

**Staff Providing Case Management Services**

<b>Name</b>	<b>Title</b>	<b>Duties</b>	<b>Phone, Area Code, &amp; Extension</b>	<b>Location</b>
Andrew Medlock	Social Worker	See Note Below	(512) 972-5794	Blackland Neighborhood Center
Jesse Hernandez	Social Worker	See Note Below	(512) 972-5188	St. John's Neighborhood Center
Yvonne Meyer	Social Worker	See Note Below	(512) 972-6860	South Austin Neighborhood Center, Montopolis Neighborhood Center
Laura Candelas	Social Worker	See Note Below	(512) 972-4465	East Austin Neighborhood Center, Rosewood Zaragosa Neighborhood Center

**Note:**

The purpose of the Family Social Services and Case-Management Services is to provide social work/case-management assistance to families and individuals in order to improve their quality of life and/or so that they may increase their income above the federal poverty level.

**Responsibilities/Duties include:**

- Receives referrals of potential clients for short-term family social services and/or longer-term case-management services
- Conducts assessment of clients' problems and needs
- Develops individual service plans, with stated goals, for clients/households
- Provides counseling, referrals, assistance in obtaining needed resources, accompaniment to required or beneficial appointments, as needed, and support and encouragement, to client/client's household members, per established service plan
- Follows policies and procedures and maintains required documentation per the Unit's established Case Management Model.
- Provide basic needs assistance-requested to eligible clients.
- Assess overall client needs and make appropriate referrals for other relevant services, including case-management services.
- Perform outreach activities, as assigned, in order to inform residents of available services and resources through the Neighborhood Centers, other Departmental programs, and other community service providers, and/or to assess residents' and Center's service-area conditions, assets and needs.
- Complete and maintain required intake/eligibility determination forms and documentation, and service- provision information for clients served, in client file.