



CITY OF FORT PIERCE

100 NORTH US HWY 1
FORT PIERCE, FLORIDA 34950
(772) 467-3065 FAX (772) 467-3841

APPLICATION FOR APPOINTMENT/REAPPOINTMENT

Name of Board or Boards for which you are applying: Civil Service Appeals Board
Police Community Advisory Committee

Name: <u>Shinequa Reddick Pierce</u>	Phone: <u>772-672-9325</u>
Home Address: <u>4402 San Diego Avenue</u> City/Zip Code: <u>Fort Pierce / 34946</u>	How long at this address? <u>15 months</u>
Are you a citizen of the United States? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Occupation: <u>Patient Navigator</u>	
Do you own a business that operates within the City of Fort Pierce? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, list the address and nature of said business:	
Do you now or in the future plan to do business with the City of Fort Pierce? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, in what capacity? <u>Business Owner for a coffee shop.</u>	
Are you employed by a business that is located within the City of Fort Pierce? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, state the business and location: <u>Whole Family Health Center</u> <u>725 US 1</u> <u>Ft. Pierce, FL 34950</u>	
Do you have special training or knowledge in the area of: Architecture: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Engineering: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Real Estate Brokering: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Contracting: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Land Development: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Other: Describe your education, background, training and knowledge – (feel free to attach a resume): <u>Resume is attached.</u>	
Are you currently a member of a Commission-appointed board/committee? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, please specify:	
Have you ever been convicted of a felony? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If yes, what was the nature of the crime(s) you were convicted of:	
Referred by: <u>Renee Jordan</u>	Applicant Email Address: <u>Shinequa25712@aol.com</u>
Date: <u>7-13-2021</u>	Applicant's Signature: <u>Shinequa</u>

APPLICATIONS EXPIRE 6 MONTHS FROM THE DATE OF SUBMISSION. PLEASE REAPPLY AS OFTEN AS DESIRED.
Please return form to: City Clerk's Office – 100 North US Hwy 1, Fort Pierce, Florida 34950
fax (772) 467-3841 or via email at lcox@cityoffortpierce.com

SHINEQUA REDDICK PIERCE

4402 San Diego
FORT PIERCE, FL 34946
Phone: 772-672-9325
Shinequar25772@aol.com

Objective

Motivated and enthusiastic worker with more than 15 years of experience in **social services and non-profit organizations**. Ambitious, Courageous, Self-Starter, dedicated to achieving high quality results.

Skills and Abilities

- Sincerely enjoys serving the public, excellent listening skills.
- Proficient at organizing and prioritizing tasks.
- Strong interpersonal and communication skills.
- Positive, professional attitude and committed to service excellence.
- Strong leadership qualities with ability to take charge and follow through with a commitment to excellence.
- A self-motivated professional who works well under pressure, enjoys new challenges, is a team player, and is dedicated to the profession.
- Sound, common-sense decision-maker with well-rounded experience.
- Ability to plan, coordinate, and implement multiple projects simultaneously.

Education History

Completion Date	Issuing Institution	Qualification	Course of Study
2006	Warner Southern College	Bachelors of Arts	Organizational Management

Employment History

Patient Navigator

9/2019-Present Whole Family Health Center Vero Beach, FL

- Promote an organizational culture that embraces the workplace values of respect, caring, support, effective communication, teamwork, collaboration, accountability and responsibility; and works with staff to create and maintain a workplace environment reflective of these values.
- Provides assistance as required to health center clinical teams and patients, ensuring adherence to operational procedures in the delivery of high-quality patient care and excellent customer service.
- Assists as needed in the day to day operations of providing enabling services including, but not limited to: HIV/STI testing, mobile outreach, health education, program and grant management.
- Participates in organizational collaboration in community events with community partners.
- Assist patients with program eligibility and appropriate referrals to remove barriers in care. This may include referrals to non-organizational case management and/or social worker services. Provide ongoing support and education to team members and assist in removing barriers in care.
- Assist patients in navigating their network of providers by assisting with ordering DME and follow-up of specialist appointments as needed. Demonstrate sensitivity to issues and show proactive behavior in addressing customer needs.
- Interaction with Health plan representatives and members via telephone to assist and support an appropriate level of care. This may include making outbound calls to members and/or providers to assist in scheduling appointments, closing gaps in care or chart collection activities.

