

Tuong (Matt) Lau

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Experience

SourceWise, MSSP Program

February 2016- Present

Managed a caseload of 48 Medi-Medi clients who are 65 and older who needed assistance with resources and advocacy. Clients are assessed annual, quarterly home visits, and contacted monthly through phone calls or home visits. Using program funding, clients were able to receive proper DMEs, home health aide, and monthly Ensure as a supplemental nutrition. Worked closely with family members and caregivers to make sure client's needs are met daily; meals, cleaning, and proper hygiene care. Advocate with doctors or other health professionals when client is in need of assistance in getting prescriptions for equipment or incontinence supplies.

Palo Alto Housing Corp.

September 2014- February 2016

Coordinated Health and Wellness workshops and programs for senior residents in the Independent Living Facility. Complete intakes and assessments for all the residents to provide better quality of life, through the utilization of social services, food banks, caregivers, and emotional and physical support. Empower residents to take charge of creating events and gatherings. Coordinate speakers from different organizations to come and present on topics such as health, wellness, nutrition, and caring for one's self. Outreach to other properties to assist seniors with any problems they face, or needing to know more information on a certain topic.

Cupertino Senior Center, Case Manager

July 2013 – February 2014

Managed a caseload of over 70 clients, who were members of the senior center. Developed action plans to help seniors live as independently as possible in their own homes, for as long as possible. Consulted with both English speaking and Chinese speaking seniors. Collaborated with many different county and private agencies, including Adult Protective Services (APS), In-Home Supportive Services (IHSS), Social Services, Senior Adults Legal Assistance (SALA), HUD, and Sourcewise (previously County on Aging in Santa Clara County); consulted with medical professionals to provide better care for clients; provided information on health insurance coverage for seniors. Collected resources, provided referrals, and helped complete paperwork per seniors needs.

Teacher, YMCA at James Franklin Elementary

April 2013- July 2013

Worked with pre-schoolers and K-5 school age children. Helped tutored children and assisted them with homework. Developed and supervised activities, including games, for K-5 to help children develop their critical thinking, socialization skills, and leadership skills.

Providence Community Service, OASIS

June 2012 - December 2012

Managed a caseload of 10-15 members, elderly seniors with severe Mental Health. Applied knowledge and experience to assist members in getting Social Security Benefits, Housing, coordinated care between members and psychiatrist, nurses, and doctors, and documented each coordination and contact. Held and coordinated group presentations, teaching members how to manage daily life problems, i.e. stress and anger, the importance of taking medications routinely, hygiene, and mental health management. Promoted self-responsibility and encouragement to be confident in life. Coordinated intakes, assessments, documenting, and discharging; in addition, provided case management, care planning, counseling, crisis interventions, treatment planning, referrals to services, and support.

Providence Community Service, Healthy Expectations

December 2011- May 2012

Provided resource development to clients of all ages. Utilizing the internet, searched for resources and directories in finding doctors within network providers, therapists, and cheaper prescription medications to help clients maintain a healthy life style. Outreach and constant communication with clients to better

help and promote a meaningful life. Identifying different diagnosis clients have to coordinate a positive approach to client's needs. Worked closely with LVNs and Nurses; gaining one on one experience and attaining an understanding of the medical and clinical field.

Education

California State University, Fullerton

May 2012

Bachelors of Arts in Sociology with concentration in Education.

Qualifications

Experience in completing intakes, assessments, excellent communication skills in English, Chinese, and Vietnamese, coordinated care, counseling, crisis intervention, documentation, home visits, mental health services, referrals, support (emotionally, physically, and mentally), time management, and written communication. Experience in developing, implementing, and overseeing programs and projects for seniors. In addition, experienced in using Microsoft Office applications. Passionate and self-driven individual who is devoted to applying all his skills and experience into helping people and providing them the services they need.