**MARIE S. DESIRE, (Open to Relocation)**

West Palm Beach, FL

**Telephone:** 561-932-5750 **Email:** [*mariedesire25@yahoo.com*](mailto:mariedesire25@yahoo.com) Page 1 of 2

**CASE MANAGER,** with 12+ years of experience in client services for the mentally ill, elderly, and children; providing community and resource referrals, assessment, care coordination, evaluation, and ensuring compliance with mandated guidelines and regulations.

**SKILLS & QUALIFICATIONS:**

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| --- | --- | --- |
| Client Services Focused  Communications Liaison  Fluent Haitian Creole & French  Relationship Building  Case/Record Management  State & Federal Compliance | Data Entry Experience word excel, PowerPoint  Develops policies, procedures and methods  Event Management  Trained and mentoring coworkers  Managed Care  Scheduling member visit link-services, advocate for members and assessments. | Call center experience  Customer Interviews  Customer Service  Geriatric population experience  Conflict Resolution  50WPM |

**PROFESSIONAL TRAININGS:**

CGX, Ethics, Medicaid,

Triple T, CSE

Cultural Competency, CSE

Touchpoints, CSE

Suicide Prevention, CSE

Domestic Violence, Domestic Violence Coalition

**EXPERIENCE:**

**Humana LTC, Boca Raton, FL** - *2017 to Present*

***Care Coach***

* Responds to daily question from members about program and services
* Identifies and resolves barriers that hinder effective care for geriatric population
* Ensures patient is progressing towards desired outcomes by continuously monitoring patient care through use of assessment, data, conversations with members, and active care planning
* Understands department, segment, and organizational strategy and operating objectives, including their linkages to related areas, advocate, assessments
* Makes decisions regarding own work methods, occasionally in ambiguous situations
* Requires minimal direction and receives guidance where needed
* Follows established guidelines/procedures, completes trainings as required by State and Federal standards

**Partnership for Drug Free & Community, West Palm Beach, FL** - *2015 to 2017*

***Program Manager***

* Adolescent focused; worked with local schools and guidance counselors on referrals of students for the program
* Supervised staff implementing program curriculum and conducted presentations for students
* Acted as liaison to program and assisted with recruitment of participants for the program
* Ensured staff timesheets are accurate, verified end of reports and payroll
* Assisted in vetting candidates and hiring new employees
* Attended various community meetings and programs to inform the public of services provided
* Completed trainings as required by State and Federal standards

**Florida Coalition Against Domestic Violence, Tallahassee, FL -** *2014 to 2015*

***Hotline Advocate – Call Center***

* Call valium 30-40 calls per day
* Assessed safety needs of the caller and provided immediate safety planning as necessary
* Coordinated community outreach projects
* Provided technical assistance via phone to domestic violence centers, shelter staff or volunteers calling the hotline
* Visited shelters to ensure policy compliance
* Assisted the program department with creating training certificates, updated training materials in Creole, proof read materials such as curricula and/or awareness materials
* Analyzed data and reports generated from call accounting software

**Partnership for Drug Free & Community, West Palm Beach,** **FL** - *2012 to 2013*

***Program Coordinator***

* Recruited students from Palm Beach County Schools for abstinent educational classes
* Coordinated community outreach projects
* Planned/implemented special events and conducted presentations
* Maintained daily timesheet log outlining daily program activities
* Reported to Contract Manager through month end reports and summaries
* Managed monthly reports to include sign-in sheets, activity summary and in-kind log
* Kept accurate program documentation such as attendance logs
* Implemented the *Making a Difference* Program

**Sickle Cell Foundation, West Palm Beach, FL** - *2009 to 2011*

***Parent-Child Home Visitor***

* Visited homes to make observations and model behavior between parents/child
* Encouraged and created opportunities for parents’ active participation during sessions
* Introduced and reviewed VISM (Toy/Book) to families & ensured appropriate use by parent/child
* Documented activities, promptly submitting an anecdotal report/case notes for each home visit

**Church World Service, Doral, FL** – *2008 to 2009*

***Youth Family Specialist***

* Interviewed applicants to obtain/verified INS eligibility for Program
* Completed initial assessments and specific testing tools to assess the learning needs of individuals
* Prepared complex cases for decision by lead specialists
* Provided case management, developing service plans to meet client needs
* Arranged for ancillary services, provided and coordinated tutoring, homework assistance and mentoring opportunities
* Ensured clients received needed community services
* Provided adequate interpretation and translation services to clients facilitating access to services and participation

**Department of Children & Families, West Palm Beach, FL** – *2006 to 2008*

***Case Worker***

* Determined eligibility for applicants seeking public assistance ( Food Stamp and Medicaid )
* Processed paperwork, entered data into eligibility system with time-sensitive agency and legal deadlines
* Interviewed applicants to obtain/verified INS information for eligibility to Food Stamps, Medicaid and cash assistance, verified INS documents through SAV system
* Advised clients of deadlines, time-frames and necessary actions to be taken, Multitasking
* Kept up to date on changes in federal rules, laws, procedures that affect eligibility

**EDUCATION:**

Bachelor’s Degree in Public Administration

Barry University - Palm Beach Gardens, FL