

## **Dia R. Erpenbeck**

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### Professional History:

2017-to present: Assessment and Case Manager Coordinator for In-home Services.

Population served: Older adults 60+

Duties include: Assigning potential eligible older adults with an assessor to determine eligibility. Reviewing all assessed work and assigning eligible older adults a case manager. Supervision of assessor and In-home Service Case managers and monitoring home visits, records and training. Monitoring agencies providing in-home services and assisting with maintaining all records pertaining to monitoring. Assessing complaints and reviewing all responses from case managers, clients and agencies. Monitoring units of service within budget limitations. Monitoring and maintaining all policies and procedures for In-home services.

2015-2017 Supervisor for Support Brokers/Case Managers Michelle P/SCL II Waiver and continued as a Support Broker/Case Manager

Population served: All Ages

Duties included: Supervision of a team of Support Brokers/Case Managers, maintain personnel files for SB/CM for monitoring, Administer and monitor training in the College of Direct Supports for all KIPDA staff as well as all hired employees through the Participant Directed services program, participate in monthly SCL Coalition meetings and HRC/BIC meetings, provide SB/CM services to 14 participants

2011-2015 Support Broker/Case Manager, KIPDA

Population served: All ages

Duties included: Assisting families in applying for the Kentucky Medicaid Consumer/Participant Directed Options program. Assisted in creating a plan of care to meet the needs of the individual. Assisting families in the process of hiring, training, and firing employees, when needed, so that they may provide services necessary to keep the participant in their own environment. Coordinating monthly visits with Participant and representative and family for managing the hours and budget authorized to pay for the services. Documenting and maintaining history for each member.

2009-2011 Transportation Coordinator, Active Day, Medical Adult Day Care Center

Population served: Adults 21+

Duties included: Coordinating schedules for pick up and drop off times of members, completing daily routing of AM and PM runs

Coordinating and scheduling drivers for daily AM and PM routes, for non-emergency medical transportation escorts and for day trips planned by activity coordinators

Assisting in the interviewing and hiring of transportation personnel

Ensuring that all drivers complete orientation and training and continual training monthly and yearly to maintain compliance with company policies and with billing entities contracts

Supervising and monitoring the performance of transportation staff by reviewing driver routes and log sheets daily, van observation rides and wheelchair tie downs quarterly  
Assisting with loading and unloading of buses AM and PM, driving as needed (absenteeism) for all routes, non-emergency medical escorts, and for day trips  
Entering transportation billing in appropriate time frames for both corporate and Medicaid billing and maintaining the billing documentation in accordance with company policies and procedures  
Creating monthly scheduling of members for Medicaid and coordinating with Medicaid contractors to ensure accurate routes and times of pick up and drop off for AM and PM routes and for non-emergency medical escorts  
Coordinating preventative maintenance schedules on all vehicles to ensure safety, and maintaining the safety records in accordance with policy and procedures for all billing entities

2008 – 2009 Recreation Therapist, Wilson ADC, Salvation Army,

Population Served: 60 +, Caregivers and Families

Duties included: Creating monthly calendars of events and trips, planning and implementing individual and group activities, worked as part of a care team to develop and review care plans for each member, recruited, trained and supervised volunteers, ensured staff/volunteer coverage to provide proper client/staff ratio, attended monthly professional activity association meetings, and adhered to confidentiality policies for each member and their families.

2006 – 2008 - Support Broker, Consumer Directed Options, Northern Kentucky Area Development District, Population Served: All ages

Duties included: Assisting families in applying for the Kentucky Medicaid Consumer Directed Options program. Creating a plan of care to meet the ADL's and IADL's of the member. Assisting families in the process of hiring, training, and firing employees, when needed, who provide services for the member. Monthly visits to member and family for managing the hours and budget authorized to pay for the services. Documenting and maintaining history for each member.

2002 – 2008 Case Manager, Home Care, Long Term Care Division, Northern Kentucky Area Development District, Population Served: 60+

Duties included: Assessing seniors in their homes for in-home services, creating a plan of care to meet their ADL's and IADL's to promote independent living. Managing those services with monthly visits and maintaining documentation history for each senior. Providing community resources and assisting in applying for services. Visiting and observing seniors in Adult Day Care settings to provide for socialization, supervision, and activities in a social structure.

2001 - 2002 240 Practicum hours of volunteer work at St. Elizabeth Hospital North as Activities Coordinator -Duties included: Creating and developing activity calendars, scheduling events, and recruiting volunteers and hospital staff to assist and participate in the activities with the rehabilitation patients.

2001 – 2000- 240 Practicum hours of volunteer work at Boone County Senior Center  
Duties included: Delivery of Meals on wheels to home bound seniors, assisting the center manager with developing activities and participating in the activities with the seniors, assisting the Education Coordinator in various clerical duties.

2000- United States Census Bureau, Recruiting Assistant-Duties included: Canvassing areas to recruit persons to work as U.S. Census Takers.

1995 –1999 Quality Restaurant Supply, Inside Sales Representative, Outside Sales Support -Duties included: Customer Service for in-store sales, assisting Outside Sales Representative and their customers with clerical duties, developing small wares packages for restaurant chains utilizing Excel spread sheets and various computer programs.

1990-1994 United States Air Force, Service Specialist-Duties included: Preparation, cooking and serving food in various dining settings. I trained and supervised other incoming airmen to perform same tasks. I created a study program for airmen to achieve their next level of service.

Education:

AA Degree in General Studies, 1987, Walla Walla Community College, WA  
AAS Degree in Mental Health/Human Services, 2001, Northern Kentucky University  
BS Degree in Mental Health /Human Services, 2002, Northern Kentucky University  
Certification as a Kentucky Activity Director June 2002, Consultants for Long Term Care, Inc., Louisville, KY  
CPR/First Aide/AED trained- current until 9/2021