



# Isabella Chen

## Clinical Case Manager

### Skilled clinical case manager specializing in mental health care coordination and evidence-based practice

Experienced clinical case manager with nine years of expertise providing mental health support and coordinating multidisciplinary care across behavioral health and social services settings. Proficient in evidence-based therapeutic interventions, risk assessment, crisis management, and individualized care plan development for clients with complex psychiatric diagnoses. Demonstrated ability to improve treatment adherence and reduce inpatient admissions through proactive clinical coordination and client engagement. Holds an M.S.W. with advanced training in trauma-informed and client-centered practice models.

## Contact Information



(123) 456-7890



email@example.com



Sacramento, CA , LinkedIn

## Education

Master of Social Work (M.S.W.)

California State University,  
Sacramento, CA | May 2017

Bachelor of Psychology

UC Davis, Davis, CA | May 2015

## Key Skills

- Mental health care coordination and behavioral health case planning
- Crisis assessment, intervention, and de-escalation protocols
- Multidisciplinary team collaboration (psychiatry, therapy, social work)
- Evidence-based behavioral interventions and treatment planning
- HIPAA compliance and clinical documentation standards

## Professional Experience

CLINICAL CASE MANAGER | SACRAMENTO BEHAVIORAL HEALTH, SACRAMENTO, CA

MAY 2017 – PRESENT

- Coordinated mental health care for a caseload of 50+ clients with diagnoses including schizophrenia, bipolar disorder, and major depressive disorder, achieving a 30% improvement in treatment adherence over 12 months
- Conducted structured risk assessments and crisis interventions for 10-15 clients monthly, reducing inpatient psychiatric admissions by 15% through proactive care adjustment and safety planning
- Collaborated with psychiatrists, licensed therapists, and social workers to develop individualized care plans that integrated medication management, therapy, and community support resources
- Implemented a care coordination protocol for clients at high risk of hospitalization, reducing psychiatric emergency room visits by 20% through intensified follow-up and care escalation triggers

CASE MANAGER INTERN | RIVERBEND MENTAL HEALTH SERVICES , SACRAMENTO, CA

JANUARY 2016 – MAY 2017

- Assisted in behavioral intervention planning for 20+ clients with anxiety and depression diagnoses, completing structured assessments under licensed clinical supervisor guidance
- Supported biweekly client follow-ups across a 35-client team caseload, ensuring consistent care delivery and flagging high-risk status changes to supervising clinicians
- Participated in 30+ multidisciplinary team meetings, contributing case updates and resource referral recommendations for complex psychiatric cases

## Certifications

- Certified Case Manager (CCM) , Commission for Case Manager Certification, August 2018
- Licensed Clinical Social Worker (LCSW) , Georgia Secretary of State, September 2019