

Wendy Coco

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Project Management • Policy Development • Program Leadership • Staff Development

Striving to Bridge the Gap in Social Disparities, and Improve Access to Services

EXECUTIVE SUMMARY

A program manager with extensive experience in developing and implementing community health systems. A natural leader with success in recruiting, building, training and leading teams to achieve organizational goals. Demonstrated capacity to design and establish integrated healthcare and supportive housing programs for recurrently homeless and vulnerable populations that reduce homelessness, increase employment and cut healthcare costs.

CORE COMPETENCIES

- Program Management
- Grant Writing / Administration
- * Community/Social Services
- Strategic Planning
- Non-Profit Development
- Government Relations / Policy

PROFESSIONAL EXPERIENCE

RESCARE, LLC

2021 - PRESENT

PROGRAM DIRECTOR

LAKE CITY, FL

- Direct, manage and administer the coordination and daily operations of an Intensive Care Facility
- Oversee the Accounts payable and budget for all facilities
- Ensure all homes are environmentally maintained, in strict compliance with all state/federal guidelines and licensure requirements a
- Ensure payroll and billing is completed accurately
- Serve as on-call support for all facilities
- Hire, train, evaluate, and monitor personnel
- Conduct and/or monitor training of all staff
- Monitor and assure compliance with all State of Florida licensing requirements
- Coordinate and perform
- Supervise the delivery of services and ensure individual consumers are receiving the highest quality of care

3i HOME

2019 – 2021

SENIOR CONSULTANT

3i HOME a Supportive Housing Agency whose mission is to further the development of totally accessible, supportive housing, low-moderate income rentals that incorporate our 3 I's: Independent, Innovative, and Integrated.

- **Create and Implement 3i's Concept Paper, business plan and Budget**
- **Provide initial start-up guidance and non-profit development tools.**

THE LAUREL CENTER.

2019 – 2020

DOMESTIC VIOLENCY/EMERGENCY SHELTER PROGRAM DIRECTOR

WINCHESTER, VA

A Domestic Violence and Sexual Assault Agency; providing wrap around services to empower victims of sexual and domestic violence.

- **Created and Implemented TLC's Intake Process:** Created and implemented a new intake process which increased the number of individuals we entered into the **shelter by 85%.**
- **Created the First Ever "Launching Pad" for victims of DV and SA.** The launching pad is a small apartment, which allow victims to enter and orientate into shelter in privacy. **Increased satisfaction in TLC's intake process by 100%**

- **Created the Lethality Assessment for Domestic Violence for the Winchester, VA police departments.**
- **Created a system for the TLC to access and record data for the Lethality Assessment. This increased TLC's data collection process by 80%.**
- **Created and Implemented COVID 19 Policies and Procedures.** These policies and procedures have led to a 0 exposure rate to staff and clients.
- **Recruitment, Screening and Hiring –** Recruited, screened, hired and trained 20 Staff for The Laurel Center's 24-hour Emergency Shelter, The Domestic Violence Team and The Transitional Housing Program.
- **Created and Implemented:** All documents needed to meet grant requirements on TLC's Extended Stay Housing program.
- **Grant Identification and writing.** Wrote and provided oversight, including monthly billings and quarter reports for over **2 million dollars'** worth of grants a year.

SOCIALWORKS CONSULTING, LLC

President/CEO

2011 - Present

Springfield, MA

A private consulting firm specializing in developing programs to address social factors of health and to decrease healthcare costs. Consulting with various social services agencies on project management, staff development and training, program design, technical assistance and community organization.

COMMONWEALTH CARE ALLIANCE

PROGRAM MANAGER

2013 – 2018

Springfield, MA

A progressive healthcare plan. Responsible to review clinicians for competency, mentor staff, ensure company policies and practices while striving for the highest quality, accuracy and thoroughness of health information and clinical documentation. Participate in quality improvement and innovation projects. Oversee recruiting, interviewing, staff management and performance improvement plans. Manage a team of 14 direct reports.

