

## EDUCATION

**San Francisco State University** Expected May 2026

**Candidate—Master of Social Work**

**City College of San Francisco**

**Community Mental Health Worker Certificate** Dec 2019

Focus on wellness and recovery model and group and family counseling

**Community Health Worker Certificate** Dec 2018

Focus on cultural humility, client centered counseling, trauma informed care, harm reduction, experiential practice

**General Education Credits** May 2007

**The Art Institute of California—San Francisco** Mar 2011

**Bachelor of Science, Web Design and Interactive Media**

**Pennsylvania College of Art and Design** Sep 2001—Dec 2003

Bachelor level coursework in Fine Art and Graphic Design

## EXPERIENCE

**San Francisco Department of Public Health (SFDPH) Behavioral Health Services (BHS):**

**South of Market Mental Health:**

**San Francisco Fully Integrated Recovery Services Team (SF FIRST) Full Service Partnership (FSP)**

Supervisor—Abigail Kahn, LCSW, 760 Harrison St., San Francisco, CA Aug 29, 2024—Present

**Master of Social Work Intern**

Collaborative design, implementation, and facilitation of Dialectical Behavior Therapy (DBT)-based social, coping, and life skills groups for participants in intensive case management.

Provided Officer of the Day (OD—on-call) coverage to assist walk-in clients with urgent needs.

Collaboration with client and care team social workers, prescribers and nurses to ensure effective service delivery.

Accompaniments with clients to appointments to proactively address barriers to service engagement.

Deliver comprehensive case management by connecting clients to housing, medical services, and benefits.

Conduct outreach to clients facing co-occurring physical and behavioral health challenges.

Advocacy on behalf of clients to ensure equitable access to services and effective delivery of care.

Monitoring of client referral outcomes and maintaining documentation in Epic.

**Outpatient Team**

Supervisor—Nicole Brooks, LCSW, 760 Harrison St., San Francisco, CA Jun 16, 2024—Present

**Case Manager—Health Worker III**

Provide front desk, OD, and crisis support to maintain flow of waiting room and clinic as needed.

Deliver outreach and case management for outpatient clients including referrals, benefits assistance, housing support, and care coordination with internal and external teams.

**Office of Coordinated Care:**

**Bridge and Engagement Services Team (BEST) Enhanced Care Management (ECM)**

Supervisor—Wojciech Kawalek, LCSW, 1360 Mission St., San Francisco, CA Feb 7, 2022—Jun 5, 2024

**Lead Care Manager—Health Worker III**

Supported highest utilizers of Psych emergency, crisis programs and jail to connect to long term mental health and dual/triple diagnosis support at the conservator, intensive case management, inpatient, residential and outpatient level in collaboration with clients and external and internal agencies.

Conducted Assessments, collaborated with clients on treatment plans, and documented in Epic.

Delivered bridge intensive case management and coordinated referrals to appropriate long-term care services.

Conducted wellness outreach to unengaged clients in streets, hospitals, jails, and homes to foster connections to ECM.

**San Francisco Department of Homelessness and Supportive Housing, Camelot Hotel**

Supervisor—Elyse Miller, LCSW Camelot Hotel, 124 Turk St., San Francisco, CA Feb 8, 2021—Jan 21, 2022

**Temp On-Site Case Manager—Health Worker III**

Coordinated wrap-around services for residents.

Interviewed potential new residents during the application process.

Provided one-on-one counseling, education, and crisis intervention.

Organized group social and educational activities including managing and shopping for food pantry.

Maintained clinical records and other necessary paperwork.

Collaborated with interdisciplinary teams, primary care providers and members of the community.

Assessed and supported clients with dual diagnoses.

**SFDPH—COVID Operations Testing Team**

Supervisor—Tobi Skotnes, 747 Howard St., San Francisco, Ca Jan 4, 2021—Feb 5, 2021

**Health Worker II**

Registered community members through data collection and screening interviews at COVID-19 testing sites.

Ensured safe and efficient flow of car and foot traffic through testing queues.

Assisted with setup and breakdown of testing site structures and stations.

Supported nurses with check-ins during staff shortages while adhering to PPE protocols.

**Progress Foundation—La Posada, Residential Acute Diversion Unit**

Director—Efren Sandoval, MHRS, 810 Capp St., San Francisco, CA Jan 21, 2019—December 25, 2020

**Mental Health Counselor**

Provided social rehabilitation in a residential treatment setting for adults aged 18 and older.

Conducted crisis intervention for clients experiencing suicidal ideation.

Completed intake interviews, ANSA assessments, and developed and implemented treatment plans.

Facilitated group, individual, and family counseling including modeling and training for clients with ADLs.

Monitored and transcribed client medications.

Coordinated group activities including outings and grocery shop with assigned client cooks for house meals.

Supported discharge planning.

Developed and maintained contact with clients' therapists and related treatment programs.

Provided case management assistance.

Maintained clinical records to Medi-Cal and SFDPH Behavioral Health Services standards.

Performed minor household repairs and cleaning tasks.

### **SFDPH Assisted Outpatient Treatment (AOT)**

Supervisor—Chris Wright, PsyD., 555 Polk St., San Francisco, CA Aug 21, 2019—Dec 18, 2019

#### **Street and Facilities Outreach Intern**

Collaborated with a multidisciplinary team to outreach and engage clients with challenges utilizing care; those dealing with acute dual+ diagnosis challenges in the street, hospital, and other facilities.

Connected clients to Citywide AOT for ongoing linkage to long term care.

### **Maitri Compassionate Care**

Supervisors—David Valentine & Jamie Lavender, LMFT, 401 Duboce Ave, San Francisco Aug 21, 2018—Dec 19, 2018

#### **Therapeutic Interaction Program Intern**

Co-facilitated Art and Listening Group to promote self-expression and communication while reducing isolation.

Provided one-on-one counseling using motivational interviewing techniques.

Supported residents in communal living spaces and provided advocacy during medical appointments and outings.

Provided goal driven assistance with computer and Internet usage.

Supported residents with any additional needed tasks.

Co-facilitated volunteer training debrief.

### **San Francisco Court Appointed Special Advocates for Foster Youth**

Supervisor—Leticia Palacios, sfcasa.org, 1663 Mission St #700, San Francisco, CA Jul 17, 2018—Jan 25, 2024

#### **Court Appointed Special Advocate Volunteer**

Trained in trauma-informed care, permanency, youth resources, child development, court and mandated reporting.

Conducted regular visits with youth focused on education, tutoring, community involvement and wellbeing.

Coordinated with youth's care team and adult supports to provide advocacy, crisis intervention, and CSEC support.

Documented all interactions in the CASA database and maintained regular contact with the CASA case supervisor.

Attended all meetings, including Child and Family Team (CFT) and Independent Education Plan (IEP).

Drafted strengths-based court reports to spec and on time to advocate for youth's best interests in court.

Participated in court hearings, supporting youth transitions into the FAM program, reunification with family, and eventual independent living.

### **Safe & Sound**

1757 Waller Street, San Francisco, CA Feb 2013 - May 2013

#### **Playroom Volunteer**

Trained in constructive play techniques and conflict resolution.

Facilitated engaging and developmentally appropriate play activities for children.

Assisted staff with tasks to support playroom operations.