325 Pebblebrook Lane, Glenn Heights, TX 75154**\***(214)986-2982**\*** [monica.pme1@yahoo.com](mailto:monica.pme1@yahoo.com)

**Monica Allen**

**PERSONAL SUMMARY**

A conscientious, sensitive and hardworking professional who been working in the social services field for

16-years. I want to use all my skills and knowledge to really make a difference to people’s lives. She is a high performer who breaks down complicated problems into actionable tasks. With her past and current employers she is involved in conducting risk and need assessments on newly referred participants, as well as writing comprehensive client services plans in conjunction with clients. I am certified enrolling people on your Texas Benefits (SAP, Medicaid, CHIP) program. On a personal level she is always fully committed to an agency’s values and is sensitive towards any cultural, ethnic and disability issues.

**CAREER HISTORY**

2015-2017 Portfolior Resident Services Dallas, TX

**Case Manager**

Developed, administrate and social/community development program for the residents for Rosemont Apartment.

* Understanding and sensitivity of economic, cultural issues in diverse communities
* Completing complicated benefit-related applications
* Maintain and keep up to date administrative records
* Plan and execute social services community events
* Providing vocational and education training
* Setup vocational and education training workshop on and offline
* Coordinate with local business to do job fairs onsite
* Coordinate with local agencies in the area
* Oversee the after-school tutoring and feeding program
* Certified in Your Texas Benefits (SAP, Medicaid, CHIP) enrollment
* Work closely with the courtesy officers and the local police department

2006-2010 Dept. Children and Family Protective Services Little Rock, AR

**Health Social Services Worker**

My responsibility was to insure children enter into protective services that all they medical needs were met.

* Identify the medical needs of the children
* Had to reschedule physical in 24 or 48 hours arriving in foster care
* Establishing action plans based on case facts, best practices, protocols, jurisdictional issues and available resources
* Ability to establish rapport with the biological parents
* Prioritize and managing caseload
* Carrying out investigations into the clinical needs of children

2000-2006 Manager Jefferson Comprehensive Care System Little Rock, AR

**Case Manager**

Responsible for connecting patients and their families to resources that will help and support them.

* Administered a comprehensive assessment for all new clients
* Work with women and children who were infected with HIV or Aids
* Addressing behavioral issues through educational workshops and sessions
* Resolving problems that interfere with the patient’s self-sufficiency
* Visiting clients in their own homes, clinic visit, and outside specialist units
* Work with HIV men and women clients in the Diagnostic Center that was in prison or in the reentry program
* Visit clients and potential clients that was in prison twice of month
* I work closely with the reentry clients on transition from incarceration back into the community
* Organize HIV testing sites in the community and Historical Black Colleges
* Acting as the liaison between the patient and care personnel to ensure that all necessary care is provided promptly and effectively

2000-2000(grant ended) Welfare to Work Little Rock, AR

**Case Manager**

Went out in the community to locate the clients who TEA Benefit Program was about to end in six month.

* Administered a comprehensive assessment for all new clients entering into the program
* Ability to establish rapport with clients
* Maintain accurate and complete case management notes on my clients
* Providing vocational and education training
* Problem identification and resolution
* Ability to work effectively as a member of a multidisciplinary team
* Work with clients who have a learning disabilities, or mental health and physical health problems
* Make alcohol and substance abuse treatment plans

1995-1999 Blue Cross and Blue Shield/ USAble Little Rock, AR

**Claim Processor**

* Analyze, process, research, adjust and adjudicate claims with the use of accurate procedure/revenue and ICD-9 codes, under the correct provider and member benefits
* Resolve provider or physician group(network) claims inquiries and apply resolution in a timely fashion

**Eligibility Specialist**

My responsibility was to enroll employees in 125 cafeteria plans and other benefits are needed

* Conduct group meetings to present benefits packages to employees of USAble customers
* Ability to be culturally sensitive and appropriate
* Planning workloads and priorities

**EDUCATION**

Cedar Valley College – Social Work 2016 - current

University Arkansas at Pine Bluff – Social Service 1995-1996

University Arkansas at Little Rock – Social Service 1992-1994

Pulaski VoTech College – Secretary Word Processing Diploma 1990-1991

Northeast High School –General Education Diploma 1998-1990