

## **Janece Keyes-Shanklin**

janecekeyes@gmail.com

### **SUMMARY:**

Leader with expertise in developing staff, implementing strategies to assist individuals in adaptation to change. Proficient in program and process evaluation. Skilled in creating useful training tools for new hires. Effective in creating and implementing team building initiatives to inspire staff to meet and exceed goals. Motivated and skilled in diversifying community advisory groups and the workforce to ensure organizational, personnel, and community success.

### **EXPERIENCE:**

#### **Ohio Bureau of Workers' Compensation, Columbus, OH**

Injury Management Supervisor

11/2019 – Present

- Supervise a team of specialists managing the compensation of Ohio's injured workers.
- Devise and oversee the implementation of new processing guidelines.
- Ensure operations are compliant with state, federal laws, rules, and regulations.
- Conduct reviews of case assignments and monitors the quality, accuracy, and productivity.

#### **Ohio Bureau of Workers' Compensation, Columbus, OH**

Program Manager

4/2014 – 11/2019

- Create, update, and implement policies and procedures for program enhancement.
- Create and implement surveys and analyze results for program/performance enhancements.
- Analyze and resolve concerns from stakeholders, injured workers, attorneys, and staff regarding physician exams and report content.
- Track reimbursement totals of contracted physicians to manage fair rotation and reimbursement of more than 400 contracted physicians.
- Determine training needs and develop trainings based on need.
- Conduct staff performance evaluations.
- Provide mentorships and performance improvement plans for staff.
- Conduct interviews and perform staff terminations.

#### **Concord Counseling Services, Columbus, OH**

Medical Billing Supervisor

4/2008 – 4/2014

- Supervise the daily operations of the billing staff.
- Present financial outcomes to Leadership and Board members.
- Obtain funding sources for reduced/free psychotherapy services.
- Serve on Leadership Team to aid in the development of community mental health programs.
- Provide training to clinical staff on coding and documenting.

#### **Everest Institute, Columbus, OH**

Medical Insurance Billing and Coding – Evening Instructor

6/2010 – 2/2011

- Planned billing and coding lessons based on program directives.
- Utilize various teaching methods for diverse learning styles.
- Design, administer, and grade exams to assess knowledge.

### **COMMUNITY ENGAGEMENT:**

#### **Central Ohio Area Agency on Aging (COAAA)**

Advisory Council Member – Legislative Committee

12/2022 – Present

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- Advise on community policies, programs, and actions affecting the aging and individuals with disabilities.
- Serve as a COAAA liaison with local offices of aging, public officials, and service providers.

**City of Columbus Development Commission**

2/2022 – Present

Commissioner

- Consider and vote on matters surrounding city planning, city zoning policy, and proposals for amendments of Zoning Codes.

**The Ohio State University – John Glenn College of Public Affairs**

Accreditation Task Force Committee Member

9/2021 – Present

- Reviews curriculum to determine if it meets accreditation standards.
- Provide feedback on curriculum.

**EDUCATION:**

**The Ohio State University, Columbus, OH**

Master of Public Administration and Leadership

5/7/2023

**Women for Economic Leadership and Development**

Government Boards and Commissions Governance Certification

10/14/2021

**State of Ohio**

Leadership Development Series Fall 2020 – Certificate

12/17/2020

**LeanOhio**

Six Sigma Green Belt Certification Training

10/03/2019

Camo Belt/Boot Camp

4/25/ 2019

**Prosci**

Change Management Practitioner Certification

6/14/2018

**The Ohio State University, Columbus, OH**

Bachelor's Degree in Arts and Sciences - Strategic Communication

12/10/2006

**REFERENCES FURNISHED UPON REQUEST**