PROGRAM DIRECTOR; COMMUNITY ADVOCATE

REBEKAH MOORE

Mobile:203-676-9371
Rebekah@Newhavenarts.org
570 Winthrop Ave. New Haven, CT 06511

OBJECTIVE

Seeking a program that will allow me to advance and develop my skillset within nonprofit administration & continue serving the community of Greater New Haven on a local & national level.

AREAS OF EXPERTISE

- Proven leadership and problem solving skills, multi-tasking and Prioritization of work.
- Works well both independently and through teamwork.
- Excellent verbal and written communication skills.
- Strong leadership attributes.
- The ability to adapt to new tasks quickly.
- Software: MS Word, Excel and PowerPoint
- Highly motivated individual with solid customer service.

REFERENCES

- Adriane Jefferson
  Executive Director, City of New Haven Department of Cultural Affairs
  ajefferson@newhavenct.gov
  203-946-8378

- Lisa Maciejak
  APSM, Adult Emergency Medicine
  Yale-New Haven Hospital
  203-688-6217
  Lisa.Maciejak@ynhh.org

- Aaron Rogers
  CEO, The Breed Academy
  Athebreed@gmail.com
  475-243-6128

EDUCATION

UNIVERSITY OF CONNECTICUT SCHOOL OF PUBLIC POLICY & THE COMMUNITY FOUNDATION OF GREATER NEW HAVEN
Nonprofit Management Program for Emerging Leaders of Color, May 2024
*Two year executive leadership program for middle-management nonprofit staff

CORNELL UNIVERSITY
Women's Entrepreneurship Certificate, 2021

SOUTHERN CT STATE UNIVERSITY
Bachelors of Arts: Psychology , 2015
- Wilkinson Hall Homecoming Committee

JAMES HILLHOUSE HIGH SCHOOL (JHHS)
Graduated Class of 2007; Honor Roll
- Vice President Student Council
- Class of 2007 secretary
- Events Committee Representative

COMMUNITY ENGAGEMENT

AMERICANS FOR THE ARTS; WASHINGTON D.C.
-Federal District Captain for Greater New Haven Area

NEW HAVEN, CT
-JHHS Student Planning Management Team board member, 2021 to Present
-JHHS Class of 2007 Alumni Committee President, 2012 to Present
-Community board member, Haven Arts Park Spring 2024
-Executive Assistant, The Breed Ent/ The Breed Academy, 2017 to 2023
-Event Coordinator ; City of New Haven Black Wall Street Festival (August 2023)
-Active advocate for Childcare for CT's Future, 2022 to Present
-Participant of the Bitsy Clark fund selection team; 2023
-Participant of the City of New Haven Neighborhood Vitality Grant selection team, 2023
-Participant of the CT Office of the Arts Elizabeth Mahaffey Grant selection team, 2024

WORK EXPERIENCE

PROGRAM DIRECTOR; THE ARTS COUNCIL OF GREATER NEW HAVEN
JANUARY 2022 TO PRESENT
NEW HAVEN, CT
- Leads and develops all programs and services. This includes overseeing current and emerging services, community programs, and public events to include: Fiscal Sponsorship, Grant Reporting, The Sandbox, The Skillbox, Make Music Day, Annual Arts Awards, Audubon Fest, Black Children's Book Week, Culturalyst as well as our internship initiatives.
- Community relationship building to include promotional opportunities at various community events, speaking engagements and networking that uplifts The Art Council of Greater New Haven's Values, Mission and Beliefs. ADA Coordinator.

HOST/PROJECT MANAGER, #THATEAM PODCAST LLC
MARCH 2018 TO PRESENT
NEW HAVEN, CT
- Co-Owner & Host of #ThaTeam Podcast LLC
- Organization of annual events that promote community & service to include: The Princess Chat Young Women's Empowerment Event, Homeless Shelter Coat & Glove Drive, PodIn New Haven Youth Podcasting Program, and more.
- Oversees & Facilitates applications and opportunities for grant funding
  - -Racial Equity And Community Healing Grant recipient, 2021
  - -Art's Admins of Color Grant recipients, 2021
  - -City of New Haven Dept. of Cultural Affairs Entrepreneurship Decoded, 2021

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WORK EXPERIENCE CONTINUED...

