



# You Can't Fail

BECAUSE YOUR HISTORY SAYS YOU CAN'T

## Millennial Women Making Moves **LEARNING COMMUNITY GRADUATION**

October 19, 2019  
Hampton Inn Carrier Circle | East Syracuse



# We're putting our energy behind the community.

National Grid values and respects the strength and diversity of our employees, customers and communities. And we take pride in our employees who volunteer their time and talents to enrich the places where we live, work and play.

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## YCF Mission

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You Can't Fail, Inc. is a non-profit company whose mission is to provide strategically designed multicultural leadership learning environments for professional women of color and those who support them, "Unexpected Leaders", and other young women and individuals who are striving to build their self-esteem and grow personally as they build a successful leadership path.

## MWMMLC Purpose

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MWMMLC is a 6-month program that consists of at least 6 meetings and assignments over the course of the program. Participants are assigned a personal mentor who is a senior leader and is relevant to the participant's professional industry. This mentor provides periodic mentor sessions to assist with identifying and securing relevant employment opportunities. Together, a participant and their mentor complete a project that helps demonstrate leadership competency. The program runs once per year, with the opportunity to apply as a participant following the release of the application in November.



# A Message from the President

On behalf of the entire You Can't Fail, Inc. Board of Directors, we would like to wish heartfelt congratulations to the 2019 Cohort of the Millennial Women Making Moves Learning Community! Last year we graduated our first class of 10 women in this innovative leadership development program. Since then, many have progressed in their careers receiving promotions and are launching new opportunities. There is no doubt that each of you in this class will shock and awe us as you apply the learning that you have received over the last 6 months.

Thank you to our program sponsors, volunteer mentors and presenters for your partnership and investment in You Can't Fail, Inc. We look forward to your continued support in the coming years as we expand our offerings to increase the impact of You Can't Fail and the Learning Community.



A handwritten signature in black ink that reads "C. Richardson".

Caeresia Richardson,  
Immediate Past President



A handwritten signature in black ink that reads "Alyssa Whitfield".

Alyssa Whitfield,  
President



# MWMMLC Class of 2019

- Kahri Hills . . . . . Revenue Cycle Management Associate  
*National Grid*
- Chanel Beard . . . . . Special Education Social Worker  
*OCM BOCES*
- Shevanie Clark . . . . . Program Manager  
*Catholic Charities*
- Shamilla Wiley . . . . . Sr. Revenue Cycle Management Associate  
*National Grid*
- Jamyra Young . . . . . Director, Intercultural Affairs  
*Keuka College*
- Audriana Ortega . . . . . Financial Relationship Specialist  
*ACMG Federal Credit Union*
- Precious Gerald . . . . . Customer Service Supervisor  
*Excellus Blue Cross Blue Shield*
- Jalicia Benson . . . . . Project Director  
*Onondaga County Dept. of Adult & Long Term Care*



# YCF History



Gwen Webber-McLeod,  
Founder

You Can't Fail, Inc. is a nonprofit company with 501(c)(3) charitable organization status. Gwen Webber-McLeod, President/CEO Gwen, Inc. and Founder of You Can't Fail, Inc., dreamt about creating an organization that would provide strategically designed multicultural leadership development experiences for emerging and established women leaders. These experiences would explore and place emphasis on the unique leadership journey of professional women of color.

Gwen believes that part of her purpose is to pave the way for the next generation of emerging women leaders and is committed to opening doors for professional women of color. Within one year of incorporating a private sector leadership development corporation, Gwen, Inc. hosted the first You Can't Fail: Because Your History Says

You Can't Conference in the fall of 2009. The conference was a great success attracting 100 women from across New York State in its first year.

Gwen, Inc. continued to host the You Can't Fail conference annually and to date has impacted the lives of more than a 1000 women via the conference and related workshop events.

After seven years of producing the conference Gwen Webber-McLeod transitioned the conference into its own free standing nonprofit company, You Can't Fail, Inc. Her dream became a reality on June 25 2015 when You Can't Fail, Inc. received designation as a nonprofit company. The company will continue producing the annual You Can't Fail Conference while providing additional leadership development workshops and collaborating with other organizations.



## OBJECTIVE

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To obtain a position of which I can utilize the skills I have obtained through both previous and current schooling and employment. I am an open-minded, adaptable, and possess an eagerness to learn and further develop my career in a high energy and client-focused environment. I look forward to an opportunity to work with a company that supports and encourages the development of its employees, both personally and professionally.

## EXPERIENCE

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### REVENUE CYCLE MANAGEMENT

#### NATIONAL GRID; SYRACUSE, NY

JULY 2014 - PRESENT

Associate Analyst- duties include, handling all administrative duties for a staff of 100+ employees. Implementing and coordinating training resources for all incoming new hires. Participated in several major company projects and initiatives, gaining considerable knowledge and experience in change management and process improvement.

RCM Associate- duties include, working directly with Commercial & Industrial customers with high account balances to effectively decrease long term/bad debt. Research and reconcile accounts, using various information systems and tools. Work with field and legal teams to monitor accounts in need of special protections or in risk of replevin action. Perform account updates, following strict jurisdictional regulations and guidelines.

### EDUCATIONAL OPPORTUNITY PROGRAM ASSISTANT

#### SUNY AT BUFFALO; BUFFALO, NY

SEPTEMBER 2011 – DECEMBER 2012

Duties include, retrieve phone calls and direct to appropriate personnel within the EOP Program. Maintain a daily log of all inquiries regarding laboratory equipment and resources, transfer data into Excel spreadsheet. Assist students with tutoring needs as well as other academic support.

