


# Emma Lewis


## Disability Case Manager


### Empathetic disability case manager specializing in benefits navigation and employment transition

Experienced disability case manager with nine years of expertise helping individuals with physical and developmental disabilities navigate complex benefit systems, achieve greater independence, and secure meaningful employment. Skilled in benefits eligibility assessment, vocational support planning, accommodation advocacy, and multi-agency resource coordination. Proven track record of improving disability benefit approval rates and developing employment transition plans that generate sustainable job placements. Committed to client-centered advocacy that empowers individuals with disabilities to live with dignity and self-determination.

## CONTACT INFORMATION

 (123) 456-7890

 email@example.com

 Dallas, TX

## EDUCATION

Bachelor of Social Work (B.S.W.)  
University of Texas, Dallas, TX  
May 2016

Relevant Coursework: Disability Studies and Social Policy, Rehabilitation Counseling, Independent Living Models, Social Work Practice with Diverse Populations, Benefits Navigation

## KEY SKILLS

- Disability benefit applications (SSI, SSDI, Medicaid waiver programs)
- Benefits eligibility assessment and appeals navigation
- Advocacy and accessibility accommodation planning
- Vocational rehabilitation and employment transition planning
- Resource coordination for individuals with physical and developmental disabilities

## PROFESSIONAL EXPERIENCE

Disability Case Manager | AccessAbility Support, Dallas, TX  
March 2018 – Present

- Assisted 100+ clients annually in applying for and securing disability benefits including SSI, SSDI, and Medicaid waiver programs, increasing application approval rates by 25% through thorough documentation preparation
- Developed employment transition plans for clients with physical and intellectual disabilities, helping 30 clients achieve competitive job placements within six months through employer engagement and job coaching partnerships
- Educated clients and caregivers on community resources, ADA accommodations, and independent living services, improving client self-advocacy competency scores by 35% at 6-month assessments
- Coordinated vocational rehabilitation services with Texas Workforce Commission for 40+ clients annually, reducing time-to-employment for program participants by 20%

Support Specialist | Lone Star Disability Services, Dallas, TX  
May 2016 – March 2018

- Conducted benefits eligibility assessments for 25+ clients monthly, streamlining application processes and reducing average completion time from 10 days to 7 days
- Organized eight community workshops annually educating 200+ individuals with disabilities on available resources, assistive technology, and advocacy organizations
- Assisted three clients in successfully appealing denied disability benefit claims, recovering \$85,000 in retroactive benefits through thorough documentation and hearing preparation support

## CERTIFICATIONS

- Certified Case Manager (CCM), Commission for Case Manager Certification, August 2020
- Certified Disability Management Specialist (CDMS), Certification of Disability Management Specialists Commission, September 2019