
Kathryn J Curry-Da-Souza

1530 E Long St, Columbus, OH 43203 • 614.403.2225 • kcurrydasouza@gmail.com

BUSINESS ANALYST • CASE MANAGEMENT • WORKFORCE DEVELOPMENT

Adept in managing and maintaining a diverse caseload of rapidly revolving clients with various needs and expectations. Skilled in analyzation, interpretation and dissemination of public policy to produce awareness, understanding and action between stakeholders in order to enhance business growth, maximize resource and time efficiency. Possess a strong work ethic and the organizational skills required to quickly learn new tasks, assimilate complex information, meet weekly productivity standards and required deadlines. Comfortable working with diverse populations and in situations requiring creative out-of-the-box thinking. Trained and skilled in the following areas:

- Strategic Planning
- File Compliance and Management
- Customer Service and Client Retention
- Public Speaking and Presentations
- Database and Clinical Documentation
- Office Administration and Staff Management

PROFESSIONAL EXPERIENCE

Career Navigator – Columbus Urban League, Columbus, Ohio 2019 – Current

- Conduct individual assessments for workforce program eligibility, assist individuals with identifying and accessing internal and external workforce development resources, and ensure timely and accurate documentation in all case file records. Attend community outreach events to represent and communicate about Workforce Services and My Brother's Closet programming.
- Prepare and submit My Brother's Closet monthly program reports, including quality assurance of documentation, data tracking. Manage and schedule internal and community partner referrals; coordinate and supervise volunteer and intern activities, solicit suiting drives and donations.

Family Case Manager – National Youth Advocate Program, Columbus, Ohio 2018 – 2019

- Completed or revised the case plan with all family members that live in the home to assess the family's strengths and needs, as well as risk of harm to the child/children in the home by working closely with the youth and family to provide advocacy and support towards targeted goals. Prepared and participated in administrative and court reviews of case.
- Provided in-home supportive services: parenting education, counseling, community resource linkage and referral, advocacy and other social service intervention to families and children.

Human Services Developer II – Ohio Dept. of Job and Family Services, Office of Family Assistance, Columbus, Ohio 2017 – 2018

- Researched, planned, developed, wrote and implemented food assistance policies and procedures from federal acts, legislative analysis, administrative decisions and litigation.

User Acceptance Tester/Track Lead/TS4 – Dept. of Administrative Services Consultant, Columbus, Ohio 2016 – 2017

- Acted as a liaison between clients, business analysts and testing team to ensure high-value applications development. Mitigated delays in the testing schedule by developing contingency test plans, held discussions with in-person and remote testers to identify and resolve issues.

Case Manager – Franklin County Department of Job and Family Services, Columbus, Ohio 2013 – 2016

- Determined benefit eligibility for Temporary Assistance for Needy Families (TANF) / Ohio Works First (OWF), Supplemental Nutrition Assistance Program (SNAP), Refugee Cash Assistance (RCA), and Medicaid for all assistance group members based on federal and state policy guidelines and agency service goals.
- Developed an internal quality review process for disabled clients to ensure that they were receiving the full extent of services offered. Worked with clients, their medical providers and a work rehabilitation program to ensure client success and possible gains for self-sufficiency.

Career Consultant – Central Ohio Workforce Investment Corporation, Columbus, Ohio 2012 – 2013

- Determined eligibility and priority for service: assured compliance with regulations, policies and procedures.
- Assisted and counseled job seekers in matching transferable skills to current and future job openings.

EDUCATION

The Ohio State University, Columbus, Ohio – Bachelor of Arts in Humanities

2010