

**Craig Vincent Pagano**  
Phone: 352-238-6660  
Email: craigpagano@gmail.com

**Work Experience:**

**James A. Haley Veterans' Hospital**

13000 Bruce B. Downs Blvd  
Tampa, FL 33612 United States

**04/2014 - Present**

**Hours per week: 40**

**Pay Plan: GS Grade: 11**

**Vocational Rehabilitation Specialist** (This is a federal job)

**Duties, Accomplishments, and Related Skills:**

Current Vocational Rehabilitation Specialist under Physical Medicine and Rehabilitation Service, working within interdisciplinary team settings, serving Veterans and Active Duty Service Members to assist them with their vocational needs. Assessments are performed to analyze clients' significant barriers to employment, such as physical, mental, emotional, other disabilities, as well as a lack of basic education and job skills or other disadvantaged background conditions. Comprehensive vocational evaluations are also administered to determine interests, capabilities, and strengths to aid in developing appropriate vocational goals. Once the current situation and barriers are identified, assessments and treatment methods are individualized and modified to accommodate the individual's complex and unique needs. Advanced counseling techniques and methodologies are used to motivate and encourage individuals with severe limitations to become self-sufficient to achieve work goals and I encourage regular communication and follow up to ensure their needs are met. Also, when necessary, I negotiate with individuals and organizations, such as the Veterans Benefits Administration, to resolve conflicts, disputes, or grievances that my clients have while reviewing and providing feedback on the content of complex healthcare system information.

Facilitates the administrative management of the health care delivery system while coordinating administrative activities and workflow as needed, in an acting supervisory role when the supervisor of the Vocational Rehabilitation department is out of the office. Covered supervisory duties include but are not limited to coordinating with PMRS leadership as needed and conduct, lead, and facilitate vocational team meetings and huddles to implement vocational rehabilitation program plans to meet objectives, review and assign consults to VR department, respond to myhealthvet messages addressed to VR, attend CARF meetings to represent VR department, participated in interview process, and evaluation of new VRS hire, as well as take corrective action when problems arise. In addition to covering for the supervisor, I also cover the workload of colleagues as needed by working with clients in those colleagues' respective areas of practice.

Provide supervision of student interns within PMRS' Vocational Rehabilitation department and participate in interview panels responsible for interviewing and evaluating prospective applicants for Vocational Rehabilitation Specialist positions as well as graduate-level internships.

Schedules work assignments, set priorities, and direct work, in addition to generating, reviewing,

editing, and developing education requirements, assessments, training plans, and goals for the interns. Initiates personnel actions within the service, which includes evaluating performance, counseling, interviewing and selecting candidates, resolving complaints dealing with disciplinary matters, and am responsible for personnel management within the department. Also, maintain program requirement criteria for assigned areas, provides close technical review and guidance of specialist assigned to special procedures type case, and prompts staff and student interns to participate in cyclic or special evaluations, such as training and midterm/final evaluations, as well as coordinate the activities of individuals inside or outside of the organization as needed.

Responsible for developing and coordinating internal review systems to assure that both clinical and administrative activities are in compliance with agency, accrediting, and regulatory requirements. In addition, I monitor clinical services compliance with the standards of external bodies and accrediting agencies and recommend remedial action. For example, participating in the upcoming and past Commission on Accreditation of Rehabilitation Facilities' (CARF) review of Physical Medicine and Rehabilitation Service's Vocational Rehabilitation's four CARF accredited programs and making sure that all policies are up to date and being properly utilized, as well as participates in current PMRS CARF preparation meetings and CARF rounds to prepare for 2020 CARF visit to review Physical Medicine and Rehabilitation programs for conformance with existing policies and internal control systems for compliance against established procedures and standards. This meeting is used to explain significant Vocational Rehabilitation goals, activities, policies, and procedures to leadership and subordinates. I am responsible for interpreting broad policies and guidelines for Physical Medicine and Rehabilitation program planning and development, as well as tasked with reviewing hospital SOP's and HPM's to make sure they are up to date regarding CARF standards.

Along with my responsibilities as a Vocational Rehabilitation Specialist, I am also currently an active member of the process improvement team that assists all departments of the Physical Medicine and Rehabilitation Service throughout all stages of their performance improvement projects, from assessing the various aspects of a problem to implementing their new and improved process and uploading to project tracker. Within this position, I coordinate with staff and line management personnel to assist with all phases of process and performance improvement projects that aid in VA's goal of being a high-reliability organization. I conduct, lead, and facilitate meetings and briefings, which involve relevant people in decision-making, such as leadership and PMRS team members involved in process improvement activities. While informing higher-level management of Physical Medicine and Rehabilitation Program developments and issues that I learn about from attending and participating in multiple team huddles to aid in analyzing designs, operations, or processes. Weekly meetings are conducted with PMRS leadership to ensure that the organization's activities, services, or products reflect higher management policies, and inform staff and subordinates about developments and their impact on organizational activities. Currently, I am working on a green belt level project of improving PMRS operations by analyzing the current design related to the overall huddle process and functioning, to develop, modify, and providing input on future plans, goals, or objectives for Physical Medicine and Rehabilitation projects, programs, systems, or operations.

