

**Patricia Carol Sands**

6144 North 12th Road  
Arlington, VA 22205 United States  
Mobile: 571-405-4078  
Email: [patriciacarolsands@gmail.com](mailto:patriciacarolsands@gmail.com)

**Work Experience:****Tragedy Assistance for Survivors (TAPS)**

3033 Wilson Blvd., Third Floor  
Arlington, VA 22205 United States

**05/2019 - Present**

**Salary:** 22.00 USD Per Hour

**Hours per week:** 30

**Helpline Associate**

**Duties, Accomplishments and Related Skills:****OBSERVATION SKILLS AND INTAKE**

Intake calls from Survivors and triage their concerns. Coding and documenting level of concern and resolution of issues--with the goal to meet the needs and understanding the concerns of each caller.

**COMMUNICATION SKILLS AND CONNECTION**

Demonstrated communication skills with emergency and/or crisis calls. Proficient at connecting, deescalating and ascertaining level of concern. Following chain of command is there is danger to self or others. Helping callers with emotion management and awareness. Ability to simplify complex information in a clear, compassionate, understandable manner.

**DOCUMENTATION**

Excellent documentation skills. Timely reports that detail conversations, salient points and observed behavior and emotional state. This would conclude with my resolution steps and other support needs that were recommended.

**ANALYSIS AND IMPACT**

Part of a team that collects a wide range of demographics and required information to mark the changing needs of the TAPS community for the Data Department. The data

would be compiled both daily and totaled monthly. Proven knowledge of Federal and Institutional regulations, accepted principles, methods, and practices.

Accomplishment:

- Created templates for the different level of emotional call types and the action for each.
  - Created the intake form and daily phone log form to improve tracking and performance.
  - Created manual for handling emotional calls with assessment of risk, triage of risk, documentation and dialog examples.
  - Designed the new TShirt for TAPS for 2022.
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### **GC Associates USA, LLC**

201 Custer Road

Fort Myer, VA 22211 United States

**08/2017 - 05/2019**

**Salary:** 22.00 USD Salary per Hour

**Hours per week:** 30

**Family Advocacy Program Prevention Specialist/Outreach**

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

Family Advocacy Program Prevention Specialist/Outreach

08/2017 – 05/2019 per week: 30

GC Associates USA, LLC

201 Custer Road

Fort Myer, VA 22211 United States

Supervisor COR: Kristy Pappas. Yes, you may contact.

#### **EVENTS AND PRESENTATION PLANNING**

Experience in planning and conducting various presentations, displays and events. Our team developed events and set up displays for highlighted themes such as Domestic Violence Awareness and Child Abuse Prevention Month. Developed curriculum and presented training to the military leadership, families, base programs, community members and neighboring bases.

#### **OUTREACH AND MARKETING**

Formulated calendars, news releases, fact sheets and feature articles for the military community. Created Info net/Video Concepts for Pentagon and the military district of Washington; greatly increasing the reach of the programs. Solely responsible for posters,

flyers and social media with Adobe, Publisher, Windows, Pages and PPT. Developing relationships, and maintaining partners & stakeholders. Conducted Needs Assessment Survey to track effectiveness of the program and how we can serve the community better. This was done online, in publications and in hard copies to get broad base statistics. These statistics were compiled monthly.

#### INTERPERSONAL EFFECTIVENESS

Subject matter expert in compassionate communication that results in great outcomes education presentations with groups and individuals. Was responsible for evaluating customer feedback and comments for program improvement. Ability to simplify complex information in to clear, compassionate, understandable manner.

#### STRATEGIC COMMUNICATION

Created presentations, supporting materials for newsletters, events and briefings with military and private entities. Demonstrated outstanding written, visual and oral communication skills. Planned and developed communication and marketing priorities, strategies, and practices. Proven knowledge of Federal and Institutional regulations, accepted principles, methods, and practices. Built a collaboration and strengthened relationships with the Military leadership, Families, Colleagues and outside agencies on the state, local and national level.

Conducted Needs Assessment Survey to track effectiveness of the program and how we can serve the community better. This was done online, in publications and in hard copies to get a broad base

#### PROGRAM TEAM PLANNING AND IMPLEMENTATION

Implementation and augmentation of outreach plans to promote events with potential partners. Provided logistical and administrative support of events and coordinated with multiple agencies and private entities. Developed communication strategies to track, document, and archive statistical reports. Strong organizational skills and team collaboration skills.

#### ACCOMPLISHMENTS

Expanded reach of marketing materials from estimated 10,000 to conservatively 3,000,000 with infonet. This data came monthly from the infonet department in the Pentagon and was inputted into the FAP Statistics.

Redesigned the bi monthly base publication: Life YOUiversity as a communication tool that informs and connects the National Capital Region—inclusive of all branches and bases. Life YOU would give the schedule for all classes for the entire MDW in one

publication.