### CUSTOMER SERVICE ASSOCIATE

#### JCPENNEY; BUFFALO, NY

MARCH 2007 – MARCH 2012

Duties include, provide stellar customer service to company patrons. Promote the company's credit program to customers, in an effort to surpass the daily credit quota.

## EDUCATION

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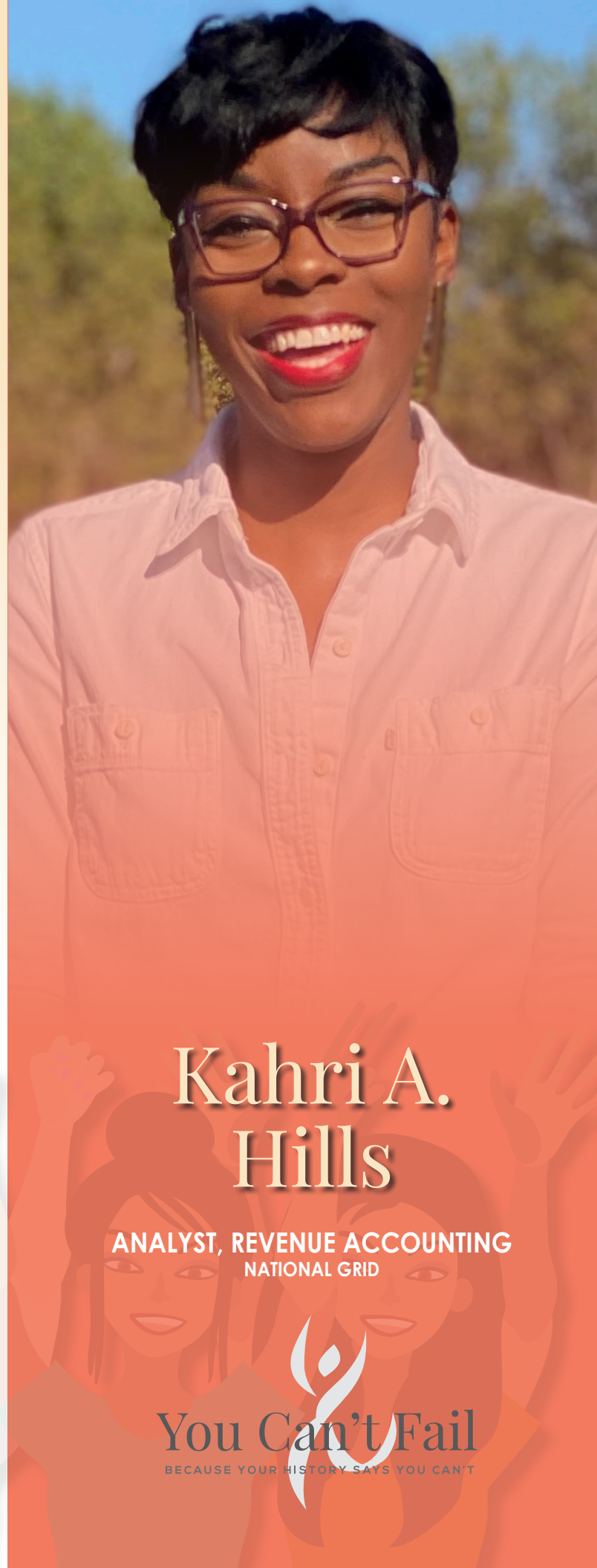
### STATE UNIVERSITY OF NEW YORK AT BUFFALO BUFFALO, NY

BACHELOR OF BUSINESS ADMINISTRATION & MANAGEMENT - 2012

## SKILLS

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Significant experience in handling accounts with high dollar amounts. Planning and organizational skills that enable me to work independently, effectively balance work load and transition between tasks with ease. Ability to analyze data and accurately report findings. Ability to train and lead others effectively.



Kahri A.  
Hills

ANALYST, REVENUE ACCOUNTING  
NATIONAL GRID

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# Chanel A. Beard

Special Education Social Worker  
OCM BOCES



Licensed Master Social Worker (LMSW) in the state of New York with extensive experience with programmatic evaluation, coordination, and developmental experience working in trauma focused clinical settings, legal advocacy, and mental health treatment. Seeking board membership in hopes to facilitate and promote supportive advocacy, and innovation, in addition to ensuring programmatic compliance and efficiency.

## EDUCATION

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- Masters of Social Work, MSW, Clark Atlanta University, 2017 Atlanta, GA.
- Bachelor of Social Work, BSW, Syracuse University, 2014 Syracuse, NY.

## PROFESSIONAL LICENSURE / CERTIFICATIONS

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- Licensed Master Social Worker (LMSW) in the state of New York, 2018
- Dignity for All Students Act Certification New York State, 2019
- Therapeutic Crisis Intervention (TCI) for Schools Certification, 2019
- School Social Worker Certification NYS (pending approval) expected fall 2019

## PROFESSIONAL BOARDS/ ORGANIZATIONS

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*2019-Present- OCM BOCES- Crown Road Campus*

- Trauma Screener-Tier 3 Interventions subcommittee
  - » Selected by Bryan Finlon, Special Education Administrator, to serve as a committee member.
  - » This committee aims to research and identify a universal behavior assessment and monitoring system and/or identify a universal trauma screener to be implemented throughout all OCM BOCES schools.

*2018- Upstate Medical University*

- Family Trauma Advisory Board Member • Appointed by Danielle Laraque-Arena, MD, FAAP, former President, to serve as a member of this board.
  - » This board aims to ultimately address the gap in communications and provide a voice to families who have dealt with trauma.

