

JO DEE L. NICOSIA
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Qualifications

I have had the pleasure to work in different sectors of the health and social services career field since graduating from college in 2000. I am skilled at navigating service systems and effecting change through the use of linguistic competencies. I am friendly, helpful and collaborative among a team while demonstrating a take-charge attitude. I am a change agent with a good balance of compassion, knowledge & assertion to be successful to work toward the goal while working with colleagues, stakeholders, consumers & volunteers. I am highly organized while using logical thinking and problem solving skills to communicate thoroughly, clearly, and pleasantly. I am capable of managing multiple projects concurrently, with the ability to prioritize. I am proficient in most reporting, CQI, medical and data tracking programs, and experience in Microsoft Office programs.

Formal Education

Bachelors of Science. Law enforcement with a focus on corrections, sociology and behavior. 1998-2000- Western Illinois University. 1996-1998- Highland Community College. Participated in ARMY ROTC and as a Resident Assistant (RA) to a co-ed upper classmen residence hall housing 500 students.

Training endorsements and certifications

Wellness Recovery Action Planning(WRAP) Seminar 1 facilitator, High Fidelity Wraparound Trainer and Coach, Family Café facilitator, NAMI Ending the silence trainer, Sandy Hook Promise Leader, Parent Coach with Partnership for Safe Kids/Center for Addition, Actively in pursuit of Recovery Peer specialist- Family Endorsement, Child Welfare Case Manager –Supervisor Certification #5034; 2001- 2015

Work History

October 2020- Present, Director of Programs, NAMI Pinellas County- *Is responsible for day to day operation of NAMI program development, implementation and management and , support groups, program leaders, and facilitators.*

- Oversees the recruitment and training of the volunteer facilitators and teachers of NAMI programs.
- Organizes logistics and execution of NAMI trainings, support programs and classes.
- Initiate's and participates in outreach and advocacy efforts to support the mission, quality programs and services
- ensuring relevant standards, processes and regulations are upheld.
- Manages and reports program metrics and data management.

May. 2017 to Present, Federal grant Coordinator with CFBHN-*Responsible for overseeing all aspects of the Florida Mental Health System of Care Grant in C6 which is to strengthen the system of care for youth and their families who have experienced mental health challenges and stigmas.*

- Encourage and facilitate collaboration of key partners, including child welfare, education, juvenile justice, substance abuse, primary care & family/faith organizations.
- Set, plan & coordinate Local SOC Sustainability Team meetings and sub-committee meetings focused on recovery concepts to include suicide awareness, education/training & peer needs, and *supports consistent with SOC principles and philosophy.*
- Participate on State Advisory Team to ensure alignment with local plans, ensure effectiveness through continuous evaluation & data collection sharing.
- Coordinate and identify individuals to participate in the Wraparound training modules for key partners to become certified as a Wraparound agency, Family Support partners and facilitators.
- Oversee all SOC programmatic performance, quarterly review of files, and outreach and education efforts for C6 to meet federal outcome measures captured in quarterly reports.
- Receptive to consumers input & demonstrated needs, Responsive utilizing the ROSC lens to collaborate in developing strategies, policies, & procedures.
- Ensure that core principles-family voice & choice, community based, & cultural competence are present.

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Sept. 2015 to April. 2017, Health Care Coordinator with Humana, Inc. – *Assessed chronically ill members to educate & promote behavior changes to ensure optimal health by linking to resources & supports.*

- Coordinated needs for 500 members on Critical Intake Team while using auto dialing technology to contact.
- Assess needs using rolling with resistance & MI techniques while completing a MOC sequence.
- Create & prioritize care plans & actively work with members to meet HEDIS goals according to urgency through the use of motivational interviewing & change theory concepts.
- Review members files using qualifies tools for the MOC sequence.
- Developed & maintained excellent electronic record keeping systems to meet the CMS data standards.
- Mentored new teammates, ran data reports, named wellness champion & took meeting mins for the coach.