- **85% housing retention rate and improved housing stability attained for members** by developed and lead the first housing program within a healthcare company.
- **Recruitment, Screening and Hiring –** Recruited, screened and hired bachelor's level employees for the Community Health Worker program.
- Conceptualized, established and managed a health outreach worker program that served members in-home to support the **reduction of costly healthcare services by 70%**
- **Evolved the program from four to 14 health outreach workers** with a forecast for continued growth.
- **Worked in conjunction with state and federal officials** to demonstrate the innovative, valuable work performed by health outreach workers.

HOLYOKE COMMUNITY COLLEGE

ADJUNCT PROFESSOR

2018 - 2019

A robust Community College working to further the future of Healthcare through the "Foundations of Health Program"

- **Adjunct Professor – HTC 104: Community Health Work:** Developed and delivered curriculum for Massachusetts Community Health Workers Statewide Certification Program.

SENIOR PROGRAM MANAGER

2007 - 2011

CORPORATION FOR SUPPORTIVE HOUSING

Hartford, CT

A private consulting service working with agencies to provide supportive housing to the chronically homeless. Designed new program initiatives, tracked grant related expenses, prepared reports, reviewed operating and service plans, delivered technical assistance and training, created funding action recommendations and supervised program and administrative staff.

- **Collaborated with the state department of mental health** and substance abuse to execute a quality assurance program and statewide education program for supportive housing.
- **Played a key role on the team that introduced the seven dimensions of quality** in supportive housing, adopted as an industry best practice. Spoke at events across the country on this methodology.
- **Allied with the state to deliver consulting services** for the procurement of funds for supportive housing via a special state proposal.
- **Educated and consulted with state and federal agencies** to conceive and operate supportive housing through the Next Step Beyond Institute.
- **Partnered with the Department of Justice** to form and introduce the frequent users of service enhancements (FUSE) program to help decrease healthcare costs by providing support to system users.

- **Worked directly with federal, state and local governments** to change the state supportive housing tenant selection plan to include special populations.
- **Teamed up with the state department of mental health** and substance abuse to develop **4,400 units of supportive housing**.
- **Keynote speaker at the National Alliance to End Homelessness** on a program that placed **more than 300 chronically homeless people back to work**.
- **Created the state quality assurance program for supportive housing** to provide a united system for timelier, cost efficient program monitoring.

COMMUNITY OUTREACH & ENGAGEMENT

- **PRESIDENT** BOARD OF DIRECTORS – ALLTEAM, INC
- **VICE PRESIDENT** BOARD OF DIRECTORS – MASSACHUSETTS FAIR HOUSING CENTER
- **BOARD OF DIRECTORS** – HEALTH HOMES INITIATIVE, CITY OF SPRINGFIELD
- **BOARD OF DIRECTORS** – FOUNDATIONS FOR HEALTH, HOLYOKE COMMUNITY COLLEGE

EDUCATION

- **Bachelor of Science in Natural Health, Clayton University**
- **Associate of Science in Paralegal Studies, University of Maine**
- **Advanced Masters Certification In Public Health Management, Villanova University**

CERTIFICATION

- SCRUM Master Certified
- Certification in Clinical Microsystems, Dartmouth University
- Certification in Global Poverty, MIT
- Trauma Informed Care
- Certified Dialectical Behavioral Therapy

ADDITIONAL EXPERIENCE

DIRECTOR OF SERVICES

COMMUNITY HEALTH CENTER | OASIS WELLNESS CENTER

2005 - 2007

Middletown, CT

An HIV wellness services center within the local community mental health organization. Led daily operations of the HIV / AIDS drop-in and resource center with accountability for long-term program planning, budget development and health and safety standards compliance on a \$300,000 annual budget. Administered grants totaling more than \$230,000. Recruited, trained and supervised a program staff of 14.

- **10% increase in funding** for the HIV wellness center in a two-year period.

PROJECT MANAGER

COOLEY DICKINSON HOSPITAL | AIDS CARE OF HAMPSHIRE COUNTY

2002 - 2005

Northampton, MA

A provider of HIV wellness services within Colley Dickinson Hospital. Directed the program providing housing to low-income individuals diagnosed with HIV / AIDS and families. Drafted policy and teamed with local organizations. Wrote annual grant proposals and quarterly operational reports. Conceptualized and managed the HIV housing program for the hospital.

- **100% program growth** reached and funding received from HUD within one year of launching the program.
- **Recipient** – Peter Medoff Award for Excellence in **HIV Housing**