*2017-18-Upstate Medical University*

- Violence Education Prevention Opportunity Program (VEPOP)
- Committee, Alternate Lead Facilitator
  - » Peer reviewed process of VEPOP social worker and affiliates, hospital and community based violent trauma prevention
- 2017-2018-Upstate Medical University
- VEPOP Research and Data work group, Lead Data Reporter
  - » Compiles and analyzes all data related to non-accidental trauma
  - » Peer reviewed process
  - » Shapes VEPOP social worker practice based off of analyzed data

## PROFESSIONAL EXPERIENCE

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*2018-Present Onondaga-Cortland-Madison BOCES*

- Crossroads-Special Education 9th-12th grade Liverpool, NY
- Special Education School Social Worker



- » Maintains a fluctuating caseload of a minimum of ten students throughout grades 9th-12th, who have been classified as severely emotionally disturbed.
- » Provides ongoing weekly counseling sessions, according to student's emotional and behavioral needs.
- » Participates in annual reporting to various school districts Committee on Special Education (CSE) meetings.
- » Established Social Skills and Executive Functioning group for students with Autism Spectrum Disorder
- » Instrumental in behavioral data collection and reporting.
- » Completes Functional Behavioral Assessments, and participates in developing and writing Individualized Educational Plans (IEPs).
- » Provides student advocacy, administrative support to program administration, and emotional support for students.

January 2019- April 2019 SNUG Cure Violence, New York State Department of Criminal Justice Services Private Contractor | Therapeutic Healing Circles Lead Facilitator

- Syracuse Cure Violence (SNUG) is an evidence-based program, utilizing the Chicago Cure Violence model, designed to reduce gun violence among Syracuse youth, ages 13-22 in the south and southwest neighborhoods. The Healing Circle Group participants have been identified as "At risk" youth in the city of Syracuse, New York. All group participants of this group receive services from Syracuse Cure Violence (SNUG).
- Provided psychoeducation • Built resiliency • Define and Identify Trauma • Identify Coping skills
- de stigmatize mental health treatment
- Build community among opposing neighborhood/ gang members

2017-18 Upstate Medical University Hospital, Syracuse, NY.

- VEPOP Social Worker | Leadership
  - » Complete Violent Trauma Screens and Assessments to determine patients' appropriateness for program. Provide emotional support and assistance for Trauma/ Gang Violence victims.
  - » Develops and establish community partnerships. In progress of writing a proposal for additional grant funding.
  - » Instrumental in data reporting and ongoing program evaluation. Created data-driven intervention tools including the incorporation of an evidenced based Post Traumatic Stress Disorder screen within Follow Up Violent Trauma Assessments.
  - » Maintained a fluctuating caseload of (20) inpatient and outpatient adults ages 12-50, some of whom were self-identified active/former Gang Members. Provided ongoing intensive case management services including, but not limited to: home visits, identifying appropriate resources, tools, and counseling to assist participants in addressing barriers to self-sufficiency and promoting alternative lifestyles to gang and street violence.
  - » Facilitated monthly in home/community based service-planning meetings with patients to assist with developing goals, reviewing progress and developing plans to achieving social, emotional and developmental goals.
  - » Collaborated with a plethora of medical professionals, Psychiatry, Social Work, and community resources to evaluate, re-design processes; implement changes and rewrite policies and procedures.

March 2018 – August 2018 Contact Community Services East Syracuse, NY.

- Crisis Line Worker (Part-Time)
  - » Facilitating Respond to calls on all incoming lines, including Local and National Suicide Prevention Lifeline, Contact Hotline, CNY 211-informational resource,
  - » serves as an afterhours crisis support for several community based mental health agencies
  - » Place outgoing and follow-up calls to designated programs · Input data in web based helpline software, Attend basic listening skills training and ASIST training.

2016-17 Georgia Law Center for the Homeless Atlanta, GA.

- Social Work Advocate • Worked as an intern providing client advocacy on various levels, for Fulton County. • Completed client intake and provided intensive supportive case management. • Attended court hearings to support clients. Served as liaison for clients and landlords. • Instrumental in capacity building and program development for the Gwinnett County sector of the homeless prevention program. Developed resource manual for program

2013-14 Emergency Family Shelter, Salvation Army Syracuse, N.Y.

- Housing Case Manager Intern
  - » Provided crisis intervention services and group facilitation to individuals and families.
  - » Assisted clients with housing relocation.
  - » Helped clients develop transitional skills to ensure maintenance of permanent housing.

## CONTINUING EDUCATION & TRAINING

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- 2019 Restorative Practices
- 2019 Mindfulness & Stress Reduction Training
- 2018 New York State Mandated Reporter Training
- 2018 Motivational Interviewing in Collaborative Care Training
- 2018 Workplace Violence Risk Factors
- 2018 NY State Dep of Health- Mental Health Consequences of Mass Violence
- 2018 More than 13 Reasons: the impact of teen and young adult suicide on the healthcare team".
- 2017 Death and Dying Training
- 2017 HIPAA For The Health Care Staff
- 2017 NY State Dep of Health- Mental Health Consequences of Mass Violence Maryland
- 2017 Screening Brief Intervention and Referral to Treatment (SBIRT) Certification
- 2016 Certificate in Trauma Informed Care

## ACCOMPLISHMENTS

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Awarded the 2018 Advocates for Upstate Medical University Grant, for VEPOP Achievement Celebration written and submitted by Chanel A. Beard, LMSW. Selected as 2018 Leadership Academy Participant at Upstate Medical University: "The content of this academy focuses on basic leadership skills with the premise that all employees are leaders within Upstate. Participants will work in teams on self-selected projects that will have positive impact on the institution". Selected as an Imaging America Engagement Scholar at Syracuse University in 2014, Received Office of Multicultural Affairs Certificate at Syracuse University for Academic Excellence. Syracuse University Deans List.



