

## CLINICAL SERVICE ADVOCATE

### Professional Summary

To be part of an organization which assist and offers services to individuals in need as well as allow me to utilize my past experience and education, and offer new challenges as well as growth within the agency.

### Skill Highlights

Areas of Specialty Domestic Violence, Sexual Abuse, Rape, Prostitution \*Mental Health, Substance Abuse, Depression, Anxiety, Bipolar, Schizophrenia \*Homelessness, Community Inclusion, Shelter System, HRA, SSI, NYCHA, Section 8, Community Resources \*Mental Retardation, Down Syndrome, Medication Dispensing, Residential services, Autism \*Runaway Teenagers, ADHD, ADD, Truancy, Family Intervention

### Experience

To seek and obtain employment in an organization which will allow me to utilize my past experience, skills, as well as acquired skills, and offer new challenges as well as offer growth within the organization

### Education and Training

Bachelor of Science, Human Services Psychology and Sociology 2007 Boricua College i¼ City, State, NY GPA: Dean's List Honor Roll Student 2006-2007 and 2008 Secretary of the Student Body and Vice President of the Research studies (Latinas take a Stand against Violence Human Services Psychology and Sociology Dean's List Honor Roll Student 2006-2007 and 2008 Secretary of the Student Body and Vice President of the Research studies (Latina take a Stand against Violence) and President of Women against Human Trafficking

Bachelor's June 2008

Master's Degree, Clinical Counseling and Psychology Human Personalities and Behaviors Clinical Counseling and Psychology Human Personalities and Behaviors

Master of Science, Da Masters Degree in Psychology and Clinical Social Work May 2012 City College Columbia University i¼ City, State nyAffiliation Awarded three scholarships for academic achievements, maintaining a 3.8 GPA for three consecutive semesters and volunteering work in the communities as well as being recognized for a strong advocate for women in need. Neon Natal as well as and or also Premature Babies born with different types of addictions, which required hands on and constant supervision. I was offered a position on Sept. 2014, but I was unable to accept because my passion was so great I could not see myself doing this kind of love labor for money or support. I also volunteered from 2006 through 2010 at Catholic Guardian with Clinical Manager Enid Cruz LCSW, as a Case Planner, Home finder, ISP development, and did many home visits. My duties were more than a volunteer for me. ST Barnabas, I have volunteered for seven years 2008-Present in the Psych ER, Maternity ward, and anywhere needed. I have developed a team of interns from both universities I attended Columbia and Fordham/Boricua College in one team consisting of 25 where we work with Mark Cruz Senator and directly under the need and supervision of personal mentors Ruben Diaz Sr and Jr. Now Jr. is the Bronx Borough President while, Diaz Sr. is the Hunts point senator service the south Bronx area of the Bronx giving out resources, information to drop in centers, centers they can stop by should they need the services. Over 30 affiliates agencies who work well with homeless, DV, Substance Abuse, Homeless, HIV, Transgender, Anti Violence, A Date Rape, Coming out Support and ways to seek help if desire to get clean. Even new resources of an agency that preps with mocking interviewed, resume prep, clothing for the interview and the MetroCard if needed. And City advocates names numbers district assistance and what they are expected to do for the constituents. Help with HRA/TANF/ FOOD STAMPS, SSDI, SSI, and any form, or type of help despite their age color sexual orientation believe or anything we help all. The second team consists of 15-20 interns who work in the East Harlem under the direct supervision and per need of City Council President Melissa Mark Vivirito. I have also worked with now Mayor when he was the city's Advocate Mr. Bill Di Blasio as well as Jo Serrano who worked with myself and a bunch of student feeding and transporting street homeless adults out of the frigid weather and into shelters for the night or more time if wished needed and as per case to case

### Experience

Clinical Service Advocate Jul 2015 to Jun 2016

### Company Name

- Provided quality services to elderly populations who live and or resided within their respective homes, but were in need of various services or resources available for them within the community.
- Escorted clients as needed to medical appointments, psychiatrist, housing and any appointments needed to advocate and or inform both parties of any significant events that were taking place or changed during the time from the last visits.
- Completed housing application, as well as entitlements application letters or document submission.
- Discussed any significant events with family, doctors, service providers, social care coordinators, and all involved in client's treatment plan.

Women's Empowerment Counselor/ Advocate Jan 2011 to May 2015

City, State

- Provide crisis intervention services to women and their children, coming into shelter after leaving their abusive homes.
- Facilitated groups for women survivors of domestic violence, sexual abuse and incest.
- Provided comprehensive services to women and their families in need of outside resources, agencies, referrals, called and scheduled appointments and if needed escorted the clients to these appointments to ensure that language barrier would not be a reason in order to obtain or receive services Explored and informed clients who were non English speakers and unaware or little informed of the legal system in the states their rights.
- Assisted clients navigate the HRA, Legal, BOE, shelter, Section 8, NYCHA, affordable housing, HASA, ACS system according to each clients and families' needs and situation.
- Advocated for clients, also providing clients tools, skills, and insight knowledge on their future independence as women whether it was Latinas, women of color, Caucasian or Asian, always reminding them that their worth was important and that they can achieve their highest level of potential.

