



Eliza Hashemi

Human Service Worker

With 6 years of experience in eligibility determination, client counseling, and program administration across Medicaid, General Relief, and Refugee Cash Assistance programs, this human service worker processes 13 eligibility applications daily while maintaining case records in case management software and MMIS. Designed a quarterly budgeting workshop series that earned a satisfaction score of 91 out of 100, and reduced operational costs by \$8,470 by identifying duplicate vendor contracts and renegotiating office supply agreements. Holds a Bachelor of Social Work from Eastern Kentucky University and a First Aid/CPR/AED certification.

CONTACT INFORMATION



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Corbin, KY 12345

EDUCATION

- BACHELOR OF SOCIAL WORK (B.S.W.) | EASTERN KENTUCKY UNIVERSITY, RICHMOND, KY | 2016 - 2020**

KEY SKILLS

- Case management software
- MMIS
- Microsoft Excel
- Microsoft Word
- Medicaid eligibility regulations
- General Relief program policies
- HIPAA compliance
- Client intake interviewing
- Budget planning and counseling
- Report preparation

PROFESSIONAL EXPERIENCE

HUMAN SERVICE WORKER | LAUREL FORK COMMUNITY SERVICES, CORBIN, KY | 2023 - PRESENT

- Process 13 eligibility applications daily for Medicaid and General Relief programs, verifying income documentation and household composition in case management software.
- Designed a quarterly budgeting workshop series that earned an average satisfaction score of 91 out of 100 from attendee evaluations over 4 consecutive quarters.
- Identified duplicate vendor contracts and renegotiated office supply agreements, reducing operational costs by \$8,470 in the first 12 months.
- Advise clients on food stamps, child care subsidies, and money management strategies, using sample budgets and food cost charts during 45-minute counseling sessions.

HUMAN SERVICE WORKER | PINE MOUNTAIN FAMILY RESOURCE CENTER, BARBOURVILLE, KY | 2021 - 2023

- Processed an average of 9 eligibility applications daily for Refugee Cash Assistance and General Relief, entering determinations into case management software within 24 hours of each interview.
- Led a food budgeting workshop that achieved a satisfaction score of 88 out of 100, with 62 attendees across 3 sessions in one quarter.
- Prepared weekly case summary reports for management covering 37 active client files, flagging overdue re-certifications within 2 business days of their deadlines.
- Advised families on sanitation practices and housekeeping resources, distributing printed guides during scheduled appointments averaging 30 minutes each.

CASE AIDE | CUMBERLAND GAP AREA ACTION COUNCIL, MIDDLESBORO, KY | 2020 - 2021

- Assisted senior workers in screening 7 eligibility applications daily, gathering required documents and entering preliminary data into Microsoft Excel spreadsheets.
- Reduced annual printing and mailing expenses by \$5,830 by converting 4 recurring client notices to electronic delivery through Microsoft Outlook.
- Maintained records for 28 client cases, updating visit notes and service referrals in client tracking databases within 48 hours of each appointment.

CERTIFICATIONS

- First Aid/CPR/AED, American Red Cross | 2023