

# Sophia Hernandez

Case Manager


## Resourceful case manager skilled in high-volume caseload management and crisis response

Case manager with eight years of experience managing high-volume caseloads, connecting clients to multi-sector resources, and delivering measurable positive outcomes for diverse at-risk populations. Skilled in crisis management, documentation compliance, and mental health support across social services settings. Demonstrated ability to reduce emergency service reliance through proactive intervention and sustained client advocacy. Committed to ensuring every client receives timely, dignified access to essential housing, healthcare, and community support.

## CONTACT INFORMATION

 (123) 456-7890

 email@example.com

 Austin, TX, LinkedIn

## EDUCATION

- Bachelor of Psychology  
May 2017  
University of Texas, Austin, TX

Relevant Coursework: Abnormal Psychology, Counseling Techniques, Community Health, Social Welfare Policy, Research Methods in Psychology

## KEY SKILLS

- High-volume caseload management (50+ concurrent clients)
- Client advocacy and multi-agency referral coordination
- Crisis intervention and emergency de-escalation protocols
- Mental health support and trauma-informed care practices
- Intake assessment and individualized care plan development
- Documentation compliance and regulatory standards (state and federal)
- Housing navigation and homeless prevention program coordination
- Community resource identification and benefits navigation

## PROFESSIONAL EXPERIENCE

Case Manager | March 2018 - Present  
Texas Care Solutions | Austin, TX

- Managed a caseload of 50+ clients per month across housing instability, mental health, and healthcare access domains, maintaining consistent service quality through structured weekly check-ins
- Provided crisis management support for 8-12 high-risk clients monthly, reducing emergency service reliance by 20% through early intervention protocols and de-escalation techniques
- Ensured 100% compliance with documentation standards across all case files, passing all four annual regulatory audits without findings or corrective action requirements
- Coordinated with 10+ community partners including shelters, mental health clinics, and county health departments to secure housing and healthcare resources for clients within 72-hour intake windows

Case Manager Intern | May 2017 - May 2019  
Austin Support Center | Austin, TX

- Conducted 75+ intake interviews over 10 months, creating individualized care plans tailored to client housing, financial, and mental health needs
- Assisted with resource referrals, securing housing placements for 10 families within the first six months through strategic use of rapid rehousing and emergency shelter programs
- Maintained case documentation for 30+ clients in compliance with agency record-keeping standards, achieving full accuracy on quarterly supervisor audits

## CERTIFICATIONS

- Certified Case Manager (CCM), Commission for Case Manager Certification, August 2020
- Mental Health First Aid, National Council for Mental Wellbeing, September 2019
- Crisis Prevention Intervention (CPI), Crisis Prevention Institute, November 2018