

Xxxxxx x. xxxxxxxxxxx, LMSW, ACSW, CWC

Communicator, Leader, Empathetic, People-Focused & Problem-Solver

CITY/STATE | PHONE | EMAIL | LINKEDIN URL

Highly knowledgeable and professional Psychiatric and Case Management Social Worker with an ability to 'bridge the gap' to deliver clinically-focused psychiatric crisis assessments and therapy. A history of maintaining a caseload of 50-60 clients who has established a reputation for handling most difficult cases. A compassionate and patient-focused professional who utilizes evidence-based clinical solutions to problems and a strong advocate in solving complex patient needs. Performs as an integral member of a multidisciplinary treatment team for the success of the individual, group, family and the healthcare organization. A critical thinker who goes above and beyond to meet client needs with an unwavering thoughtful disposition and a drive for continuous personal and professional development.

Demonstrated Successes Includes...

- * Full Licensure: Licensed Master Social Worker (LMSW-Clinical); State of Michigan.
- * Certified: Academy of Certified Social Workers (ACSW) Credential, National Association of Social Workers; Crisis Worker Certification (CWC), American Association of Suicidology.
- * Education: Master of Social Work, Univ. of Michigan; B.A. in Sociology, Minor: Philosophy, Oakland University.
- * Honor & Award: Inductee & Member of Alpha Kappa Delta International Sociology Honor Society for Excellence in Scholarship in the Study of Sociology.
- * Independent Study & Research: Annotated Bibliography Completed Under the Direction of George Sanders, Ph.D., Vanderbilt University, Associate Professor of Sociology at Oakland University.

Competencies that Drive Strong Outcomes for People and Business

- Assessment, Case Management, Therapy, Treatment
- Mental & Medical, Substance Disorder, Suicide Ideation
- Adult, Child & Adolescent, Veterans
- Intake & Treatment Planning, Strength-Based Approach
- Advocacy: Community Resource Integration
- Safety Plans: Hospital Diversion/Discharge
- Crisis Response, Bio-Psycho-Social Assessments, Plans, Clinical Documentation, Admissions & Referrals
- Individual & Group Therapy, Dialectical & Cognitive Behavioral Therapy
- Medical Necessity: Psychiatric Inpatient Placement
- Law, Ethics, Standards & Compliance, HIPAA
- Motivational Interviewing, Stages of Change Model
- APS & CPS Procedure
- Screening Tools: C-SSRS, PHQ-9, PHQ-A, GAD-7, MDQ, PC-PTSD-5, AUDIT-C, CRAFFT, etc.

Professional Experience

After-hours Assessment Clinician, xxxxx xxxxxx xxxxxx, xxxxxxxxxxx, xxxxxxxx

2016 – Present

Responsible for responding to after-hours crisis intervention, counseling and agency utilization management functions based upon State guidelines and authority standards. Actively engages the patient, family, physician, and other staff as needed for the plan of care.

Intake/Assessment — Emergency Services/Tasks

- Provides in-person pre-screening, assessments, & hospitalization level of care—for Medicaid or indigent consumers.
- Schedules admission appointments, arranges and executes referrals to outside agencies/service providers—as directed by signed contracts and/or interagency service agreement or the county penal institution.
- Screens after-hour inbound crisis phone calls—adults, children, adolescents, and families.
- Develops safety plans for hospital diversions—placing client/patient safety at the forefront.

Utilization Management

- Gathers information to perform UM functions for proper patient care decisions—service eligibility, medical necessity, and service authorizations decisions through case-by-case assessments of the appropriateness of care prior to its provision.

Peer Review

- Conducts clinical peer reviews (recommendations and decisions)—to best evaluate staff performance and quality of care.

Corporate Compliance

- Stays abreast of all applicable laws, regulations, standards, and rules governed under Medicare, Medicaid—adheres to MCMHA and CMHPSM standards, policies, procedures.
- Upholds the Health Insurance Portability and Accountability Act (HIPAA) regulations—safeguards privacy and information.