- Answer inbound calls from patients and/or providers regarding appointments.
- Track appointments and document information completely and accurately in all currently supported systems in a timely manner.
- Formulates a Plan of Care that clearly defines the patient's and the Case Manager's role in the plan and update at least every 6 months.
- Contacts pharmacies and ADAP regularly to ensure the patient is picking up medications.
- Documents contacts and progress in the EMR.
- Monitors designated patient's CD4 and Viral Load counts to monitor adherence, medication efficacy, and to be aware of when client becomes eligible for PAC Medicaid.
- Follows up on missed appointments for designated medical specialty appointments.
- Communicates with Care Connection staff to ensure designated patient is being maintained in care.
- Completes transportation requests and fax to Medicaid.
- Assists the patient in obtaining transportation for scheduled appointments as needed.
- Keeps abreast of the current community resources available to the patient and update WFHC Provider Referral Database.
- Keeps abreast of the eligibility requirements for the various programs available to the patient.
- Assists in completing the HAART Readiness Assessment Tool treatment for naïve patients.
- Ensures that the clients receive information and guidance to the appropriate linkages to care in the community (HOPWA, TOPWA, ADAP, Partner Notification, Support Groups, Utilities, Food Banks, and others).
- Follows up with Project Response Case Manager to ensure timely approvals of prescribed medications and referrals.
- Ensures that the patients keep their Project Response cases up to date and active.
- Participates in case conference meetings.
- Assists patient with medication assistance, insurance, and disability forms and letters.
- Attends educational offerings as appropriate, including HIV/AIDS trainings.
- Cross trains and serves as front desk backup as needed.
- Enters Ryan White purchase orders for upcoming appointments.
- May assist in Laboratory as needed.
- Other duties and responsibilities as assigned.

Teacher

9/2018-6/2019

St. Lucie County School District

Fort Pierce, FL

- Plan, prepare and deliver instructional activities that facilitate active learning experiences
- Develop schemes of work and lesson plans
- Establish and communicate clear objectives for all learning activities
- Prepare classroom for class activities
- Provide a variety of learning materials and resources for use in educational activities
- Identify and select different instructional resources and methods to meet students' varying needs
- Instruct and monitor students in the use of learning materials and equipment
- Use relevant technology to support instruction
- Observe and evaluate student's performance and development
- Assign and grade class work, homework, tests and assignments
- Provide appropriate feedback on work
- Encourage and monitor the progress of individual students
- Maintain accurate and complete records of students' progress and development
- Update all necessary records accurately and completely as required by law, district policies and school regulations
- Prepare required reports on students and activities

- Locate medical screening results/documentation to ensure quality measures are followed in the closure of gaps. Will not conduct any evaluation or interpretation of Clinical data and will be supervised by licensed and/or certified staff.
- Maintain physical premises to ensure a superior patient experience as well as provide a safe and secure work environment for staff and patients. Meet all customer service standards and ensure Health Center staff is meeting standards as well.
- Assist patient care needs via referrals, outreach, transportation needs to achieve medical visit goal, attain annual health center quality goals in patient care. Optimize customer satisfaction, positively impact the closing of gaps in care and productivity.
- Maintains a respectful, non-judgmental, and compassionate manner with patients/clients/staff. Demonstrates excellent customer service by identifying and exceeding customer requirements. Maintains data integrity through conscientious use of relevant tools and employing a system of checks and balances.
- Demonstrates organizational skills necessary to multi-task, meet deadlines and re-prioritize as needed.
- Participates in organizational quality and performance improvement activities.
- Performs other duties and responsibilities as assigned.
- May occasionally need to travel from one clinic to another for coverage.

Community Health Worker

5/2016-9/2018

United Healthcare

Home Based

- Contact members to ensure that they have access to care and medications.
- Formulates a Plan of Care that clearly defines the member's healthcare goals and needs.
- Contacts pharmacies to ensure the member is picking up medications.
- Electronically document case notes.
- Follows up on missed appointments for designated medical specialty appointments.
- Assists the member in obtaining transportation for scheduled appointments as needed.
- Keeps abreast of the current community resources available to the member.
- Keeps abreast of the eligibility requirements for the various programs available to the member.
- Ensures that the members receive information and guidance to the appropriate linkages to care in the community (Support Groups, Utilities, Food Banks, and others).
- Participates in member conference meetings.
- Assists members with medication assistance, insurance, and disability forms and letters.
- Attends educational offerings as appropriate.
- Other duties and responsibilities as assigned.

Case Manager

4/2015-5/2016

Whole Family Health Center

Vero Beach, FL

- Formulates a Plan of Care that clearly defines the patient's and the Case Manager's role in the plan and update at least every 6 months.
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- Documents contacts and progress in the EMR.
- Monitors designated patient's CD4 and Viral Load counts to monitor adherence, medication efficacy, and to be aware of when client becomes eligible for PAC Medicaid.
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- May assist in Laboratory as needed.
- Other duties and responsibilities as assigned.

Ryan White & Patient Aids Care Case Manager

5/2010-3/2015

Project Response Inc.

