

# MOLLY CARPENTER

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## PROFESSIONAL SUMMARY

Highly accomplished and dedicated Social Gerontologist with a proven track record as a director, successfully managing complex projects, leading teams, and achieving strategic objectives. Extensive experience in direct care workforce strategy, family caregiver advocacy and aging issues. Adept at designing and implementing innovative programs that enhance the quality of life for aging individuals and dedicated to improving the employment experience for the direct care workforce. Passionate and committed to advancing education, resources, tools, and innovative interventions designed to enhance quality care outcomes. Known for exceptional communication skills, fostering collaborative relationships, and driving positive change within organizations.

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## CAREER HIGHLIGHTS

- Developed and authored the book: *Confidence to Care: A Resource for Family Caregivers Providing Alzheimer's Disease or Other Dementia's Care at Home*.
- Spent 15 years in direct care with aging adults and their families.
- Speaker and educator for community events and professional organizations
- Completed a second master's degree in social Gerontology to become a Gerontologist and published my research study.
- Volunteer faculty UNMC Internal Medicine Department of Geriatrics

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## SKILLS

- The ability to empathize and the desire to help others.
- Careful judgment and decision making.
- Effective listening skills.
- Research and analytic skills.
- Leadership, teamwork and interpersonal skills.
- Assessing, evaluating, and understanding complex issues.
- Program and relationship management.
- Public speaking.

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## WORK HISTORY

### **DIRECTOR, WORKFORCE STRATEGY AND DEVELOPMENT LEADING AGE LTSS CENTER @UMASS BOSTON**

- Developing and managing a learning community of Geriatric Workforce Enhancement Programs who are implementing registered apprenticeship programs across the country.
- Deliver technical assistance, support content development, the standardization of course work and competency training for the apprenticeship program.
- Convene a community of LeadingAge State Partners for shared learning, cross-state collaboration, program testing and implementation.
- Lead and implement key initiatives tied to LeadingAge's Workforce Strategy and Plan.
- Develop education topics, design trainings, conference workshops, resources, for member workforce needs and external platforms such as website and newsletters.

**CONTRACTOR FOR UNMC 10/1/23-PRESENT**

- Enhanced current and developed additional curriculum designed to prepare the direct care workforce to care for aging adults.
- Supported various aspects of content/program distribution to BSN/associate degree/Accelerated Nursing students at UNMC.
- Conducted a gap analysis and needs assessment with the national CNA organization.
- Updated and enhanced the Dementia in Long-Term Care resources and educational materials.
- Developed a nursing home shadowing program for OPS CNA students to gain practical experience and exposure to nursing home careers.
- Reinforced current and built new relationships with GWEP parents to ensure the age-friendly/dementia-friendly and 4Ms frameworks are present in geriatric care.
- Assisted in researching, writing and building relationships for an additional GWEP HRSA grant.

**GERONTOLOGY CONSULTANT AND CAREGIVE ADVOCATE** 9/2023-PRESENT

**Forever Flourishing**, Omaha, NE

- Founded Forever Flourishing LLC consulting practice. Working with several clients and groups across the aging industry and direct care workforce.

**DIRECTOR OF CARE PROFESSIONAL LEARNING/DEVELOPMENT** 01/2023 to 08/2023

**Honor Technology/Home Instead, Inc.**, Omaha, NE

- Developed and managed Care Professional training roadmap for Honor Care Platform and the Home Instead network.
- Determined overall content and skill enhancement strategy across the networks.
- Developed an ongoing training and skill development program for Care Professionals.
- Worked with cross-functional teams to develop content, resources and tools across the Home Instead network and the Care Platform.
- Participated and drove other strategic care quality programs and initiatives as needed for clients and Care Professionals.