# Shavanie Clark

**PROGRAM MANAGER**  
CATHOLIC CHARITIES



## OBJECTIVE

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*Proactive, human service profession with over 4 years of experience in a reputable organization. Passionate, and skilled in field of work, I have dropped the numbers and turnover rate the department. With dreams of becoming the director for my own department and team.*

## SKILLS

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- Microsoft and Excel
- Communication
- Ability to work under pressure
- Decision Making
- Time Management
- Leadership
- Self- Motivation Adaptability Conflict Resolution

## EXPERIENCE

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### **PROGRAM MANAGER** **CATHOLIC CHARITIES** **OCT 2015 TO PRESENT**

Organize, and with work case workers to ensure satisfactory outcomes. Responsible for renewing and updating the leasing documents, and submitting paying to our team of landlords.

### **SECURITY GUARD** **US SECURITY INC.** **MARCH 2013 TO OCTOBER 2015**

Supervise, the desired location that was assigned to each individual. Report and document, the necessary details that would be deemed important to the client

## EDUCATION

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### **BACHELOR OF SOCIAL WORK** **PENDING** **SYRACUSE UNIVERSITY**

### **ASSOCIATES IN TOURISM & HOSPITALITY** **2009**

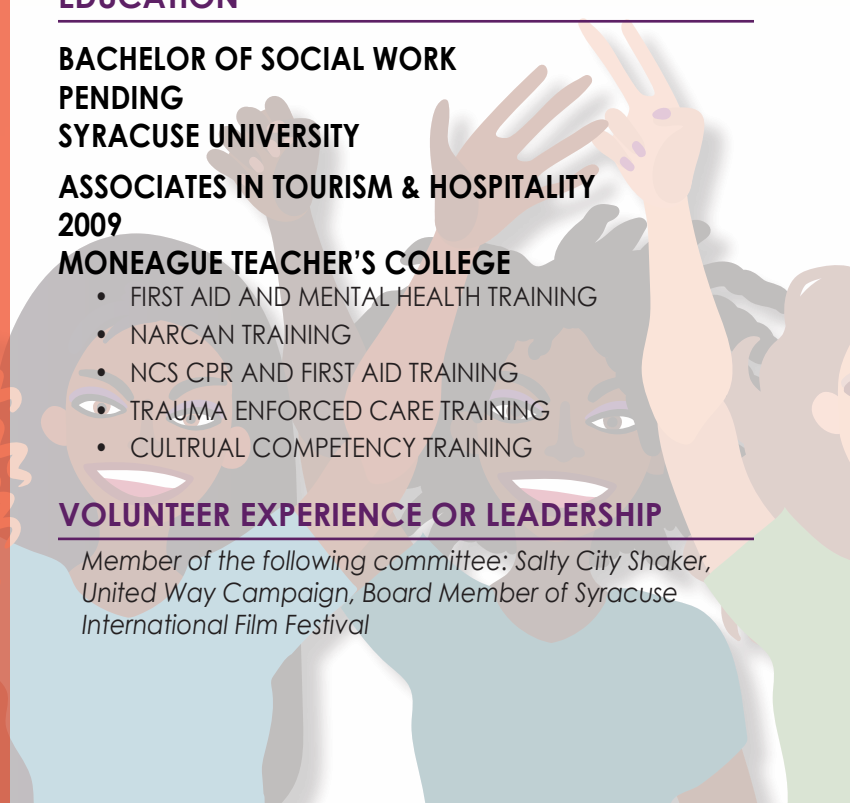
### **MONEAGUE TEACHER'S COLLEGE**

- FIRST AID AND MENTAL HEALTH TRAINING
- NARCAN TRAINING
- NCS CPR AND FIRST AID TRAINING
- TRAUMA ENFORCED CARE TRAINING
- CULTURAL COMPETENCY TRAINING

## VOLUNTEER EXPERIENCE OR LEADERSHIP

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*Member of the following committee: Salty City Shaker, United Way Campaign, Board Member of Syracuse International Film Festival*



## OBJECTIVE

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Seeking leadership opportunity using my expertise in Business Management and Economics. Solid leader with a passion to implement change within the populations I serve. An Enthusiast, using high energy to fuel and inspire others to transform visions of future possibilities into something tangible.

## PROFESSIONAL EXPERIENCE

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### March 2019- Current

*Sr. Revenue Cycle Management Associate  
National Grid, Syracuse*

Team leader. Streamlines job roles and descriptions enabling cross training. Scheduling and coordinating team monthly HUB meetings. Expertly handle Supervisor calls and escalations from a group of 10 representatives, using a "doing the right thing" approach

### June 2016- March 2019

*Revenue Cycle Management Associate II  
National Grid, Syracuse*

Investigated and processed billing, collections, payment and audit/control related systems exceptions for timely and accurate revenue recognition. Resulting in collection of \$3.2 million dollars and reduced bad debt portfolio by 33% individually

## LEADERSHIP

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### December 2018- Current

*Process Improvement Team  
National Grid, Syracuse*

Spokesperson. Worked in conjunction with top management team to implement the Collection Arrangement module. Provided analysis of current methods to standardize and simplify processes to reduce bad debt and unnecessary account protection. Reduced defaulted collection arrangements from 35% to 25% and overall bad debt portfolio by \$250,000 in a fiscal year.

