

LATISHA DOUGLAS-GLYNN

SUMMARY

Versatile and results-focused professional with over 15 years of combined Compliance Auditing and Human Resources experience. Strategic and self-motivated individual with proven capabilities in driving results by identifying processes to meet both internal and external customer expectations.

Risk Management	Policies/Procedures	Fraud investigations
Regulatory Compliance	Quality Assurance	Vendor Relations
Process Improvement	Performance Monitoring	Performance Improvement

EDUCATION

MBA, Human Resources Management - University of Phoenix, Cincinnati, OH

Bachelor of Science, Criminal Justice - University of Cincinnati, Cincinnati, OH

HIGHLIGHTS OF QUALIFICATIONS

- Knowledgeable in identifying parameters of a complex situation (internal and external), assess deficiencies, make recommendations, and implemented solutions to meet company performance goals
- Ability to define and execute policies, guidelines, and processes that supports and compliments overall regulatory compliance strategies
- Experience in providing direct job search training, employment services, and case management to people with employment barriers through Ohio Job & Family Services
- Demonstrated experience in providing administrative direction and office operational strategies critical to organizational success
- Performance Monitoring – evaluating agency performance based on metrics in order to recommend ways to improve program over short term
- Policies & Procedures – created employee handbook at Under the Sea, helped created protocol for current role
- Experience in educating Providers-healthcare agencies, on the rules govern by Ohio Dept. Medicaid as well as conducted monthly trainings for Independent providers explaining the rules of the OHIO Home Care program
- Coordinated and managed the “full life cycle” of recruitment needs including job descriptions creation, candidates pre-screening, coordinating interviews, employment verifications, background checks, drug screenings, recording of certifications and license, negotiating offers, onboarding processes and staying connected to all new hires through their first month on the job
- Conducted exit interviews and employment practice risk audits to identify vulnerabilities and improve HR practices
- Strong workflow coordination experience. Responsible for coordinating QA processes, interviewing staff and conducting surveys
- Expert Project Management and process improvement experience. Developed protocols for the division I work in
- Strategic Planning & Implementation- created and implemented QA process from paper based to online
- Provided advice on issues filed in the grievance procedure, attended hearings, and drafted grievance answers
- Held disciplinary investigations and hearings and advised management on action to be taken including decisions on suspension and pending discharge
- Life License with Ohio Department of Insurance- Operate my own business in financial services.

PROFESSIONAL EXPERIENCE

Registered Representative, *Primerica Financial Services - Cincinnati, OH* ▪ August 2019 to Present

- Build and maintain a client base and keep clients informed about products and services for, but not limited to life insurance, mutual funds, retirement plans and annuities
- Provide knowledgeable financial guidance to clients to ensure that their retirement is customized to their financial needs.

HealthCare Compliance Investigator, *Public Consulting Group - Cincinnati, OH* ▪ January 2020 to Present

- Review potential immediate jeopardy/substandard quality of case situations in nursing and rehabilitation facilities and home healthcare agencies.
- Examine, analyze and interpret medical, business, personal and public records and documents to determine facts and verify authenticity
- Investigate complaints by locating and interviewing licensees, witnesses and other health care
- Prepare timely, accurate and complete reports documenting all areas of investigative activity and maintain compliance with administrative directives and guidelines.
- Prepare and serve subpoenas and orders to ensure the appearance of licensees before the Board and to acquire documents and other relevant information in support of the litigation and investigation of cases.

Senior Provider Compliance Reviewer/Auditor, *Public Consulting Group - Cincinnati, OH*

▪ September 2013 to January 2020

- Perform complex reviews of providers who receive federal financial resources through Home and Community-Based Services (HCBS) Medicaid waivers.
- Execute compliance reviews and investigations as determined by the work plan Monitor fiduciary contracts of State of Ohio Home and Community-Based Services and Independent Providers, Home Health Care Agencies, Home Delivered Meals Services, Home Modification Services, Adult Day Health Centers, Supplemental Adaptive Devices, other Managed Care Groups.
- Prepare and conduct exit interviews to review findings and make recommendations.
- Execute compliance reviews and investigations (fraud, waste, abuse) as determined by the work plan.
- Collect data and documentation from provider sites to support compliance findings and summarize onsite visit compliance findings for Ohio Medicaid.
- Prepare and review written reports of analyses and findings resulting from monitoring and auditing activities, including recommendations for corrective action, process changes and policy revision as appropriate.

Interim Quality Assurance Supervisor), *Public Consulting Group - Cincinnati, OH* ▪ 2018 to 2019

- Monitor individual team member performance and provide coaching, including soft skills, technical training, assisting employees improve performance.
- Analyze program data and reports, identify performance trends.
- Implement and maintain the Quality Documentation System that meets requirements and corporate policy and standards.
- Responsible to maintain relations with Providers in quality related activities, including source inspection, audits and process surveys.

Quality & Compliance Reviewer, *Community Action Agency - Cincinnati, OH* ▪ 2009 to 2013

- Performed compliance audits within local, state and federal regulations to identify educational opportunities and areas of potential risk for Hamilton County.
- Conducted fiscal audits for over 20 programs including budgets, compensation, and human resources to ensure compliance with current policy and procedures.
- Prepared and presented audit reports to management and recommended corrective action plans.
- Reviewed and evaluated personnel files of staff in the Head Start Program.
- Provided outcomes to departments regarding audit findings, reimbursement impact, identified compliance issues and risk mitigation.

VOLUNTEER EXPERIENCE

VP of Administration- Board Member of NAAAHR

National Association of African Americans in Human Resources-OHKYIND

May 2019 - Present

The National Association of African Americans in Human Resources (NAAAHR), is an inspirational and unique career development and networking powerhouse for Human Resources practitioners and those who are aligned with our goals to provide: Networking, Career Opportunities, Educational and Professional Development, Mentorship and Coaching and Tools, Tips and Resources. These opportunities will enhance the careers of our members and position them to be key contributors of the strategic direction of their organizations