When appropriate I coordinate with and directly participate in meetings between my clients and VBA's vocational rehabilitation counselors to aid in executing their individualized rehabilitation plans, administering individualized programming and substantial adjustments in the training or job environment of individuals with psychiatric disorders, counseling individuals with serious emotional disability and/or an offender record, and place individuals with serious orthopedic impairments in training or employment.

I have also participated in the hospital Executive Performance Improvement Committee (EPIC) meetings and Strategic Analytics for Improvement and Learning (SAIL) training. For the Physical Medicine and Rehabilitation Service, I serve as a primary point of contact for process improvement methodologies. Also, I counsel and provide guidance to teams to analyze designs, operations, and processes, recommending possible improvements or solutions to operational and administrative problems, and assist in determining appropriate actions as appropriate. Since not all members of all teams that participate in these huddles are familiar with Lean Six Sigma methodology, I help in training and developing instructional materials for Lean Six Sigma and other process improvement topics, such as how to work their processes through their A3 huddle boards properly, providing technical supervision of program or project work and communicating organizational strategies, goals, objectives, priorities, and performance measures.

Conduct reviews of current processes and incorporates performance improvement activities by utilizing Lean Six Sigma training, which allows me to manage, lead, or administer Physical Medicine and Rehabilitation programs, projects, operations, or activities by leading multiple team huddle board meetings. These meetings serve to obtain relevant information before making a decision, develop, modify, or provide input on plans, goals, or objectives for projects, programs, systems, or operations within Physical Medicine and Rehabilitation programs. Also, ensuring integration and regulatory compliance of business operations. Qualitative and quantitative analytical techniques are used to measure and interpret the effectiveness, efficiency, and productivity of a variety of administrative programs. Additionally, these huddle board meetings are used to refine and develop specific guidelines to measure or improve the effectiveness of program management, business operations, policies, and procedures, while coordinating and integrating Physical Medicine and Rehabilitation programs, projects, or operational activities. These huddle board meetings also assist in identifying and analyzing concerns of potential non-compliance with VA and VHA directives. As situations arise, the huddle board meetings are used to analyze situations, conduct review of current processes, and incorporate performance improvement activities. If situations cannot be resolved within our team, systems redesign is consulted for advice in addition to my participation in performance improvement meetings with leadership.

In addition, my Lean Six Sigma training has allowed me to develop and coordinate internal review systems to assure both clinical and administrative activities are in compliance with agency, accrediting, and regulatory requirements. An example of this is shown by my participation in complex Define, Measure, Analyze, Improve and Control (DMAIC) improvement projects, such as the current green belt project to evaluate Physical Medicine and Rehabilitation programs' performance and project accomplishments to assess overall program

effectiveness and efficiency. An additional example is the utilization of huddle boards for the development of standardized treatment procedures and quality of patient care, such as with the creation of a standardized intake form as well as a printable educational resource packet for the Vocational Rehabilitation Department.

To aid in establishing and implementing organizational strategies, goals, objectives, or priorities, I have participated in process improvement events and multiple strategic planning meetings for Physical Medicine and Rehabilitation service at this facility. During these strategic planning meetings, I aid in establishing Physical Medicine and Rehabilitation program planning activities to develop the fiscal year operating agenda and ensure that the organization's activities, services, or products reflect higher management policies. Also, I have participated in the "Community Reintegration in the Polytrauma System of Care" event with representation from each of VA's Polytrauma Transitional Rehabilitation Programs and central office leadership in attendance to conduct a comprehensive review of programming and develop a strategy and plans to provide the best and most effective complement of community reintegration services. The dual purpose of the meeting was to identify strategies for prioritizing services and resources to facilitate successful community reintegration of Veterans with traumatic brain injuries and polytrauma, as well as develop an operational plan to disseminate best practices in community reintegration programming to modify business operations, compliance, procedures, and evaluation to improve program management and business operations, as well as administer planning processes and provides authoritative recommendations.

Adjust work scheduled to meet changing priorities and needs of service and patients. For example, I have recently changed my tour of duty to include Saturdays, which accommodates the inpatient population that I serve, as well allows outpatients to be seen, who would have otherwise not have been able to be seen during regular business hours. When additional resources are needed, I am responsible for initiating appropriate requests to resource management to meet immediate or planned needs for resources such as testing material and request additional resources as necessary. I provide analysis of the effect of resources on the overall productivity of the various services and detect appropriate and inappropriate utilization of scarce resources. Interventions are designed and developed using operational strategies designed to achieve maximum reimbursement, such as referring to comparable resources, thereby working towards achieving the client's goals while reducing the financial burden on the VA system.