## VOLUNTEER AND COMMUNITY INITIATIVES

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### June 2018- Current

*United Way Volunteer  
National Grid, Syracuse*

Co-developed local area signature programs to reduce poverty, increase donations and create community awareness: key events included United Way Cook Off and Pump it Forward

## EDUCATION

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- SUNY Empire State College- May 2020
- BS- Business Management and Economics



Shamillia  
Wiley

SR. REVENUE CYCLE  
MANAGEMENT ASSOCIATE  
NATIONAL GRID

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# Jamyra Young

**DIRECTOR, INTERCULTURAL AFFAIRS**  
KEUKA COLLEGE



## PROFESSIONAL EXPERIENCE

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### Keuka College

*Director, Intercultural Affairs* September . . . . 2019-Present

- Integrated additional duties and advanced the Associate Director position to Director by acquiring supervision over spiritual life programs
- Supervise professional staff

*Assoc. Director, Intercultural Affairs.* . . . Aug 2018-Sep 2019

- Integrated additional duties and advanced the Assistant Director position to Associate Director by providing services to international students
- Redefined and expanded the mission of the Office of Multicultural Affairs to develop the Office of Intercultural Affairs
- Secured a location and funding to develop a Center for Intercultural Engagement & Spanish Language
- Serve as a Designated School Official (DSO), managing and administering immigration paperwork for students
- Provide daily support and mentorship for international students
- Oversee and manage a \$20,000 budget for the academic year
- Develop and lead cultural competency training for 400+ incoming students during New Student Orientation
- Administer competency trainings for Resident Assistants and New Student Mentors

*Assist. Director, Multicultural Affairs* . . . Oct 2017-Aug 2018

- Create a comprehensive yearly unit plan for the Office of Multicultural Affairs
- Coordinate with Multicultural Affairs student assistants to plan, promote, and implement cultural programs
- Serve as a liaison between the Multicultural Student Association and the Keuka College Student Senate
- Facilitate collaboration among various departments for diversity training as well as on-campus cultural, social justice, and global education programming
- Plan and host the International Student Orientation
- Supervise Student Assistants
- Oversee the daily operations of the LGBTQ+ Resource Center
- Act as a mentor for students, especially students of color
- Provide guidance to the division of Student Affairs on incorporating multiculturalism into all division functions

### SUNY Potsdam

*Residence Hall Dir., Residence Life* . . . Aug 2015- Oct 2017

- Supervised 15 student Resident Assistants in a building housing over 500 residents and 9 student Resident Assistants in a First-Year Experience building housing over 250 residents

- Maintained accurate and up to date personnel records, created agendas and conducted weekly staff meetings, and held one-on-one meetings with each staff member
- Regularly coordinated staff development and team building programs
- Coordinated implementation of the departmental programming model, including both active and passive programs
- Collaborated on developing and piloting the new community development model for the department
- Oversaw a \$5,000 Resident Assistant programming budget for the academic year
- Served in professional staff duty rotation for the campus of over 2,200 students
- Conducted informal and formal conduct meetings to address violations of college policies
- Chaired the Resident Assistant and Professional Staff Training Committees
- Residential Coordinator of First-Year Orientation
- Served on multiple committees and attend workshops as a representative of the Residence Life Department

- Developed the mission, vision, and goals of the committee
- Recruited and selected the committee members
- Plan and facilitate weekly meetings and training sessions for members
- Developed and administered the Diversity, Equity, and Inclusion Campus Climate Survey
- Lead the team in developing a campus-wide Diversity, Equity, and Inclusion Action Plan

*Leadership Team Member, Interfaith Youth Core (IFYC) Consultation. . . . . Oct 2017-Present*

- Attended the training meetings with the IFYC consultants to form the core team
- Participate in the development of a strategic plan for interfaith work
- Meet with the "Culture of Inclusiveness" group to access the progress of this area in the strategic plan

*Member, Equity Resolution Panel . . . . . Oct 2017-Present*

- Maintain an understanding of Title IX, harrasment, and discrimination policies and procedures
- Emphasis a high regard for student privacy
- Serve as an investigator or hearing panel member
- Act as a process advisor and advocate to those involved in the Equity Resolution Process
- Participate in ongoing assessment of the Equity Resolution process

## LEADERSHIP EXPERIENCE

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### Keuka College

*Deputy Title IX Coordinator . . . . . August 2019-Present*

- Assists the Title IX Coordinator in managing all reports of sexual misconduct from receipt to resolution.
- Assists with Title IX investigations and hearings.
- Provides advising to individuals, including the Respondent, Complainant, or a third party in pending investigations, about the reporting options and resources available.
- Assist with prevention and awareness events and training of the campus community.

