

Ramona Dicks-Williams, MSW, APSW



Education: University of Wisconsin-Milwaukee, Milwaukee, WI
M.S.W.
Graduate fellow, Advanced Opportunity Program
Alpha Mu Beta, Social Work Honor Society

Kent State University - Kent, Ohio
B.A., Social Work, graduated cum laude

Experience and Skill/ Knowledge Summary: organizational skills, multi-tasking, coalition building, advocacy, event planning, team building, interview and assessment skills ,case management, problem-solving, public speaking/training, community engagement and outreach, ability to work with diverse, underserved and disadvantaged populations, and resource development.

Work

Experience:

State of Wisconsin, Department of Justice, April 2019-April 2020:(Project position)

- Implementation of End Abuse in Later Life grant for Milwaukee County
- Coordinate training of MPD, direct service providers and community advocates with the MOU training team
- Develop, coordinate and facilitate abuse in later life CCR, including recruitment of members, planning of and moving agenda forward.
- Advocacy for services to better serve victims of abuse in later life
- Documentation of grant activity, meeting of grant goals and initiatives for Milwaukee County back to Madison

Milwaukee County Department on Aging, various positions: (retired, Nov. 2017)

September 2003- November 2017: Program Coordinator, Protective Services

- Oversee Elder Abuse Program, Brief/Urgent Services, and APS for adults over 60. Staff includes 9 human service workers,1 geropsychiatric nurse and an elder abuse emergency chapter 55 and prevention program coordinator.
- Short term case management coordination.
- Consult and advise on long term care eligibility and options.
- Responsible for staff and community training and in-services regarding programs, referral process and advocacy on a local and statewide level.
- Planning and implementation of monthly Community Inter-Disciplinary Team meeting, more than 20 organizations represented, including recruiting participants and facilitation of meeting.
- Support and implement evidenced based practice, best practice techniques, policy and procedures, and confidentiality concerns of the Milwaukee County Department on Aging, regarding adult protective services.
- Maintained records for data collection, year-end reports and tracked statistics and trends
- Developed and monitored yearly budget, correcting as needed for over and underspending.

- Representative for Dept. on Aging on various committees, local and state, community based or governmental around protective service issues, adult at risk issues and providing outreach and education to both the general and professional community.

February 1998- September 2003: Unit Supervisor Mental Health/ AODA unit

- Supervised staff of nine human service workers, 1 mental health assistant, 1 gero-psych R.N. and 1 AODA specialist, CADC III. Case consultations, intervene as needed with clients and support system in absence of case manager
- Assessed needs of staff for training and maximize staff's ability to effectively carry out case management duties.
- Developed protocol for MH/AODA unit and networking with in-house and outside resources and agencies to better meet the service needs of elders with these issues.

July 1991- February 1998: Human Service Worker

- Established initial assessments and plans and ongoing case management for long term care services for community based elderly.
- Implemented services and referrals, provided long term care case coordination, monitoring of specific long term care funding programs, continued evaluation of changing needs
- Responsible for intervention and consultation with older adults and/or their families and service support system. As needed, guardianships and other protective services were initiated.
- Assessment, planning, crisis management, and ongoing case management with at- risk elders specifically those with mental health and/or AODA issues.

Other Employment:

Elder Services Program Manager, Volunteer Services Division, Family Service of Milwaukee.

- Recruited, trained and supervised volunteers for 3 different community based programs activities-- In home Money Management, Share the Wisdom, Plays for Better Living.
- Recruited sites and created, planned, implemented support/discussion groups (Share the Wisdom) and promoted sites and helped implement Plays for Better Living and. created, recruited and trained 20 volunteers and implemented new program for home-based money management program for elders.
- Developed care plan, initial and annual review of plan, ongoing assessment for services, problem-solved as needed for psycho-socio and service issues of elders in homes. Had a caseload of 40 community-based elders for homemaker services and helped supervise and manage homemakers in the conduct of their duties.

Social Worker, Marian Catholic Nursing Home.

- Managed a caseload of 120 residents.
- Set up Quarterly reviews, set up care plans with interdisciplinary team annually, maintained state mandated records for audit purposes.
- Conducted support group for nurses' aides caring for cognitively impaired elders, rotated to do new family orientation for nursing home residents.

- Guided family meetings, discharge planning, care staffing in an interdisciplinary environment.

Public Health Educator 1 – State of Wisconsin, Department of Health and Human Services, Bureau of Community Services.

- Provided information and education to infected individuals re: Sexually Transmitted Diseases, (STDs).
- Conducted confidential interviews with individuals diagnosed with STD to connect to other individuals who may be infected for f/u exams and treatment.
- Confidential follow up with individuals re: the need for exams and treatment related to being exposed to a STD and providing information and health education for intervention and prevention.
- Inspection of outpatient clinics and private physicians regarding their in office equipment for STD testing as well as connecting regarding positive findings on patients and treatment verification.
- Gathering of information for statistical tracking and analysis re: incidents, partners and treatment of various STDs.

LTE Medical Social Worker, Family Hospital

Field Placements: Marian Catholic Nursing Home, Family Hospital, Family Hospital Nursing Home, Family Hospital Adult Daycare Program, Sojourner Truth House.

PROFESSIONAL/COMMUNITY AFFILIATIONS/ACTIVITIES:

- State of Wisconsin Licensed Advanced Practice Social Worker, APSW, Retired
- St Ann Center for Intergenerational Care, Board of Director Jan 2020- Present
- Wisconsin Alzheimer's Institute Community Advisory Board Member, 2009-present
- All of Us Research Program Community Advisory Board Member, 2020-Present
- Wisconsin Institute for Healthy Aging, WIHA Board of Director, Jan 2020- Feb 2022
- Member of State of Wisconsin Attorney General's Taskforce on Elder Abuse, criminal justice response subcommittee, 2015-2017.
- Commissioner on City of Milwaukee Commission of Domestic Violence and Sexual Assault, October 2014-November 2017.
- UWM Helen Bader School of Social Welfare, student field placement instructor, 1987-2015. .
- Alzheimer's Association Program committee, 2008-2017.
- Powerful Tools for Caregivers, Trained/Certified facilitator conduct classes to community, 2010-present.
- Community Taskforce on Difficult Behaviors, Alzheimer's Association, 2010-2012.
- Milwaukee Women's Center, Older Abused Women's Program-Advisory Council (2003-2008), group dissolved.
- Older Adult Mental Health Substance Abuse Milwaukee County Provider's Association (1996-2004), group dissolved
- African-American Aging Network, Steering Committee (1999-2009), group dissolved
- Alzheimer's Association Underserved Population Advisory Group, 1990-1992.
- National Association of Social Workers, (NASW),past member.
- National Adult Protective Services Association,(NAPSA), past member.

- Member community based service organization, 1981-present.

Guest lecturer 1995-Present for various social work courses at:

- University of Wisconsin -Milwaukee
- Marquette University
- Milwaukee Area Technical College

References upon request