

CATHERINE (COSSY) HOUGH, LCSW

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◆ PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS

The University of Texas at Austin, School of Social Work – Austin, Texas

Clinical Assistant Professor

September 2009 - Present

- Course instructor for Practice I, Practice II, Field Seminar and Dynamics of Organizations and Communities in graduate program
- Faculty liaison for graduate program field placements including student evaluation
- Member of the Community Program Development Committee
- Member of the Community, Administration and Leadership Sub-committee
- Conduct Field Instructor education/training

Texas Department of State Health Services – Austin, Texas

Case Management Branch Manager

June 2008 – August 2009

- Statewide program planning, development and evaluation for Case Management for Children and Pregnant Women (CPW) and the assessment portion of the Comprehensive Care Program (CCP) Personal Care Services (PCS) benefit, including budget analysis and the development of fiscal projections for review by budget office.
- Supervisor of nine staff, including six licensed social workers.
- Develop and implement training, set goals and assign tasks to assist supervisees in developing skills in client focused program and project management.
- Oversight, development, implementation and evaluation of Texas Department of State Health Services rules, policies, orientation manuals, forms, training and outreach materials for CPW.
- Oversight of assessment portion of PCS benefit which implemented in 2007 including training for approximately 180 regional licensed social workers and nurses, development of forms and policies, development of data tracking systems and quality assurance activities.
- Oversight of regional case management services provided through DSHS including coordination of high level resources and staff efforts to advocate for children with complex special health care needs.
- Coordination of CPW services and/or services for high risk pregnant women and children with the Health and Human Services Commission, The Texas State Board of Social Work Examiners, the National Association of Social Workers, Texas Medicaid Healthcare Partnership (formerly NHIC), The Texas Department of Aging and Disability Services (DADS) and the Texas Department of Assistive and Rehabilitative Services (DARS).
- Coordination with Children with Special Health Care Needs Services Program (CSHCN-SP).
- Assistance and interpretation to staff and CPW providers regarding policies and procedures.
- Analysis and feedback regarding proposed legislation and/or legislative inquiries.
- Participation in and development of portions of the Texas Health Steps Online Education Modules for health care professionals including modules on Case Management in Texas, Adolescent Health, Transition to Adulthood and the Texas Health Steps Overview.
- Development of response plan to allow continuance of Branch activities in the event of a disaster.
- Project Manager of HHSC contract with Altarum Institute to study CPW services in Texas through 2010.
- Member of DSHS Continuing Education Committee, which promotes and develops continuing education for physicians, nurses and social workers.
- Member of the DSHS Grand Rounds Committee, which implements two semesters of staff development and evidence based practice presentations per year.

Texas Department of State Health Services – Austin, Texas

Program Specialist V – Case Management Consultant

September 1999 – June 2008

- Statewide program planning, development and evaluation for Case Management for Children and Pregnant Women (CPW) and the assessment portion of the Comprehensive Care Program (CCP) Personal Care Services (PCS) benefit including budget analysis and the development of fiscal projections for review by budget office.
- Team lead for seven staff, including training, supervision of daily tasks and schedules, development and modification of job descriptions, conducting interviews with applicants, performance evaluations, disciplinary actions and assignment of roles and responsibilities.
- Development and implementation of Texas Department of State Health Services rules, policies, forms, training and outreach materials for CPW.

