

Elizabeth (Lisa) Jacino

Aurora, IL 60504

Professional Summary

I am a proactive, dedicated advocate and manager with extensive experience in ensuring the provision of high quality services in the developmental disability sector. I am an innovative problem solver who thrives under pressure, enjoys a challenge and has the ability to delegate and prioritize tasks to meet job expectations. I encourage team approach at all levels leading by example. I possess outstanding interpersonal skills, communicates confidently and respectfully at all levels.

Career Summary

2018 Director of Community Outreach and Development (10/30/2018- 90 day contractual position with option to extend)

- Conduct community outreach/awareness events
- Attend resource fairs
- Attend Committees meetings (TPC, Advocates Network, Special Needs PTA, Aurora Roundtable, Regional Network Meetings, CART, etc.)
- IEPS, Transition and exit IEPS
- Tours of the Facilities
- Assistance with intake (first contact with families)
- Develop Outreach and marketing tools

2017 PUNS and Outreach Manager DayOne PACT

- Conduct 1:1 waiting list enrollments
- Present community awareness materials to stake holders at the local and state level
- Maintain state waiting list for DuPage, Kane and Kendall counties at 95% compliance
- Participate and present at community awareness events
- Participated in all fundraising and marketing events

2001- 2017 Program Manager of Community Access Programs, DayOne PACT

- Directly supervise 19 service coordinators (QIDPs.)
- Accountable for their job performance and delivery of services.
- Train new service coordinators (QIDPs)
- Conduct quarterly supervisory meetings with each service coordinator (QIDP)
- Present community awareness materials to stake holders at the local and state level
- Participate in community awareness events
- Collaborate with stake holders at the local and state level
- Participated in all fundraising and marketing events
- Assisted in writing of all grants related to program
- Collected and monitor outcome evaluation for program goals

2000-2001 Individual Service Coordinator, KKSC

- Determining program eligibility, coordinating referral information, maintaining client caseload of 65 individuals, monitoring client progress, and providing client advocacy, to support people with intellectual disabilities
- Developing Individual Service Plans and providing case management for referral and life-care services
- Maintaining all required client documentation, records and files, according to DHS guidelines

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- Fostering a supportive, collaborative and safe working environment for team members and clients
- Identifying and optimizing opportunities for continuous quality improvement in program delivery

1997- 2000 Coordinator of Program Support Services, AID

- Quality assurance reviews
- New Employee Training of all QIDPs within the first 30 days
- On-going training of the QIDPs.
- Active participant in the development of the individual service plan.
- Presented 4 modules in the New Employee Training for all agency employees
- Member of the Quality Improvement Committee.

1996-1997 QIDP Coordinator, AID

- Directly supervise 10 QIDPs
- Accountable for their job performance and delivery of services.
- Train new QIDPs
- Conduct quarterly supervisory meetings with each QIDP

1987-1995 QIDP, Parc

- Development and implementation of individual service plans
- Facilitated plan meetings for 16-32 individuals
- Developed goals/objectives, monitored individual progress, and trained staff weekly on proper implementation methods.
- Attended psychiatric clinics for those individuals with an MI diagnosis for medication monitoring and to review progress on their individual behavior management programs
- Behavior Management Committee for 5 years.

Core Competencies

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| ➤ Organizational Leadership | ➤ Program Delivery | ➤ Change Management |
| ➤ Relationship Building | ➤ Staff Supervision | ➤ Needs Assessment |
| ➤ Problem Solving | ➤ Resource Development | ➤ Planning and Organization |
| ➤ Teamwork / Collaboration | ➤ Client Advocacy | ➤ Resourcefulness / Initiative |
| ➤ Communication | ➤ Accountability / Integrity | ➤ Attention to Detail |
| ➤ Staff Training | | |

Career related experience

2016-present Member of the City of Aurora Roundtable for DD service

2010-present Board secretary of Farm Friends, NFP

2002-present: Member of the Kane County Transition Planning Council

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- 2002** Certified QIDP trainer the trainer
- 1996** Certified QIDP
- 1995** Completed sign language course through the Naperville Park district.
- 1990** Conducted surveys for Nathan vs. Levitt clients placed at Madden Center under the guidance of Dr. Linda Gustafson.

Education

- 1982-1986** BSW, Illinois State University
- 1981-1982** Student at large, Lincoln College

References

Furnished upon request.