Adult Mental Health Case Manager, xxxxxxxxxxxx Mental Health, xxxxxxxx,xxxxx **2014 – 2016**

As CSM, conducted extensive problem-solving around multiple issues with individuals who presented with serious mental health disorders, physical health issues, and substance use disorders through Person Center Planning (PCP) and the development of an Individual Plan of Service (IPOS) approach. Known for averaging 10% greater productivity among peers for face-to-face time. (Jan.-July 2016).

Case Management & Consumer Engagement

- Assessed the mental health status of newly assigned consumers—engaged with family (when needed).
- Delivered on-going assessment through various methods—arrangement, coordination, monitoring, evaluating, and advocating for services to meet the specific needs.
- Continuously monitored the presenting consumer for—suicidal and homicidal ideation, psychosis, efficacy of medication, substance use, goal attainment, and quality of life improvement.
- Followed protocol to schedule appointment—one (1) business day following discharge from inpatient psychiatric hospital.

Service Delivery, Therapy Services & Program Development

- Worked with the consumer to determine goals as determined by the PCP & IPOS—measured progress toward these goals.
- Collaborated with staff, conducted individual and group therapy and intervention where necessary.

Community Resources Coordination

- Coordinated with community entities (legal & non-legal)—ensured adequate resources were offered on a case-by-case.

Personal Development & Compliance

- Due diligently attended and completed all mandatory training and certifications—maintained the credentials as required and upheld standards established and evaluated under the UM/UR and peer review process.

Case Management Intern, xxxxxx xxxxxxxx xxxx, xxxxxxxx, MA **2014 – 2014**

Brought onboard to train as a 'Certified Application Counselor' for the Health Insurance Marketplace. Responsibilities included: 1) Educating clients about health insurance options, 2) Registering clients for health insurance plans, and 3) Observed the management of health insurance and financial cases.

Therapist Intern, Veterans Affairs Healthcare System, xxxxxxxx, MA **2013 – 2013**

Fully charged to provide individual and group treatment for veterans with serious mental health disorders while participating on a multidisciplinary care team. Treatment delivery included: 1) Completing intake assessments, treatment plans and accurate documentation 2) Facilitating and co-facilitating evidenced-based groups, and 3) Fostering integration with community resources based upon veterans needs and eligibility. Participated in 2-day training—CBT for Social Skills.

Substitute Youth Specialist, xxxxxxxx xxxxxxxxxxxx xxxxxxxx., xxx. xxxxxxxxxxxxxx, MA **2012 – 2012**

Role required overseeing the care, safety, and security for 1 - 10 residents ranging from ages 10 to 18. Assisted with the implementation of programs and work assignments as well as keen observation of the residents' behavior and the reporting and documentation of such observations.

Graduate School & Post-Graduate Courses/Training

Numerous Social Work (SW) 500 – 600 – 700 Level Courses

Substance Abuse, Suicide Assessment & Treatment, Bipolar & Related Disorders, Ethics & Law, Developmental Stages, Autism, Dialectical Behavior Therapy, Cognitive Behavioral Therapy, Motivational Interviewing, Children & Children and Disabilities, Strengths Based Approaches

Certifications

Licensed Master Social Worker (LMSW-Clinical), State of xxxxx, License #xxxxxx, xxxxxxx Department of Licensing & Regulatory Affairs, (Expires April 2018)

Crisis Worker Certification (CWC), American Association of Suicidology, 2017 – 2022

Academy of Certified Social Workers (ACSW) Credential, National Association of Social Workers

(Under Review) Certified – Advanced Social Work Case Manager (C-ASWCM) Credential Through the National Association of Social Workers (NASW); Certified Case Manager (CCM) Credential Through the Commission for Case Manager Certification

Qualified Clinical Social Worker (QCSW) Credential through the NASW (In Progress)

Social Work Macro Designation (In Progress)