

# Janet D. Rolling

## **Mental Health Professional / Social Services Professional/ Government**

Springfield, IL 62703

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I have vast experience, education and training with a strong emphasis in Social Services; providing counseling to various populations with a focus on maintenance of optimum mental and emotional health. I enjoy helping individuals overcome issues associated with mental health, addictions and substance abuse; familial conflict, stress management; self-esteem, re-entry support, rehabilitation and aging.

Willing to relocate to: Springfield, IL - Chatham, IL

Authorized to work in the US for any employer

## Work Experience

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### **Grant Writer/Consultant**

Independent Consultant-Springfield, IL

February 2019 to Present

- Developed and maintained a comprehensive database of potential grant opportunities, ensuring timely submission of applications
- Collaborated with program managers to identify funding needs and develop compelling project proposals that aligned with the organization's mission and goals
- Conducted thorough needs assessments to gather data and evidence supporting grant proposals, resulting in increased success rates
- Managed the entire grant application process from start to finish, including drafting narratives, creating budgets, and submitting required documentation
- Built strong relationships with foundation representatives and government agencies to stay informed about new funding opportunities
- Secured over \$1 million in grant funding for various nonprofit organizations through meticulous research, proposal writing, and relationship building with funders
- Implemented effective strategies for tracking progress on funded projects, ensuring compliance with reporting requirements and deadlines
- Evaluated program outcomes and impact to provide accurate data for grant reports highlighting achievements and results achieved through funding support
- Stayed up-to-date on current trends in philanthropy, government regulations, and best practices in grant writing through continuous professional development activities

### **Case Manager**

Walton Management Group (Re-entry)-Springfield, IL

September 2023 to June 2024

- Counsels participants using evidence-based practices.
- Facilitates psycho-educational group workshops.
- Managed a caseload of 20+ clients, providing comprehensive case management services
- Conducted thorough assessments to identify client needs and develop individualized care plans
- Collaborated with interdisciplinary teams to coordinate and monitor the delivery of services
- Advocated for clients' rights and ensured access to appropriate resources and support systems
- Maintained accurate and up-to-date documentation of client interactions, progress, and outcomes
- Facilitated regular meetings with clients to review goals, address barriers, and track progress

- Coordinated referrals to community agencies for additional support services as needed
- Provided crisis intervention and emotional support to clients in challenging situations
- Educated clients on available community resources related to housing, employment, vocational training
- Developed strong relationships with local service providers to enhance referral networks
- Ensured compliance with agency policies, procedures, regulations, and ethical standards
- Supported clients in developing independent living skills such as budgeting or job searching
- Demonstrated cultural sensitivity when working with diverse populations

### **Operations Specialist for Technical Assistance (SSPPIV)**

Il. Dept. of Human Services-DDD-Springfield, IL

June 2023 to June 2024

- Managed and coordinated daily operations, ensuring smooth workflow and efficient processes
- Developed and implemented operational strategies to optimize productivity and reduce costs
- Monitored key performance indicators (KPIs) to track progress and identify areas for improvement
- Collaborated with cross-functional teams to streamline operations and enhance overall efficiency
- Created standard operating procedures (SOPs) to ensure consistency in work processes
- Conducted regular audits to assess compliance with company policies and procedures
- Utilized data analysis tools to analyze operational metrics, identify trends, and make data-driven decisions
- Implemented quality control measures to maintain high standards of product/service delivery
- Reduced customer complaints by XX% through implementation of proactive communication channels
- Led cross-functional teams to successfully execute process improvement projects
- Mentored team members, providing guidance on best practices and professional development opportunities
- Cultivated strong relationships with stakeholders at all levels of the organization
- Instituted performance metrics tracking system that increased accountability across teams

### **Case Manager/Program Coordinator**

Project Race Re-entry Program-Springfield, IL

May 2021 to August 2023

- Managed a caseload of 60 clients, providing comprehensive case management services
- Conducted thorough assessments to identify client needs and develop individualized care plans
- Collaborated with interdisciplinary teams to coordinate and monitor the delivery of services
- Advocated for clients' rights and ensured access to appropriate resources and support systems
- Maintained accurate and up-to-date documentation of client interactions, progress, and outcomes
- Facilitated regular meetings with clients to review goals, address barriers, and track progress
- Coordinated referrals to community agencies for additional support services as needed
- Provided crisis intervention and emotional support to clients in challenging situations
- Educated clients on available community resources related to housing, employment, education, psychosocial/ vocational training
- Collaborated with legal professionals to ensure compliance with court orders or legal requirements
- Developed strong relationships with local service providers to enhance referral networks
- Participated in case conferences and team meetings to discuss client progress and treatment plans
- Implemented evidence-based practices into daily work routines for improved client outcomes
- Monitored program effectiveness through data collection, analysis, and reporting
- Provided ongoing training and supervision for junior case managers
- Supported clients in developing independent living skills such as budgeting or job searching
- Evaluated the effectiveness of interventions by regularly assessing client satisfaction levels

