sexuality/gender identity, including effective treatment interventions. Develop syllabi, assist students with research topic selection, edit and evaluate student projects, encourage a high degree of class participation through clear presentation of current clinical issues utilizing an interactive teaching style.

AGAPE COUNSELING SERVICES/Private Psychotherapy Practice - Waterbury, Connecticut

Psychotherapist, Trainer/Consultant (9/2005 - 12/2008)

Provide individual, group, couples, child, and family therapy in private practice on a fee for service basis or through contractual agreements with faith based organizations, clinical staffing and human service agencies. Workshop facilitator for schools, human service agencies, clergy and town municipalities on group dynamics, adolescent development, and other mental health issues. Provide consultation and training on diversity, multicultural competency and spiritual issues.

STRATFORD COMMUNITY SERVICES - Stratford, CT

Youth and Family Therapist/ Program Facilitator (2/2003 – 12/2005)

Responsibilities included providing individual, couple, group and family therapy, clinical assessments, treatment plans, case summary reports, weekly/monthly case reports, case correspondence with court system, school system, DCF and other referring agencies as required, supervision of part-time staff and clinical interns as needed, collaboration with school system, town departments and other area human development agencies providing Stratford employees, youths and families with an array of professional development, psycho-educational programs and therapeutic groups.

IMAGISTICS / PITNEY BOWES OFFICE SYSTEMS - Trumbull, CT

Manager, Multimedia Communications (4/1991 - 5/2003)

Provided creative development, direction, and production of all rich media/communication vehicles to include video, CD-ROM, DVD and the Internet. Primary duties were: production including graphics, editing, and creation of electronic image files, electronic slide presentations, tape duplication and electronic format transfers. Additional duties included: maintenance of database and working relationships with free-lance personnel and outside vendors. Coordination and direction of on-site photography, script writing, video and media production for presentations, live meeting documentation at annual sales conferences.

EDUCATION

M.S., Marital and Family Therapy, Southern Connecticut State University

Gestalt Therapy Certificate, Southern Connecticut State University.

B.S., Communications, Southern Connecticut State University

PROFESSIONAL MEMBERSHIPS & AFFILIATIONS

AAMFT - Clinical Member

Alpha Phi Alpha Fraternity, Inc.

Post-Graduate Continuing Education and Training

Behavioral Health/Substance Abuse/Systems of Care

Multisystemic Therapy (MST)
Multidimensional Family Therapy (MDFT)
Brief Strategic Family Therapy (BSFT)
Motivational interviewing (MI)
Aggression Replacement Therapy (ART)
Voices – Gender Based Treatment
Trauma Affect Regulation/ Guide for Education and Therapy (TARGET)
Cognitive Behavioral Treatment (CBT)
Motivation Enhancement Treatment (MET)
Trauma Focused Cognitive Behavioral Treatment (TF-CBT)
Intensive In-Home Child and Adolescent Psychiatric Services (IICAPS-YALE)
Integrating Systems of Care for Children and Youth
Advanced Wraparound – Implementing the Practice
Evidenced-Based Practice For Children's Mental Health
Child Traumatic Stress

Developmental/Intellectual Disabilities

Supporting Dually Diagnosed Youth
Pivotal Response Training (PRT)
Developmental Disabilities & Co-Occurring Mental Health Disorders
Positive Behavior Supports (PBS)
Mental Health Assessment, Diagnosis and Psychotherapy
for Individuals with Intellectual Diagnosis