

# Casey Morgan

## Case Manager

Dedicated case manager with five years in social services and mental health settings. Skilled at developing client plans, coordinating cross-functional care teams, and improving client outcomes through targeted interventions.

### KEY SKILLS



- Care planning
- Crisis intervention
- Cross-disciplinary collaboration
- Case documentation
- Client advocacy

### EDUCATION



B.S. Social Work

University of Illinois at Chicago  
Chicago, IL | May 2016

### PROFESSIONAL EXPERIENCE



Case Manager | Heartland Community Services, Chicago, IL  
March 2019 – Present

- Manage caseload of 60+ clients, coordinating with healthcare, legal, and housing partners
- Developed individualized care plans that increased successful program completions by 30%
- Conduct weekly case reviews to adjust services and optimize resource allocation

Behavioral Health Coordinator | Lakeside Counseling Center, Chicago, IL  
June 2016 – February 2019

- Facilitated group therapy sessions, improving attendance rates by 25%
- Trained 10+ new staff on risk assessment and de-escalation techniques
- Implemented a client feedback loop that enhanced service satisfaction from 78% to 90%

### CERTIFICATIONS



- CPR & First Aid, American Red Cross, May 2018