



Neha McKinney

OID Program Specialist 1

☎ (717) 555-4186 ✉ neha.mckinney@example.com

🌐 [linkedin.com/example/nehamckinney](https://www.linkedin.com/example/nehamckinney) 📍 Lancaster, PA 17603

SUMMARY

Human services professional with four years supporting adults with **intellectual and developmental disabilities** through Individual Support Plan review, service authorization analysis, utilization monitoring, **provider coordination**, and waiver funded program operations. Reviews assessed needs against approved supports, studies service use patterns, and organizes accurate records for planning and fiscal oversight. Works directly with provider agencies to resolve billing delays, reporting discrepancies, and documentation gaps that can affect program decisions. Contributes case evidence for **risk management** and **quality improvement** activities, provides practical technical assistance, and protects confidential participant information. Pennsylvania based and bachelor's prepared, with experience supporting compliance focused documentation, budget awareness, service planning, and communication among participants, families, providers, and program staff. Ready to contribute sound judgment and dependable follow through in intellectual disabilities services.

EXPERIENCE

Program Specialist, Intellectual and Developmental Disabilities Services

Community Pathways Network 📅 November 2024 - Present 📍 Lancaster, PA

Supports plan review, authorization analysis, utilization oversight, provider follow up, quality activities, and documentation for adults receiving **intellectual and developmental disabilities** services. Works with program staff and community providers to connect assessed needs, approved supports, service data, and budget observations.

- Reviewed **Individual Support Plans** against **assessed needs** and authorizations, clarifying support concerns before program decisions.
- Analyzed utilization records for underuse and unusual patterns, informing waiver spending and future planning discussions.
- Compiled provider **utilization reports** with supporting records, giving staff consistent information for service use reviews.
- Resolved billing delays and **reporting discrepancies** through documented **provider follow up** and evidence based status tracking.
- Contributed case evidence to risk management reviews, identifying service patterns requiring technical assistance or closer monitoring.
- Maintained confidential records covering plan findings, provider communication, authorization questions, and budget observations.

Intellectual Disabilities Service Coordinator, Community Services

Allegheny Support Services 📅 October 2022 - October 2024 📍 Pittsburgh, PA

Coordinated community based intellectual disabilities services for an assigned participant caseload, translating **assessed needs** and approved plans into provider action. Reviewed documentation, monitored delivery, supported quality reviews, and guided participants, families, and provider contacts through established service processes.

- Coordinated community services across participant caseloads, translating approved plans into organized provider follow up.
- Reviewed service documentation and authorizations, identifying mismatches requiring clarification from providers or program staff.
- Monitored delivered supports against plans, documenting utilization trends for continuity and funding discussions.
- Traced billing records to resolve provider questions, preserving evidence trails for unresolved discrepancies and escalation.
- Organized case records for quality reviews, noting potential risks and tracking corrective **provider follow up**.
- Provided technical guidance on documentation expectations and service plan processes to families and provider contacts.

STRENGTHS

- 🔍 **Plan Review Judgment**
Compared assessed needs with authorized supports in active plans, catching mismatches early and giving staff clearer follow up.
- 👥 **Provider Coordination**
Kept difficult billing questions moving through respectful follow up, and providers came back with clearer records.
- ♥️ **Utilization Analysis**
Studied service use patterns across records, turning scattered reports into practical budget and planning observations.
- ✅ **Quality Focus**
Added case evidence during risk reviews, helping teams spot service concerns before they became larger issues.
- ➡️ **Clear Documentation**
Built organized evidence trails for plan findings and provider contacts, so decisions rested on reliable information.

SKILLS

Individual Support Plans

Service Authorizations

Waiver Utilization

Provider Coordination

Utilization Reports

Budget Monitoring Data Evaluation

Risk Management

Quality Improvement

Technical Assistance

Billing Follow Up

Human Services Documentation

Confidential Records

Service Planning

Disability Services

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Program Specialist, Intellectual and Developmental Disabilities Services at Community Pathways Network (1.9 Years)

● Intellectual Disabilities Service Coordinator, Community Services at Allegheny Support Services (2 Years)

PROJECTS

Waiver Utilization Review Framework 📅 2026

Created a structured review approach for comparing service authorizations, assessed needs, utilization reports, provider follow up, and budget observations. Framework supports consistent documentation and clearer program planning decisions.

Provider Reporting Reconciliation 📅 2024

Mapped common billing and reporting discrepancies across service records, then organized follow up fields for provider contacts, resolution status, and supporting documentation. Process improved visibility into service use information.

LEADERSHIP & AWARDS

- Recognized by program leadership for dependable Individual Support Plan review and clear case documentation.
- Selected for consistent provider follow up that helped clarify billing and service reporting discrepancies.
- Trusted by colleagues for practical guidance during quality review preparation and sensitive record discussions.

EDUCATION

Bachelor's Degree in Human Services

Pennsylvania College of Technology 🎓 GPA: 3.5 📅 2022 📍 Williamsport, PA

Coursework: *Intellectual Disabilities Services, Service Planning, Case Management, Human Services Documentation*

CERTIFICATIONS

- Mandated Reporter Training 📅 2025
- Pennsylvania Child Welfare Resource Center Training 📅 2025

TECHNICAL SKILLS

- **Service Planning:** Individual Support Plans, service authorizations, assessed needs
- **Utilization Analysis:** Utilization reports, service use patterns, data evaluation
- **Provider Coordination:** Provider agencies, follow up tracking, reporting reconciliation
- **Fiscal Oversight:** Waiver budgets, budget analysis, funding rules
- **Quality Improvement:** Quality reviews, corrective follow up, continuous improvement
- **Risk Management:** Risk reviews, service concerns, escalation records
- **Documentation Systems:** Case records, confidential records, evidence trails
- **Billing Administration:** Billing timeliness, billing discrepancies, service reporting
- **Human Services:** Intellectual disabilities, developmental disabilities, community services
- **Compliance Requirements:** Pennsylvania requirements, Child Protective Services Law, FBI clearance
- **Communication Tools:** Technical assistance, participant guidance, provider communication

PROFESSIONAL AFFILIATIONS

- Pennsylvania Human Services Community, participant in continuing practice conversations about disability services.
- Pennsylvania Child Welfare Resource Center, connected through mandated reporter training and protection focused practice.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST