

## LISSETTE FRANCIS

120 Burrell Circle  
407-201-5078 (home)

Kissimmee, Fl 34744  
407-301-2144(cell)

### Experience:

Florida Hospital-Orlando Campus  
**Case Manager III**, August 2009-present

- Provide discharge planning to all patients admitted to the cardiac and vascular intensive care units.
- Make referrals to long term acute care facilities, skilled nursing facilities, rehabilitation centers and home health care agencies when appropriate.
- Work with the palliative care team to address needs and wishes of patients who are terminal; have meetings weekly to ensure that the needs of the patients are being met and transfer to nursing facilities and/or hospice when necessary.
- Verify insurance and obtain insurance authorization for services needed; inpatient and outpatient.
- Volunteer to work weekends and on call when needed.

Bronx Lebanon Hospital Center  
**Social Worker**, October 2001- April 2009

- Provide concrete case management services to patients who are HIV/AIDS infected and admitted to the hospital.
- Provided discharge planning by making referrals to housing programs, scheduling appointments with medical providers and follow up applications for entitlements.
- Provided bereavement and palliative support to families and friends.
- Complete assessments and extensive bio psycho socials.
- Provided crisis coverage during the night shift in the pediatric and adult emergency rooms.

REM-OHIO Waivered Services

**Program Director**, October 2000-June 2001

- Responsibility for the daily operation and management of six independent living skills facilities for persons who have mental retardation and/or developmental delays.
- Supervision of six supervisors, fifty four direct care workers and fifteen clients. Recruiting, interviewing and hiring of all direct care staff, providing orientation and writing staff evaluations and handling disciplinary issues when necessary.
- Payroll, coordinating weekly work schedules for the staff and conducting unannounced home visits to ensure quality assurance compliance with federal and state mandates.

Crittenton Family Services

**Case Management Supervisor**, February 2000-October 2000

- Overseeing the Day Treatment Program for Young Women, a court mandated educational program for young ladies who had committed a misdemeanor and had been expelled from school.
- Provide social work services through treatment plans, goal setting and assessments
- Preparing reports to present to the Judge and the Probation Officer in Family Court. Evening home visits were conducted in conjunction with the Probation officer to ensure that the curfews were being met and that the home was safe and stable.
- After school groups consisting of independent living skills, money management, job training and preparing students for the GED were facilitated.

## **Education:**

Hunter College School of Social Work, January 2009

**Master's Degree in Social Work**

Bronx Lebanon Hospital Center, May 2007

**Certification in Mandated Child Abuse Reporting**

John Jay College of Criminal Justice, September 2004

**Bachelor of Arts in Forensic Psychology with a minor in Social Deviance**

**Bilingual: English and Spanish**