

David Ortiz

9514 Hillsboro Dr, San Antonio, TX 78217

210.265.7992

davidjortizmusic@gmail.com

OBJECTIVE Bilingual individual seeking position for personal enrichment and advancement.

EDUCATION **Bachelor of Arts in Music** August 2006
Bachelor of Arts in Psychology August 2006
Texas State University - San Marcos

RELAVENT SKILLS/QUALITIES

- Fluent in speaking and reading/writing in English and Spanish
- Extensive experience working with high risk clients and crisis intervention

RELEVANT EXPERIENCE

Case Manager Team Lead

SOSI

April 2021-Present

- Managed a team of 10 Case managers in the endeavor or reunifying unaccompanied minors with their sponsors. Responsibilities include conducting audits to ensure federal compliance, motivating team members to meet quotas and deadlines, and providing support for team members by supplementing with case management work when needed.

Case Manager

Crystal Counseling

June 2017 – July 2020

- As a case manager I am delivering outreach Assertive Community Treatment model services to high-risk clientele, which involves psychosocial rehabilitation, and case coordination with various local and government agencies such as Health and Human Services, Child Protective Services, Adult Protective Services and others.

Case Manager

BCFS

June 2016-May 2017

- Managed a rotating caseload of 8-14 unaccompanied minors attempted to reunify with sponsors within the United States, building a case that would establish the sponsor as a reliable care-provider capable of providing a safe environment to the minor to be presented to the Office of Refugee Relocation for approval.
- Coordinated with several agencies including ICE, CPS, law-enforcement officials across the US, as well as foreign governments and child advocates.

Community Guest Specialist/Case Manager

Center For Health Care Services (Project HEALTH)

December 2014-May 2016

- Assisted in the completion of longitudinal research study by maintaining continuity in the completion of surveys by tracking and surveying transient subjects.

Case Manager

Patient Advocate Foundation, San Antonio, TX

April 2013-April 2014

- Utilized bilingual written and verbal skills to assist and educate patients in securing assistance through various local and national/federal programs: housing, benefits, SSI/SSDI, Medicaid/Medicare as well as assistance securing treatment and hospital financial aid.
- Successfully advocated for patients by guiding them through appealing unfavorable coverage decisions.

Clinical Practitioner II (ACT)/Case Manager

July 2009-March 2013

Center For Health Care Services, San Antonio, TX

- Used bilingual verbal skills to develop and implement treatment planning for individuals with severe mental illness.
- Specialized in case coordination in regards to housing, benefits, psychotropic medication management.
- Taught life skills and offered psychosocial rehabilitation in outreach setting to individuals diagnosed with severe cases of bipolar disorder and schizophrenia.

Mental Health Associate

January 2009-June 2009

San Marcos Treatment Center, San Marcos, Texas

- Aided in implementing behavior modification treatment to patients ages 8-18.