

ANNE DOLAN

317-440-7385

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Seasoned family intervention professional with extensive record of developing community partnerships, synthesizing and communicating information, and responding to internal organizational changes and individual family needs.

EXPERIENCE

2018 – PRESENT

FIRST STEPS LOCAL PLANNING AND COORDINATING COUNCIL (LPCC) COORDINATOR THRIVE ALLIANCE

Manage council outreach to professionals and families, including reporting activities, quarterly meetings, marketing materials, presentations, internet presence, participation in community events, and family surveys.

- Researched and developed statistical reports to help our community partners and agency leadership better understand who we serve, how participants engage with the service, and understand the gap between the number of people referred to First Steps and the actual number of people served through our programs.
- Prepared welcoming and exiting materials to help families understand community resources, family rights, and ways they can advocate for the services they want.
- Provided orientation to new staff and community partners to LPCC mission and activities.
- Developed and implemented enhanced procedures for family follow-up to referrals from Department of Child Services.

2010 – 2018

FIRST STEPS SERVICE COORDINATOR THRIVE ALLIANCE

Introduce families to Early Intervention services, a program to evaluate and address developmental delays in children aged 0-3 and listen and respond to family priorities via phone and home visits. Facilitate timely meeting discussion and paperwork submission to family service teams within First Steps program and essential partners. Identify and distribute information regarding specialized community resources to families, staff and community partners.

- Managed special website overhaul project: Evaluated options and selected software platform. Collaborated with private contractor and internal IT coordinator for development. Researched and implemented security improvements. Completed updates, user manual, and promoted site to internal customers.
- Supported caseload coverage and transitions for two different staff on maternity leave and two staff replacements.
- Supported staff during orientation and ongoing as needed, served as a mentor for new staff members, including serving as an example for shadowing program during home visit observations, forms, digital files and general questions.

2006 – 2010**FIRST CALL FOR HELP 211 PROGRAM DIRECTOR
THRIVE ALLIANCE**

Supervised four staff and more than 20 volunteers annually to link people in need in with community resources. Hired and trained replacement staff and volunteers. Developed and maintained relationships with community leaders, partners and referral sources in five county area. Prepared program reports for national accreditation maintenance, state network performance measures, agency board, management and advisory committee.

- Prepared program disaster plan and trained program staff. Staff successfully implemented disaster plan during two disasters (flood in 2008 and building fire in 2009). Call center operations were uninterrupted as all essential data, operations contacts and tools also maintained offsite by program staff.
- Collaborative project leader for Bartholomew County School Supply Assistance and Holiday Assistance Programs, setting meeting agendas, meeting times, and directing collaborative team discussions to define project timelines and responsibilities.

2001-2005**FIRST CALL FOR HELP DIRECTOR
UNITED WAY OF BARTHOLOMEW COUNTY**

Managed personnel operations and reporting for human services phone helpline, including appropriate crisis response in suicide, domestic violence and homelessness.

- Applied and completed two year process for national accreditation as a human service information and referral program, including developing training manual.
- Designated one of six original 211 call centers in Indiana and expanded service area to include four additional counties.
- Planned and performed physical program transition into United Way Center building and again into Thrive Alliance (then Aging and Community Services). Planned and performed operational transition when program moved into Thrive Alliance, including personnel policies, grants, and technology.

EDUCATION

2004 Credits Earned, Graduate School, Indiana University School of Social Work
1997 Bachelor of Arts in Social Work, Cum Laude, Hope College, Holland, MI

SKILLS

- Community Resource Navigation/Coaching
- Data Gathering and Analysis
- Educational Presentations
- Family Assessment and Support
- Program and Partnership Development
- Public Awareness
- Service Coordination
- Team Facilitation
- Technology Development and Implementation
- SharePoint
- Microsoft Office