

**Venita C. Dell BA, PHCM**  
**“CHANGING LIVES ONE DAY AT A TIME”**



**PROFILE STATEMENT**

Accomplished and goal-driven professional with more than ten years of experience in the social services sector. Offers expertise in agency collaborations to achieve optimal results with competent planning, organization and solution-oriented approach while driving program outcomes to meet contract obligations. Diplomatic leader and analytical thinker able to inspire and cultivate productive working relationships with team and partners.

**PROFESSIONAL EXPERIENCE**

**Urban League of Southwestern Ohio** **August 2022 to present**  
**Comprehensive Case Management and Employment Program (CCMEP) Workforce Development**  
**Interim Program Manager**

- Responsible for driving day-to-day operational functions and program culture through process execution across all collaboration agencies in accordance with the contract.
- Develop the workforce by participating in the hiring of all reporting staff, setting clear expectations, training and providing feedback and coaching to a staff of 40 over four agencies.
- Conduct regular team meetings to enhance teamwork and maintain program and client workflow while delegating effectively.
- Collaborate with Clinical Supervisor and Associate Director on initiatives for creating effective strategies that enhance the overall positive outcomes for clients, teams and program.
- Analyze team and program collaborators to encourage continuous improvement opportunities with clients and program outcomes.
- Generate and maintain daily, monthly and quarterly reports of outcome data and use for improvement to support the program according to contract, and accreditation standards.
- Assists with budget development, to include planning for additional programs such as Summer Youth Employment and ensures operation of program within budget as set by the contract.
- Mitigate risk using intervention skills and anticipate/ prevent crisis.
- Leads and evaluates team of workers carrying OWF, FS, Medicaid, Child Support and/or Child Care caseloads.
- Coordinates and defines the Comprehensive Case Management and Employment Program (CCMEP) workflow and build out structure.
- Out reach customer service objectives by monitoring linkages between casework disciplines and by networking team members.
- Facilitates team issues.
- Monitor all case managers work style and ethnics.
- Provides professional trainings and growth opportunities for team members.
- Evaluates team and individual performance.
- Monitors seven case managers work assignments. Reviews, analyzes, and prepares reports on the effectiveness of Individual Opportunity Plans, Exit Cases with one year continuum of services and Case reviews and services related outcomes.

- Writes, completes and prepares correspondence, monthly- weekly reports, and maintains required records for CCMEP outcomes reports and statistics.
- Complete monthly case manager audits, monitoring internal case reviews and evaluating case plans, services, and team effectiveness.
- Prepare reports for CCMEP Job Family Services, Tallbert House and Urban League Workforce Impact Vice President measure for collaborative grant measurements.
- Attends CCMEP collaborative monthly meetings with Grantor Job Family Services, Talbert House and three other collaborative organizations to measure success rate in employment and education outcomes towards self-sufficiency.
- Obtain provision request measure to workers periodically in the community, and by maintaining good community relations
- Holds internal bi-weekly team meetings to review policy change.
- Relays grant concerns or issues to Urban League Vice President of Workforce-Impact to develop strategies for service recovery.
- Reviews team performance to reach 51% team outcomes status, involves team in decision making when appropriate. Holds weekly 1:1 individual conferences with team members to review progress towards attainment at CCMEP outcomes and individual work objectives.
- Initiates corrective action if necessary.

**Urban League of Southwestern Ohio**

**May 2018 to present**

**Comprehensive Case Management and Employment Program (CCMEP) Workforce Development**

- Maintained a caseload of no less than 75 clients by scheduling and facilitating regular contact with clients to monitor and assess progress while encouraging completion of set goals set through developed case plans.
- Coordinated and accessed both inner agency and outside agency resources and services for clients to enable client to meet their needs as according to the goals set together for program compliance.
- Developed and/or implemented individualized client treatment or service plan to include supportive counseling and preparing for reintegration into community while ensuring compliance with applicable standards and agency policies per the program contract.
- Completed all client outcome paperwork including Consumer Attendance Report (CAR) using state database systems Vison and Aries in a timely manner.
- Performed problem solving and conflict management practices to ensure clients' needs were met while maintaining the integrity of the program.
- Maintained safety of clients always and have an understanding of how to de-escalate situations and behaviors by using skills to manage aggressive behaviors.

**Humana Healthcare Insurance  
Personal Health Care Manager**

**February 2015- February 2018**

- Collaborate with members to assess their medical, physical, and mental health needs while providing referrals and support.
- Provide support, encouragement, and educate members towards making healthy lifestyle choices, setting health goals and monitor the impact on their wellbeing.

- Conduct telephonic outreach to 350-700 assigned members every 90 days to assess health, nutrition, complete individual service plans, and psycho-social areas of concerns using variety of assessments.
- Orchestrated a seamless transition across the care continuum through identification of member's needs after discharge from in-patient care, telephone support, and referrals as needed to appropriate levels of care and resources.
- Critically reviewed and address Health Effectiveness Data and Information (HEDIS) measures on an ongoing (a minimum of annually) until identified health barriers are closed.
- Assist family members with end-of-life plan and strategies for their family member.
- Developed on board training guideline for Personal Health Care Manager Team
- Assist manager in reviewing and managing staff caseloads.

**Winton Hills Medical Center Inc. FHQC  
State of Ohio Certified Application Counselor**

**July 2013- January 2015**

- Educated consumer about the new Affordable Healthcare Act (Marketplace) Medicare Plans and new the expanded Ohio Medicaid Health Insurance.
- State of Ohio Certified Application Counselor
- Prepared reports for Chief Financial Officer and State of Ohio Auditors for grant purpose usage.
- Developed policy and procedure manual for Certified Application Counselors.
- Developed guidelines for outreach and enrollment procedures.
- Overseen three team member outreach enrollment team and implement recruitment strategic plan and enrolled 2,700 qualified Medicaid recipients through the Marketplace in 2013-2015 calendar year.
- Maintained expertise and conduct public presentations about the Marketplace.
- Specialized in developing care plans families for end of life and Power of Attorney.
- Conduced **face** to face initial psychosocial assessment to determine eligibility status for insurance and enroll clients into a health plan of their choice.
- Provided wrap around services to all areas of care management by linking consumers to social services agencies, clinical support, housing, financial opportunity, and transportation services.

**Education**

B.A. in Sociology Saint Leo University 2006

**Membership and Committees**

- City of Cincinnati Human Service Advisor Committee (HSAC)
- African American Leadership Development Program
- CEO of Helping Young Mothers Mentor Inc.
- National Council of Negro Women
- America Sociology Society Board
- Women of Purpose Ministry
- Sigma Gamma Rho Sorority Inc.

