

Eileen Glass, MA, CRC, CDMS
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Summary of Professional Experience:

- 20+ years in rehabilitation services including vocational testing, job development, labor market surveys, counseling, case management, and functional assessments
- 10+ years of providing services for Long- and Short-Term Disability including overseeing rehabilitation services and claims
- Vocational Expert for Social Security throughout State of Florida, having testified in over 50 Social Security Hearings at the ALJ level
- Qualified as a Vocational Expert Witness in Orange, Seminole, Brevard and Volusia Counties, as well as in British Columbia
- Vocational Evaluator and provider of Legal Testimony for disability cases including Divorce, Worker's Compensation, Personal Injury, Product Liability and Wrongful Death
- Vocational casework with expertise in a behavioral approach to chronic pain management.

Credentials:

- Certified Rehabilitation Counselor (CRC)
- Certified Disability Management Specialist (CDMS)
- Vocational Expert, Social Security Administration (former)

Education:

- Master of Arts, Webster University, Orlando Campus, November 1986
 - Specialization in Health Services Management
 - Research Topic: A Review and Analysis of Pain Management Patient Outcomes and Measurements
 - Concentrated studies in Health Services and Human Resources
 - Distinguished Graduate Award
- University of Central Florida, Post Graduate studies in Counseling and Learning Theories, 1981 – 1982
- Bachelor of Science, University of Rochester, Rochester, New York, May 1977
 - Industrial and Behavioral Psychology
 - Focus on behavioral techniques, testing and research

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Employment Experience:

- Independent Provider/Vocational Evaluator** **2013**
Pinder Rehabilitation Services, Altamonte Springs, Florida **1992 - 1998**
- ❖ Vocational evaluations and testing for Worker's Compensation, Long-Term Disability, Personal Injury, Divorce, Vocational Rehabilitation and Social Security
 - ❖ Interact with medical providers, clients and attorneys
 - ❖ Managed Vocational Rehabilitation and Medical Case Management professionals
 - ❖ Career counseling and Rehabilitation Plan development
 - ❖ Provided Transferable Skills Analyses; on-site job analyses; and, Labor Market Surveys; generated extensive reports
 - ❖ Provision of expert witness testimony when required
- Short-Term/Long-Term Disability Claims Team Leader** **1998 – 2013**
CNA/Group Benefits/Hartford Insurance, Maitland, Florida
- ❖ As STD/LTD Claims Team Leader (2008-2013) managed claims team for high-profile account with focus on claims quality, accuracy and customer service.
 - ❖ As Rehabilitation Team Leader (1998-2007) managed rehabilitation team handling STD/LTD and Life Premium Waiver vocational services including training and account presentations.
 - ❖ Selected to manage all clinical services including vocational, behavioral (psych) and nurse case managers during this extended stretch assignment.
- Senior Rehabilitation Coordinator** **1992 – 1996**
Associative Rehabilitation, Inc., Winter Park, Florida
- ❖ Provided vocational case management/rehabilitation evaluation services to injured workers
 - ❖ Assisted claimants and insurers with appropriate medical care and cost containment
 - ❖ Supervised vocational and medical case managers
 - ❖ Provided expert witness testimony
- Pain Management Manager** **1994 – 1994**
Columbia Park Medical Center, Orlando, Florida
- ❖ Involved in program and staff development including training and education
 - ❖ Provided vocational evaluations
- Vocational Case Manager/Center Manager** **1978 – 1992**
Behavioral Health and Rehabilitation Services
- ❖ Managed multi-disciplinary CARF-accredited Outpatient Pain Center
 - ❖ Provided direct vocational exploration, job-seeking skills and job placement services
 - ❖ Interfaced with employers, insurers, rehabilitation and medical professionals to facilitate timely return to work
 - ❖ Administered, scored and reported on neuropsychological, vocational and intellectual testing

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Case Manager/Center/Director of Vocational Rehabilitation Services 1978 – 1992
21st Century Rehabilitation Center, Orlando, Florida

- ❖ Provided case management, vocational case coordination and rehabilitation planning on medical, psychological and vocational files
- ❖ Involved in program development in outpatient pain management, FCE's, and work hardening programs
- ❖ Represented facility at depositions and hearing

Intake Coordinator/Human Resources Benefits Coordinator 1971 – 1978
University of Rochester, Rochester, New York

- ❖ Worked in Psychiatric Outpatient Clinic performing patient interviews and triage to appropriate services
- ❖ Provided records reviews
- ❖ Corresponded both verbally and in writing to insurance carriers

Seminars and Presentations:

- ❖ Project/Presentation on assessing optimal Span of Control (SOC) to enhance effectiveness, quality, accuracy and customer service. Results of this network-wide project taking over one year to complete was presented to upper management.
- ❖ "Owning the Message," a presentation providing input and feedback to maximize engagement, presented to middle and upper management
- ❖ "Focus on Ability," a presentation to 100+ internal employees with emphasis on ability versus disability
- ❖ "Goal Conflicts in Rehabilitation" presentation at Statewide conference of American Academy of Trial Lawyers, Tampa, Florida
- ❖ "Pain Management, The Patient Perspective" given before the American Pain Society, Maitland, Florida
- ❖ Workshop presentation, "The Impact of Managed Care on Providers and Payers" given at Casa Colina Center for Rehabilitation, Orlando, Florida
- ❖ Presentation on "Timely Return to Work" given at Governor's Safety and Health 2nd Annual Conference, Jacksonville, Florida

Professional Organizations:

- Past President, Central Florida Chapter, International Association of Rehab Professionals (IARP)
- Secretary, State Chapter, IARP
- Member, Association of Rehabilitation Nurses (ARN)
- Member, Case Management Society of America (CMSA)
- Member, Friends of 440