



Dustin M. Glascoe

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Related Work Experience

IDD Program Coordinator – Maxim Healthcare Services

2020-

- Ensure continued personal growth and independence of IDD service recipients through initial and ongoing support and training of staff, caregivers and family where appropriate.
- Listen and respond to the needs of service recipients, parents/guardians, area program staff and agency board members in a professional manner at all times.
- Review applicant resumes/applications, conduct interviews, hire and maintain qualified staff, documenting hiring and training activities in accordance with federal, state, and local requirements.
- Organize and coordinate resources of staff, attend and maintain current mandated training such as First Aid/CPR, NCI, and other trainings/certifications required annually and as necessary.
- Conduct monthly, quarterly, and annual supervisions of staff as appropriate, provide informative feedback and education, and/or re-education on policies and procedures in accordance with best practices, as well as appropriate disciplinary measures up to and including termination as appropriate.
- Ensure accuracy and timeliness of all documentation, including collection of timesheets of supervised staff weekly for payroll processing.
- Coordination and completion of service recipient assessments in program planning such as ISP/IEP development and implementation of services.
- Regular evaluation of consumer needs and concerns in order to match with appropriate staff and interventions.
- Advocate for service recipients in all situations as well as supervised staff in the safe provision of approved services.
- Promote agency growth and longevity through consistent provision of quality services, networking with area providers to encourage inter-agency collaboration with regard to consumers' wants and needs, and through sound fiscal management.
- Promote agency growth through sound fiscal management, make purchases and allocate resources within budgetary guidelines

IDD Support Coordinator – Highlands Community Services

2018-2019

- Coordinate, link, monitor, assess, and report on the care of individuals on caseload through local community resources and service delivery systems through twice monthly contacts, minimum one face-to-face per month.
- Plan, coordinate, and ensure implementation of treatment modalities and intervention techniques, such as behavior management, independent living skills training, support counseling, family education, crisis intervention, discharge planning, and Waiver and Non-Waiver service coordination services according to individual needs and goals.
- Coordination and completion of Treatment Team assessments and knowledge of their uses in program planning such as ISP/IEP development and implementation of services.
- Evaluate consumer needs and concerns, address and prioritize severity to consumer/provider safety, provide appropriate resources and interventions, and escalate on a case-by-case basis to ensure best practice is maintained across providers.
- Connecting consumers with available free/low-cost options within the community and elsewhere in order to ensure consumer safety and satisfaction.
- Coordinate and ensure transportation to appointments, as needed

Speech Language Pathologist Assistant – Killeen Independent School District

2014-2015

- Served as assistant to Speech Language Pathologist for the student population of four elementary and middle schools across the educational district.



