



# Application for Boards and Commissions

## City of New Haven, CT

**Submitted On:**

Mar 18, 2024, 03:25PM EDT

<b>Full Name</b>	<b>First Name:</b> Hope <b>Last Name:</b> Vaughn
<b>Email</b>	hsvct@hotmail.com
<b>Are you a current New Haven resident?</b>	Yes
<b>Full Address</b>	<b>Street Address:</b> 1279 Quinnipiac Ave Apt-6 <b>City:</b> New Haven <b>State:</b> CT <b>Zip:</b> 07513
<b>Phone Number</b>	203-982-2009
<b>Are you a registered voter in New Haven?</b>	Yes
<b>What political party do you belong to? [This information is only requested as it is required by the city charter (Article X Sec. 2-551) to ensure minority party representation on boards and commissions]</b>	Democratic
<b>What is your current occupation?</b>	Admin Assistant
<b>Please upload a resume, short bio or personal statement of interest</b>	Hope S. Vaughn_Resume_03.16.23.docx
<b>&lt;b&gt;New Haven Boards &amp; Commissions Listed&lt;/b&gt;</b>	Fair Rent Commission
<b>Please explain why you are interested in serving on this board/commission?</b>	I would like an opportunity to help make a difference. It brings me joy to advocate and have a voice for the voiceless. I see the way the Fair Rent Commission benefits tenants of the City of New Haven; and I want to be a part of that.
<b>Why do you believe you are a good fit for this board/commission?</b>	I believe that I am a very good fit for the Fair Rent Commission Board due to my passion for fighting for fair policy and to promote positive changes for tenants in the City of New Haven.
<b>Do you have any time commitments that would prevent you from participating in the board/commission meetings?</b>	None that I can think of at this very moment. However, I do have a PT job where I work Periderm and set my own hours.

# HOPE S. VAUGHN

1279 Quinnipiac Avenue, New Haven, CT. 06513 | hsvct@hotmail.com | (203) 982-2009

## EDUCATION

### **Post University, Waterbury, CT**

**2017**

Bachelor of Science in Criminal Justice, Minor in Business Administration

National Criminal Justice Honor Society, Post University, Waterbury, CT

### **Gateway Community College, New Haven, CT**

**07/2020**

Completed Gateway to Employment Program sponsored by Yale University (MS Office, writing, and presentation skills)

## SKILLS

Microsoft Word, Microsoft Teams, Excel, PowerPoint, Access, and Publisher; Adobe Acrobat; MatrixCare (nursing patient database); ClearCare (client database); Rosemark; Gmail, Google Calendar; MyChart, Epic (registration, scheduling, in-basket, referrals); Televox; RightFax; PowerShare

## PROFESSIONAL EXPERIENCE

### **YALE UNIVERSITY, New Haven, CT**

*Clinical Scheduler, Administrative Assistant, Neurosurgery*

**10/2021 - Present**

- Use Epic to schedule patients' CT scans, MRI's, ultrasounds, follow up office visits, and MyChart telehealth video appointments
- Maintain the recall list, run and schedule monthly scans that are on the recall list, and mail letters to patients who could not be reached by phone
- Receive and organize all faxed scans and reports from outside facilities
- Scan and load reports in Epic, call outside facilities to request imaging, and load images in PowerShare
- Communicate with nurses

*Referral Specialist, YMA CARE Center, Pediatric Surgery (Temporary)*

**12/2020 – 09/2021**

- Made outbound calls (70-170 per day, in Televox) and handled inbound calls (75 per day) to patients to confirm, schedule, and reschedule referral appointments
- Scheduled appointments in Epic for providers in ENT and Audiology, Neurosurgery, Ob-Gyn, Genetics, Pediatric Surgery, and Plastics (Craniofacial)
- Used referral Work Queue in Epic to manage communication with patients about referrals
- Communicated with provider offices via telephone or email (Epic in-basket messages) to approve rescheduled appointments, to solicit answers from head nurses to patient questions, and to obtain permission for telehealth appointments
- Received faxes in RightFax and entered information from fax into Epic in order to prepare the patient referral

*Test Site Coordinator (Temporary)*

**08/2020 – 11/2020**

- Rotated between testing sites on the University's campus
- Logged in to Epic for corresponding testing site and viewed patient appointments
- Utilized Epic to check-in students, faculty, and staff when they arrived for their testing appointment
- Printed label with a lab requisition number for each patient's testing tube
- Observed patients as they self-administer nasal swab COVID-19 test
- Coached patients on how to properly schedule their next appointment in MyChart (Epic)
- Sanitized testing booths at testing sites regularly
- Performed opening and closing procedures for testing sites