Additional activities performed through my current role includes the following:

- Attend family meetings, interdisciplinary team meetings, and daily nursing meetings to discuss inpatient progress.
- Review, create, and edit notes through the Computerized Patient Record System (CPRS) program.
- Work through the case management process for individuals with multiple and severely disabling conditions:
  - Receive consults from providers, and contact clients to schedule appointments.
  - Perform initial assessments and refer to appropriate benefits and resources.
  - Administer and evaluate vocational evaluations to assist Veterans in targeting their job search

in accordance with their interests, IQ, aptitudes, skills, and abilities demonstrated by their assessment results. Once vocational assessments and evaluations are completed, explanations of the results are given to the Veterans, along with education and resources to aid in vocational planning and career exploration.

- Complete situational assessments for inpatients within work, school, and volunteer settings to determine the feasibility of clients to return to these settings after injury and after discharge from their inpatient rehabilitation stays.
- Assist Veterans with resume development and educate them on web-based resources to continue on their own.
- Coordinate services with:
  - Veteran's Benefits Administration to assist Veterans and Service Members in applying for and accessing appropriate benefits.
  - State Vocational Rehabilitation Agencies to aid Veterans in receiving assistance when not eligible for Chapter 31 benefit.
  - Career Source Tampa Bay.
- Encourage and motivate Veterans to become self-sufficient in the hopes of obtaining permanent community employment and/or independent living.
- Set up non-paid work experiences within the medical center.
- Participate in multiple interdisciplinary team meetings that serve a diverse population of clients, such as those who are homeless, have traumatic brain injuries, have spinal cord injuries, drug abuse, and/or chronic pain.
- Familiar with established Veteran Health Administration policies and guidelines related to patient care and confidentiality.
- Knowledge of the Commission on Accreditation of Rehabilitation Facilities (CARF) Guidelines that promote quality, value, and optimal outcomes of services centered on enhancing the lives of persons served.

**Supervisor:** Lee Ann Brumble (813-972-2000. 5218)

**Okay to contact this Supervisor:** Retired

### **Vocational Concepts**

7458 N. Tamiami Tr.

Sarasota, FL 34234

United States

**09/2017 - Present**

**Hours per week:** 12

### **Vocational Evaluator**

#### **Duties, Accomplishments, and Related Skills:**

- Conduct comprehensive vocational evaluations through face to face interviews as well as medical and psychological history reviews, to analyze clients' current situations, mental and physical disabilities, significant barriers to employment, interests, capabilities, and strengths to assist them in developing appropriate vocational goals.
- Tasked with gathering and interpretation of data from administering and scoring vocational evaluations to assist clients in targeting their job search in accordance with their interests, IQ, aptitudes, skills, and abilities demonstrated by their assessment results.

- Once vocational assessments and evaluations are completed, explanations of the results are given to the clients, along with education and resources to aid in vocational planning and career exploration.
- The results of the evaluation are documented in a report format and submitted to their referring vocational rehabilitation counselors to aid in their individualized rehabilitation plan.
- Individualize and modify assessment and treatment methods to accommodate the client's complex and unique needs.

**Supervisor:** Cindy Fisher (813-362-4078)

**Okay to contact this Supervisor:** Yes

**University of South Florida**

4202 East Fowler Ave  
Tampa, FL 33620 United States

**10/2013 - 11/2014**

**Hours per week:** 10

**Research Assistant**

**Duties, Accomplishments, and Related Skills:**

- Screen, recruit, interview, and work directly with participants, who are all Veterans with and without traumatic brain injury, for the research studies “A Study of Movement Variability in Student Veterans” (IRB#: Pro00005274) and “Comparison of Longitudinal Biometric and Functional Changes in Veterans with TBI Receiving PTRP Smart House Rehabilitation” (IRB#: Pro00006474).
- Assisted medical center staff in research, analyses, and development of reports pertaining to the PTRC's patients.
- Reviewed and analyzed various reports and complex data involving trend analysis.
- Educate participants of all aspects of the study they are participating in and obtain informed consent.
- Collect and record demographic information from participants.
- Administer and score neuropsychological tests and assessments.
- Instruct subjects on GPS unit operation to track outdoor walking movement patterns.
- Coordinate subject recruitment and participation at the James A. Haley's Polytrauma Transitional Rehabilitation Program (PTRP) Smart House.
- Data Entry and Management using Microsoft Word, Excel, and GPS Phototagger.

