

TIFFANY PAYNE

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IndependenceFirst Milwaukee, WI

2012-2017

IndependenceFirst offers 20 Programs and Services to people with disabilities of all kinds, in all age groups and provides programs on disability awareness, employment tips and access to the general community.

Independent Living Services Coordinator

Conducted client assessments, goal development, Case Management, provided group and individual instruction, information and referral to clients, service providers and organizations, and technical assistance. Maintained collaborative partnerships, and managed program budget.

- Secured \$10,000 annual contract from 2015-2017 by developing and maintaining collaborative partnerships with social, human service, and housing organizations targeting older adults and people with disabilities.
- Acquired 100 new clients within one year increasing call volume from 40 to 150 calls per month, increasing answer rate, and redesigning, teaching independent living skills classes to clients and organizations.
- Increased utilization, access and knowledge of publicly funded long-term care services by 60% within 18 months through information and referral, outreach, community forums and marketing campaigns targeting older adults, people with disabilities and families.

IndependenceFirst Milwaukee, WI

2005-2012

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Housing Program Coordinator

Organized community activities, maintenance record oversight, community liaison, implemented legislative and legal housing developments, while collaborating on the local, state and federal levels. Conducted client assessment, goal development, Case Management, provided group and individual instruction. Provided information, referral, and technical assistance to clients, service providers and organizations. Managed program budget.

- Decreased eviction and homelessness by 55% from 2008-2011 through operating Federal Domestic Violence Program targeting older adults and people with disabilities.
- Managed \$100,000 annual budget for three years, by creating detailed project plans, program financial status reviews, weekly tracking of tasks and resources allocated to clients and Local, State, and Federal partners.
- Decreased emergency assistance by 45% within 9 months, providing technical assistance, policy development, outreach, and instruction to statewide and local community-based organizations serving people with disabilities and older adults.

EDUCATION

University Wisconsin-Milwaukee, Milwaukee, WI
B.S., Healthcare Administration

EXTRACURRICULAR & VOLUNTEER ACTIVITIES

Alliance of Information and Referral Systems, Fairfax, VA 2010-Present

Sigma Gamma Rho Sorority Inc, Milwaukee, WI 2017-Present