

THELMA L. COSS, MA, LPC, LSW

CHILD AND ADOLESCENT BEHAVIORAL HEALTH, Canton, Ohio

CLIENT RIGHTS AND PRIVACY OFFICER August 1987 –April 2016

Client Rights Officer – approximately 25 years

Handled client complaints and grievances; facilitated meetings between complainants and agency staff; developed policies and procedures pertaining to client rights; developed Client Rights and Grievance Procedures/Notice of Privacy Practices agency pamphlet; responsible for quarterly complaint/grievance reports; provided staff training in client rights and grievance procedures at orientation and annually.

Privacy Officer – approximately 15 years

Handled client privacy complaints; developed policies and procedures regarding client privacy; provided staff training on HIPAA at orientation and annually; issued periodic staff reminders regarding HIPAA compliance; met with Privacy Sanctions Committee regarding specific HIPAA issues.

COMMUNITY PSYCHIATRIC SUPPORTIVE TREATMENT SUPERVISOR June 1998-March 2015

Supervised Community Psychiatric Supportive Treatment Program staff (case managers) and interns; formerly supervised Parent/Peer Support program and Peer Advocate Program; provided some direct care; provided staff trainings in case management topics, client rights, and HIPAA; and am the agency's Client Rights Officer and HIPAA Privacy Officer. Gatekeeper/supervisor for undergraduate interns.

TRAINING COORDINATOR October 1994-January 2003

Coordinated in-service training program in Case Management/Community Support Program services. Developed and delivered training modules. Coordinated additional agency and interagency trainings. Presented workshops in Collaborative Case Management for service providers in Stark County and for state and national conferences.

CASE MANAGEMENT PROGRAM MANAGER June 1989-October 1994

Administrative responsibility for and implementation of client-driven Case Management Program. Direct supervision of case managers, case management supervisors, and bachelor's level social work students. Monitoring of referrals to agency. Developed the Creative Community Options Review process, a strengths-based assessment and service planning model. Conducted trainings in multi-systems case management and the Creative Community Options process.

TRANSITIONAL SERVICES COORDINATOR August 1987-June 1989

Supervised Transitional Services Department (telephone intakes, agency-related case management activities, transitions between agency programs). Part-time therapy caseload. Liaison to Sagamore Hills Children's Psychiatric Hospital.

THE UNIVERSITY OF AKRON
PART-TIME FACULTY

Akron, Ohio
1995 to 2003

Taught classes in Multiple-Systems Case Management for Children and Families. Provided training series to Head Start staff in Akron. Presented workshops in Case Management.

PSI ASSOCIATES, INC.

August 1983-August 1987

Certificated School Psychologist. Provided testing and counseling services to parochial schools through auxiliary services.

CUYAHOGA FALLS CITY SCHOOLS

September 1982-June 1983

School Psychology Intern. Provided psychoeducational testing and counseling services.

SUMMIT COUNTY CHILDREN SERVICES BOARD

September 1972-September 1982

Social Worker. Worked intensively with families of children who had been dependent, neglected, and/or abused.

EDUCATION

M.A. in School Psychology, University of Akron, 1983.

B.A. in Sociology (Social Work Certificate), University of Akron, 1971.

PROFESSIONAL LICENSES

LICENSED PROFESSIONAL COUNSELOR

License C0001628

LICENSED SOCIAL WORKER

License S0005831

State of Ohio Counselor, Social Worker, Marriage and Family Therapy Board