- Liaised between clients/families/communities/agencies/organizations involved in the case management process

### **Program Development Specialist (SSPPIII) (appeals representative)**

Il. Dept. of Human Services - DD-Springfield, IL

January 2020 to June 2023

- Provide adjudicative support to assist in meeting the needs of customers.
- Complete cases and close files in the designated system of record when all elements of the investigation have been received and an appropriate, accurate, and adjudicative summary
- Organize and assess investigative file material.
- Present case facts, analysis, and recommendations as a representative of state government.
- Prepare documents that capture relevant case details and present facts in a logical manner.
- Compose and formalize adjudicative closing documents utilizing all investigative results required to render a decision based on Illinois Medicaid Waiver standards, policies and guidelines.
- Track cases throughout the processing stages to ensure investigative information is reviewed for relevance as it comes to completion; and be capable of preparing and providing statements, reasons, documents, files, executive case summaries, and first level review recommendations.

### **Quality Program Review Specialist (SSPPIII) (auditor)**

State of Illinois, Dept. of Human Services-Springfield, IL

May 2014 to January 2020

- Planned and coordinated studies of operational programs and program evaluations of agencies.
- Through extensive research, became cognizant of service areas requiring remedial action; defined detailed tasks essential to designing and implementing the service program, including the timeframes.
- Provided a facilitative role in joint planning conferences.
- Prepared written plans, reports, documents, or portions of documents, and related correspondence.
- Conceptualized, designed, and implemented social service system studies of the operational programs of the agencies; provides thorough evaluative analysis of programs.
- Developed complex program designs requiring expertise of the team purpose; reviews policies and procedures for congruence with program goals.
- Provided a facilitative role in joint planning activities.
- Prepared written plans, reports, documents, and related correspondence.
- Qualified Intellectual Disability Professional (QIDP) certification with the State of Illinois & maintenance of annual CEUs
- Developed and implemented audit procedures to assess the effectiveness of internal controls
- Collaborated with cross-functional teams to gather relevant data and documentation for audits
- Prepared clear and concise audit reports summarizing findings, recommendations, and action plans
- Evaluated the adequacy of risk management practices within client organizations
- Assisted in the development of audit programs tailored to specific client needs
- Reviewed provider agencies' policies and procedures to ensure compliance with governmental regulatory requirements
- Conducted interviews with key personnel to gain insights into business operations and control systems
- Participated in fraud investigations by gathering evidence, interviewing witnesses, etc
- Provided guidance on best practices for risk mitigation strategies
- Audited expense reports for accuracy and policy adherence
- Educated clients on proper record-keeping practices during audit engagements
- Mentored junior auditors by providing training on auditing techniques
- Maintained up-to-date knowledge of auditing standards, laws/regulations impacting the profession
- Reviewed client contracts and agreements for compliance requirements
- Identified opportunities for process automation to improve efficiency and accuracy of audit procedures

- Developed strong relationships with clients, fostering trust and open communication throughout the audit process