*Senior Administrative Assistant, Human Resources (Temporary, Terminated due to COVID-19)*

**02/2020 – 03/2020**

- Served as a principal source of human resources information for Yale faculty and staff
- Responded and resolved customer (Yale employee) inquiries concerning insurance and other benefits, incorrect payroll amounts and vacation payments, utilizing technologies
- Responded to an average of 25-30 inbound calls per day, emails on Microsoft Outlook, faxes, and walk-up inquiries
- Operated the Employees Services front desk, assisting Yale faculty, staff and students with a I-9 verifications, questions and inquiries, aided applicants, and new hires

- Probed customers with leading questions to assess customer inquiries
- Identified and researched issues using Yale Workday and Salesforce software and tools, sought solutions to satisfy customers
- Secured customers' personal information and documents, and maintained customer confidentiality
- Worked with other organizational units by transferring work orders for their respective departments within the Human Resources Department, including payroll operations and technology

**ALLIED COMMUNITY RESOURCES, INC., East Windsor, CT**

**11/2018 – 03/2019**

*Patient Care Assistant/CNA (Part Time)*

- Assisted and supported clients with daily living activities in their own home
- Provided special care to patients with dementia and special care needs

**COMFORT KEEPERS HOME CARE, Shelton, CT**

**08/2017 – 06/2018**

*Client Care Coordinator/Supervisor*

- Typed a variety of materials in MS Word, including care plans and evaluations
- Composed routine intra-office correspondence in MS Outlook and ClearCare
- Placed outgoing phone calls to the State of Connecticut, to medical offices to schedule appointments, and to family members of clients (average of 20-25 calls per day)
- Used MatrixCare to enter and update client data, as well as schedule client appointments
- Coordinated caregivers' schedules, assisted caregivers with payroll documentation
- Developed, typed, and monitored care plans for clients (38 total clients) in ClearCare database; updated care plans with new diagnoses, changes in medical history, changes in doctor and conservatorship, and emergency contact information; received and sent Adobe PDF files regarding care plans
- Completed daily charting, notated pertinent information as needed
- Communicated client information and care requirements to caregivers and office administrators
- Recruited new talent using nurse recruitment search engines, nursing schools' new graduates and employment agency
- Aided in new hire interviewing process by performing second interviews for candidates, and conducted new hire orientations (160-200 new employees in total)
- Organized company's annual job fair and hiring events
- Provided information and referral services to resolve complaints by clients and families
- Monitored the delivery of care by performing patient rounds and in-home evaluations
- Cleaned and set up conference room for weekly business meetings, recorded meeting minutes by hand and with a digital recorder

**NOVA HOME CARE, New Haven, CT**

**09/2010 – 02/2017**

*Patient Care Coordinator & Supervisor*

- Answered all incoming calls to office (about 50 calls per day); transferred calls to appropriate office employee; placed outgoing phone calls to the State of Connecticut, to medical offices to schedule appointments, and to clients as well as family members (average of 20-25 calls per day)
- Typed a variety of materials in MS Word, including care plans and evaluations
- Received and sent Adobe PDF files containing payroll information or information from a medical provider
- Composed routine intra-office correspondence in MS Outlook and Rosemark
- Fulfilled and generated recurring statistical reports using MS Excel (about client demographics, locations, etc.)
- Filed and indexed systems and forms, maintained office calendar (in Rosemark database) and kept office in order
- Tallied employee hours for payroll processing; filed and photocopied relevant documents
- Developed, typed, and monitored care plans for clients (about 25 clients in total) in Rosemark database; updated care plans with new diagnoses, changes in medical history, changes in doctor and conservatorship, and emergency contacts
- Responded to inquiries from clients and their families; implemented resolutions to complaints
- Monitored the delivery of care by performing patient rounds and in-home evaluations
- Recruited and sought out new talent, followed up on word-of-mouth leads, pursued new Nurse Aide graduates
- Trained caregivers to use Hoyer lifts and other medical equipment

## **INTERNSHIP**

### **B.A.G.S. FOUNDATION, WATERBURY, CT**

**08/2017 – 10/2017**

*Community Youth Mentor (Paid Internship, Part Time)*

- Delivered one-on-one, regular life coaching to level-3 adolescents at afterschool program and life coaching off-site
- Completed weekly charting on handwritten forms, notated relevant recommendations as needed

## **CERTIFICATIONS**

### **Certified Domestic Violence Counselor**

**2010**

Safe Haven of Greater Waterbury, Waterbury CT

### **Certified Nurse Aide/Patient Care Associate**

**1986**

Bassick High School, Bridgeport, CT