Feb. 2011 to Sept. 2015, Dependency Supervisor/Acting Program Manager, Children's Home Society- *Provided leadership to care managers who ensured children who were found to be abused, abandoned or neglected by the courts remained safe while their families made changes to be released from court jurisdiction.*

- Hire, train, and provide direction to a team of 6 care managers & one support staff to ensure the needs of families under protective supervision were met by adhering to DCF contract measurements.
- Reviewed files monthly for continuous quality improvement process.
- Encourage the safety planning, risk & critical thinking & judgment skills of staff to adequately understand & address the barriers to achieving permanency for safe children.
- Provide 24 hour case supervision both in crisis & calm situations.
- Complete monthly & annual evaluations toward FCB CPP certifications & write coaching expectations to allow performance issues to be resolved.
- Conducted family and community meetings using the trauma informed care and family team models to move toward common goal.
- Completed numerous monthly reports, judicial documents, as well as maintain client data tracking systems on roughly 250 families.ie- home visit, medical exams, visits with parents.

Nov. 2006 to Feb.2011, Diversion Specialist Supervisor, Hillsborough Kids, Inc. – *Worked with families under investigation of HCSO-CPID for child abuse & neglect to link them to the available services in the community to reduce the number of children entering the judicial system.*

- Commenced cases with Child Protection Investigators to assess the needs & services of the family. Create safety/ action plans & link to reduce concerns within 20 days to show successes to legal & HCSO to allow for no further legal action to be taken.
- Created the referral, assessment, SharePoint tracking & staffing forms to capture the data & success of the program as we moved from pilot to program.
- Participated in the quality improvement process of the contracted Prevention & Diversion service providers.
- As program grew & results were profound- performed supervisory responsibilities including acting director, delegated, & oversaw assignments.
- Maintained tracking of weekly/ monthly budget & other fed/state/ASO funding requests.
- Represent HKI at community meetings, resource fairs & participate in numerous workgroups to include court improvement, infant mortality, domestic violence fatality review, Ounce of Prevention campaign & 10 year strategic planning for Hillsborough.
- Conducted bi-weekly Diversion staffings where safety concerns were discussed & collaborated with partners from substance abuse & mental health fields to ensure service needs were met to avoid judicial action.
- Established partnerships to educate on the needs of the population in which we serve & worked together to fill the tangible need gaps that existed.
- Created & maintained a user friendly paper resource library of over 500 programs & resources available in Hillsborough County. Later moved these on to SharePoint to share with all CBC providers.

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Continued Work History

Nov. 2002-Nov. 2006, CM/Coordinator, Northside Mental Health Center & May 2000- Nov. 2002, Child Welfare CM, Family Continuity Programs, -Ensure the safety & permanency of abused children involved with both Hillsborough & Pinellas County's Child Welfare System.

- Linked clients to available resources & referred to programs to assist the client in completion of the court ordered case plan tasks. These included community providers of substance abuse, mental health, parenting, in both Pinellas & Hillsborough counties.
- Conduct home visits, family & doctor, therapy visits for the families' under court ordered supervision. Assess & overcome any safety concerns.
- Document contacts to ensure that the case file was an accurate reflection of the parties' compliance. Prepare in-depth documents for the Judicial System.
- Reduced safety risks & ensured the child's medical, emotional, & educational needs were met by communicating with the providers of services regularly & sought services to meet the needs that were identified through these contacts.
- Perform volunteer recruitment activities & foster relationships with community businesses to gain supplies & donations for our families in need.

Volunteer Experience

I have been an active adult Girl Scout volunteer since 2008. Over these years, I have been appointed as the community manager who oversaw all of the volunteer needs for the South Shore area of 35 troops, totaling 300+ girls. As a community organizer, I managed the retention & recruitment of girls & adult volunteers. As a family partnership coordinator, I focused on fund development to ensure the value of scouting is recognized by contributions. FA/CPR, Outdoor Camp & wilderness, water safety training to include kayak/canoe certifications/ train the trainer to facilitate. I was nominated & awarded the National Trefoil and Heart of Gold awards, as well as the Girl Scouts of West Central Florida Outstanding Leader, & Excellence Pins due to my observed leadership qualities. As a troop leader my scouts have earned several leadership awards including their silver award. They are actively pursuing their Gold award, the highest award for Girl Scouting.