YALE NEW-HAVEN HEALTH SYSTEMS
JANUARY 2010 TO 2022

Specializing in the following areas described below:

YALE-NEW HAVEN HOSPITAL ADULT EMERGENCY
INFORMATION ASSOCIATE
MARCH 2019 TO SEPTEMBER 2022

• Screens and refers incoming phone calls and directs patients and families to ensure that accurate and timely department communication is facilitated.
• Provides all clerical assistance to patients, families, staff and management.
• Assists in The training of new employees on the functions of the support staff as observed by the supervisor.
• Activates all traumas, stroke alerts, and emergent incoming patients.
• Triages all expected patient calls via outpatient MD offices to alert staff of new patients.
• Created and Implemented the Information Associate worker handbook to centralize all job functions across all shifts.
• Member of the YNH Peer Support Group which facilitates staff follow-up after traumatizing experiences and promotes moral support.
• Check-in of patients at walk-in triage and verifying patient demographics while identifying patients' chief complaint prior to evaluation.

YNHHS RELEASE OF INFORMATION TECHNICIAN III
JULY 2015 TO MARCH 2019

• Release of Information lead, Nationally certified Relelase of Information Specialist
Processes and fulfills medical information requests received through mail, fax, phone, walk-in customers, or approved electronic means, per HIM department procedure and all applicable state and federal regulations governing release of patient records.
• Manages electronic work queues, operates desktop scanner, and produces documents in format specified by requester (electronic or paper).
• Adheres to applicable YNHHS policy, HIPPA regulations, federal and Connecticut statutes as pertains to releasing patient protected health information.
• Strong telephone skills when instructing patients, insurance companies, medical offices, etc. on procedures and what is required as well as follow-up conversations concerning record requests.
• Smilow Cancer Hospital specialist and direct contact for 7+ locations across the state of CT.
• Escalation call monitor for problems or issues with department and fulfillment of any tasked assigned by management.

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WORK EXPERIENCE CONTINUED...

YNHHS PFAS ADMITTING ASSOCIATE
DECEMBER 2014 TO JULY 2015

•Responsible For answering calls and solving issues related to patients' upcoming surgeries and patient information including verifying patient demographics and insurance information in EPIC chart.
•Collection of co-pays and obtaining signatures for legal documentation upon arrival.
•Assigning visitors passes at all main entrances of the hospital and creating a great first impression for patients and family members.
•Creating maternity bookings sent by MD office and verifying patient's future delivery date and maternity status.
•Trainer for all new employees and staff

YNHH CRISIS INTERVENTION UNIT BUSINESS ASSOCIATE-ADULT ED
JUNE 2013 TO DECEMBER 2014

•Creating copies, sending faxes and handling all incoming and outgoing correspondence.
•Managing all incoming calls to include daily conference calls to analyze psychiatric census.
•Following up with providers to make sure charting in EPIC is complete along with admission orders prior to patient being admitted.
•Awarded Adult Emergency Medicine Employee of the Month (Nov 2014)

YALE NEW-HAVEN HOSPITAL ADULT ED INFORMATION ASSOCIATE
AUGUST 2012 TO JUNE 2013

•Contacts primary care providers for attending doctor to inform them of patient admission and diagnoses.
•Alerts doctors, radiology, protective services and appropriate staff of traumas, stroke alerts, life star admitted patients and codes.
•Plans transportation for admitted patients going to inpatient units or another health care facility as well as for patients being discharged home for outpatient care.
•Management of the receptionist area including greeting visitors and responding to high-volume telephone calls as well as in person request for information by visitors, patients and clinical providers.

YALE NEW-HAVEN HOSPITAL ENVIRONMENTAL SERVICES-ADULT ED
JANUARY 2010 TO AUGUST 2012

•Completed required housekeeping assignments as scheduled and according to procedure.
•Followed department procedures to ensure a safe environment.
•Performed housekeeping tasks to ensure the sanity condition of all areas.
•Performed unit specific tasks.