Nicole Hayes

1401 whitaker way

red oak, tx 75154

(214) 697-6779 ⚫ nicig96@yahoo.com

C

ompassionate, hard-working and ethical licensed master social worker known for being caring, empathetic, honest, and a social worker willing to work tirelessly to ensure that patient needs are being met.

Key Skills

|  |  |
| --- | --- |
| * Licensed by the Texas State Board of Social Worker Examiners * In Home Specialist * Group, Family, and Individual Therapy * Investigations * Complex Case Management | * Care Planning * Functional Skills Assessments * Special Needs Training * Environmental Surveys * Person Directed Planning * Psychosocial Assessments |

**EMployment**

**Comfort Hospice** Licensed Medical Social Worker 6/17 to Present

* Perform Psychosocial assessments and evaluations to determine the patient’s Level of Care
* Ongoing evaluation of the patient’s Plan of Care, to ensure its effectiveness in providing patient care
* Routine home visits with patients and their families
* Provide emotional support and supportive counseling to patient and families
* Assist patient and families with environmental difficulties that interfere with the patient’s ability to obtain maximum benefits from care
* Provide patients and families with assistance in obtaining necessary community resources and supports as needed
* Funeral Arrangements and Bereavement care
* Assists physicians and other members of the healthcare team in understanding significant social or mental stressors and/or disorders that exacerbate patient symptoms
* Provide patients with necessary education and resources
* Adult Protective Services and Department of Aging and Disability reports and referrals

**Molina Healthcare of Texas** Long Term Support Services Case Manager 8/15 to 5/17

* Provides case management services to members with chronic or complex conditions
* Identifies members that may qualify for potential case management services
* Conducts assessment of member needs by collecting in-depth information from Molina’s information system, the member, member’s family/caregiver, hospital staff, physicians and other providers. Score the H2060 health assessment.
* Authorization of Paid Attendant Services to members with chronic illnesses that require assistance with activities of daily living
* Identifies, assesses and manages members per established criteria
* Develops and implements a case management plan in collaboration with the member, caregiver, physician and/or other appropriate healthcare professionals to address the member needs
* Performs ongoing monitoring of the plan of care to evaluate effectiveness
* Documents care plan progress in Molina’s information system
* Evaluates effectiveness of the care plan and modifies as appropriate to reach optimal outcomes
* Measures the effectiveness of interventions to determine case management outcomes
* Promotes integration of services for members including behavioral health and long term care to enhance the continuity of care for Molina members
* Conducts face to face or home visits as required, maintaining department productivity and quality measures
* Adheres to all documentation guidelines; documentation from home visits completed in 72 hours
* Participates in Interdisciplinary Care Team (ICT) meetings

**Hickory Trail Hospital** Mental Health/Substance Abuse Therapist 12/07 to 8/10 and

8/15 to 2/17

* Conducting Biopsychosocial Assessments
* Thorough review of patient chart and intake assessment
* Conducting Group, Family, and Individual Therapy Sessions
* Hosting preventative mental wellness classes and workshops.
* Mental Health Case Management
* Developing Individualized Treatment Plans
* Utilizing Evidence Based Treatment skills to assist patients in meeting their biopsychosocial needs
* Crisis Intervention
* Discharge and Aftercare planning

**Daybreak Community Services** Foster Care Manager 07/13 to 08/15

* Managed the services and care of 45 individuals with intellectual and physical disabilities in the Home and Community Based Services (HCS) program
* Participates in Special Planning Teams (SPT) with the Dallas County Local Authority
* Responsible for generating and preparing the individual’s IPCs, ID/RCs, Implementation Plans, Preparation of the individual’s Functional Skills Assessments and ICAP
* Responsible for the training of group home/direct care staff and day habilitation staff on the special needs of each individual
* Responsible for notification of required persons and team members (such as, but not limited to:  individual, nurse, LAR/family, Service Coordinator at the Local Authority, and the Area Director) as outlined in the TAC whenever the individual requires emergency services, restraint, hospitalization, is named in a DFPS allegation, or when the individual experiences any other unplanned life event
* Oversee documentation regarding the individual’s room and board agreements, Trust Fund Expenditures and weekly/monthly spending
* Maintains a line of communication with the individuals, family members, LARs, and the Local Authority and Service Coordinator
* Maintains and audits medical and social charts/record related to the HCS program services that includes: IPC, SC agreement or disagreement with the IPC; PDP; implementation plan; behavior plan (if applicable); documentation of progress/lack of progress on implementation plan; document any changes to the individual’s personal goals, conditions, abilities or needs; ID/RC assessment; ICAP assessments; Functional skills Assessments; Physician’s Assessment of Risk; Permanency Plan (if applicable)
* Residential Management duties: Supervise Direct Care staff, Conduct Environmental Surveys on the individual’s living environment to ensure safety and stability in the home

**Metrocare Services** Home and Community Based Service Coordinator 3/10 – 7/13

* Monitoring HCS functions according to established policies and procedures
* Authorization of Individualized Plan of Care
* Reviewing ICAP assessments
* Responsible for creating and updating the Person Directed Plan based on the needs and desires of the consumer
* Field based monitoring of services provided to the consumer
* Monitoring of Non-Waiver/Non HCS services
* Ensuring consumer satisfaction with program services
* Linking consumer families to needed services outside of the HCS program
* Maintain detailed documentation within 24 hours of consumer contact

**Department of Family and Protective Services** Adult Protective Services Specialist 7/05 – 3/10

* Investigates reports of abuse, neglect, or exploitation of elderly and disabled adults in Dallas County
* Interviewing clients, family members and other persons in order to obtain functional, social, physical, and mental/emotional information for evaluation
* Determines necessary actions and/or solutions to lessen or remove threats to the client’s health or safety
* Provide social casework and counseling, referral services, and providing on-going client services as needed
* Building community relationships with law enforcement, medical personnel, court personnel, community centers, churches, and other community organizations.
* Conducts assessments of clients in their living environment
* Developing individualized service plans to meet the needs of clients
* Providing for or arranging for services to remedy client problems
* Maintain detailed documentation within 24 hours of client contact
* Provide housing assistance

**Education**

**University of Texas at Arlington** (Arlington, TX) – Master of Science in Social Work

**University of North Texas** (Denton, TX) – Bachelor of Arts in Sociology and Human Services

Technology Summary

MS Office (Word, Excel, Access and PowerPoint)

Home Care/Home Base, IMPACT, CARE, Psych Consult, Care Advance, QNXT