

KATIE HOLMES

Enhancing patient management quality; assisting staff on difficult cases; incorporating new approaches to improve services.

Case Management ♦ Technical & Clinical Support ♦ Treatment Coordination Support ♦ Crisis Management ♦ Documentation

951.284.5404 | katieholmes@gmail.com | New York, NY 10001 | [linkedin.com/in/katie](https://www.linkedin.com/in/katie)

- ♦ **Supports treatment efficiency maximization for patients:** Oversaw treatment, discharge plans, and other patient and clinical concerns; rendered one-on-one patient support, monitored treatment progress, and exhibited a customer-centric approach.
- ♦ **Ensures compliance with case management standards:** Developed strong relationships and coordinated regularly with the law enforcement and court staff to ensure compliance with treatment recommendations and terms of probation for *Riverside Lake*.
- ♦ **Adheres to departmental goals, objectives, and performance standards:** Conducted therapeutic sessions with 20+ behavioral disorder patients per week to meet treatment goals at *Orient*. Established an integrated continuous quality-improvement process.

Treatment & Case Review
Quality Patient Care
Cost Management & Optimization

Cross-Functional Collaboration
Strategic Patient Negotiation
Client Service Management

MS Office, JIMS, SPUDS, GroupWise
Technical Documentation
Best Practices & Compliance

PROFESSIONAL EXPERIENCE

Case Manager, ABC Homes

06/2017 – Present

Collaborated with multiple stakeholders to implement programs and support services facilitating self-sufficient families. Oversaw case management, budgeting, price intervention, and health care service provision at this non-profit affiliate organization.

- ♦ Increased rent-paying, previously homeless, clients by 4x by educating them on self-sufficiency; developed client housing stability plans. Carried out active advocacy and acted as the primary point of contact.
- ♦ Defined SLAs and communication standards to be followed for internal and external communications.
- ♦ Developed care plans to arrange for social security, cash aid, employment opportunities, and living space for unemployed clients.
- ♦ Managed rental agreements and all other required documentation for customers and landlords.

Mental Health Rehab Specialist, Orient Express

11/2014 - 06/2017

Provided therapeutic behavioral services to children at schools, clinics, and homes at this community-focused agency.

- ♦ Treated 30+ children with anxiety, anger, and depression by conducting behavioral activities on self-control. Monitored progress regularly by keeping a track of discussions and changes in behavior. Built rapport with children.
- ♦ Carried out documentation and developed reports for each session; reported to therapists, supervisors, and children's families.
- ♦ Implemented positive reinforcement to ensure behavioral improvements; inculcated positivity in children.

Mental Health Court Case Manager, Riverside Lake

11/2010 – 10/2014

Managed cases for criminal offenders with severe and persistent mental illness and co-occurring disorders to support this program focused on assisting the court in providing appropriate assessments and placements of criminal defendants with mental illness.

- ♦ Advocated for mentally ill clients after conducting personal meetings; designed care plans.
- ♦ Arranged for housing for 35+ criminal offenders after examining their existing plans and exploring options for placement and access to mental health and substance abuse treatment. Reported the program's effectiveness to the management.
- ♦ Outlined and defined key components of a comprehensive case management program and guided with required tools and strategies to effectively meet the needs of members with complex and special needs.
- ♦ Identified, developed, implemented, and monitored programs and processes in collaboration with senior managers, medical professionals, operations specialists, government bodies, supervisors, and clinicians.
- ♦ Supported mental health patients by running outreach campaigns in particular communities; referred homeless patients to shelters and helped them apply for social security benefits, mental health treatment, and case management.
- ♦ Worked closely with the probation and special abuse departments, district attorneys, and judges to ensure compliance.
- ♦ Helped clients receive an effective plan of care by providing clinical advocacy.

Mental Health Screener, Shankshaw Prison

06/2008 – 11/2010

Identified inmates with suicidal tendencies by assessing histories for this program, which offers treatment plans for inmates.

- ♦ Determined if the inmates met the mental illness criteria by conducting interviews and using screening tools.
- ♦ Leveraged crisis intervention to offer immediate help to individuals experiencing emotional, mental, or physical distress.
- ♦ Utilized JIMS for putting special notes in data and SPUDS, GroupWise, and ELMR to track client information for daily reporting and case notes.

Transition Age Youth Case Manager, Mental Health Organization

06/2004 – 04/2008

Provided field services, outreach, case management, crisis resolution, and intensive case management to homeless and mentally ill individuals between 18 to 21 years of age. Forecasted and planned for the number of clients to be served through outreach programs.

- ♦ Helped 40+ clients get a house and a job, maintain a clean record, and complete graduation by providing mental health support.
- ♦ Assisted clients in developing need-assessment and goal plans to address the objectives of the proposed treatment plans.
- ♦ Counseled individual clients and groups to develop social adjustment skills and improve the resolution of identified problems. Ran various support groups to improve fitness, coping skills, and anger management.
- ♦ Referred clients to appropriate resources and made appointments with agencies, including mental and physical health care.
- ♦ Assisted individuals in filing for and obtaining benefits and entitlement assistance, such as financing, housing, and legal services.
- ♦ Maintained records, reports, and summaries including care status and reviews, case management plans, and summaries.

Administrator/Assistant Team Leader/Counsellor, Healthcare Organization

05/1999 – 06/2004

Provided direct supervision for the line staff responsible for the care and support of probationer teens at this therapeutic and social services organization.

- ♦ Developed psychological rehab-oriented recreational schedules; administered the recreational program.
- ♦ Assisted residents with transportation, clothing, inventory, and daily schedules.
- ♦ Provided one-on-one advocacy, motivational counseling, and basic case management to support treatment services.

