

# DENISE FULMORE

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## OBJECTIVE

To obtain a challenging position that allows me to utilize my expertise and other related skill knowledge while working for an organization that offers opportunities for learning and advancement.

## SKILLS PROFILE

- Over ten years experience in the area of Health and Human Services working with a diverse population
- Proven record in handling client concerns with the ability to determine the appropriate resolution
- Excellent communication skills, work ethnic, while exhibiting a high level of professionalism
- Detailed oriented and a high degree of accuracy for project completions in a fast-paced environment
- Center for Creative Leadership Scholarship Recipient

## EMPLOYMENT HISTORY

**Guilford Co. Dept. of Social Services**  
**Social Worker II – Adult and Aging Division**  
*Greensboro, NC*

2016- Present

- Evaluate client's situations and abilities to deal with difficulties while developing a social history, psychosocial assessment, service plan and or treatment plan and follow up.
- Basic counseling, support crisis intervention and reinforcement provided in areas of medical, health, personal or family adjustment.
- Address problems such as adjusted to illness or disability, placement in nursing facility, financial concerns of those debilitated by age or illness, physical or emotion.
- Complete functional assessment and economic assessment eligibility criteria based on Medicaid income limits to see if clients eligible for assistance from the special assistance in home program which provides a monthly cash benefit to low income residents.
- Re-determine yearly or/change in client's circumstances benefit amount according to NC special assistance state guidelines.
- Back up person for the Targeted Housing Program which ensures persons with disabilities have access to affordable housing and to supportive services.

**Guilford Co. Dept. of Social Services**  
**Eligibility Caseworker – Food & Nutrition Program**  
*Greensboro, NC*

2003- 2016

- Interview clients and determine eligibility for public assistance benefits and provide re-certification for continuing benefits.
- Evaluate and maintain confidential records related to personal and financial data for initial and continuing eligibility for clients.
- Initiate procedures to grant, modify, deny, or terminate public assistance benefits based on changes in eligibility.

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- Answer and direct incoming calls related to public assistance benefits and research eligibility status.
- Prepare request for verification letters to obtain appropriate documentation for client eligibility determination.
- Schedule client appointments to discuss eligibility case and perform follow-ups in order to meet/cohere to State processing guidelines.
- Work with community partners to provide additional resources to clients for potential external program eligibility.

### **Guilford Co. Dept of Child Support Enforcement**

2002- 2003

#### **Office Specialist**

*High Point, NC*

- Assist in researching inquiries received from attorneys and clients regarding the process and procedures of child support enforcement while serving as primary point of contact for patrons.
- Perform client data retrievals and update information for pending cases.
- Assist Child Support Agents by composing correspondences, forms, and/or letters to clients and outside agencies related to child support collections.
- Process all incoming mail and perform notary duties for document legalization

### **Family Services of the Piedmont**

2002-2006

#### **PT Weekend Shelter Manager**

*Greensboro, NC*

- Conducted intakes for new clients and determine shelter approval while providing community resources for shelter denials.
- Provide safety planning for clients transitioning into shelter and work with the crisis line to ensure appropriate referrals have been provided further assistance to clients.
- Maintain client files related to shelter entry & exit, and daily activities.
- Ensure appropriate release of information has been obtained from clients in order to work with outside community agencies
- Ensure the safety of clients and handle shelter emergencies by following appropriate procedures.

### **Moses Cone Hospital**

#### **PT Switchboard Operator/PT Nursing Secretary**

2000- Present

*Greensboro, NC*

##### ***PT Switchboard Operator*** 2000- present

- Answer and direct all incoming calls and respond accordingly to patron inquiries.
- Ensure HIPPA compliance by maintaining confidential information to patient statuses while only providing appropriate information governed by law.
- Execute emergency procedures for codes related to bomb threats, disasters, fire, and patient cardiac arrests and ensure documentation completion for code tracking.

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- Maintain procedural documents and unit manuals for switchboard operation.
- Assist patients and hospital staff with paging requests for on-call physicians, and medical personnel.
- Monitor hospital alarm system and notify appropriate personnel of system activity for emergency response.

## ***PT Nursing Secretary 2002-2006***

- Register patients using the IDX system and update patient information to ensure the accuracy of electronic medical records.
- Assist patrons with general inquiries in person while handling and directing incoming phone calls.
- Complete lab order entries for nursing staff.
- Serve as liaison to the Administrator, medical staff, and other unit support staff by preparing confidential documents and providing clerical support.
- Assist in coordinating administrative policies and procedure manuals with unit staff.

## EDUCATION/CERTIFICATIONS

<b>Pfeiffer University</b> Master's in health administration	2012
<b>Guilford College</b> Bachelor of Science in Community Justice & Policies	2006
<b>Guilford Technical Community College</b> Associate of Arts in Criminal Justice	2003
<b>HIPAA Certification</b> Six Sigma Yellow Belt Certification	2015
<b>Forsyth Technical Community College</b> Certification in Gerontology	2018-Present

## PROFESSIONAL AFFILIATIONS/MEMBERSHIPS

*Community Advisory Committee Member for Guilford County Nursing and Adult Care Homes*  
*Case Management Society of America*