

Monique C. Harris, MSW, LSW
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Education

The University of Akron, Akron, Ohio
January 2010-*Expected Graduation*- TBD
PhD in Public Administration

The University of Akron, Akron, Ohio
May 2008-Masters of Social Work

Capital University, Columbus, Ohio
December 2003-Bachelor of Arts
Major: Psychology
Minor Social Work

Professional License

State of Ohio Licensed Social Worker
Valid July 2008-July 2020
License # S.0800511

Professional Experience

Associate Consultant

Facente Consulting- Richmond, California

September 2020 – present

- Part of a 4-person team dedicated to supporting 6 counties in California (Alameda, Orange, Riverside, Sacramento, San Bernardino, San Diego, and San Francisco) to design and implement tailored strategies to gather input from HIV-affected communities on service needs, with a particular focus on Black/African American and Latinx communities
- Play a key role in designing and launching a new workforce development initiative for communities heavily impacted by HIV, hepatitis C, and STIs in San Francisco

Director of Support Services

Crossroads Hospice and Palliative Care- Green, Ohio

January 2020- September 2020

- Senior level management, reported to Executive Director
- Collaborated with Clinical Director to ensure holistic patient care
- Provided leadership of a group of 50+ team members throughout 11 counties in Ohio- Social Workers, Chaplains, Bereavement Coordinators, Volunteer Managers
- Responsible for ensuring patient care visits are made and within Medicare compliance

Director of Social Services and Outreach

AxessPointe Community Health Centers- Akron, Ohio

March 2018- January 2020

- Provided leadership of the Social Services and Outreach Team, 20 direct reports at 6 locations in Summit and Portage Counties
- Implemented Behavioral Health Integration and Medication Assisted Treatment (MAT) services throughout the agency
- Managed all Behavioral Health Providers (LPCC and LISW), Community Health Workers in compliance with the Ohio Board of Nursing, and Certified Application Counselors who assist patients with insurance
- Coordinated all outreach events for the agency in Summit and Portage counties
- Maintained and creates new community partnerships
- Socialized community initiatives among leaders and stakeholders
- Built and maintained community partnerships with stakeholders
- Successfully managed over \$2M budget
- Extensive independent grant writing and management: local, state, and federal
- SCRUM Master for the management/ operations team

Site Administrator***AcessPointe Community Health Centers- Akron, Ohio*****July 2016- March 2018**

- Provided leadership as the Administrator of a Community Health Center.
- Maintained knowledge of, adheres to, and enforces corporate policies and procedures.
- Sought guidance and assistance from appropriate internal resources, such as CEO, COO, Human Resources and Finance.
- Provided supervision, training, and evaluation of all staff within the center including front desk, pharmacy, nursing, medical providers, dental, community health worker, referral coordinator, and certified application counselor.
- Responsible for granting center employee leave requests and signing time sheets
- Hired, promoted, disciplined, and terminated staff within reporting departments in accordance with legal requirements and corporate policies and procedures.
- Assisted in ensuring Center adherence to regulatory and grant requirements.
- Received and resolved as appropriate staff and patient concerns, and/or problems; applies appropriate problem-solving strategies/techniques.
- Assisted in long range planning by advising COO of current clinical operations and market developments and contributing ideas for new services/programs.
- Assisted COO in preparation of annual budget. Monitor and manage daily fiscal operations and provider productivity to ensure a positive financial status.
- Participated in patient centered marketing activities in accord with approved marketing plans.
- Ensured clinic QI activities are conducted in accord with the corporate CQA plan.
- Facilitated ongoing customer focused quality improvement activities.
- Provided periodic written and verbal reports on the status of the center's performance, major problems and key opportunities
- Secured facility, on call in case of emergency
- Maintained knowledge of and adhered to corporate policies related to safety and OSHA requirements
- Community relations liaison between agency and community partners
- Project develop to expand current clinic and open new location
- Project manager over 18,000 sq ft, \$1.5 million building expansion