*Team Leader, Alternative Spring Break . Aug 2018-Present*

- Determine the location of the annual trip  
» 2019: Ceiba, Puerto Rico
- Assit with securing travel accomodations and receiving necessary information from all attendees
- Particpate in teams meetings in preparation for the trip
- Lead students through reflecting on the six words of service during the trip

*Co-chair, Diversity, Equity, and Inclusion Committee. . . . . Nov 2017-Present*

- Charged by the college President to Co-chair the committee

## EDUCATION

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### Master of Arts in Higher Education Administration, GPA: 3.83 May 2018

*Stony Brook University, Stony Brook, NY*

- Thesis: Blackness at Predominantly White Institutions: Investing in Success for Black Students, Faculty, and Staff

### Bachelor of Arts in Chemistry and Childhood Education May 2015

*Wells College, Aurora, NY*

## AWARDS

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- Advocate of the Year, Keuka College, May 2019
- Dean of Students Legacy Award, Wells College, April 2015
- Collegiate Cabinet Recognition for Community Education & Social Activism Award, Wells College, April 2015
- Collegiate Cabinet Recognition for Outstanding Multicultural Program, Well College, April 2015



# Audriana Ortega

**FINANCIAL RELATIONSHIP SPECIALIST**  
ACMG FEDERAL CREDIT UNION



## **BUSINESS EXPERIENCE**

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### **AUGUST 2018 – PRESENT**

*FINANCIAL RELATIONSHIP SPECIALIST, ACMG FEDERAL CREDIT UNION*

- Piloting budget planning workshop and accountability group
- Cross sell and solicit loan business to help even out members financial portfolios in a way that will help them build credit and increase their net worth
- Manage queue of 200+ members, create systems and work processes to follow up and build and maintain relationships
- Analyze data to reveal prime reasons for decline in membership and identify new data points that should be tracked
- Promote and recommend products and services that will add value for each member and alert management of new trends and ways we could better serve and grow our membership
- VITA Tax Certified

### **SPRING 2012 – FALL 2017**

*DISTRICT MANAGER, PFS, INC. / NATIONAL BENEFIT LIFE*

- Establish and execute strategic marketing, production, and recruiting efforts
- Train and motivate over 16 sales associates and reps
- Support rollout of new products as well as training and compensation plans
- Educate middle income families about applying financial concepts by promoting ancillary financial product philosophies and processes using Primerica's financial solutions
- Help middle income families with financial services such as debt elimination, car insurance, and life insurance coverage while maintaining quality of business
- Research and develop presentations about legacy building, college savings, and retirement planning
- Discuss the importance of financial literacy for minorities and young entrepreneurs on community panels

### **SPRING 2016**

*COMMUNITY DEVELOPMENT INTERN, JUBILEE HOMES OF SYRACUSE*

- Create community asset map for census tracts 39 and 52
- Create Syracuse southwest side community survey currently being used at events for the South Ave Corridor Feasibility Study
- Seek new funding opportunities and assist with grant applications

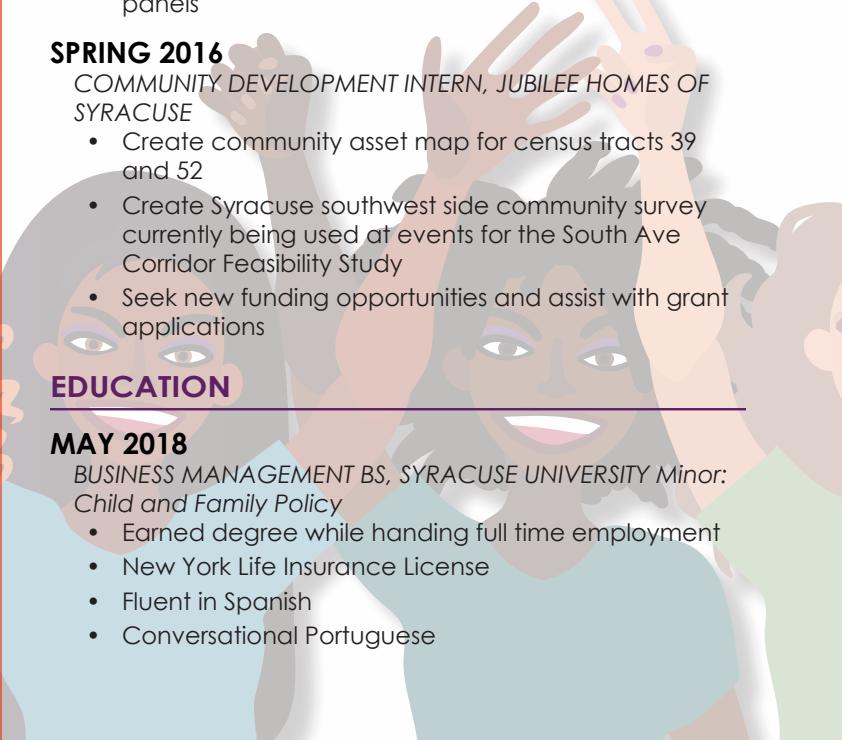
## **EDUCATION**

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### **MAY 2018**

*BUSINESS MANAGEMENT BS, SYRACUSE UNIVERSITY Minor: Child and Family Policy*

- Earned degree while handling full time employment
- New York Life Insurance License
- Fluent in Spanish
- Conversational Portuguese



## OBJECTIVE

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To lead a cross-functional team, where I can drive process improvements, develop people, innovate, and prepare for the future.

## EXPERIENCE

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### CUSTOMER SERVICE SUPERVISOR

(07/2015-Current)

People:

- Lead a team ranging from 15-65 direct reports, by monitoring, executing, and developing.
- Lead recruitment for customer care agents, hired 3 classes consisting of 15 agents in each class.
- Promotion of 8 agents and my OUC by setting up employee development plans and execution

Culture:

- Employee engagement manager habit survey scores ranging 9.26-9.60 for the past 4 years

