**EDUCATION:**

**Master of Social Work**  December 2016

Texas A&M University-Commerce Commerce, TX

Major GPA 3.82

**Bachelor of Social Work** August 2008

Texas State University-San Marcos, TX

Major GPA: 3.5

**RELATED EXPERIENCES:**

Case Management Coordinator 2018-Current

**Aetna**

Dallas, TX

* Conducts comprehensive evaluation of referred member’s needs/eligibility and recommends an approach to case resolution and/or meeting needs by evaluating member’s benefit plan and available internal and external programs/services.
* Identifies high risk factors and service needs that may impact member outcomes and care planning components with appropriate referral to clinical case management or crisis intervention as appropriate.
* Using holistic approach consults with case managers, supervisors, Medical Directors and/or other health programs to overcome barriers to meeting goals and objectives; presents cases at case conferences to obtain multidisciplinary review in order to achieve optimal outcomes.
* Utilizes case management and quality management processes in compliance with regulatory and accreditation guidelines and company policies and procedures.

Medical Case Manager 2017-2018

**AIN, Inc. (Access and Information Network, Inc)**

Dallas, TX

* Provided medical case management that was intended to serve clients who have multiple complex psychosocial and/or health-related needs and focuses on maintaining them in systems of primary medical care to improve HIV-related health outcomes; and link clients with health care, psychosocial and other services to ensure timely and coordinated access to medically appropriate levels of health care and support services, and continuity of care.
* Utilized a variety of case management methods including face-to-face contact, phone contact, or other forms of communication as relevant to client’s circumstances.
* Appropriately collected data, documented services, and documented client’s files in accordance with standards of care, as well as standards for data collection, reporting, and billing.
* Provided supervision of non-medical case management and assistance to clients who need to obtain services such as medical and support services and is provided by other AIN case management staff. CM does not involve coordination or follow-up of medical treatment as MCM does.

CLASS Case Manager 2014-2017

**ResCare, Inc.**

Plano, TX

* Accountable to the consumer for coordinating his/her overall program services, responsible for assuring that all the coordination of services are implemented consistent with the CLASS Program
* Document all contacts with the consumer, families and service providers in progress notes; inform the consumer and/or his/her family about the consumer’s overall program and significant changes in it and is available to answer questions about the program asked by the individuals.
* Responsible for supervising the delivery of each consumer’s Individual Plan of Care (IPC), oversight of the delivery of training and support services, integrating the various aspects of services, recording each consumer’s progress and reviewing the Individual Program Plan (IPP) quarterly to assess progress and continued appropriateness of the program services.

Director of Social Services 2012-2014

**Crestview Court Nursing and Rehab**

Cedar Hill, Texas

* Works closely with doctors and nursing staff to develop specific care plans based on the needs of the residents and their family.
* Acts as a liaison between the resident and Medicare/Medicaid; help assists in gathering, preparing, and submitting paperwork to the Medicare and Medicaid departments for approval.
* Performs discharge planning duties for residents; also, provide psychosocial care for the nursing home residents and their families.

Home Sweet Home Case Manager 2010-2011

**The Salvation Army**

Dallas, Texas

* Performs comprehensive, essential, preventative social services case management services to assist individuals and families at imminent risk of homelessness.
* Manages and monitors assigned caseload of clients seeking social service assistance. Develops program plan/goals and evaluates client’s progress by conducting routine meetings with client and/or staff.
* Serves as advocate for client in order to acquire a wide range of assistance and benefit services that will enable them to functionally cope with their environment.

CPS SPECIALIST II 2008-2010

**Texas Department Family Protective Services-Child Protective Services**

Dallas, Texas

* Provided in-home and on-going family based safety services to protect children from abuse and neglect and prevent removal of children from their family.
* Provided case management and direct services to families to help the family reduce the risk of abuse and neglect; interacted with various local community systems for services