E D U C A T I O N

BS in Human Services, University of Phoenix, 2008

Associate of Science in Criminal Justice, Everest College, 2004

CPR, First Aid, P.A.R.T.S., Drug & Alcohol Awareness, HIV Awareness

Understanding Probationer Teenagers & Security Clearance Training

Kronos, Facility Security Training, ELMR

Challenge: “Katie” was targeting case manager opportunities across healthcare organizations. She faced barriers in her application process since her resume did not include her latest experiences. Also, her resume focused on responsibilities instead of accomplishments. Moreover, her resume was 4 pages long, which made it difficult for readers to easily navigate through.

Action: My priority was to convert her responsibilities into action-based accomplishments. To do so, I first conducted a 90-minute information-gathering session and subsequently captured previously unknown facts. I then omitted unnecessary details to reduce the resume to a standard 2-page length. Additionally, I included her career highlights towards the top to create a value proposition right away.

Result: Katie soon got her desirable role and wrote us a testimonial:



Mental health and Behavioral
Health Case Management

January 29, 2018, Zunaira was a
client of 

I had the pleasure of getting my resume done by Zunaria. She was very professional and welcoming . She helped me remember skills I had not used in a while that are very important when seeking employment. Her turn around time was very quick. She also kept in contact and offered support and guidance along my employment seeking journey. She continued to follow up with me on my progress until I was provided the offer I desired. I would recommend her career services to anyone seriously in search for a long-term career!

KATIE HOLMES

katieholmes@gmail.com

New York

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OBJECTIVE

To promote wellness and recovery for individuals challenged with mental illness.

WORK EXPERIENCE

Riverside Lake

2010-Present

Behavioral Health Specialist II

Mental Health Court Case Manager

- Responsible for managing cases for criminal offenders with severe and persistent mental illness with co-occurring disorder.
- Responsible for placement and linkage to mental health and substance abuse treatment.
- Provided services in the community as well as community outreach to severe and persistent mental ill with co- occurring disorder.
- Constant contact with Law enforcement and court staff to ensure client progress and compliance with treatment recommendation and terms of probation.
- Provided Client advocacy between programs and the legal system to assist clients in recovery

Shawshank Prison

2008- 2010

Behavioral Health Specialist II

Mental Health Screener

- Responsible for interviewing all inmates in the county Jail to determine if they meet the criteria for mental Health Services.
- Daily use of the JIMS system, SPUDS, GroupWise, ELMR.
- Responsible for referring clients for mental health services and requesting records.

Mental Health Organization

2006-2008

Behavioral Health Specialist II

Transition Age Youth Case manager

- Responsible for providing services to individuals between the ages of 18to21 who are homeless and suffer from a severe chronic mental illness with field services, outreach, case management and crisis resolution and intensive case management.
- Outreach to homeless community in the field, Interview consumers clinic and walk-in/telephone basis.

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Riverside House

Behavioral Health Specialist II

Homeless Outreach Team

Case manager

2004- 2006

- Responsible for providing services to individuals who are homeless and suffer from a severe chronic mental illness, including field services, outreach, case management, crisis resolution and intensive case management.
- Outreach to homeless community in the field.
- Interview consumers clinic and walk-in/telephone basis.
- Outreach, assess, refer, link and explain basic services to client
- Assist client with developing needs, assessment and goal plan which addresses objectives of proposed treatment plans.
- Respond to crisis situations.
- Counsel individual clients and groups to develop social adjustment skills and to increase client resolution of identified problems.
- Refers clients to appropriate resources and/or makes appointment with various agencies including mental health care and physical health care professionals.
- Intensive Case management, Assist the individuals in filing for and obtaining various kinds of benefits and entitlement assistance such as financial, housing, or legal; provide and maintains records, reports and summaries for client records; including care status, care reviews, case management plans, summaries.
- Advocate for client and communicate effectively in verbal and written form. Run various support groups such as fitness, coping skills and anger management.

Healthcare Organization

Administrator on duty/ Assistant Team Leader/Counselor

1999-2004

- Provided direct supervision for ten (10) line staff, responsible for the care and support of sixteen probationer teens.
- Employee duty schedules, staff training, staff and resident meetings and groups, completion and compilation of monthly and quarterly administrative reports.
- Assisted residents with transportation, clothing Inventory, daily schedules and routine structure of teens.
- Developed psychosocial rehab oriented recreational schedules and curriculum. Provided administration of recreational program.
- Provided one on one advocacy and motivational counseling, as well as basic case management services.

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Vacation Spot Hotel

1998-1999

Front Receptionist

- Front line customer service.
- Responsible for hotel reservations, banquet reservations, and planning, A.T.M and credit card transactions.
- Utilized basic computer skills, banking skills and specialized hotel reservation training and procedures.

EDUCATION

UNIVERSITY OF PHOENIX

- Bachelors of Science in Human Services
- G.P.A 3.34

EVEREST COLLEGE

Associate of Science in Criminal Justice

- G.P.A 3.52
- Deans list 2003 and 2004

CERTIFICATES

- C.P.R
- First Aid
- P.A.R.T.S
- Drug and Alcohol Awareness
- HIV Awareness
- Understanding Probationer Teenagers and Security Clearance training.

Trainings

- First Aide
- CPR
- Drivers Training
- Kronos
- Facility Security training
- ELMR

Computer Experience

- Microsoft Windows
- Word
- SPUDS
- GroupWise
- Excel
- ELMR