

Danielle C. Haynes

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4359 Kingsbury Ave. Toledo, OH 43612

EDUCATION

The Ohio State University, Columbus, Ohio

Bachelor of Arts in Political Science: **June 2009**

Bachelor of Arts in African American and African Studies: **June 2009**

Webster University, Europe and Beijing, China

Master of Arts in Global International Relations: **July 2011**

RELATED WORK EXPERIENCE

Bowling Green State University, Bowling Green, Ohio

Coordinator for Student Case Management: March 2018- Present

- Created a Student Case Management and Support Services office from the ground up by creating marketing materials, procedures and policies for the office
- Manage a high case load by meeting with students to provide resources, support and assistance related to academic, financial, behavioral, mental health and/or personal issues
- Coordinate and provide ongoing support to students involved in the Title IX process by reviewing their rights, responsibilities, and resources such as an advisor/advocate
- Meet with students involved in bias incidents to discuss resources, support services and alternative approaches to addressing sensitive issues
- Develop interventions and strategies for students facing food insecurity and housing insecurities by establishing a food assistance program in which students can get a bag of groceries through the Office of the Dean of Students
- Supervise a practicum student
- Develop community partnerships to assist in providing students with laundry vouchers, clothing vouchers, and other essential needs
- Create absence notifications for students absent for three or more days, and provide follow up upon their return
- Update student case files with meeting notes, office correspondence and student files using Maxient, CSS software, and SSC software
- Foster self-advocacy in students to address their individual needs and empower them to deal and cope with challenges
- Member of the care team committee: Provide up to date information on referenced student and provide possible insight on student cases
- Develop policies and protocols for improved communication by establishing a parental notification and a condolence letter for students
- Member of the Equity and Diversity committee: support best practices in methods for diversity and inclusion

The University of Toledo, Toledo, Ohio

Sexual Assault and Domestic Violence Confidential Support Advocate: February 2017- March 2018

- Created a grant to present and train local college athletes about re-defining healthy masculinity
- Provided legal advocacy, case management, crisis intervention, and referral information to survivors to campus and community resources
- Developed and presented sexual assault prevention and by-stander intervention programs to college students
- Assisted survivors in applying for class accommodations through the University Title IX process
- Facilitated a support group for student survivors of sexual assault and domestic violence focusing on coping techniques, art therapy, and communal support
- Supervised 3 graduate assistants
- Oversaw the campus' Clothesline Project and Silent Witness Project
- Represented the University at the local Take Back the Night by going to meetings and tabling at the event

The YWCA Hope Center, Toledo, Ohio

Outreach Advocate: April 2016- February 2017

- Facilitated a weekly sexual assault and domestic violence support group
- Accompanied survivors through their Sexual Assault Forensic Examination completed by a SANE Nurse, provided comfort, courage and the assistance they desired in order to endure the evidence collection process
- Advocated and assisted survivors in obtaining civil protection orders by accompanying them to the attorneys office, to court to complete the paperwork and to the hearing
- Provided community education about sexual assault and human trafficking to schools, organizations, and agencies
- One on one meetings with survivors of sexual assault and domestic violence to safety plan, coping techniques, and community resources
- Supervised 1 graduate student
- Partnered with many other community agencies to support women's rights and equity such as the Women of Color Caucus
- Established a partnership with the local Goodwill for clothing vouchers for our survivors

The Ohio Legislative Black Caucus, Columbus, Ohio

Legislative Aid: February 2009-August 2010

- Liaised between the constituents and governmental officials: attended seminars, conferences and congressional meetings regarding laws and policies affecting African Americans
- Organized advisory meetings with leaders from political offices, community agencies and city wide organizations
- Provided timely, courteous and knowledgeable responses to information requests; transferred calls, and prepared official correspondence
- Supported fundraising efforts, raising over \$10,000 for OLBC guaranteeing that OLBC met their objectives
- Supervised college interns
- Planned fundraising events such as the annual golf outing, annual fish fry, and MLK Day of Service

The City of Toledo, Toledo, Ohio

Police Communication Specialist: September 2014-April 2016

- Entered pertinent caller information, location and weapons used during calls for police, fire and medical for the City of Toledo
- Handled high stress calls with ease and accuracy
- Critical Intervention Specialist with the ability to process and manage callers with a mental health component
- Trained incoming dispatchers on taking phone calls, assessing the threat levels, and dispatching officers, medical, and fire if needed

Washington National Insurance, Remote

Executive Assistant: January 2012-December 2017

- Developed efficiency-enhancing workflow by creating a new training module for incoming team members
- Processed claims and provided quality customer services to our clients
- Entered data through a CRM database (Salesforce) that made it possible to accommodate increasing responsibilities due to company growth
- Provided quality organizational support by coordinating sales team meetings, events, and annual conference

COMMUNITY INVOLVEMENT

Lucas County Domestic Violence Fatality Review Committee

Committee Member: February 2017-Present

- Provide systemic review of domestic violence homicides in order to reduce the number of future fatalities
- Assist in identifying high risk factors, current practices, gaps in system responses to local domestic violence

Lucas County Domestic Violence Taskforce

Committee Member: February 2017-Present

- Assisted in organizing town hall forums for domestic violence awareness month
- Participated in the unveiling of our local media campaign to end violence against women

Partners Empowering Community Safety (P.E.C.S.)

Committee Member: April 2016-Present

- Organize multiple community forums
- In-Kind specialist: solicit multiple food donations for 8 community meetings

Take Back the Night Toledo, Ohio

Committee Member: March 2013 – Present

- Assist with the planning and program implementation of the event for several years
- Master of Ceremonies: 2014, 2015, 2016, 2017

YWCA Hope Center Toledo, Ohio

Volunteer advocate: February 2013 – Present

- Sexual assault and domestic violence hotline volunteer: maintain the 24-hour crisis line
- Hospital outreach advocate: supporting survivors of sexual assault during the SANE exam and police interview

PRESENTATION EXPERIENCE

Division of Student Affairs Professional Development Day, Bowling Green, Ohio (2019)

- Presented: Case Management H.E.L.P Falcons to the Next Level (Heals, Empowers, Leads, Progresses)

Greek Life 101, Toledo, Ohio (2017) (2018)

- Presented: Bringing in the By-stander Intervention, Healthy Masculinity and Sexual Assault

Fire and Ice Anti-Domestic Violence Charity Ball, Toledo, Ohio (2017)

- Keynote speaker regarding surviving domestic violence

Sexual Misconduct 101, Toledo, Ohio (2017)

- Presented: The university's policy on sexual misconduct, legal definitions, services, and referrals to all first year experience classes at The University of Toledo

13th Annual International Human Trafficking and Social Injustice Conference, Toledo, Ohio (2016)

- Presented: Good Victim Vs. Bad Victim and the Role the Media Plays in Framing Societal Thoughts, Practices and Standards

CERTIFICATES/TRAININGS

AtIXa (2018): trained in NCHERM Title IX investigator and hearing board participant

Safe Zone Training (2018) (2017): Trained to be an ally for the LGBTQ+ and comfortable communicating with individuals that identify as such

Trauma informed care (2016) (2017): trained in person-centered trauma informed techniques that address the unique challenges survivors experience due to living through traumatic experiences and how best to suit their needs

Safe At Home certified (2016): trained in helping survivors of domestic violence, human trafficking, stalking, rape and sexual battery shield their personal information from public records by providing them a substitute address for both public and private entities to use

LEADS Certified (2014) (2015): trained to ensure the safety of officers in the field by entering data accurately, ensuring compliance, and being knowledgeable on LEADS compliance and procedures