

## Stephanie R. Shepherd

### Education

**Florida State University, College of Social Work**  
**Masters of Social Work: Social Policy & Administration** 2004

**Florida State University**  
**Bachelor of Arts: English Literature & Women's Studies** 1997

### Professional Work Experience

**Big Bend Homeless Coalition, Inc.** 2004-Present  
*Community Services Coordinator*

Facilitate completion of all agency grants, including the development of local grant releases, local, state and federal grant submissions; Coordinate Continuum of Care matters such as the gaps analysis, resource inventory, client satisfaction and homeless census; Responsible for all stakeholder communications including monthly networking meetings, newsletters, advocacy, trouble-shooting and problem solving; Assist with all fund raising activities and special events; Consultant to the Executive Director and Board of Directors, as requested; Conduct community education sessions; Develop partnerships with new stakeholders and provide technical assistance to local homeless service agencies

**Florida State University College of Social Work** 2003-2004  
*Research Associate*

"Development of Outcome Measurement Systems for Florida's Homeless Programs" funded by The Florida Department of Children and Families Office on Homelessness (Principal Investigator – Dr. Wendy Crook)

**Family Care Council Florida, Tallahassee, FL** 2003-2004  
*Administrative Assistant*

Provided administrative support to achieve goals of advocating, educating and empowering individuals with developmental disabilities and their families; Assisted in providing information and outreach to self-advocates and families; Reviewed effectiveness of Developmental Disabilities Program and made policy recommendations; Maintained all records for agency; Facilitated communication among members and advocates

**Graduate Teaching Fellowship, FSU College of Social Work** 2002-2003  
Recruitment for the On-line MSW Program; communicated with current and prospective students, and conducted educational research for program improvement

**I.M. Sulzbacher Center for the Homeless, Jacksonville, FL.**

1999-2002

***Senior Case Manager***

Supervised social services department in a comprehensive human service center/emergency shelter serving over 300 clients daily (direct supervision of 10-14 case managers); Improved and managed the quality assurance program; Generated monthly case management reports for the department; Created and maintained site-specific resource manual; Represented Center to the community; Facilitated grievance and conflict resolution with clients and case managers; Convened monthly in-service trainings; Facilitated weekly interdisciplinary staff meetings; Provided training on homelessness to local Sheriff's Office; Provided intensive case management to 2-3 adults or families; Advocacy on micro, mezzo, and macro levels

**Previous Positions:**

***Intensive Case Manager***

Provided assessment and case management to 15 clients who benefited from intensive one-on-one care; Partnered with clients to identify barriers to stable housing; Facilitated goal-setting and developing individualized service plans; Prepared monthly statistical reports on client performance; Advocated for increased community awareness and policy changes to alleviate individual and systemic factors contributing to homelessness in the local community

***Men's Case Manager***

Provided assessment and case management to 40-50 clients and worked with them on addressing factors contributing to their homelessness; Referred and linked clients to on-site and community resources; Prepared monthly statistical reports on client performance; Represented Center to the community

**American Cancer Society (ACS), Leon County Unit, Tallahassee, FL**

1998

***Administrative Assistant***

Developed and disseminated community resource directory for local unit of ACS; Facilitated patient information and referrals; Relay for Life committee member; Maintained & expanded on-site resource library; Represented ACS to the community-at-large; Overall agency support

## Unpaid Work Experience

### **Big Bend Homeless Coalition**

**MSW Advanced Social Policy and Administration Internship**

*Spring, 2004*

### **Office of the Public Guardian of the Second Circuit Court**

**MSW Generalist Practice Internship**

*Spring, 2003*

Monitored the ICF or nursing home care of 14 individuals served by OPG; Conducted case review and prepared reports to the Court; Conducted outreach and community education; Analyzed policy effecting individuals served by OPG

## Professional/Academic Affiliations

**Florida Coalition for the Homeless**

*January 2007- present*

*Policy Council Member*

**Florida Supreme Court – Families and Children in the Court**

*2006-2008*

*Independent Living (Aging Out) Subcommittee Member*

**Make a Difference Tallahassee 2007**

*2006-2007*

*Planning Committee (United Partners for Human Service Representative)*

**Directors of Volunteers Association (DOVA)**

*2005-2006*

*Member*

**Phi Kappa Phi Honor Society**

*2003-2004*

*Member*

**Florida Coalition for the Homeless (FCH)**

*2003-present*

*Member*

**National Association of Social Workers (NASW)**

*2003-2004*

*Member*

**Florida State University College of Social Work**

*2003-2004*

*Student liaison to faculty SPA committee*

**FSU Association of Student Social Workers (ASSW)**

*2003-2004*

*Member*

**Emergency Services and Homeless Coalition, Jacksonville, FL**

*2001-2002*

*Advocacy Committee*

Member of interagency coalition and “think tank” to identify and address current needs and gaps in service for Jacksonville’s homeless population; Facilitated data collection for 2001 Annual Homeless Census to identify number of sheltered and unsheltered individuals & families experiencing homelessness over a given year and on a given day

**Assertive Community Treatment (ACT), Jacksonville, FL** 2001-2002  
*Selection Committee Member*  
Elected to committee consisting of professionals from various mental health, substance abuse, medical and social services agencies; Worked to identify the 100 Jacksonville adults with mental illness and co-occurring substance use disorders who are most likely to benefit from the level of care afforded by the ACT Team

**Jacksonville's Living Wage Ordinance Coalition, Jacksonville, FL** 2001-2002  
*Coalition Member*  
Grassroots group of agencies, labor unions, community leaders and concerned citizens working to establish a living wage in Jacksonville

### Awards and Recognitions

**Center for Civic Education and Service, Florida State University** January 2004  
*Recipient of the Student Profiles of Service Award*

### Volunteer Experience

**Planet Gumbo, Inc., Tallahassee, FL** 2004-2007  
*Board of Directors - Secretary*  
Non-profit serving the needs of the homeless across the country by providing nutrition education, healthy meals and music for the soul.

**Homeless Expression and Art (HEArt), Tallahassee, FL** 2003-2005  
*Founding Member & President*  
Created registered student organization to promote personal development and well-being of homeless and formerly homeless persons through arts and to educate our community about homelessness; Created and distributed newsletter; Implemented outreach projects with local agencies serving people experiencing homelessness

**The Shelter, Tallahassee, FL** 2002-2003  
Assisted with providing basic needs to Shelter clients; Assisted with nightly intake; Provided general support and camaraderie to shelter clients

**Refuge House, Tallahassee, FL** 1995-1996  
*Children's Counselor*  
Complete 40-hour training requirement; Organized and facilitated activities for in-house children of parent/guardian who is a survivor or domestic/sexual violence; One-on-one and group support work; Safety awareness and domestic violence education to children; Spring '96 volunteer training session panel speaker

**Disabled Student Services, Florida State University** Fall 1995  
Took notes, typed and edited papers for FSU students with disabilities; Conducted research for Department newsletter on visual disorders; Proctored student exams