Maintained accurate lists of attendees for classes and events in hard and soft copies for Accreditation Survey. This information was inputted into the ACS database for the Leadership to better serve our community.

**Supervisor:** Kristy Pappas: 703-696-8846

**Okay to contact this Supervisor:** Contact me first

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### **Falcons Landing**

20535 Earhart Place Potomac Falls, Virginia  
Potomac Falls, VA 20165 United States

**09/2016 - 08/2017**

**Salary:** 60,000.00 USD Per Year

**Hours per week:** 40

**Social Service Coordinator**

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

#### INTERPERSONAL ASSESSMENT SKILLS

Interviewed and developed care plans, conducted risk assessments, and provided emotional support, crisis intervention, prevention awareness and education to patients and families.

#### FAMILY AND COMMUNITY ENGAGEMENT

Lead the Resident Council Meetings and documented problems issues and followed them to resolution. Assisted with end of life care planning, community resource information, and referral.

#### LONGTERM CARE, DISCHARGE & HOSPICE PLANNING

Assisted and arranged referrals to outside agencies and the timely and accurate delivery of DME's and services. Developed discharge plans based upon thorough needs assessments for independent living, assisted living and long term care/skilled nursing care and hospice care.

#### ADMINISTRATIVE DATA COLLECTION

Performed screening for mood and behaviors/ PHQ9 & BIMS into AOD reporting system. Created Care Plans and reviewed medical records on all referred patients for history,

level of care, and current needs for 60 patient unit.

#### INVESTIGATIONS AND REPORTING EXPERTISE

Synthesized Internal investigations and interviews to compile reports to APS for possible abuse and/or neglect.

#### ANALYZE PROCESSES, SYSTEMS AND PROGRAMS

Compiled accurate and comprehensive data for audit of code status and psychotropic drugs both quarterly and compiled for yearly audit. Participated in interdisciplinary team and led care plan meetings.

#### ACCOMPLISHMENTS

Maintained error free and confidential records that resulted in an outstanding State Survey.

Investigated and wrote all abuse reports to be submitted to APS and Law Enforcement.

**Supervisor:** Fred Simpson 703 404 5100

**Okay to contact this Supervisor:** Yes

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#### **Golden Living Center**

6700 Columbia Pike

Annandale, VA 22003 United States

Phone: (703) 390-2300

**12/2014 - 07/2016**

**Salary:** 60,000.00 USD Per Year

**Hours per week:** 40

**Social Service Coordinator**

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

##### PATIENT CARE AND DATA MANAGEMENT

Provided SW services as part of a team for 200 bed facility: LTC Medicaid, Medicare short term rehab and dementia unit. Was responsible for discharge planning services by utilizing appropriate planning, implementation, and assessments. Assessed, interviewed and referred Residents for noted changes in cognition, mood and behaviors. Followed facility and state regulations. Was part of the team that were responsible for data collection and analysis of psychotropic drug and code status audits. These were compiled both monthly and yearly.

#### INTERPERSONAL EFFECTIVENESS

Conducted and lead all resident council meetings and family meetings. Charted problems and issues for resolution. Assisted and arranged with referrals to outside community programs and agencies, inclusive of homeless shelters.

#### INVESTIGATION AND REPORTING

Worked with Leadership on submission of internal investigations and interviews to compile reports to APS for possible abuse and/or neglect.

#### PATIENT CARE PLANNING

Assisted with end of life care planning, community resource information, and referral. Facilitated family and community meetings when issues and concerns arose and worked toward reconciling grievances. Participated in weekly Interdisciplinary team and care plan meetings and quarterly meetings. Provided bereavement support and counseling.

#### ACCOMPLISHMENTS

Was highlighted by the Survey Team in 2016 as having excellent documentation and exceptional communication skills.

**Supervisor:** Jason Munro, Executive Director 203 464 3262

**Okay to contact this Supervisor:** Yes

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#### **The Medical Team**

1902 Campus Commons Drive %650  
Reston, VA 20191 United States

**09/2011 - 08/2014**

**Salary:** 55,000.00 USD Bi-weekly

**Hours per week:** 40

**Community Liaison/Outreach**

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

#### OUTREACH AND EDUCATION

Exceptional presentation and outreach skills with patients, healthcare professionals as well as facilities. Extraordinary interpersonal communication skills and building relationships.

#### DATA COLLECTION AND PROGRAM EXPANSION

Expanded services to existing customers and created new client base for company growth. Used data base for client and customer tracking. Inputted daily notes and compiled numbers for leadership review. Oversaw accurate submission and data entry of patient (HIPPA) information into company databases.

#### PUBLIC SPEAKING AND PRESENTATIONS

Dynamic presentations for a variety of public services and programs. Strong ability to recognize and plan for comprehensive transition and discharge planning needs. Outstanding abilities in maintaining good relationships with industry partners.