## **Senior Vocational Rehabilitation Counselor**

Illinois Dept of Human Services Division of Rehabilitation-Springfield, IL

September 2007 to May 2014

- Certified with Specialization in the areas of Traumatic Brain Injury, Home Services and Vocational Rehabilitation (Competitive placement, Extended Services, & Supportive Employment Services)
- Conducted comprehensive assessments of clients' skills, interests, and abilities to determine suitable vocational options
- Collaborated with interdisciplinary teams to develop individualized treatment plans for clients, incorporating vocational goals into their overall rehabilitation plan
- Delivered group workshops on job search strategies, resume writing, interview preparation, and workplace etiquette
- Facilitated job readiness training programs to enhance clients' employability skills such as time management, problem-solving, and teamwork
- Established partnerships with local businesses and employers to create job placement opportunities for clients
- Negotiated customized accommodations with employers on behalf of clients with disabilities to ensure a supportive work environment
- Provided ongoing support and coaching to clients during the job search process including networking assistance and mock interviews
- Monitored client progress towards employment goals through regular check-ins and documentation of outcomes achieved
- Maintained accurate records of client interactions, assessments conducted, services provided, and outcomes achieved in compliance with agency standards
- Stayed up-to-date on labor market trends and industry demands to provide relevant career advice to clients seeking employment in various sectors
- Collaborated with community resources such as vocational training centers or educational institutions to explore additional skill-building opportunities for clients
- Assisted individuals in accessing appropriate assistive technology or adaptive equipment needed for successful employment integration
- Advocated for the rights of individuals with disabilities by promoting equal access to employment opportunities within the community
- Developed strong relationships with local employers through regular communication regarding potential job openings
- Coordinated internships or apprenticeships for clients as part of their vocational development plan
- Implemented outcome measurement tools to evaluate the effectiveness of vocational interventions provided
- Participated in team meetings or case conferences to discuss client progress and coordinate services with other professionals
- Provided crisis intervention and support to clients experiencing difficulties in maintaining employment
- Collaborated with vocational rehabilitation agencies or government programs to access funding or resources for clients' vocational needs
- Developed and delivered customized job placement strategies based on individual client strengths, interests, and market demands
- Conducted job analyses to match clients' skills and abilities with specific job requirements
- Assisted clients in navigating the application process for disability-related benefits or accommodations at their workplace
- Incorporated principles of diversity, equity, and inclusion into all aspects of service delivery
- Demonstrated cultural competence when working with individuals from diverse backgrounds or marginalized populations
- Participated in professional development activities to enhance knowledge of best practices in vocational rehabilitation field

- Mentored new vocational specialists by providing guidance on case management techniques and effective counseling approaches
- Counseled individuals on career transitions such as re-entering the workforce after a period of unemployment or changing careers
- Leveraged technology platforms such as online job boards, virtual career fairs, or social media networks to expand employment opportunities for clients
- Educated employers about the benefits of hiring individuals with disabilities through presentations or workshops
- Served as a liaison between employers and employees with disabilities to address any workplace accommodation needs
- Fostered positive relationships with community organizations that provide supportive services for individuals with disabilities
- Developed individualized employment plans tailored to each client's unique circumstances and goals
- Utilized motivational interviewing techniques to empower clients in overcoming barriers to employment success
- Implemented evidence-based interventions aimed at improving work-related skills, self-confidence, and independence
- Collaboratively developed return-to-work plans for injured workers in coordination with healthcare providers and insurance companies
- Evaluated transferable skills acquired through previous work experiences when assisting clients in exploring alternative career paths
- Coordinated supported employment services including job coaching and on-the-job training for individuals with severe disabilities
- Conducted vocational assessments to determine suitable job matches based on clients' physical, cognitive, and emotional capabilities
- Provided ongoing support to employers in accommodating employees with disabilities through consultation and problem-solving
- Developed partnerships with local educational institutions to create internship opportunities for students with disabilities
- Assisted clients in developing effective job search strategies including networking, online applications, and cold-calling
- Collaborated with mental health professionals or counselors to address any psychological barriers impacting clients' vocational goals
- Facilitated workshops on workplace rights and disability disclosure to educate individuals about their legal protections in the workforce
- Monitored changes in legislation or policies related to disability employment rights and communicated updates to clients as needed

## **Human Services Caseworker**

Illinois Department of Human Services- Human Capital Division-Chicago, IL

April 2001 to September 2007

- Interviewing clients to determine individual needs and eligibility for receipt of assistance according to State and Federal Government guidelines.
- Aiding clients in mobilizing inner capabilities and environmental resources to improve their social functioning.
- Case coordination of existing caseload, data entry and input of coding to release and allocate funding and provisional support for families and individuals.
- Conducted comprehensive assessments of clients' needs, including physical, emotional, and social factors
- Developed individualized case plans for clients based on assessment results and identified goals
- Collaborated with interdisciplinary teams to coordinate services and resources for clients
- Provided counseling and support to clients facing various challenges such as homelessness, substance abuse, mental health issues, or domestic violence
- Advocated for clients' rights and connected them with community resources to meet their needs

- Monitored client progress towards goals and made necessary adjustments to the case plan as needed
- Maintained accurate and up-to-date documentation of client interactions, assessments, referrals, and progress reports
- Assisted clients in accessing government assistance programs such as Medicaid, SNAP benefits, or housing subsidies
- Coordinated with external agencies such as child protective services or probation departments when necessary to ensure client safety and compliance with legal requirements
- Managed a caseload of diverse individuals ensuring timely service delivery
- Collaborated with community organizations to develop specialized programs tailored to specific populations (e.g., veterans, youth)
- Demonstrated cultural sensitivity when working with diverse populations including immigrants/refugees or LGBTQ+ individuals

### **Employment Security Program Representative**

Illinois Department of Human Services- Human Capital Division-Chicago, IL

January 2003 to January 2004

- Conducted interviews to determine eligibility for receipt of Unemployment Insurance Benefit entitlement.
- Performed analytical work adjudicating non routine complex claims in response to protest/denial motions filed by companies against potential claims.
- Provided vocational counseling, using the automated Illinois Skills Match system.
- Served as a liaison between clients and potential employers through implementation of the Work Tax Credit program and issuance of tax credits once the employing agent met the requirements in accordance with the Federal and State policy guidelines.

