



Winter Baldwin

Program Specialist IV, Individual Placement and Support

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STRENGTHS

- ✔ **Certification Review**
Review teams relied on reconciled evidence and clear findings when provider records raised difficult questions.
- 📁 **Grant Controls**
Cash requests became easier to resolve after careful cost review and organized supporting documentation.
- ♥ **Data Quality**
When submissions arrived incomplete, follow up logs helped restore accuracy before reporting deadlines.
- 💬 **Provider Guidance**
Providers often sought practical advice on documentation, corrective action, and preparation for formal reviews.
- 📌 **Written Reporting**
Concise reports and briefings helped leadership see both compliance concerns and sensible next steps.

SKILLS

IPS Grant management

Provider certification

Fidelity reviews Data validation

Excel Word OneDrive

PowerPoint

Compliance monitoring

Technical assistance

RFP evaluation Cash requests

SUMMARY

Behavioral health program specialist with seven years of progressive experience supporting **provider oversight**, **certification review**, grant administration, compliance monitoring, and community based service systems. Master's prepared professional with practical knowledge of **Individual Placement and Support** principles, adult behavioral health programs, children's and youth services, substance use services, and intellectual and developmental disability provider environments. Coordinates on site and desk based reviews, examines policies and records, consolidates findings, reviews **Plans of Compliance**, validates program data, and guides corrective action. Manages grant deliverables, allowable cost reviews, cash requests, funding proposals, and RFP assessments with strong command of Excel, Word, OneDrive, and PowerPoint. Clear writing, organized follow through, deadline discipline, and constructive provider guidance support dependable certification and reporting outcomes.

EXPERIENCE

Senior Program Specialist

Lakeview Community Behavioral Services 📅 March 2023 - Present 📍 Columbus, OH

Leads statewide style oversight for community **behavioral health** providers, coordinating certification reviews, grant controls, data reporting, corrective action, and provider guidance.

- Reviewed provider **records** and **policies** against certification standards, clarifying evidence gaps for timely correction.
- Coordinated site reviews with reviewer assignments, reconciled findings, and produced unified reports for provider action.
- Evaluated **Plans of Compliance** and new service applications, identifying policy gaps before approval review.
- Validated monthly and annual submissions in Excel, documenting late records and closing follow up items.
- Reviewed **cash requests** and invoices for **allowable costs**, supporting sound grant payment recommendations.
- Presented findings in provider meetings, giving teams practical guidance on documentation and performance expectations.

Program Compliance Specialist

Franklin Behavioral Health Collaborative 📅 July 2020 - February 2023 📍 Dublin, OH

Managed compliance monitoring across adult mental health, **substance use**, and supported employment services, linking provider evidence with standards, grants, and reporting requirements.

- Connected provider evidence with **operational standards** during reviews across **mental health** and substance use services.
- Evaluated policies, records, staffing files, and **compliance plans**, producing findings supported by documented evidence.
- Resolved missing data through Excel and OneDrive reviews before quarterly and **annual reporting** cycles.
- Assessed RFP responses for program fit, implementation feasibility, documentation quality, and available grant resources.
- Tracked private, state, and federal deliverables with deadlines and corrective actions for leadership review.
- Prepared Word reports and **PowerPoint** briefings that made complex findings easier for provider groups to act upon.

Behavioral Health Program Coordinator

Northstar Family & Youth Services 📅 October 2019 - June 2020 📍 Westerville, OH

Supported community based mental health operations for children, youth, and families through record review, grant documentation, data preparation, policy control, and meeting follow up.

Corrective action

Program reporting

LANGUAGES

English Native

Spanish Beginner

MY CAREER



● Senior Program Specialist at Lakeview Community Behavioral Services (3.6 Years)

● Program Compliance Specialist at Franklin Behavioral Health Collaborative (2.6 Years)

● Behavioral Health Program Coordinator at Northstar Family & Youth Services (8 Months)

- Reviewed child and youth service records, flagging documentation gaps for clinical and program staff.
- Maintained grant activity records and expenditure files, supporting accurate funder submissions and deadline control.
- Verified source data in Excel before producing recurring summaries for managers and funding stakeholders.
- Updated controlled **policies** in Word and **OneDrive**, preserving current versions for review preparation.
- Supported provider meetings with agendas, findings summaries, action logs, and timely **follow up**.
- Coordinated referral documentation across family services, strengthening practical knowledge of community provider operations.

PROJECTS

Statewide IPS Certification Review Framework 📅 2024

Created a practical review framework for IPS providers, combining policy checks, record sampling, fidelity evidence, findings, corrective action, and reporting guidance.

Behavioral Health Grant Reporting Controls 📅 2022

Organized grant data, cash request checks, allowable cost review, deadline tracking, and resolution logs for dependable provider reporting.

LEADERSHIP & AWARDS

- Certified Grants Management Specialist recognition, 2022
- Senior Program Specialist leadership appointment, Lakeview Community Behavioral Services, 2023
- Provider compliance reporting improvement recognition, Franklin Behavioral Health Collaborative, 2022

EDUCATION

Master's Degree in Public Administration, Health and Human Services

The Ohio State University 🎓 GPA: 4.0 📅 2019 📍 Columbus, OH

Coursework: *Public administration, health policy, grant management, program evaluation*

Bachelor's Degree in Human Development and Family Science

Ohio University 🎓 GPA: 4.0 📅 2017 📍 Athens, OH

Coursework: *Human development, family systems, community services, behavioral health*

CERTIFICATIONS

- Certified Grants Management Specialist 📅 2022
- Mental Health First Aid Certification 📅 2021

TECHNICAL SKILLS

- **Microsoft Office:** Microsoft Excel, Microsoft Word, Microsoft OneDrive, Microsoft PowerPoint
- **Certification Review:** IPS fidelity reviews, provider certification, on site reviews
- **Compliance Documents:** Reports of Findings, Plans of Compliance, corrective action
- **Grant Administration:** Private grants, state grants, federal grants
- **Financial Review:** Cash requests, allowable costs, supporting invoices
- **Program Data:** Data validation, monthly reporting, annual reporting
- **Behavioral Health:** Mental health services, substance use services, IPS
- **Community Services:** Children and youth services, adult services, supported employment
- **Proposal Review:** RFP submissions, funding proposals, implementation feasibility
- **Productivity Platforms:** Shared drives, version control, reporting calendars

PROFESSIONAL AFFILIATIONS

- Behavioral health provider network collaboration

- Community based mental health services partnership
- Grant administration and public service professional community

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST