

IRIS Consultant Biography

Consultant Name: Mary Serrano
Company Name: TMG
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Work History (starting with most recent)

Name of Agency	Date of Employment	Job Title
TMG	1/27/19	IRIS Consultant

Care Responsibilities

Your TMG IRIS consultant is your partner as you create a plan that meets your needs and stays within your IRIS budget. Your TMG IRIS consultant can connect you to resources in your area, and will be a great source of information for any questions you have about the IRIS program. In a self-directed program like IRIS, you decide who provides your support and services and when they happen. You may have natural support from people in your life, or you may choose to purchase the support you need from an agency or someone that you hire directly. Your TMG IRIS consultant will be there to talk through these decisions with you, and will help you put a plan in place that reflects your choices.

Educational Background

Name of Institution	Major/Degree	Degree Obtained	Date Obtained
Upper Iowa University	Human Service - Bachelor of Science	Yes	6-2013

Credentials

Name of Certification / Accreditation	Certifying Agency	Date Certification was Obtained
Latino Non-profit Leadership	UW-Milwaukee Roberto Hernandez Center	11-2009

Specialties (e.g., working with autism, the elderly, employment for people with disabilities or youth in transition, mental health, experience with assisted technology)

Prior to coming to TMG, I worked for the Early Head Start program for Centro Hispano for 8 years doing home visits. I worked closely with families. I implemented the PAT (Parents as Teachers Curriculum), provided educational services and community resources, and most importantly empowered the family to be advocates for their children. I also worked for Family Service of Milwaukee as a Parent Liaison/ Nurturing Program Coordinator for about 2 years. I worked closely with the therapist to assist the families with communicating their needs, providing services in their homes as needed. I worked with individuals of all ages, many of whom had a mental health condition or intellectual or physical disability.

County/Region I'm familiar with

Milwaukee

Languages or Communication Skills

English; Spanish

I'm comfortable with pets in the home

Yes

More about me

How do you Partner with people to 'clear the path ahead'?

Life sends many challenges our way, and it's up to us to do our very best to overcome those challenges. I believe that by working together we can help get over these obstacles. A simple hello or a nice gesture can go a long way. When we partner together, we are not alone - there's someone who cares enough to help clear the path ahead.

What's your favorite thing about being an IRIS consultant?

My favorite thing about being a TMG IRIS Consultant is knowing that I am making a difference in the lives of the people I partner with. I look forward to building positive relationships and providing the tools you need for a better tomorrow.

What past experience prepared you to become an IRIS Consultant?

I have worked with my own family members who are going through challenges. I was blessed to assist them any way possible, especially my step-father, who has been going through his own physical challenges. All of these experiences has prepared me to be a knowledgeable and compassionate TMG IRIS Consultant. I look forward to getting to know you and learning how I can help you reach your goals.

What do you enjoy doing in your free time?

In my free time, I enjoy taking long drives and listening to music. I find this to be relaxing. I also enjoy baking, whether it be breads or sweets.



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