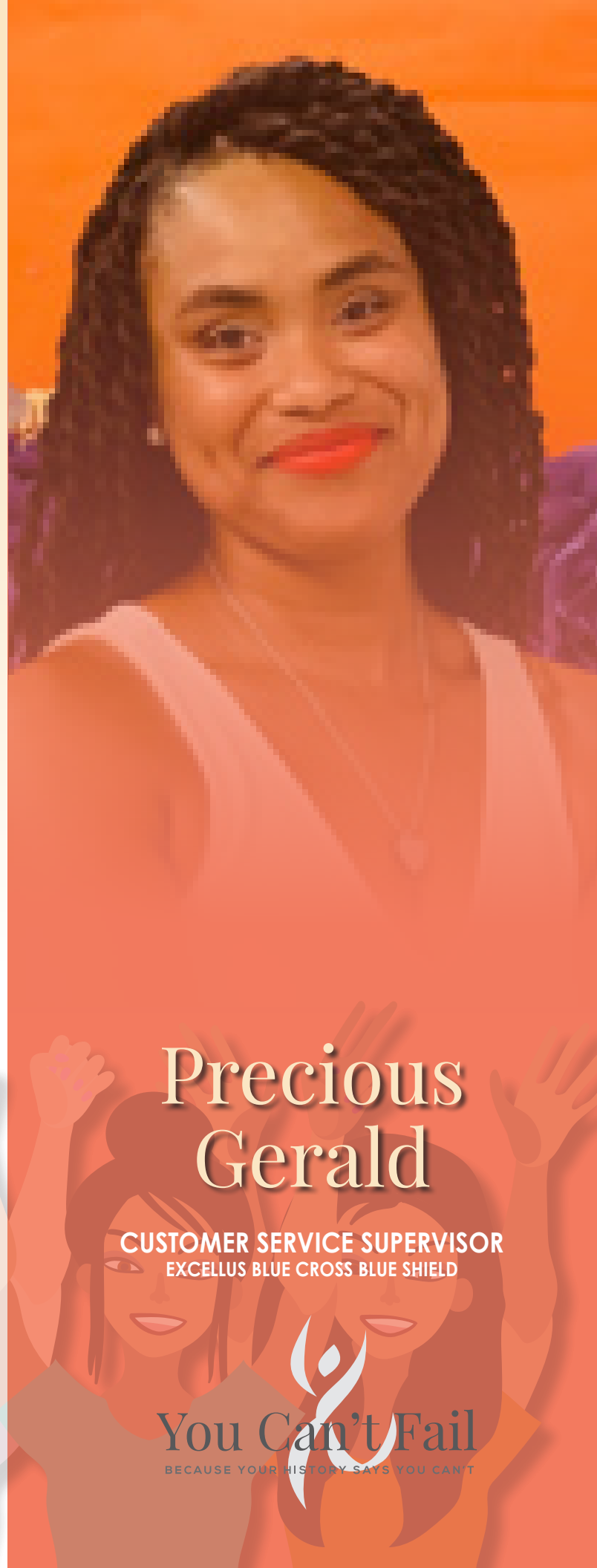
Execution:

- Collaborative effort with training dept to ensure timely release of trainees
- Lack of coaching resources for new hires, developed a Buddy program using senior advocates to assist with onboarding new hires newly released from training.
- Capacity challenge for team expansion. Collaborated with Facilities, IT, training, project management teams to develop multiphased action plan to resolve issue.
- Onboarded two new supervisors and drafted onboarding plan for new supervisors.

## ACTIVITES

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- VP Membership Toasting the Blues
- Toastmaster Club.
- You Can't Fail: MWMM Leadership Cohort.
- CNY Leadership Development Association



Precious  
Gerald

CUSTOMER SERVICE SUPERVISOR  
EXCELLUS BLUE CROSS BLUE SHIELD

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# Jalicia Benson

**PROJECT DIRECTOR**  
ONONDAGA COUNTY DEPARTMENT OF  
ADULT & LONG TERM CARE



**Inclusive, relator, and passionate about people with progressive roles within nonprofits and local government agencies.**

## PROFESSIONAL EXPERIENCE

### Project Director

*Onondaga County Dept. of Adult & Long Term Care, Syracuse, NY, July '17-Present*

Responsible for participating in planning development activities and implementation of services concerning the New York State funded Expanded In-Home Services to the Elderly Program (EISEP), the Veteran's Directed Home Based Program, and the Caregiver Program; as well as while providing direct supervision to the Elderly Service Coordinator and the Caregiver Service Specialist.

- In conjunction with the finance department, reviews billing and manages \$1.2 million budget for the EISEP program and the \$205,000 budget for the Caregiver Respite Program.
- Annual monitoring and contract execution of 19 subcontracted agencies; 100% completed within required time specific regulations.
- Created a new training program for case managers.
- Treasurer for Onondaga Elders, Inc. facilitating the production of two major events; National Nutrition Month Expo and Senior Celebration Luncheon.
- Reduced program corrective action concerns from the 2017 Annual State Monitoring to the 2018 Annual State Monitoring.
- Distribute annual Client Satisfaction Surveys for all three programs. 96% of clients report they are satisfied with services received.

### Elderly Services Coordinator

*Onondaga County Dept. of Adult & Long Term Care, Syracuse, NY, Sept '15-July 2017*

Provided supervision to 6 remote Case Managers through the EISEP Program. Worked one-on-one with the Project Director to run the program of more than 300 elderly clients.

- Delivered case management services directly to clients, caseload of 30+.
- Provided continuous education to case managers on rules and regulations to effectively carryout the EISEP program through bi-monthly meetings.
- Provided orientation and training for five new case managers.



## Home Finding Program Coordinator Central & Western Region

*Berkshire Farm Center & Services for Youth, Syracuse, NY, March '14- June 2015*

Member of the leadership team that managed the Home Finding component of the Therapeutic Foster Care Program. Launched and developed marketing efforts that increased active foster homes by 25% within one year.

