

Crystal M. Dharmasena

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Work Experience

2017-Present

University of South Florida Tampa, FL.
Social and Behavioral Researcher

- Monitor analytics and other data and complete the QA reporting for the Center websites
- Create and monitor surveys for all user (monthly surveys) and webinar participants
- Create quizzes as needed for Center and Florida Just in Time events
- Monitor quiz completion by users and make adjustments to quizzes and settings as needed

2015-2017

Eckerd Community Alternatives Tampa, FL.
Quality Management Specialist Lead/Supervisor

- Supervise a team of 5 specialists providing quality management services to the community.
- Responsible for ensuring that all Quality Management requirements for the local system of care as well as the requirements for the state are completed timely and with quality.
- Manage Eckerd Rapid Safety Feedback process for Hillsborough County
- Monitor the incident reporting system, data collection and performance outcomes for the Quality Management Department.
- Acting Director when Director of Quality is not available.

2012-2015

Eckerd Community Alternatives Tampa, FL.
Quality Management Specialist

- Provides oversight and quality management services to the Community Based Care initiative through creating and managing training initiatives and related services which strengthen child welfare services. Responsible for team leadership, and performance outcome related to the Quality Management Plan.

2010- 2012

Hillsborough Kids Tampa, FL.
Quality Assurance Specialist

- Responsible for reviewing documenting, and processing data with the primary responsibility to implement the QA plan for HKI. The main objectives of the reviews are to provide objective assessments of the effectiveness/appropriateness of services, program quality and to analyze the data and provide suggestions for practice improvement.

2008-2009

Hillsborough Kids Tampa, FL.
Adoption Care Manager

- Responsible for providing care management services including assessment, planning and linking to children in the foster care system that have a goal of adoption from the point of Termination of Parental Rights until adoption finalization.
- Responsible for recruitment of families for children who have a permanency goal of adoption.

2006- 2008

AGSmith, Inc. Tampa, FL
Waiver Support Coordinator

- Responsible for coordinating clients with Developmental Disabilities to services in the community that assist them with being more independent as well as providing advocacy for them and their families.

2005-2006

Hillsborough Kids, Inc.

Tampa, FL

Care Team Coordinator

- Responsible for acting as a care team leader of a 3-member care management team providing care management, team supervision, and services oversight using a model that includes developing, expanding, accessing and linking resources

2003-2005

Hillsborough Kids, Inc.

Tampa, FL

Care Manager

- Responsible for providing care management services including assessment, planning, linking, monitoring, and advocacy to assigned children and families from intake to closure

2003

Hillsborough Kids, Inc.

Tampa, FL

Family Support Specialist

- Responsible for assisting care managers in transporting their assigned children to visitations and appointments
- Responsible for assisting care managers in supervising visitations for their assigned children and families

Professional Training

Certified as a DCF Quality Assurance Reviewer since 2010

Six Sigma Yellow Belt 2016

Six Sigma DMAIC 2017

Certified as a Critical Incident Rapid Response Team (CIRRT) reviewer in 2015

Certified Child Welfare Trainer 2010-2015

Education

North Carolina State University

Raleigh, NC

School of Psychology

- Bachelor of Arts- Psychology