Cosy Hough, LCSW

- Coordination of CPW services and/or services for high risk pregnant women and children with DSHS regional staff, the Health and Human Services Commission, Texas Medicaid Healthcare Partnership (formerly NHIC), Maximus, DADS and DARS.
- General coordination with Children with Special Health Care Needs Services Program (CSHCN-SP) staff regarding case management for children who are eligible for Medicaid.
- Oversight and coordination of an orientation manual for new CPW and CSHCN-SP regional case managers. Developed substantial portions of the manual.
- Assistance and interpretation to CPW providers regarding policies and procedures and prior authorizations.
- Analysis and feedback regarding proposed legislation and/or legislative inquiries.
- Development and oversight of prior authorization system for CPW, including the development of a web based system and Access database for prior authorizations.
- Design, oversight and implementation testing of Texas Wide Integrated Client Encounter System (TWICES) module used for tracking CPW, CSHCN-SP, and PCS encounters conducted by regional staff. Development of module included coordination with CSHCN staff to determine needed data fields and reports.
- Development and maintenance of program utilization reports in Business Objects and Access database. Researches provider claims in Phoenix software.
- Development of utilization review system for CPW and provided quality assurance/utilization review to CPW providers.
- Development of training programs and trained social workers regarding case management and ethics. Develop trainings regarding the role of case management in transition to adulthood for youth with health conditions or disabilities and the social work case managers' role in disaster response.
- Member of Texas Board of Social Work Examiners workgroup to restructure social work license regulations in Texas.
- Assisted in hurricane response for the state for children and adults with special needs.
- Member of the Senate Bill 1188 workgroup to oversee the study of case management programs in Texas. Membership responsibilities include analysis of request for information responses, development of request for proposal (RFP), review of RFP responses and analysis of study findings including implications for current state programs.
- Member of DSHS Continuing Education Committee, which promotes and develops continuing education for physicians, nurses and social workers. Member of sub-committee that developed online training, "Ethics and Public Health."

The University of Texas at Austin, School of Social Work – Austin, Texas

Adjunct Faculty - Lecturer

September 2007– January 2008

- Lecturer for *Dynamics of Organizations and Communities*, a first year class in the Master's of Science in Social Work Program.
- Selection of course materials, including the class text and related professional articles and development of course syllabus.

Texas Department of State Health Services – Austin, Texas

Program Specialist IV – Case Management Consultant

April 1997 – September 1999

- Reviewed providers of the Targeted Case Management for Pregnant Women and Infants (TCM/PWI) program for quality assurance. Quality assurance (QA) activities consisted of record review, observation of services, Medicaid billing review, review of internal QA and review of the providers' system for implementing services, including providers' policies and procedures.
- Provided assistance and training to TCM/PWI providers regarding providers' program development and implementation of services as well as compliance with the TCM/PWI Rules.
- Developed presentations and trained regional staff regarding the review of TCM/PWI providers.
- Assisted in annual provider risk assessments and the revision of QA tools.
- Collaborated with NHIC, as necessary, regarding billing and reimbursement issues.

Seton Home Care – Austin, Texas

Medical Social Worker

October 1995-March 1997

- Provided crisis counseling, resource linkage and case management to both pediatric and adult populations.
- Performed home visits to provide services, identify problems and formulate solutions for client needs in a five county area.
- Coordinated activities with local providers such as DHS, DPRS, and the City of Austin clinic system.
- Advocated for changes in community agencies. Responded to inquiries from community members and the public and made referrals to local service providers as appropriate.
- Represented social workers on the Home Care Specialty Council of the Seton Network Nursing Congress. As a member of the Council, identified problem issues in Home Care and advocated to the Nursing Congress for changes in the policies, procedures and practices of the Seton Network.

**City of Austin Home Care – Austin, Texas
Medical Social Worker**

August 1993-October 1995

- Provided crisis counseling, resource linkage and case management to both pediatric and adult populations.
- Performed home visits to provide services, identify problems and formulate solutions for client needs in a five county area.
- Coordinated activities with local providers such as DHS, DPRS, and the City of Austin clinic system.
- Advocated for changes in community agencies. Responded to inquires from community members and the public and made referrals to local service providers as appropriate.

**Travis County Mental Health Mental Retardation – Austin, Texas
Caseworker Assistant (part time)**

June 1992 – October 1993

- Carried a caseload of 6-8 clients with severe mental illnesses ranging in age from 23 to 88.
- Provided client families with respite care services and case management activities, including transportation to and coordination with resources and socialization activities.
- Coordinated client care plans and maintained communication with other MHMR staff involved with client families.