**Supervisor:** William Kearns, Ph.D. (813-974-9356)

**Okay to contact this Supervisor:** Yes

**Show Palace Dinner Theatre**

16128 Us Hwy 19 Hudson  
Bayonet Point, FL 34667 United States

**08/2008 - 04/2015**

**Hours per week:** 15

**Waiter**

**Duties, Accomplishments, and Related Skills:**

- Deal directly with the public.
- Talk to others to convey information effectively.
- Check with customers to ensure that they are satisfied and take action to correct any problems.

- Coordinate and adjust actions in relation to others' actions.
- Able to work under pressure and appropriately time manage.
- Train and educate new staff of the job requirements, activities, and procedures.
- Develop constructive and cooperative working relationships with co-workers and maintain them over time.

**Supervisor:** Thomas Coghill (727-863-7949)

**Okay to contact this Supervisor:** Yes

**Education:**

**Lean Six Sigma Green Belt** Tampa, FL United States

LSSGB 10/2017

Well versed in the core elements of Lean Six Sigma Methodology. Leads and takes part in improvement projects for Physical Medicine and Rehabilitation Service as well as rapid improvement events for other departments as needed. Possesses a thorough understanding of all aspects of the Lean Six Sigma Method, including competence in subject matters contained within the phases of Define, Measure, Analyze, Improve and Control (DMAIC) as defined by the IASSC Lean Six Sigma Green Belt Body of Knowledge. Understands how to implement, perform, interpret, and apply Lean Six Sigma at a high level of proficiency.

**University of South Florida** Tampa, FL United States

Master's Degree 03/2014

**GPA:** 3.91 of a maximum 4

**Major:** Rehabilitation and Mental Health Counseling

**Relevant Coursework, Licenses, and Certifications:**

- Supervised internship at James A. Haley VA Hospital's Vocational Rehabilitation Program within the Polytrauma Transitional Rehabilitation Program.
- The curriculum included, but not limited to, courses in rehabilitation counseling, Individual Evaluation & Assessment, Counseling Theories & Techniques, Career & Lifestyle Development, Social & Cultural Foundations, Medical Aspects of Disability, and Veteran Resilience & Reintegration.
- CRC Examination Preparation Directed Study.

**University of South Florida** Tampa, FL United States

Bachelor's Degree 12/2010

**Major:** Psychology

**Relevant Coursework, Licenses, and Certifications:**

- The curriculum included, but not limited to, Research Methods in Psych, Drugs and Behavior, Behavior Modification, Psych Tests & Measurement, Medical Terminology, and Anatomy & Physiology for Health Professionals.

**Job-Related Training and Skill:**

- VHA Journey to High Reliability – HRO 101
- Proficient in Microsoft Office, including Excel, PowerPoint, and Word.
- Privacy and HIPAA Focused Training.
- CPR/AED Certified.
- Collaborative Institutional Training Initiative (CITI) - Human Research Curriculum including

History and Ethical Principles, Assessing Risk, Informed Consent, Privacy & Confidentiality, and more.

- Knowledge of diagnostic evaluations used in vocational, educational, and rehabilitation settings (e.g., Shipley-2, Test of Adult Basic Education, CAPS/COPS/COPEs, Career Scope, WRAT, BETA, Career Exploration Inventory, Trail Making B, Clock drawing).
- Knowledge regarding the relationships between disabilities, education, culture, personal history, and resources when determining vocational goals.
- Ability to function effectively working as a team member.

**Affiliations:**

The Commission on Rehabilitation Counselor Certification - Certified Rehabilitation Counselor

National Rehabilitation Association & Vocation Evaluation and Work Adjustment Association (VEWAA) – Professional Member (#352268)

**Professional Publications:**

Kearns, W. D., Fozard, J. L., Ray, R. D., Scott, S., Jasiewicz, J. M., Craighead, J. D., & Pagano, C. V. (2016). Movement path tortuosity predicts compliance with therapeutic behavioral prompts in patients with traumatic brain injury. *The Journal of head trauma rehabilitation*, 31(1), E20-E27.

**Volunteer Experience:**

Vocational Rehabilitation Office, Front Desk -- James A. Haley Veteran Hospital, Tampa, Florida August 2012 – May 2013

- Performed front desk/ clerical duties while observing and learning more about the vocational rehabilitation process within the VA to make a smooth transition into my internship position.
- Interacted with individuals from a wide variety of backgrounds and with varying degrees of understanding.
- Assisted unscheduled walk-in clients by answering questions, referring to resources, submitting requests for their records, and submitting applications such as the Chapter 31, Vocational Rehabilitation & Employment application.

Northside Mental Health Center, Volunteer assistant

Tampa, Florida

January 2010 – May 2010