

# Gayle Lukas

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## Executive Profile

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I am now retired, but worked for 36 years for the Pennsylvania Department of Welfare. I worked at various jobs in this division, ranging from teacher, program writer, supervisor, manager, and finally executive/administrator. I worked at a residential facility for physically and developmentally challenged individuals ranging in age from the teens through the senior years.

Throughout my career, I placed a focus on developing high standards of practice, evaluating patient care for effectiveness and implementing necessary changes to programs and policies relating to the mentally/physically challenged. I was a specialist in Pennsylvania Department of Welfare statutes and management information systems committed to long term care facilities.

As the Director of Program Services, I was dedicated and adept at public and community relations, staff development and project management. I directly supervised the management team of this residential facility of 200 plus individuals. I was a direct link between the facility (White Haven Center, White Haven, Pa.) and the Department of Public Welfare in Harrisburg, Pennsylvania. I was a hands on Administrator and Executive who made frequent rounds throughout the residential units. I consistently encouraged staff and residential individuals and worked on developing, maintaining, and promoting a strong team of staff, families, and self advocate individuals who assisted in the operation of the residential facility. Emphasis was placed on training and team building. Throughout the years, I maintained a supervisory/management/administrator role to 100 or more staff of various positions and departments.

Since retirement, I have undertaken the voluntary role of working closely with Pennsylvania State Representative Tarah Toohil. I am familiar with the Pennsylvania bill making process. I am in touch with Pennsylvania legislative research analysts.

## Skill Highlights

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- Staffing management ability
  - Conflict resolution
  - Government relations knowledge
  - Personal and professional integrity
  - Relationship and team building
  - Sound decision making
  - Staff training and development
  - Display of patience and self-discipline
- Leadership/communication skills

## Core Accomplishments

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Effectively managed the residential facility through many Department of Health annual surveys with no or few deficiencies. No actions toward decertification were taken against the facility during my time as administrator/executive. Any minor deficiencies were swiftly corrected to the satisfaction of the Pennsylvania Department of Health.

- Investigated and analyzed individual complaints to identify and resolve issues. Trained Member of state investigative team.

## Professional Experience

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### Director of Program Service

**White Haven Center** - White Haven, Pa

Held supervisory, manager positions at White Haven Center consistently from 1992 until retirement in the administrative, executive area in 2010 as the Director of Program Services.

Carefully selected, developed and retained qualified staff, as well as trained [number] new staff annually. Evaluated patient care procedural changes for effectiveness. Served as liaison between management, clinical staff and the community. Minimized staff turnover through appropriate selection, orientation, training, staff education and development. Established and maintained positive relationships with government regulators, residents, families, other

area health care providers, physicians and community at large. Organized and led weekly personnel meetings with revised policies and procedures in accordance with changes in local, state and federal laws and regulations. Actively served on Utilization Review Committee by reviewing policies, patterns of providers and sanction processes. Observed strict confidentiality and safeguarded all patient-related information. Routinely evaluated the overall resident care within the facility and diligently enforced high standards.

Completed weekly rounds of all residential units to verify that all service personnel were performing their work assignments in accordance with acceptable standards. Rounds made on a 24 hour basis.

## **Education**

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**Master of Public Administration : Public Administration, 1984**

**Marywood University** - Reading, PA, USA

Coursework in Health Service Policy and Analysis

Coursework in Government Policy

Coursework in Management styles and practices

**Associate of Arts : Political Science/pre-law, 1973**

**Albright College** - Reading, PA, USA

Coursework in Law and Political Science