Director- Summit County Office of Minority Health***Summit County Public Health- Akron, Ohio*****May 2013- July 2016**

- Coordinated/managed all aspects of the program, including fiscal, programmatic, technical requirements of the project/ program based on established timelines and work plans
- Provided minority health data and technical assistance to local agencies working to improve the health status of minority populations
- Wrote and submitted grant proposals and applications to support programmatic areas
- Attended professional community meetings to advocate as the voice of racial/ ethnic minorities in Summit County
- Attended county, city, village and/or township governance meetings or committees
- Maintained cooperative working relationships among public and agency participants
- Maintained communication between the local Office of Minority Health and the State of Ohio Commission on Minority Health
- Community organizing and collaboration among agencies throughout the state and county
- Lead efforts to reduce infant mortality throughout the county of Summit and State of Ohio

Social Worker***Summit County Juvenile Court- Akron, Ohio*****September 2011- May 2013**

- Managed cases and provided support services for families who need assistance with their children
- Maintained detailed documentation as required by Summit County Job & Family Services
- Performed needs assessments on adults and children to determine need for services
- Coordinated services for parents and children within the community to enhance family dynamic
- Monitored progress of each adult and youth to ensure goals are being met
- Met monthly billing goals for each family and client as prescribed by Summit County Job & Family Services

Doctoral Research Assistant

The University of Akron, Institute for Health & Social Policy- Akron, Ohio

January 2010- December 2011

- Administered federal GPRA interview instrument in order to collect data from Cannabis Youth
- Treatment clients participating in Cleveland Drug Court
- Adhered to federal guidelines in order to accomplish milestones set by initial agenda outlined by the SAMHSA grant
- Maintained confidential records for university faculty and Institute for Health & Social Policy
- Created small and large data files using Excel and SPSS
- Collected and analyzed data using advanced statistical methodologies (regression analysis, t-tests, multivariate analysis, etc.)
- Survey development, implementation, and assessment
- Presented data in form of charts, tables and written reports
- Planned and prepared for teaching in masters and doctoral level classes

Trainer & Case Manager

Akron Urban League – Akron, Ohio

March 2009- January 2010

- Recruitment, intake, and assessment of all program participants
- Facilitated Job Readiness Training for ex-offenders
- Developed, updated, and submitted required tracking reports for monthly billing
- Coordinated speaking engagements with various organizations in the community
- Facilitated Open House sessions twice a month
- Provided supportive services to clients in an effort to remove barriers preventing them from obtaining employment
- Provided employment counseling to clients during training
- Collected and maintained records within guidelines of Summit County, Workforce Investment Act
- Compiled occupational information on the job market in the Summit County area in order to formulate job development strategies

Client Services Manager

Access, Inc. (A Homeless Shelter for Women & Children) - Akron, Ohio

June 2008- March 2009

- Provided direct supervision and scheduling for five departments within the agency
- Supervised case management of every client (adult and child) as they enter the
- Emergency Shelter and Step II transitional housing
- Oversaw and insured clients' Title XX, PRC, and HMIS documentation for service provision
- Managed client complaints and daily issues
- Conducted weekly staff meetings and individual meetings
- Administered client and staff consequences as necessary for failure to adhere policies and procedures
- Reviewed all closed client files to ensure all necessary forms and paperwork were completed
- Represented the agency at community presentations and meetings
- Budget planning

Computer Skills

Microsoft Office, Publication and Presentation creation, SPSS, eClinical Works, Curantis

Activities/Affiliations

National Association of Student Personnel Administrators, Alpha Kappa Alpha Sorority Inc., Public Speaker's Bureau, National Association of Social Workers, American Society for Public Administration, PAUSSA- Vice President, Member of Pi Alpha Alpha Honor Society for Public Administrators, Minority Health Roundtable-Chair, Board Member of BRAIN Inc.