Fort Pierce, FL

- Provide case management services according to guidelines established by the Agency for Health Care Administration, Florida Medicaid, Home and Community Based Waivers Unit, and the Florida Department of Health, Bureau of HIV/AIDS.
- Maintain client confidentiality according to the agency's policies and procedures.
- Completes comprehensive face-to-face needs assessments of individuals presenting themselves for assistance through agency. Gathers information regarding client's medical history, financial situation, housing, psychosocial status, history (if any) of substance abuse, medication adherence profile.
- Enrolls client's in appropriate programs to access available funding, for example, PAC, AICP, ADAP, Food Stamp Program, HOPWA, Section 8, etc.
- The HOPWA (Housing Opportunity Program for Persons w/ HIV/AIDS) program provides temporary rent, mortgage, and utility assistance when the reason for client's financial hardship is HIV-related.
- Case managers assist clients in gathering necessary documents to validate need for assistance. Case managers also work with HOPWA Supervisor to develop a plan for future financial management.
- Develops an individualized Plan of Care to address identified needs.
- Coordinates and monitors services according to Plan of Care.
- Completes and maintains accurate documentation of all client-specific activities, including documentation in the case file, and, when applicable, electronic database recording.
- Prepares monthly billing statements and other reports as required.
- Networks with other social service agencies and professional development activities that would benefit the agency and the clients.
- Captures, and reconciles all billable activity, and turns in all billing records to supervisor.
- Records and case notes billable time accurately, thoroughly, and appropriate.
- Provide case management services according to guidelines established by the Agency for Health Care Administration; Florida Medicaid, Home and Community Based Waivers Unit, and the Florida Department of Health, Bureau of HIV/AIDS. Maintain client confidentiality according to the agency's policies and procedures.
- Completes comprehensive face-to-face needs assessments of individuals presenting themselves for assistance through agency. Gathers information regarding client's medical history, financial situation, housing, psychosocial status, history (if any) of substance abuse, medication adherence profile.

Order Entry Representative

9/2012-2/2014

QVC

Port St. Lucie, FL

- Processed and verified customer information while providing quality service to enter orders.

Customer Service Representative

2009-2010

Liberty Medical Supply through Spherion Staffing

Port St. Lucie, FL

- Verified insurance for diabetic supplies and updated insurance information in customer database.
- Answered inbound customer service and billing question calls by researching customer accounts.
- Posted insurance payments to individual customer accounts.
- Processed customer payments and contacted customers for payment on balances due.

Human Services Counselor

2006 - 2009

Saint Lucie County Health Department

Fort Pierce, FL

- Counseled individuals, groups, families, or communities regarding issues including mental health, poverty, unemployment, substance abuse, physical abuse, rehabilitation, social adjustment, child care, or medical care.
- Interviewed clients individually, in families, or in groups, assessing their situations, capabilities, and problems, to determine what services are required to meet their needs.
- Maintained case history records and prepare reports.
- Referred clients to community resources for services such as job placement, debt counseling, legal aid, housing, medical treatment, or financial assistance, and provide concrete information, such as where to go and how to apply.
- Provided home and community visits to educate individuals and groups on prevention of sexually transmitted diseases and pregnancy.
- Case managed sexually active teen females through instructional methods to help prevent sexually transmitted diseases and pregnancy.
- Assisted with scheduling appointments for reproductive health.

Counselor

2004 - 2006

Eckerd Youth Alternative

Fort Pierce, FL

- Counseled clients and patients, individually and in group sessions, to assist in overcoming dependencies, adjusting to life, and making changes.
- Reviewed and evaluated clients' progress in relation to measurable goals described in treatment and care plans.
- Provided clients or family members with information about addiction issues and about available services and programs, making appropriate referrals when necessary.
- Modified treatment plans to comply with changes in client status.
- Worked with youth redirecting their negative behaviors into positive behaviors.
- Served as a positive role model while helping youth focus on their education.

Family Support Worker

2002 - 2004

Kids Connected by Design

Fort Pierce, FL

- Kept records and prepared reports for owner or management concerning visits with clients.
- Submitted reports and reviewed reports or problems with superior.
- Provided information and referred individuals to public or private agencies or community services for assistance.
- Advised clients regarding food stamps, child care, food, money management, sanitation, or housekeeping.
- Visited individuals in homes or attend group meetings to provide information on agency services, requirements and procedures.
- Consulted with supervisor concerning programs for individual families.

- Provided face to face home visits with mothers and babies for prevention of abuse.

Admitting Clerk/Receptionist

1996 - 2003

Lawnwood Regional Medical Center

Fort Pierce, FL

- Asked questions in accordance with instructions to obtain various specified information such as person's name, address, age, religious preference, and state of residency.
- Compiled, record and code results and data from interview or survey, using computer or specified form.
- Identified and reported problems in obtaining valid data.
- Performed patient services, such as answering the telephone and assisting patients with financial and medical questions.
- Reviewed data obtained from interview for completeness and accuracy.
- Ensured payment for services by verifying benefits with the person's insurance provider or working out financing options.
- Assisted individuals in filling out applications or questionnaires.

Family Support Worker

1999 - 2002

Children's Home Society

Fort Pierce, FL

- Kept records and prepared reports for owner or management concerning visits with clients.
- Submitted reports and reviewed reports or problems with superior.
- Provided information and referred individuals to public or private agencies or community services for assistance.
- Consulted with supervisor concerning programs for individual families.
- Advised clients regarding food stamps, child care, food, money management, sanitation, or housekeeping.
- Visited individuals in homes or attend group meetings to provide information on agency services, requirements and procedures.
- Provided face to face home visits with mothers and babies for prevention of abuse.

References Available Upon Request