***Michael Ann Hernandez, B.A., M.P.A.***

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**Experience**

Monroe Community College Rochester, N.Y.

**Adjunct Faculty of Health and Physical Education** 01/2019-Present

Teach classes, develop new educational materials, and assist with assessment of student learning, as appropriate. Adjunct faculty report to the chairperson of the Health Professions Department. Also responsible for preparing and teaching courses in the department and may be assigned at the Brighton and/or Downtown Campus.

* Teaches courses and evaluates student performance as per guidelines set by the department and Monroe Community College.
* Prepares lesson plans and creates instructional materials and activities for student engagement.
* Prepares Course Information Sheet/Syllabus/Outlines in accordance with department and College guidelines
* Establishes and maintains an engaging and supportive classroom environment
* Maintains student attendance records, grades, and other records according to department and College guidelines and submits them in a timely manner
* Assists department with student retention and completion initiatives including early alert
* Develops innovative teaching pedagogy to facilitate learning
* Incorporates high impact teaching practices into course design, as appropriate
* Actively engages in pedagogical and academic discipline professional development.
* Works independently and in a team setting
* Demonstrates excellent time management skills, and the ability to prioritize workflow and multi-task
* Performs other duties and responsibilities assigned by the department chair, as appropriate
* Responsible for adhering to the College Code of Conduct
* Responsible for contributing to and maintaining an inclusive and collaborative College environment
* Responsible for maintaining technological competencies utilized by the College
* Commitment to the philosophy of a comprehensive community college
* Commitment to professional growth

LIVEONNY New York, N. Y

**Donor Coordinator** 08/2018-Present

Effectively screens, triages and refers incoming donor related telephone calls in accordance with established procedures. Provides hospital personnel and all callers with prompt, efficient processing of incoming and outgoing calls. Utilizes best practice to fully optimize organ and tissue referral and donation potential. Approaches families regarding the process of donation. Obtains consent from the family for tissue donation after presenting the donation option.  Coordinates tissue allocation after screening for medical suitability. Supports and fosters the mission of the organization and its commitment to organ and tissue donation.

* Evaluates incoming organ, tissue and eye/cornea referral calls for donor suitability and advises hospital staff of patient’s eligibility for donation. Provides instruction on next steps in the referral process.
* Offers families the opportunity to donate. Obtains and documents telephone consents for tissue donation in accordance with organizational protocol.
* Maintains consent and approach levels consistent with at least 85% of departmental goals.
* Obtains and documents extensive medical/social history screenings utilizing information from medical records, lab and diagnostic tests, med/soc provided by next of kin and hospital personnel.
* Secures permission of county coroner or medical examiner if necessary, before proceeding with donation.
* Coordinates the offer of suitable tissues to appropriate Tissue Banks in accordance with established protocols.
* Notifies Tissue Recovery Team Leader and appropriate staff regarding Tissue consent and donation. Dispatches appropriate staff for surgical recovery of tissue donor cases in accordance with established protocols.
* Enters initial referral information into computerized database and reviews entries for accuracy. Completes all necessary documentation within established timeframes. Processes daily referral log.
* Makes an initial quality assurance check of charts compiled. Works with Quality Systems department to ensure all necessary information is provided.
* Always maintains the highest level of Customer Service and professionalism.
* Other duties as assigned.

SHAPE UP NYC New York, N. Y

**Volunteer Coordinator**  08/2017- 07/2018

Increased capacity of Recreation to engage 100 new volunteers in addition to the 200 current volunteers that provide physical education community services.

* Coordinated host site orientation guidelines and best practices for host site partners
* Coordinated program access, additional spaces and build database of potential host site partners through online marketing and grassroots outreach
* Developed and coordinated health events to promote shape up nyc while coordinating volunteer participation at large scale events
* Validated partnership with host sites and increased volunteer components grow strategically
* Facilitated implantation of sustainable volunteer plan, including updating the volunteer database, recruitment, and host site placement strategy
* Recruited processed, trained, and evaluated community volunteers for projects in accordance with the volunteer plan
* Recruited experienced fitness instructor to serve as community volunteers for Shape UPNYC
* Supported the recruitment for and increased coordination of the fitness instructor program in all five boroughs.
* Developed making placements for volunteers in assigned boroughs
* Coordinated strategies to improve Shape up volunteer experience
* Facilitated opportunities where use of community volunteers maximizes organizational impact in addressing mission and community needs

Tendercare Jamaica, N.Y.

**Associate Director of Programs** 03/2017-08/2017 Felicitated with ensuring organizational effectiveness to support the agency’s programs and administrative functions. Planned, directed, and coordinated all program activities, co-chairing regulatory committees.

* Coordinated support to increase the effectiveness and efficiency of The Office for People with Developmental disabilities (OPWDD), New York State office of Children and Family Services (OCFS), and The Department of Health (DOH)
* Developed an effective communication system to keep staff informed and on target for timely submission if assignments
* Facilitated meeting with supervisors and staff on the address and offer guidance for day-to-day responsibilities related to program functions, communication services, and quality assurance
* Increased each Programs’ operational systems process and policies in support of the organizations mission
* Ensured all programs department were following and implementing all program related policies and updates
* Developed weekly, monthly, and quarterly reports required for managers and contractors state review
* Validated case documentation and regulatory guidelines
* Ensured timely completion of annual employee appraisals
* Identified, Trained, and developed needs within the agency through job analysis, audit results, and regulatory consultation with supervisors and Human Resources representative.
* Liaised with all state and contact agencies
* Implemented long term planning, including an initiative geared towards operational excellence
* Increased the development and implementation of organizational strategies, policies, and practices

