

Quentin Barlow

Human Service Worker I

Human Services-Board Certified Practitioner with 6 years of experience in intake interviewing, needs assessment, and service plan development across county and community agencies.

Increased service utilization by 47.3% by redesigning intake workshops and expanding evening availability. Manages 34 active family cases monthly using case management software, consulting on intervention plans and adjusting service goals within 5 business days of status changes.

CONTACT INFORMATION



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Grinnell, IA 12345

KEY SKILLS

- Case Management Software
- Microsoft Excel
- Medicaid Eligibility Regulations
- Needs Assessment
- Crisis Intervention
- HIPAA Compliance
- Intake Interviewing
- Service Plan Development
- Client Advocacy
- General Relief Program Policies

PROFESSIONAL EXPERIENCE

HUMAN SERVICE WORKER I | POWESHIEK COUNTY FAMILY SERVICES, GRINNELL, IA

2023 – PRESENT

- Increased service utilization by 47.3% across General Relief and Refugee Cash Assistance programs by redesigning intake workshops and expanding evening availability.
- Served 173 workshop participants in quarterly financial literacy sessions, collecting pre- and post-session surveys to guide curriculum updates.
- Interview individuals and family members to compile social, educational, and institutional history, completing assessments in an average of 48 minutes per case.
- Consult with supervisor on intervention plans for 34 active family cases each month, adjusting service goals within 5 business days of status changes.

HUMAN SERVICE WORKER | JASPER PRAIRIE COMMUNITY ACTION, NEWTON, IA

2021 – 2023

- Grew program participation by 31.8% for a housing stability initiative by scheduling workshops at 3 satellite locations across the county.
- Assessed clients' cognitive abilities and emotional needs using standardized screening tools, documenting findings in case management software for 29 cases per month.
- Served 114 workshop participants per quarter in budgeting and employment readiness sessions, tracking attendance in Microsoft Excel.
- Compiled drug and criminal history information during intake interviews, reducing incomplete records from 17 to 4 per quarter.

HUMAN SERVICES AIDE | HEARTLAND BRIDGE YOUTH CENTER, MARSHALLTOWN, IA

2020 – 2021

- Supported program participation growth of 24.6% for after-school mentoring services by conducting outreach at 7 local schools over 9 months.
- Coordinated workshop logistics for sessions serving 68 participants each semester, managing room bookings, materials, and sign-in records.
- Entered client demographic and service data into case management software, maintaining records for 23 active youth cases weekly.

EDUCATION

Bachelor of Arts in Leisure, Youth and Human Services
University of Northern Iowa, Cedar Falls, IA | 2016 – 2020

CERTIFICATIONS