**St. David's Skilled Nursing Unit – Austin, Texas
Social Work Intern (full time)**

May 1993 – August 1993

- Provided case management and discharge planning to a primarily elderly population in the skilled nursing unit

**Reproductive Services – Austin, Texas
Counselor Intern (part time)**

September 1991-May 1992

- Provided crisis counseling and education to women seeking abortions
- Developed, implemented and evaluated an HIV testing program for clients

◆ Presentations at Professional Meetings

- *Case Management*, Title V Conference, 1997
- *Quality Assurance for Targeted Case Management for Pregnant Women and Infants*, Provider Quality Assurance Conference, 1998
- *Case Management*, The Society for Social Work Leadership in Health Care, Texas Chapter, 2000
- *Changes to Social Work Licensure*, Panel Presentation, NASW Texas Conference, 2002
- *Case Management and Ethics*, NASW Texas Conference, 2004
- *Social Work Roles in Disaster Response*, NASW Texas Conference, 2006
- *Case Management and Ethics*, NASW Texas Conference, 2006
- *Case Management Roles in Transition to Adulthood for Children with Health Conditions or Disabilities*, Online Training, 2006
- *Case Management Roles in Transition to Adulthood*, NASW Texas Conference, 2007
- *Case Management, Ethics and Independent Practice Recognition (IPR)*, NASW Texas Training for IPR Supervisors, 2008
- *Case Management, Ethics and Supervision*, NASW Texas Conference 2008
- *The Social Work Independent Practice Recognition*, NASW Texas Conference 2008
- *Case Management, Ethics and Independent Practice Recognition (IPR)*, NASW Texas Training for IPR Supervisors, 2009
- *Case Management and Ethics*, Texas Department of State Health Services, Case Manager Training, 2009
- *Keeping the Ship Afloat: Our Ethical Obligations and Use of Standards for Student Growth*, Field Instructor Training, UT Austin School of Social Work, 2010
- *New Field Instructor Training*, UT Austin School of Social Work, 2010

◆ EDUCATION

Master of Science in Social Work

The University of Texas at Austin, August 1993

Bachelor of Social Work

The University of Texas at Austin, May 1992

George K. Herbert Endowed Scholarship

The University of Texas at Austin, 1991

◆ **SPECIAL SKILLS**

Desktop and Laptop Personal Computers

Software: Windows, Explorer, Outlook, Word, Excel, Access, PowerPoint, Business Objects, Phoenix and TWICES.

◆ **LICENSES AND CERTIFICATIONS**

Licensed Clinical Social Worker – # 23661, Texas

◆ **PROFESSIONAL AFFILIATIONS**

National Association of Social Workers

◆ **Community Service/Volunteer Work**

SIMS Foundation – Austin, Texas

Volunteer

1998-2001

- Provided case management to musicians with health issues.
- Conducted a needs assessment regarding Austin area musicians and health concerns/needs. Analyzed and summarized findings in a report to the SIMS Board of Directors and made recommendations regarding health care services for musicians in Austin.

Texas Transverse Myelitis Coalition– Texas

Coalition Founder/Coordinator

January 2003-Present

- Founded coalition in 2003.
- Coordinator and lead of coalition support meetings in Austin.
- Coordinator of volunteers and coalition activities in Texas.
- Development and maintenance of coalition website.
- Publications in Transverse Myelitis Association Newsletter regarding activities of Texas coalition.

Transverse Myelitis Association- United States

Volunteer, Disability Information and Referral

2003-Present

- Provide information and referral regarding Social Security Administration disability benefits to members of association in the United States through phone calls and email.
- Publications in Transverse Myelitis Newsletter and website regarding disability benefits process and frequently asked questions.

National Association of Social Workers Texas

Member, Women's Issue Committee

2010-Present

- Member of the Women's Issue Committee
- Publications in NASW Texas Network