Office Manager Aug 2008 to Dec 2011  
Company Name 1/4 City , State

- Handled all incoming/outgoing calls from office to different court parts, DA's offices, judge's chambers, and clients being represented either by the lawyer or the bail bond agent.
- Assisted clients in completing any or all documentation/forms for their cases, files, as needed in order to provide a more accurate or better quality of service during the visit.
- Followed up on any pending cases, as well as composed legal documentations for both lawyer and bail bond agent, at times translating these documents from English to Spanish and vice versa Served as an interpreter for non-English speaking clients who were in need of legal consultation or came by the office to follow on their pending case.
- Composed disposition letters, adjournments', minutes/notes, legal summaries, court hearings, request appearances, subpoenas, witness presence or any legal documents requested by attorneys or agents.
- Handled all office banking, rental fees, and office space charges, cash payments from clients, lawyers, and tenants ETC.
- Performed online banking using bank application and made all deposits and withdrawals as per request of lawyer.
- Responsible for making all payments for the office bills.

Bilingual Clinical Services Coordinator Nov 2005 to Jul 2009  
Company Name 1/4 City , State

- Coordinated and provided community-based services, utilizing any and all resources available within the community to assist our clients living with a substance abuse addiction, mental illness, homelessness, and criminal history.
- Ensured service plans suited each client's specific need according to their mental illness, substance abuse history, as well as addressed any other stressors in order to facilitate clients' reintegration in the community and assisting and allowing them to become productive members in our society.
- Facilitated, encouraged, and prompted clients to be part of the N/A, A/A, G/A, S/A meetings promoting a healthy drug free lifestyle and enhance their quality of life, always reminding them of the importance of focusing on their goals and working a program that best suited their recovery.
- Counseled clients individually, family setting, and in groups as needed and requested by clients.
- Providing a 24 hour crisis intervention, using cellular provided by the agency.
- Worked well within a team setting or individually for an ACT team (Assertive Community Treatment) where 80% of the services were provided within the community.
- Under the rules and regulation of OASAS, OMH, DOH, Dept.
- of Health, SAMHSA, HRA, NYCHA, Section 8 as well as resources, government offices, and referring one stop organizations or agencies that provided assistance for clients Advocated at state and local events reminding the politicians, congress, senators, and assembly of the importance of public, state, city and private funding to continue providing services in district.
- Implemented goals that were realistic and tailored by the clients.
- Daily documentation of any progress, updates, changes of services, or significant events were documents for a caseload of 16-24 clients.
- Documentation was completed and submitted within a timely manner.

## Skills

psychology Human Behavior and Personality Disorder academic, Various agencies worked and volunteered and interned fr Mayor Bill Di Blasio Cit Advocate Leticia James Bronx Congress Jose Senarator, Epillat (upper Manhattan) CASES Reintegration from Jail system back into the communities(Reintegration) , worked with Autism, Down Syndrome, Mentally ill, Mentaly retarded, group homes a risk youth, Human Trafficker,while doing office administration for both Legal team of Criminal Lawyers as well as well as Non for Profit Administration I did Online banking, Fund raising, consultation,knowledge experience and worked along side side congress workers such as Ruben Diaz Sr, in the South Bronx area. Where many low income super low income many in he shelter system unemployed many residing in shelter system due to poverty ad lack of income or jobs available or lack of education opportunities resources or chances to excel. Also, worked along side and closely to the Mr Ruben Diaz Jr Bronx Borough President. Where I with became eager to follow and make change with in he Bronx where I personally as raised in the Bronx and fell prod to say I am a Bronxite wwit ard work abo and ooprtniies attendeded and radated frm Columbia University and Bronxite congress created and became the Bronx WORKFORCE 1, I was pivotal part of all the new and available proarmas aha where programs for education training jobs Scholarships college prep and class A part of the WORKFOCE 1 Program. For the and at the Dept of labor a new program which opened doors for all Bronxites A chances opportunities and a new style of life, to learn live and enjoy a new form of a style of live, gainfully employed ending homeless. Most people or potential candidates with no experience to now becoming prepared gaining new set of specific skills and prepared for today's competitive market in NYC. In my opinion it rescued many Bronxite which went from no set of skills to now having the ability to get education training jobs and opportunities to better themselves,or educate in areas of their choice many A Council,Congress and people with power took interest n helping ut th Bronx in the map, where we belonged and help the Bcx Boroughs quickly became involvement part A took in the Bronx's crisis intervention, something I know all to well from my personal work educational and professional life. A worked outreach ACT Team, Institutionalized hospital and accessed he transition from A hospital to client discharge back t he community. Assist with Entitlements Benefits SSI/SSD, Food stamps, Housing, Medicaid, NYCHA, Shelter Plus Care ect assist ad promote clients' independence and , DOH, DV, Documentation, English, forms, government, Guardian, ISP, Legal, legal documents, letters, notes, Mark, meetings, Mental Health, mental illness, money, office, progress, psychiatrist, speaking, quality, Spanish, SSI, supervision, translating, treatment plan, type ad services needed according to specific individual need and assessment individual and according to individual need and basis