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#### **US Army Warrior Transition Command**

200 Stovall Street  
Alexandria, VA 22332 United States

**04/2010 - 08/2011**

**Salary:** 62,000 USD Yearly

**Hours per week:** 40

**Pay Plan:** GS **Grade:** 11

**Strategic Communications/Outreach Marketing Specialist** (This is a federal job)

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

##### OUTREACH AND MARKETING

Planned and developed communication and marketing priorities, strategies, and practices. Coordinated superior events and trade show presentations. Implemented outreach plans; promoted events and provided logistical and administrative support of events; coordinated with multiple agencies and businesses for successful outcomes.

##### COMMUNICATIONS

Demonstrated outstanding written, visual and oral communication skills. Created avenues of communication and support for wounded warriors for suicide prevention, domestic violence prevention, parenting, marriage support and assistance with dependents. Built productive relationships with Military, Families, outside entities with the Community Support Network. Evaluated customer feedback and online testimonials. Maintained and developed ongoing communications with community. Connected with Soldiers, Veterans, families and leadership weekly to follow up update, and add outstanding issues and concerns. Created supporting materials for talking points and briefings for Leadership staff inclusive of BG and COL. Developed and presented educational training to community members, and team members, and leadership teams.

#### PROGRAM PLANNING: EVENTS AND PRESENTATION

Events included the AW2 Symposiums, the AUSA Conferences, the Warrior Games in Colorado, plus the Army Ten Miler. Our team handled requests for information from media and public. Expanded the AW2 National Community Support Network of the Warrior Transition Command. Our team worked to define the milestones, the goals and the success criteria

#### INTERPERSONAL EFFECTIVENESS AND COORDINATION

Outstanding creative skills with innovative presentations. Coordinated national conference calls with stakeholders and AW2's. Expanded and managed the AW2 Speaker's Bureau. Brought in and identified key sponsor organizations for the AW2 Symposium. Aided in the development of social marketing campaigns. Experience in national health issues and campaigns for all phases of wounded warriors and families. Comprehensive knowledge of health care, benefits, resources and phases of transition for wounded warriors and their families.

#### ANALYZE PROCESSES, SYSTEMS AND PROGRAMS

Monitored news articles, coverage in the media concerning the program. Gathered data for tracking participation in programs and growth of assessment. Proven knowledge of Federal and Institutional regulations, accepted principles, methods, and practices. Building collaboration and relationships with Military, Families, and Colleagues and outside agencies on the state, local and national level. Updating and refining excel sheets to reflect current information. Ability to determine marketing budgets and allocate resources with our team. Exceptional strong organizational skills and teamwork skills. Prepared detailed After Action Reports on all events with our team.

#### ACCOMPLISHMENTS

COMMANDER'S AWARD FOR CIVILIAN SERVICE, 2011 Excellent Service

**Supervisor:** LTC Jeanette Griffin 703) 571-2761

**Okay to contact this Supervisor:** Yes

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**Joint Base Myer Henderson Hall (& McNair) FMWR, United States Army**

202 Custer Road

Fort Myer, VA 22211 United States

**07/2008 - 04/2010**

**Salary:** 49,000.00 USD Yearly

**Hours per week:** 40



## Commercial Sponsorship Coordinator

### Duties, Accomplishments and Related Skills:

#### MARKETING

Developed marketing tools inclusive of a new temporary website for the Base, event promotion ads as well as marketing sell kits. Coordinated with various program managers to highlight their services and programs. Prepared detailed After Action Reports on all events. Educated team members to be able to edit and upload on temporary website. Motivated the community and businesses to attend and sponsor base events.

#### COMMUNICATIONS AND COLLABORATIONS

Created outreach plans; promoted events with potential partners; provided logistical and administrative support of events and coordinate with multiple agencies and businesses.

#### ANALYZE PROCESSES, SYSTEMS AND PROGRAMS

Tracked, documented and reported effectiveness of marketing campaigns and made suggestions for improvements. Compiled the data for program redirection and growth.

#### ACCOMPLISHMENTS

Created the temporary website and tracked and analyzed the effectiveness of marketing/sponsorship efforts for Myer and McNair.

Accomplished major sponsorships with Coca Cola and other major companies for the MDW Capital Classic Basketball Tournament that builds connections with all branches in the military community and their families.

Was awarded Excellent Service Award from the FMWR Director.

**Supervisor:** Blane Butler 703 696 0581

**Okay to contact this Supervisor:** Yes

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### Education:

**The Maryland Institute College of Art** Baltimore, MD United States

Bachelor's Degree 12/1981

**GPA:** 3.04 of a maximum 4.00

**Credits Earned:** 126

**Major:** BFA

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**NOVA CC** Alexandria, VA United States

Some College Coursework Completed 8 /1978

Credits Earned: 50 Quarter Hours

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**References:**

COL Gred Gadson, US Army AW2 Retired, Phone: 571-294-3451

Jason Munro, Golden Living Center Executive Director, Phone: 203-464-3262

LTG Darry Williams, US Army Westpoint, Darryl.a.williams4.mil@mail.mil