

# Tilda Catlin

Case Manager

## Profile

I have over 4 years of experience as a case manager. In this role, I have been responsible for providing support and assistance to clients in need. I have helped them access services and resources, provided referrals to other agencies, and advocated on their behalf. I am passionate about helping others and making a difference in my community. I am an excellent communicator with strong organizational skills.

## Employment History

### Senior Case Manager at Howard Center, VT

Apr 2022 - Present

- Successfully managed 150 cases at any one time.
- Successfully advocated for client needs and linked them to appropriate resources.
- Regularly communicated with clients, team members, and outside agencies to ensure coordinated and comprehensive care.
- Maintained detailed case files documenting all contacts and interventions.
- Created individualized service plans for each client based on assessments of need.
- Conducted initial intake interviews with new clients to determine eligibility.

### Case Manager at Champlain Community Services, VT

Sep 2018 - Mar 2022

- Negotiated a 10% increase in client's insurance reimbursement rates, resulting in an annual revenue increase of \$120,000 for the organization.
- Found housing for 80% of clients who were homeless upon intake into the program.
- Developed and implemented a new case management system that reduced paperwork by 50%.
- Successfully advocated for changes in state policy that resulted in increased funding for mental health services.
- Trained other professionals on best practices in case management and advocacy through workshops and presentations.

## Certificates

### Certified Case Manager (CCM)

Nov 2020

### Board Certified in Geriatric Nursing Case Management (GCNS-BC)

Jun 2019

### Certified Rehabilitation Registered Nurse (CRRN)

Mar 2018

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## Education

### Bachelor of Science in Social Work at The University of Vermont, Burlington, VT

Aug 2014 - May 2018

## Links

[linkedin.com/in/tildacatlin](https://www.linkedin.com/in/tildacatlin)

## Skills

Ability to assess client needs

Strong communication skills

Organizational skills

Ability to work independently

Writing and computer skills

Knowledge of resources in the community

Case management experience

## Languages

English

French