

# MICHELLE M. DICKERSON

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## EDUCATION

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M.S. in Counseling with emphasis in Vocational Rehabilitation Counseling  
Drake University, Des Moines, Iowa (May 2014; CRC - Certified Rehabilitation Counselor, July 2014)  
Bachelors of Fine Arts in Graphic Design and Minor in Entrepreneurial Studies  
Iowa State University, Ames, Iowa (May 2007)  
Study Abroad: Camp Adventure Counselor on Marine Base  
University of Northern Iowa, Okinawa, Japan (Summer 2004)

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## AREAS OF STRENGTH & SKILLS

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| • Experience with Corporate and Non-Profit Agencies                                       | • Coordination of Care with Medical Professionals       | • Leadership Development            |
| • Management  | • Team Building and Performance Management              | • Innovative and Tenacious          |
| • Experience and Ability to Connect with a Diverse Population, Including Youth and Adults | • Working knowledge of Regulatory Rules and Regulations | • Willing to Learn/Resourceful      |
|   | • Employee Recruitment/Retention                        | • Budget Preparation and Management |
|   | • Area Needs Analysis                                   | • Knowledge of Community Resources  |

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## PROFESSIONAL EXPERIENCE

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IOWA VOCATIONAL REHABILITATION SERVICES. Des Moines, Iowa

**Vocational Rehabilitation Counselor.....June 2014 – Present**

- Provide comprehensive vocational rehabilitation and case management services which includes the planning, implementation and selection of individualized rehabilitation programs, to assist individuals with physical and mental disabilities from different backgrounds and with varying degrees of understanding and need with finding and retaining suitable employment.
- Maintain case documentation of progress and adjustment of job candidate's plans and maintenance of case records according to policy.
- Review medical documents, high school Individual Education Plans (IEP), psychological evaluations, etc. to assist with vocational planning.
- Perform intakes, initial evaluations and make eligibility determinations.
- Provide and approve funding for supportive employment services including, but not limited to, employer development, job coaching, assistive technology, job shadows, informational interviews, employer tours, etc.
- Make recommendations and referrals to other sources which can assist with employment outcome goals.
- Provide and interpret vocational testing and assessments.
- Serve as ex-officio IVRS representative for the Iowa Advisory Council on Brain Injury and attend additional board and planning meetings as requested by supervisor.
- Assist with identifying suitable training options for individuals to meet their employment goals.
- Conduct oral and written communications to employment service contractors, job candidates, case managers, teachers and other team members to ensure service expectations are met and progress is made.
- Provide pre-employment transition services to students with disabilities in high school and college.
- Interpret and apply federal and state vocational rehab laws and regulations in the provision of the services to disabled adult and youth clients.
- Work with local colleges and universities to identify educational tracts and authorize funding.
- Supervise interns.

VETERAN'S ADMINISTRATION. Des Moines, Iowa

**Veteran's Administration Vocational Rehabilitation and Employment Services Intern...Nov. 2013 – June 2014**

- Assessed and coordinated medical services for veterans as needed.
- Gained understanding of the Veteran's Administration's Vocational Rehabilitation Employment and Independent Living and services.
- Led intake meetings with veterans to establish eligibility for services.

- Administered assessment of interests, aptitudes and educational capabilities.
- Assisted with plan development.
- Worked with universities and colleges to assist veterans with educational goals.
- Worked with veterans with a variety of mental and physical disabling conditions.
- Worked with contractors to fulfill veteran needs in their home and community (Independent Living program).
- Assisted with the discharge process for the Veteran's Administration's Vocational Rehabilitation program.
- Assisted with billing and accounting processes for services rendered.

CHILDSERVE. Johnston, Iowa

**Case Manager .....March 2013 – June 2014**

- Provided consumer-focused services to help individuals navigate waiver services and identify overall needs.
- Collaborated with medical professionals to ensure eligibility for waiver services continued to be met and to ensure individuals were receiving adequate medical care.
- Collaborated with Polk County Health Services and Department of Human Services and provided prompt documentation, incident reporting and budgeting of services for individuals served in their tracking software programs (MIS, IMPA and ISIS).
- Case Management provided for Intellectual Disability and Brain Injury waiver recipients for linkage to services including, but not limited to, Pre-Vocational Services, Supported Employment, Day Habilitation, Supported Community Living, Respite, Nursing Care, Home Health Aide Services, Housing, Transportation, Consumer Choices Option, etc.
- Project Search (nationally recognized internship program for individuals for disabilities) liaison.
- Referred clients to Iowa Vocational Rehabilitation Services and assisted with coordination of services.
- Attended Individualized Education Plan (IEP) and other school meetings to assist with planning for educational and transitional (living, learning and working) needs of clients.
- Coordinated completion of comprehensive service plan development with interdisciplinary team members.
- Administered comprehensive assessment tools to identify support need levels.
- Oversaw use of services to ensure waiver budget allowances weren't exceeded.
- Assisted with quality assurance efforts within ChildServe Case Management services by performing file reviews.
- Attended Roommate Connection monthly meetings to assist with housing needs for clients.