DEPARTMENT OF EDUCATION Brooklyn, NY **Community Liaison for the Office of Adult and Continuing Education (OACE)** 04/2016-03/2017

Conducted statistical practice to increase adult recruitment

* Established and planned weekly community activities to achieve branch and regional objectives.
* Implemented strategies to various referral sources to increase adult student referrals based on the company’s service programs, service models, training, and specialty training initiatives
* Established and maintained relationships with industry and community contacts, political and community representatives
* Disseminated information to the Educational Officer regarding attendance concerns, testing issues, ASISTS (Adult Student Information System and Technical Systems) errors and difficulties with the completion of student intake forms
* Increased the facilitation of referral and intake process from the community
* Analyzed the potential of the region’s service area to determine new market targets specific to adult student referrals
* Facilitated the assessment of community outreach activities
* Coordinated and developed OACE Regional assessment as per OACE guidelines
* Provided feedback to OACE Central, principals and teachers relating to the demographic information and educational outcomes of students based on set goals for community enrichment
* Coordinated data for OACE school-based and community programs into the Adult Student Information System and Technical Systems (ASISTS), the Literacy Assistance Centers web-based data management system.

CEREBRAL PALSY ASSOCIATION OF New York State Brooklyn, NY **Special Investigator** 07/2015 – 03/2016

CATHOLIC CHARITIES of New York State Woodside, NY

**Special Investigator (Residential Services)** 06/2013-07/2015

Conducted incident investigations, concerning disabled individuals and providing recommendation for solutions based on findings. Adhere to policy and procedures based on The Office for People with Developmental Disabilities regarding incident management and investigative procedures. Participated in OPWDD, seminars, staff development initiatives and agency provided trainings and meetings.

* Implemented quality assurance reviews to identify areas of potential audit concerns and compliance with standards set by OPWDD.
* Coordinated healthcare teams to assess incidents and secure all relevant interview and investigative information
* Wrote investigative reports using effective analysis and evaluation skills to determine the causes of incidents.
* Provided recommendations for systematic changes to improve outcomes
* Trained managers and clinicians designated to assist with investigations.
* Completed reports and made recommendations at Incident Review Committee meetings to address noted trends & systemic issues.
* Liaised with Training Coordinator to ensure all incident reporting & investigation trainings comply with Office for People with Development Disabilities regulations.
* Informed & advised the Associate Director of Central Services on the progression & findings of all investigations
* Implemented services in accordance with requirements of government and regulatory agencies.
* Validated case records, statistics, incident reports, and other reports as needed.
* Attended entrance and exit conferences during OPWDD survey visits; participated in follow-up meetings with management to develop plan of correction.
* Reviewed Case Record Reviews on a Quarterly basis and submitted reports to the Director of Continuous Quality Improvement.

AHRCWoodside, NY

**Rehabilitation Specialist** 07/2011-06/2013

Assisted in the assessment and evaluation of program participants’ needs and abilities, effectively developed participant work skills through enhanced educational programs via innovative, engaging components and maintained accurate documentation required by AHRC & other governmental agencies.

* Implemented and monitored individual habilitation plans for forty participants.
* Coordinated participants’ progress and suggest changes to maximize the habilitation process.
* Facilitated participants’ involvement in community-based activities
* Developed recommendations for improve outcomes of individual goals
* Coordinated healthcare teams meetings with numerous family members to advise with monthly planning

JET BLUE AIRWAYS Kew Gardens, NY

**Airport Operation Crew Lead** 06/2008-06/2011

Provided courteous & effective customer service to high volume, continuous stream of consumers while leading a team comprised of over 8 crewmembers.

* Resolved customer complaints at a documented, commendable level, processed tickets, conducted check-in as well as boarding/deplaning of aircraft.
* Facilitated various duties with coworkers and management to ensure proper handling of customers.
* Displayed a helpful attitude with the commitment to serve with excellence in all situations.

**Education**

The College at Brockport, State University of New York, Brockport, NY 08/2006-05/2009

**Master of Public Administration & Healthcare Management** **(MPA)**

Daemen College, Amherst, NY 07/2001-05/2005

**Bachelor of Arts, (BA) Psychology; Minors: History & Government, Philosophy**

**Professional Certifications & Training**

Certified Notary Republic

CPR – AED, Certification in First Aid and Back Safety

Statistical Package for the Social Sciences (SPSS)

Incident Investigator Certification

SCIP-R

Mandated Reporter

Disaster Supervisor Resiliency Training

So, You Thought You Knew It All Investigative Training

Elements of the Investigative Record Session (OPWDD)

Incident Management Process/IRMA Training (OPWDD)

Completing a Death Investigation Training (OPWDD)

Bronx Notary Public (Expires 10-19-2023)

Test for Basic Adult Basic Education Training (DOE)

Best Plus/Best Plus 2.0 Training (DOE)

Skill Building (OCFS/B2H)

Respite Services (OCFS/B2H)

Family/Caregiver Supports and Services (OCFS/B2H)

Crisis Services (OCFS/B2H)

Adult Mental Health First Aid Course 8hrs (9/28/2020)

Youth Mental Health First Aid Course 8hrs (2/24/2021)

Compassion Fatigue: Building Resiliency and Treating Burn out (Aug 2018)

Managing Emotions Under Pressure (Dec 2019)

## IT Security Awareness Training