Additional Work Experience

- Implemented group and individual therapy techniques according to prescribed language goals including articulation, fluency, language, and voice therapy to over 100 students with a wide range of cognitive, social, and physical impairments.
- Electronic Health Information Management Technician – Moses Cone Health System** 2013-2014
 - Prepared, scanned and indexed all clinical data from six regional hospitals and over 180 physician's practices into unified medical records software shared by all locations
 - Integrated new practices and patient records into Cone Health's HIM software daily, improving patient care efficiency and streamlining service delivery from intake to discharge (electronic record available <48 hours from intake).
 - Provided effective access to patient's medical charts, greatly reducing the "human error" factor.
 - Maintained accuracy of organized data through stringent and defined QA measures.
 - Communicated with physicians and healthcare providers from all locations within healthcare system, providing assistance with software as well as troubleshooting technical and access issues for employees.
- Speech Language Pathologist Assistant – Circle of Care Home Health** 2011-2013
 - Provided pediatric speech and language services in a Home Health environment under supervision of a licensed Speech Language Pathologist.
 - Facilitated the development of territory in the Houston metro area, establishing positive client-clinician support.
 - Worked in both approach and implementation of therapy to prescribed client goals and IEP integration.
- Graduate Teaching Assistant- Appalachian State Communication Disorders Program** 2009-2010
 - Instructed Basic Speech & Hearing Sciences Lab for undergraduate and graduate students.
 - Instructed students in physiology of speech production through computerized speech sound analysis/manipulation software, constructed lesson plans, maintained grade and attendance logs, addressed student concerns and questions, and evaluated student progress
- Certified Nurses Assistant – Deerfield Ridge Assisted Living** 2007
 - Assisted nurses and CNAs with daily patient care services.
 - Supported residents diagnosed with Dementia and Alzheimer's disease in daily living.
- Patron Services – Interlochen Summer Arts Camp** 2017
 - Served as liaison between patrons and performers during Interlochen Summer Arts Camp, working to ensure enjoyment and safety for both patrons and artists during concerts and live performances.
 - Worked in box office handling patron inquiries for ticket sales, provided assistance to patrons regarding front of house and seating arrangements, and processed additional queries.
- Direct Sales – Traveling Renaissance Festival Circuit** 2016-2017/19
 - Assisted in shop setup and takedown for various vendors at the Pennsylvania, Arizona and Scarborough (Texas) festivals.
 - Sales positions ranging from low-cost honey products, to fine artisan leatherwork, to custom-made footwear, handling thousands of dollars per transaction.
 - Educated patrons on products and services.
- Administrative Assistant – Appalachian State University College of Education Dean's Office** 2008
 - Clerical position in which I performed various office duties including routing phone calls, making copies, sending and retrieving faxes, retrieving mail and assisting in all aspects of daily operations.
 - Assisted full-time faculty in upkeep of student files, word processing, databases, and spreadsheet files.
 - Processed student records requests for students within the College of Education.

Education Bachelors of Science, Psychology

2005-2009

Appalachian State University

Concentration: Health and Human Services

Minors: Communications Disorders & Sociology



Training & Certifications

Virginia Department of Behavioral Health & Developmental Services

- Case Management; ID Waiver; REACH Crisis Services; Independent Housing; Person Centered Practices – Individual Support Plan; Targeted Case Management for Individuals with Intellectual Disabilities

Association of Social Work Boards Approved Continuing Education

- Human Rights, Rules, and Regulations to Assure Individual Rights; Embracing Diversity in the Workplace; HIPAA: for Behavioral Health Providers v.3; HIPAA: For Substance Abuse Providers

American Red Cross

- Adult and Child First Aid/CPR/AED

NCI Certification – March 2020

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- Opioid Overdose and Naloxone Education

OSHA

- Revised Hazard Communication Standard, Blood-borne Pathogens v.5

Additional Related Training & Certifications

- Medication Management; North Carolina Medicaid Waiver Provider Direct Training, Virginia Waiver Access Management System (WaMS) Training; Additional Waiver Management (Waiver tier determination, DARS referrals, CCC Plus); VAMMIS; SIS/VIDES Delivery and Scoring, Guardianship, Enhanced Case Management (ECM), related duties as required.

Skills

Demonstrated aptitude for developing high quality professional relationships with superiors, co-workers, clients, providers, and support personnel.

Demonstrated familiarity and comprehensive clinical success utilizing objective measures through targeted speech therapy and integration of supplemental materials concomitantly with additional clinically based approaches in 100% of pediatric clientele from diverse cultural and socioeconomic backgrounds. Consistently provided concrete, objective and measurable results across all age groups in the pediatric and adult settings.

Ability to address client concerns with professionalism and sensitivity, providing relevant resources for clients and families to assist in any and all aspects regarding plan of care.

Utilization of critical thinking, patient/family input, and clinical observation to recommend appropriate treatment options, materials, technology, etc. regarding specific impairment(s) and needs to improve clients' quality of life.

Proficient in diligent data collection, all Office Suite applications such as Microsoft Office, MSWorks, Open Office, iWork, WordPerfect Office and others (word processing, database management, web publishers, PowerPoint-type applications, etc.).

References available upon request.