### **Mental Health Worker**

Rush Presbyterian St. Luke Medical Center-Chicago, IL

October 2000 to April 2003

- Provided mental status assessments and guidance to youth aged 5-17 years old within a contained psychiatric inpatient treatment unit.
- Provided direct care and support to individuals with mental health conditions, ensuring their safety and well-being
- Implemented individualized treatment plans under the supervision of licensed mental health professionals
- Assisted in conducting assessments and evaluations to determine clients' needs and develop appropriate interventions
- Facilitated therapeutic group activities to promote socialization, self-expression, and skill-building among clients
- Monitored clients' progress and documented observations accurately in electronic medical records (EMR) system
- Collaborated with interdisciplinary team members to coordinate care plans and ensure continuity of services
- Supported crisis intervention efforts by implementing de-escalation techniques and providing emotional support
- Administered medications as prescribed by healthcare providers, adhering to proper protocols and documentation procedures
- Assisted in coordinating community resources for clients, including referrals to housing programs, vocational training, or outpatient services
- Participated in staff meetings and trainings to enhance knowledge of mental health disorders, treatment modalities, and best practices
- Developed positive relationships with clients through active listening, empathy, and validation of their experiences
- Promoted a safe environment by monitoring client behavior closely for signs of distress or potential harm

- Assisted in crisis management situations by following established protocols for ensuring client safety
- Provided guidance on coping skills development strategies such as relaxation techniques or mindfulness exercises
- Counseled individuals on effective communication skills within interpersonal relationships
- Aided in the implementation of behavior modification plans designed to address challenging behaviors
- Maintained confidentiality regarding sensitive client information according to HIPAA regulations
- Demonstrated cultural sensitivity when working with diverse populations from various backgrounds
- Served as an advocate for clients' rights while respecting their autonomy
- Fostered a therapeutic environment by establishing and maintaining professional boundaries with clients
- Assisted in crisis intervention efforts, including assessing risk factors and implementing appropriate interventions
- Participated in case conferences and treatment team meetings to discuss client progress and develop comprehensive care plans
- Demonstrated strong problem-solving skills by effectively resolving conflicts between clients within the residential setting
- Maintained accurate documentation of client interactions, progress notes, incident reports, and other required paperwork
- Served as a positive role model for clients by demonstrating healthy coping mechanisms and self-care practices
- Cultivated a supportive atmosphere among staff members through teamwork, collaboration, and open communication
- Contributed to quality improvement initiatives by providing feedback on program policies, procedures, and service delivery methods
- Pursued ongoing professional development opportunities related to mental health counseling techniques and evidence-based practices
- Increased efficiency of daily operations by implementing streamlined administrative processes within the mental health facility
- Fostered a trauma-informed approach when working with individuals who have experienced significant adversity or trauma
- Demonstrated proficiency in crisis de-escalation techniques during high-stress situations involving agitated or aggressive individuals

## Education

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### **Master of Arts in Counseling**

Chicago State University - Chicago, IL  
2004 to 2007

### **Bachelor of Arts in Psychology**

Chicago State University - Chicago, IL  
1992 to 1997

## Skills

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- Group Therapy
- Program Design
- Case Management
- Workforce Development
- Crisis Intervention

- Research & Development
- Crisis Management
- Mental Health Counseling
- Intake Experience
- Product Demos
- Grant Writing
- Motivational Interviewing
- Curriculum Development
- Hospital experience
- Developmental Disabilities Experience
- Addiction Counseling
- Autism Experience
- Behavioral Therapy
- Meeting Facilitation
- Program Development
- Conflict Management
- Supervising Experience
- Management
- Program Management
- Typing
- Discharge planning
- Cognitive Behavioral Therapy
- Presentation Skills
- Training & Development
- Proposal Writing

## Certifications and Licenses

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**First Aid Certification**

**QIDP Certification**

**Certified Case Manager**

**Counseling Certification**

**Driver's License**

**QMHP Certification**