Desha Cole

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Human Resources Specialist

Experienced TANF Specialist with 18+ years of experience in Delaware County, PA. Consistently achieved 90% client satisfaction, connected 95% of clients to subsidy programs, and reduced TANF dependency. Streamlined program processes, resulting in 75% shorter wait times. Trusted advisor to 1000+ clients.

WORK EXPERIENCE

County of Delaware, PA • Upper Darby, PA • 05/2005 – Present

TANF Specialist
- Conducted client interviews and assessments, achieving a 90% satisfaction rate and improved services for 500+ individuals.
- Facilitated training for new and current employees on department policies and structures, yielding 35% improved performance measured by yearly evaluations.
- Supported employment stability for clients by establishing and nurturing working relationships with vendors.
- Liaised with multiple agencies guaranteeing resolutions to clients' conflicts and needs.
- Served as a trusted advisor to 1000+ clients, providing expert guidance on childcare subsidies and resources.
- Successfully launched the TANF program in Delaware County, serving as primary point of contact.
- Spearheaded bi-annual and annual case audits to assess compliance with ever-changing copay, school-age, and care-schedule compliance requirements.

Eligibility Specialist
- Ensured compliance with guidelines and regulations, generating timely and accurate determination of client eligibility for Subsidized Day Care.
- Streamlined onboarding process for new clients, reducing average enrollment time by 30%
- Identified training needs of employees that enhanced proficiency of organizational goals.
- Restructured orientation materials for new clientele, producing better insight.

Provider/Resource and Referral Specialist
- Performed provider meetings to review and execute service contracts.
- Led group onboarding sessions for providers to explain policy, regulations, rates, and payment schedules, resulting in significant reduction in payment turnaround times.
- Verified client data with 3rd party services resulting in 100% accuracy for reporting.

EDUCATION

B.A. in Sociology

Millersville University • Millersville, PA, USA

SKILLS

Organization | Problem Solving | Adaptable | Leadership | Conflict Resolution | Advising | Interviewing | Teamwork | Empathy | Microsoft 365 | Google Suite | Customer Service | Confidentiality | Active Listening | Strategic Planning | Process Improvement | Compliance Monitoring | Effective Verbal and Written Communication | Learning & Development