- Supervised 5 remote staff, throughout Central/Western New York.
- Administered \$54,000 yearly budget for three offices.
- Maintain certification required to provide initial training to foster parents. Provided over 10 Foster Parent Certification trainings.

## Assistant Program Supervisor, Westbury IRA

*Life's WORC, Garden City, NY, Dec '12- March 2014*

Supervised 10 full time staff in a 6 bed Individualized Residential Alternative (IRA) housing individuals with developmental disabilities.

- Was part of a two-person management team that successfully underwent two OPWDD state audits with zero deficiencies.
- Worked alongside the Behavior Specialist to develop and implement ways to decrease behaviors in the home.
- Controlled expenditures in line with budget allocations, reconciled program funds as well as the funds of individuals living in the IRA.

## Assistant Program Supervisor, Manlius IRA

*Liberty Resources, Syracuse, NY, April '12- Aug 2012*

Provided oversight and supervision to staff and individuals with developmental disabilities who lived in a four-bed IRA. Created activity calendars, completed bi-weekly payroll, and trained staff.

- Assured high standards of client care and provided a positive role model for the residents
- Prepared Individualized Protective Oversight Plans for residents that took into account clients' goals and preferences.
- Served as the liaison between the finance, IT and marketing departments.

## Direct Support Professional- Youth Specialist

*Liberty Resources, Syracuse, NY, Sept '10- April 2012*

Provided one-on-one support to youth who lived in their home with families. Worked with the Education Specialist and Behavior Specialist to reduce behaviors of individuals with mild to moderate developmental disabilities to prevent placement in group homes.

- Supported youth in meeting the goals of his/her

Individualized Plan by providing instruction and support in family and community settings.

- Decreased weekly physical behaviors of individual I was assigned to by 45%.

## SKILLS

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- Effective leader
- Dependable
- Program Budgeting and Fund Reconciliation
- Staff Training/Development
- Timeline management
- Efficient multi-tasker
- Customer service-oriented

## HIGHLIGHTS

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- Fiscal responsibility to \$1.2 million program budget
- Two OPWDD NY State Audits with zero deficiencies
- 96% of clients surveyed satisfied with the EISEP Program
- Awarded an additional \$92,000 from the Alzheimer's Association for the continued service through the Caregiver respite program.

## EDUCATION

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- Bachelor of Arts, 2010 St. John's University, Queens, NY

## TRAINING

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- Millennial Women Making Moves Learning Community, You Can't Fail, Inc.
- A leadership development program
- Case Management Certificate, Boston University
- Leadership Training Certificate, National Coalition Building Institute, 35 hour program that teaches skills including dealing with and understanding controversial issues and welcoming diversity
- Nourishing Tomorrow's Leader's Board Certificate,
- Program to prepare for membership on organizational boards

## VOLUNTEER

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- NAACP Syracuse/Onondaga Chapter, general member and Health Committee co-chair, 2018
- Syracuse Latin Leadership Team, Parent member
- 2016-'17 and 2017-'18
- Scholastics Coordinator,
- Thornden Park Bulldogs Football Association, 2018 & 2019 seasons

## MWMMLC is...

a 6-month long leadership development program running from April through October 2018. This program is specifically designed to develop and accelerate the leadership development and career paths of early- and mid-career professional women of color. The Millennial Women Making Moves Learning Community is made possible at no cost to the participants due to a grant from National Grid.

MWMMLC participants engage in monthly workshops led by successful established women leaders on topics strategically identified as important to the development of women leaders.

Participants in the program are also assigned a personal mentor who is a senior leader in the participant's professional industry. Mentors and participants will meet throughout the learning community to assist MWMMLC participants in developing the philosophies, skills, career strategies and behaviors of effective women leaders. Upon completion of the program, participants will develop and present a comprehensive leadership development plan they will use to guide decisions about their careers over the next 36 months. This plan will be presented during their graduation ceremony in front of a panel of established women leaders who will provide feedback for applying this plan to ongoing career development.



Every story has a beginning, and every person has a first chapter. For so many female leaders in Syracuse, it began in 2009 with You Can't Fail. Since then, the lives of 1,000 young women have been positively impacted by the irreplaceable lessons and skills fostered by the conference.

Pathfinder Bank proudly supports the financial wellbeing of women in Central New York, as they continue to shape leadership paths of their own.



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# Millennial Women Making Moves

## LEARNING COMMUNITY GRADUATION

### Today's Program

- 12:00 ..... Network and Lunch
- 1:00 ..... Welcome and Introduction  
*Alyssa Whitfield, You Can't Fail Board President*
- 1:15 ..... Introduction of Presentation Format and Reaction Panelists  
*Gwen Webber-McLeod, Founder of You Can't Fail*
- 1:30 ..... Strategic Leadership Presentations and  
Reaction Panel Feedback
- 2:50 ..... Break
- 3:00 ..... Strategic Leadership Presentations and  
Reaction Panel Feedback (continued)
- 4:00 ..... MWMMLC Cohort Recognition Ceremony  
*Judi Dixon, MWMMLC Coordinator*
- 4:15 ..... Closing Remarks  
*Gwen Webber-McLeod, Founder of You Can't Fail*
- 4:30 ..... Thank-you and Dessert!

### Leadership Presentation Reaction Panel

- Dr. Christine Allen ..... Workplace Psychologist and Executive Coach  
*Insight Business Works*
- Fanny Villarreal ..... Executive Director  
*YWCA-Syracuse*
- Dr. Zina Berry ..... Dentist & CEO  
*Berry Good Dental*

