

Callie Roberts

Human Services Paraprofessional

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📍 Madison, WI 53704

STRENGTHS

- 🗨 **Family Communication**
Families received clear next steps during phone and email contacts, and unresolved questions received steady follow up.
- 📁 **Referral Intake**
Structured conversations brought missing details forward early. Assigned staff could begin reviews with cleaner referral materials.
- ♥ **Case Documentation**
Avatar notes captured contacts and decisions in a usable history. Colleagues often relied on records during reviews.
- 📍 **Resource Guidance**
Community resource lists became more practical when matched with each family's circumstances, needs, and available supports.
- ♥ **Calm Coordination**
During difficult interactions, steady communication kept conversations productive and helped families continue through required program steps.

SKILLS

Family outreach Referral intake

Eligibility support Recertifications

Collateral contacts Avatar

TPA authorizations

Provider onboarding

Community resources

Cultural competence

Case documentation Child welfare

Juvenile justice Mental health

Disability services

SUMMARY

Human services paraprofessional with five years supporting children, youth, and families across community disability, mental health, and family service settings. Experience includes referral intake, family outreach, eligibility support, recertification workflows, collateral contacts, client documentation, authorization support, provider onboarding, and community **resource guidance**. Uses Avatar, Microsoft Word, and Microsoft Excel for accurate case activity, schedules, correspondence, and program records. Supports families affected by **developmental disabilities**, **physical disabilities**, **severe emotional disabilities**, child welfare involvement, and juvenile justice services. Communicates clearly with caregivers, providers, schools, and internal teams in offices, client homes, and community settings. Brings cultural competence, sound judgment, flexible scheduling, and calm follow through during changing priorities. Ready to contribute dependable service coordination that helps children remain connected with families and communities.

EXPERIENCE

Human Services Program Assistant

Northwoods Family Support Network 📅 May 2024 - Present 📍 Madison, WI

Supports **referral intake**, family communication, eligibility documentation, authorizations, provider onboarding, and resource coordination for children and families with complex support needs. Maintains accurate Avatar records while working with internal staff, external partners, and community members across office and community settings.

- Gathered referral details for disability services, giving assigned staff complete information for timely case review
- Answered family and partner inquiries by phone and email, clarifying program steps and needed follow up
- Recorded contacts, reviews, **referrals**, and coordination notes in Avatar for reliable client activity histories
- Prepared eligibility, collateral contact, review, and recertification documents, flagging missing items before deadlines
- Supported **TPA authorizations**, fingerprinting steps, and **fiscal intermediary** setup for individual provider onboarding
- Shared resource updates during **team meetings** and community sessions, helping **families** identify practical service options

Family Services Paraprofessional

River Valley Youth & Family Services 📅 August 2021 - April 2024 📍 Sun Prairie, WI

Provided direct paraprofessional support for children, youth, caregivers, and partner agencies across **mental health**, child welfare, disability, and juvenile justice systems. Managed intake, case notes, resource coordination, schedules, and family contacts in office, home, and community environments.

- Supported families involved with mental health, **child welfare**, disability, and **juvenile justice** services
- Conducted intake conversations and organized family histories so professionals received complete referral backgrounds
- Maintained daily case notes and service tracking using electronic records, **Microsoft Word**, and **Microsoft Excel**
- Connected caregivers with behavioral health, disability, transportation, **youth**, and basic needs resources
- Coordinated with schools, providers, case staff, and caregivers to complete reviews and service paperwork
- Managed shifting office and field priorities independently, including evening contacts and challenging family interactions

LANGUAGES

English	Native
Spanish	Beginner

MY CAREER



- Human Services Program Assistant at Northwoods Family Support Network (2.3 Years)
- Family Services Paraprofessional at River Valley Youth & Family Services (2.7 Years)

PROJECTS

Family Resource Coordination Initiative 📅 2024

Created a practical resource coordination workflow for disability and family service referrals. Organized contact details, follow up needs, provider information, and community resources so staff could respond with greater consistency.

Youth Services Documentation Review 📅 2023

Reviewed case documentation practices across youth service activities. Grouped common missing details and created clearer reference materials for notes, schedules, referrals, and family communication.

LEADERSHIP & AWARDS

- Recognized by program staff in 2024 for dependable referral preparation and accurate client documentation.
- Selected by supervisors in 2023 to support complex family contacts across office, home, and community settings.
- Commended for calm communication and reliable follow through during changing service priorities.

EDUCATION

Associate of Applied Science in Human Services

Madison Area Technical College 🎓 GPA: 4.0 📅 2021 📍 Madison, WI

Coursework: Human services practice, child welfare, mental health support, case documentation

CERTIFICATIONS

- Trauma Informed Care Foundations 📅 2024
- Valid Wisconsin Driver License 📅 2026

TECHNICAL SKILLS

- **Case Management Systems:** Avatar, electronic records, case activity logs
- **Microsoft Office:** Microsoft Word, Microsoft Excel, document templates
- **Referral Administration:** Referral intake, referral materials, intake records
- **Eligibility Documentation:** Functional eligibility, financial eligibility, eligibility reviews
- **Program Reviews:** Six month reviews, recertifications, monthly collateral contacts
- **Authorization Processing:** TPA authorizations, authorization records, service paperwork
- **Provider Administration:** Fingerprinting, provider onboarding, fiscal intermediary coordination
- **Communication Channels:** Phone communication, email communication, written correspondence
- **Community Services:** Home and community based services, disability resources, youth programming
- **Human Services Systems:** Child welfare, juvenile justice, mental health
- **Disability Support:** Developmental disabilities, physical disabilities, emotional disabilities
- **Office Equipment:** Computer, keyboard, copy machine, fax machine

PROFESSIONAL AFFILIATIONS

- Community human services teams, collaborating with providers, schools, caregivers, and county partners around family needs.
- Wisconsin disability and family support networks, sharing resource information and practical referral guidance.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST