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# DAVID COOPER

DIRECTOR OF OUTREACH & ENGAGEMENT

## PROFESSIONAL SUMMARY

Director of Outreach & Engagement with over 20 years of progressive leadership in operations management and strategic planning. Expert in leveraging skills in Therapeutic Crisis Intervention and Trauma Informed Care to enhance community engagement and foster strong partnerships. Committed to driving innovation and expanding outreach initiatives, aiming to set new standards in service delivery and community support.

## EMPLOYMENT HISTORY

MAR 2024 - PRESENT

### Dir. Of Outreach & Engagement, Central Community House, Columbus

- Elevate Central Community House's public image through strategic outreach initiatives.
- Drive volunteer engagement and community relations.
- Orchestrate community events showcasing our programs and services.
- Forge lasting partnerships, enhancing CCH's outreach impact and community service footprint.
- Facilitate team collaborations that enhance volunteer involvement and community engagement.
- Coordinate major community events meticulously, ensuring alignment with CCH's mission and goals.
- Boosted community engagement by leading strategic outreach initiatives.

APR 2022 - MAR 2024

### Director of Operations, Alliance Summit Group, Columbus

- Spearheaded the establishment of Alliance Summit Group, ensuring compliance with Ohio state regulations
- Authored comprehensive policies and job descriptions aligning with client needs
- Cultivated relationships with county boards for effective communication and service delivery
- Managed hiring process and disciplinary procedures, maintaining a high-performing team
- Streamlined operations, ensuring compliance and enhancing client service effectiveness.
- Pioneered policies to meet diverse client needs, boosting company's adaptive capabilities.
- Fostered strong county partnerships to improve services for the developmental disability community.

NOV 2021 - MAR 2024

### Program Manager, Central Community House, Columbus

- Steered Family Stabilization Programming, managing case managers and community service workers
- Administered oversight of Family to Family Program, serving 100+ families annually
- Managed \$1.3 million in Emergency Rental Assistance funds
- Implemented strategic plans to meet client's material needs
- Evaluated program effectiveness, ensuring optimal resource utilization
- Evaluated Family to Family Program impacts, enhancing support for 100+ families annually.
- Led Family Stabilization initiatives, integrating sustainable practices into community aid.

MAR 2020 - NOV 2021

### Area Director, Caregiver, Inc

- Spearheaded the management of 400+ staff and 200+ clients, ensuring budgetary compliance
- Upheld company integrity by enforcing adherence to local, state, and federal regulations
- Fostered partnerships with housing and medical groups to meet client needs
- Participated in company acquisitions, coordinating seamless integration of systems and employees
- Pioneered innovative approaches to meet evolving client needs.
- Refined budget management, cutting unnecessary expenses by 10%.
- Enhanced staff performance, increasing client satisfaction by 15%.

## Director of Operations, New Life Group Homes

- Directed daily operations of four youth group homes, ensuring compliance with county and state regulations
- Implemented stringent hiring policies and conducted all interviews
- Maintained comprehensive employee files, ensuring annual state-mandated training requirements were met
- Boosted company revenue by 300% by expanding from 1 to 4 homes.
- Cut operational costs by 48% through strategic budget management.
- Spearheaded the growth of group homes, enhancing service reach.
- Ensured compliance with all regulatory requirements, maintaining high standards.

## EDUCATION

Briggs High School, Columbus, OH

## COURSES

Certified Prevention Specialist 1 (OCPS1) at Ohio

Medicaid Qualified Mental Health Profession (QMHP) at Ohio

Chemical Dependency Counselor Assistant 1 (CDCA1) at Ohio

First Aid/CPR

## SKILLS

Microsoft Office



Team Building

Leadership Development

Strategic Planning

Budgeting

Operations Management

Public Speaking

Trauma Informed Care

Therapeutic Crisis Intervention

Fundraising

Community Engagement

Relationship Building

Policy Development

Licensure Compliance

Volunteer Management

Conflict Resolution