



Mina Velasquez

Human Services Assistant

Human services professional with 2 years of experience coordinating client referrals, developing behavioral management plans, and supporting community outreach programming. Coordinated an average of 23 referrals monthly to housing, food assistance, and mental health agencies while maintaining updated care plans for 31 clients in case management software.

CONTACT INFORMATION



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McPherson, KS 12345

KEY SKILLS

- Case management software
- Microsoft Excel
- Microsoft Word
- Behavioral management planning
- Community referral coordination
- HIPAA compliance
- Client intake interviewing
- Care plan development
- Crisis de-escalation

PROFESSIONAL EXPERIENCE

HUMAN SERVICES ASSISTANT | SMOKY HILL COMMUNITY AID CENTER, MCPHERSON, KS
2025 – PRESENT

- Completed 47 annual training hours covering HIPAA compliance, behavioral management techniques, and crisis de-escalation protocols.
- Coordinated an average of 23 referrals monthly to housing, food assistance, and mental health agencies, reducing wait time for initial contact from 9 days to 4 days.
- Developed behavioral management and care plans for 31 clients, updating goals in case management software within 72 hours of each review meeting.
- Engaged 146 community members at 4 quarterly resource fairs by staffing information tables and distributing printed service guides.

COMMUNITY SERVICES AIDE | PRAIRIE BEND FAMILY RESOURCE CENTER, HUTCHINSON, KS
2024 – 2025

- Referred individuals to public and private agencies for food, utility, and transportation assistance, logging 17 referrals per month in Microsoft Excel.
- Engaged 89 community members during a back-to-school supply drive by organizing volunteer schedules and distributing 240 supply kits over 2 days.
- Demonstrated proper use and care of shared laundry and kitchen equipment for 14 tenant families, conducting walk-through orientations lasting 35 minutes each.

EDUCATION

- Bachelor of General Studies (BGS) in Human Services concentration, Fort Hays State University, Hays, KS | 2020 – 2024