**DIRECTOR OF WORKFORCE** 01/2021 to 12/2022

**Honor Technology/Home Instead, Inc.**, Omaha, NE

- Developed and executed a strategy that centered on the needs of the workforce for large franchise network within North America as well as influenced the global markets.
- Communicated ongoing strategy to internal and external stakeholders through various channels including meetings, calls, blogs, articles, and emails.
- Monitored key metrics and data, including continual survey feedback to improve the workforce experience.
- Connected and coordinated all Care Professional initiatives within the company to ensure strategy alignment and cohesiveness for workforce.
- Served on external thought leadership programs within the aging industry to elevate and advocate for workforce advancement opportunities.
- Supported, advised, and influenced workforce initiatives within the Honor Care platform model.

**DIRECTOR OF BUSINESS AND ACADEMIC RESEARCH** 06/2017 to 12/2020

**Home Instead, Inc,** Omaha, NE

- Served as a connection for developing new relationships, supporting new ideas and innovation, testing and validating of concepts and promoting research in the aging industry.
- Served as the primary contact to vet out potential business and academic research opportunities.
- Informed appropriate internal departments with insights and actions on research needs.
- Oversaw research pilots between franchisees and organizations to ensure successful outcomes.
- Created metrics of success and to demonstrate ROI within partnerships and projects.
- Member of internal COVID-19 task force designed to assist front line efforts for the franchise network.

**CAREGIVER ADVOCATE** 08/2009 to 06/2017

**Home Instead, Inc,** Omaha, NE

- Researched, developed and implemented the strategic plan and programs under the Caregiver Leadership platform.
- Advanced the Caregiver training strategy by implementing an innovative approach to honor adult learning principles.
- Managed and helped develop all training programs for professional Caregivers.
- Developed age specific content and presentations for industry organizations and disseminated through various venues.
- Developed, administered, disseminated results of national quality programs such as the Caregiver of the Year program and survey program with J.D Power and Associates for the franchise network.

**VENDOR RELATIONSHIP SPECIALIST** 06/2007 to 08/2009

**Home Instead, Inc,** Omaha, NE

- Researched, developed, implemented and managed vendor programs for network and corporate office.
- Developed a formal set of criteria that was used for evaluating potential vendors.
- Assisted the franchise network with any issues and resolving in a timely and satisfactory manner.

**DIRECTOR OF COMMUNITY RELATIONS** 12/2003 to 06/2007

**Brighton Gardens by Sunrise Senior Living,** Omaha, NE

- Conducted sales presentations and community tours for prospective residents, families and referral sources.
- Responsible for keeping the building at budgeted occupancy as well as a stable waitlist.
- Planned, organized, and conducted community events for residents, families, professional referrals and team members.
- Promoted and informed community referral sources of the services offered by Brighton Gardens.

**DEVELOPMENT ASSOCIATE** 11/2002 to 12/2003

**Archdiocese Of Omaha,** Omaha, NE

- Supported all aspects of the fundraising efforts for the Archdiocese of Omaha

**PROGRAM AIDE** 11/2000 to 11/2002

**Immanuel Health Systems**, Omaha, NE

- Assisted with all aspects of a wellness program for adults 55 and over.

**ACTIVITIES DIRECTOR/CERTIFIED RECREATIONAL THERAPIST** 05/1999 to 11/2000

**Brighton Gardens by Marriott Senior Living**, Omaha, NE

- Developed life enrichment programs for all residents in continuum of care community.
- Managed activity assistants in each area of the building, assisted living, Alzheimer's care and skilled nursing care

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## EDUCATION

**University of Nebraska**, Omaha, NE

**Master of Arts**, Social Gerontology, 05/2019

**University of Nebraska**, Omaha, NE

**Master of Arts**, 08/1999

**University of Nebraska**, Lincoln, NE

**Bachelor of Science**, Family Science, Human Resources & Family Science, 08/1997

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## CERTIFICATIONS

- Human Resources and Family Science -Gerontology Certificate
- Past Certified Therapeutic Recreational Specialist (CTRS)

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## AFFILIATIONS

- Alzheimer's Association Dementia Care Provider Round Table, 2018- 2023
- NIH Research Summit Provider Stakeholder Group, 2017- 2019
- Intercultural Senior Center Board Member, 2017- 2021
- Gerontological Society of America, 2014- Present
- Volunteer for Dreamweaver Foundation