**COURTNEY CASON**

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**Education**

*Master of Science: Social Work May 2022*

*University of Missouri – Columbia, MO*

*Master of Science*: *Criminal Justice Administration Dean’s List May 2017*

*Southeast Missouri State University* - *Cape Girardeau*, *MO*

*Bachelor of Science*: *Criminal Justice Administration Dean’s List May 2013*

*Missouri Southern State University* - *Joplin*, *MO*

*Associate of Science: Law Enforcement Dean’s List May 2013*

*Missouri Southern State University – Joplin, MO*

*Associate of Science: Social Work Dean’s List December 2011*

*Crowder College – Nevada, MO*

*High School Diploma*: *General Studies May 2006*
*Nevada High School* - *Nevada*, *MO*

**Skills**

Active Listening, Critical Thinking, Learning, Suicide Prevention, Judgment and Decision Making, CBT & DBT, Motivational Interviewing, Ability to Multitask, Problem Solving, Excellent Communication, Time Management Skills, and Accuracy and Efficiency.

**Experience**

*Director of Transitional Housing Operations – SW Region Jan 2015*-*Present*

*Compass Health Network – Nevada, MO*

 Establish and manage facility operations for three mental health programs.

 Manage referral arrangements and coordinate with community agencies.

 Ensure program meets certification requirements for accrediting agencies.

Supervise and evaluate staff to ensure programs provide world class customer service, and resources are used effectively.

Monitor wellness plans, assessments, service goals, and intensive community psychiatric rehabilitation service implementation.

*Integrated Health Specialist - Intern Jan 20221*-*May 2022*
*Compass Health Network* - *Nevada*, *MO*  *May 2021*-*Oct 2021*

Educate consumers in individual or group sessions to assist them in dealing with mental or physical illness, substance use, poverty, and unemployment.
Interview consumers, review records, conduct assessments, or confer with other professionals to evaluate the mental or physical condition of consumers.
Monitor, evaluate, and record client progress with respect to treatment goals.
Utilize motivational interviewing to assist consumers in identifying the eight domains of wellness and needed areas of functional improvement.

*Sales Manager  Jul 2014*-*Dec 2014*

*Nevada Auto Credit* - *Nevada*, *MO*

Plan and direct staffing, training, and performance evaluations to develop and
control sales and service programs.
Review operational records and reports to project sales and determine
profitability.
Monitor customer preferences to determine focus of sales efforts.
Prepare budgets and approve budget expenditures.

Resolve customer complaints regarding sales and service.

*Detention Officer  Nov 2013*-*Jun 2014*

*Vernon Country Sheriff's Office* - *Nevada*, *MO*

Monitor conduct of prisoners in housing unit, or during work or recreational
activities, according to policies and procedures, to prevent escape or violence.
Record information, such as prisoner identification, charges, and incidences of
inmate disturbance, and keep daily logs of prisoner activities.
Process or book convicted individuals into jail.
Take prisoners into custody and escort to locations within and outside of
facility, such as visiting room, courtroom.

*Care Manager  Sep 2013*-*Nov 2013*
*Care Connection* - *Nevada*, *MO*

Collaborate with other professionals to evaluate consumers' medical or physical condition and to assess client needs.
Refer consumer or family to community resources to assist in recovery
from mental or physical illness.

Assist to gain access to services such as financial assistance, legal aid, housing, job placement or education.

*Independent Supported Living Coordinator - QDDP Jan 2007*-*Sep 2013*
*Skills Unlimited, Inc* - *Nevada*, *MO*

Supervise or direct other workers who provide services to consumers.
Maintain quality and continuity of independent supported living homes.
Provide fiscal management and accountability.
Direct recruitment, hiring, and training for staff.

Assure contract compliance with Department of Mental Health services.

**Awards**

*Better & Better Compass Champion Award January 2017*

*Summit Team Award Nevada Office 2015*