



# MICHAEL ANDERSON

## Lead Case Manager

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### SUMMARY

Dedicated and results-driven Case Management Specialist with over 10 years of experience in healthcare and social services. Expertise lies in coordinating comprehensive care plans for diverse populations, ensuring optimal health outcomes through strategic interventions. Proven ability to collaborate with multidisciplinary teams while advocating for clients' needs, leveraging strong analytical skills to assess and address complex situations.

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### WORK EXPERIENCE

#### Lead Case Manager HealthFirst Community Services

*Jan 2023 - Present*

- Developed individualized care plans for over 200 clients annually.
- Conducted comprehensive assessments to identify client needs and resource gaps.
- Facilitated interdisciplinary team meetings to enhance care coordination.
- Utilized electronic health records to track client progress and outcomes.
- Implemented quality improvement initiatives that increased client satisfaction by 25%.
- Provided training and mentorship to junior case managers and interns.

#### Case Manager Community Health Partners

*Jan 2020 - Dec 2022*

- Managed a diverse caseload of clients with varying levels of need.
  - Conducted home visits to assess living conditions and support systems.
  - Collaborated with external organizations to secure necessary resources.
  - Maintained accurate documentation in compliance with regulatory standards.
  - Provided crisis intervention and support during critical situations.
  - Engaged in community outreach to promote health education and services.
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### EDUCATION

#### Master of Social Work, University of Southern California, 2013

*Sep 2019 - Oct 2020*

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### ADDITIONAL INFORMATION

- **Technical Skills:** case management, client advocacy, care coordination, interdisciplinary collaboration, crisis intervention, quality improvement
- **Awards/Activities:** Recognized as Employee of the Year in 2021 for outstanding service.
- **Awards/Activities:** Improved client engagement metrics by 30% through innovative outreach strategies.
- **Awards/Activities:** Successfully reduced hospital readmission rates by 15% through proactive case management.
- **Languages:** English, Spanish, French