**Home Supervisor/ Qualified Intellectual Disability Professional .....Dec. 2010 - March 2013**

- Oversaw the care delivery system of supporting four children with mild to severe disabilities with 24/7 accountability in an intermediate care facility (ICF/ID).
- Served as the resident's primary staff advocate and leader of the interdisciplinary team that consisted of 10-20 members; including, but not limited to, Speech, Occupational and Physical Therapists, Dieticians, Family Services Specialists, Teachers, Doctors, Children and their families, as well as staff and the Home Shift Supervisor.
- Supervised a team of 6-8 staff, which included selecting and training the Shift Supervisor, Resident Assistants and Certified Medication Aides as appropriate, providing conflict resolution as needed, performing annual evaluations, overseeing time cards and other duties as needed.
- Monitored and adjusted an operational budget in excess of \$300k and oversaw appropriate use of state dollars and resident funds.
- Facilitated Individual Program Plan meetings, Admit and Discharge meetings with members of the interdisciplinary team, ensuring that the resident's strengths, needs and priorities were integrated in to their care plan and goals.
- Completed monthly case reviews to ensure resident's programs were correctly implemented and documented per public funding and internal agency standards.
- Assisted home with deficiency-free surveys from the Iowa Department of Inspections and Appeals (2010-2012).
- Accountable for ensuring organizational and governmental compliance activity.
- Attended a series of approximately 10 supervisory skills trainings, including but not limited to, professionalism, business systems, staff development, HR systems and talent management, amongst others.
- Obtained and maintained certifications in CPR, First Aid, Mandt. and Mandatory Reporting.
- Set up the work schedule for employees and approved time-off requests.

TOY NETWORK LLC. Indianola, Iowa

**Design and Marketing Manager ..... Feb. 2008 – Dec. 2010**

- Managed all aspects of design and marketing for an international toy company.
- Worked within parameters of deadlines and budgets.
- Created 200+ page catalogs of toys, novelty items and other products and set up files for local print vendors.
- Created brochures, flyers, posters, packaging and product design, following licensor style guidelines.

- Coordinated various aspects of work directly with contacts and vendors in China.
- Managed interns and temporary design assistants and coordinated special projects with freelance designers.
- Photographed all products and maintained file organization.
- Created new web headers and flyers while updating product offerings on website monthly and seasonally.
- Designed and submitted advertisements for leading industry magazines.
- Maintained good working relationships with printers and clients.
- Composed and distributed press releases.

EASTER SEALS IOWA. Des Moines, Iowa

**Cabin Leader/ Respite Camp Counselor (Part-Time) ..... Jan. 2004 – Nov. 2008 and July 2009 – Dec. 2010**

- Supervision of a team of 3-5 care providers for individuals with a variety of mental and physical disabilities as the cabin leader for the duration of 48-hours respite weekends.
- Provided person-centered care for the camp participants, with much focus on their personal needs.
- Maintained documentation of care for progress tracking and funding compliance.
- Maintained a safe environment for individuals with disabilities on site.
- Implemented planned activities and assisted with consumer engagement in personal care.
- Became lifeguard certified to assist with swimming on site.
- Obtained and maintained CPR and First Aid certifications.

CHILDSERVE. Johnston, Iowa

**Direct Support Staff/Supported Community Living & Respite Services (Part-Time) .....Dec. 1999 – Dec. 2008**

- Worked individually with children with disabilities in their homes and in the community.
- Assisted with implementation of person-centered goals, working towards increased independence.
- Maintained documentation for progress tracking and funding compliance.
- Fostered healthy, professional and positive relationships with families of the individuals I worked with.
- Assisted with self-maintenance needs of consumers.
- Created activities to do with consumers while fulfilling their personal goals.

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## BOARD MEMBERSHIP & VOLUNTEER INVOLVEMENT

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IOWA REHABILITATION ASSOCIATION. Des Moines, Iowa

Past President Member (present), President (2017), President Elect (2016), Vice President (2015), Marketing Team Member (2014), Drake Student Chapter Member (2013-2014)

IOWA CITIZENS FOR COMMUNITY IMPROVEMENT (CCI) - RACIAL JUSTICE TEAM. Des Moines, Iowa  
Team Member (2016-present)

GIRL SCOUTS. Des Moines, Iowa

Co-Leader (2015-present)

MARTIN LUTHER KING, JR. SCHOLARSHIP COMMITTEE. Des Moines, Iowa

Committee Member, Selection Committee and Designer (2011-2014)