Valerie Nguyen

Social Worker

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SUMMARY

Licensed social worker (LCSW) with 6 years in child welfare and community mental health, carrying caseloads of up to 28 clients. Reduced a county caseworker's average case backlog by 15% through better triage, and built a safety-planning protocol now used across 3 program teams. Trained in trauma-informed care and crisis de-escalation.

EXPERIENCE

Social Worker II — Mountainview County Human Services

Denver, CO · Aug 2021 – Present

- Carry an active caseload of 25 to 28 families in child welfare, conducting home visits, safety assessments and court-mandated reporting.
- Developed a triage checklist for incoming referrals, cutting the average time to first contact from 9 days to 4.
- Coordinated services across 6 community partners (housing, substance use treatment, childcare) for 40 families a year, with 70% completing their case plan goals.
- Testified in 12 juvenile court hearings, presenting assessments that supported family reunification in 8 of those cases.
- Trained 4 incoming caseworkers on documentation standards and the county's risk-assessment tool.

Mental Health Case Manager — Rocky Mountain Community Behavioral Health

Denver, CO · Jun 2018 – Jul 2021

- Managed a caseload of 22 adults with serious mental illness, coordinating psychiatric, housing and benefits services.
- Built a relapse-prevention plan template adopted by 8 other case managers across the clinic.
- Responded to an average of 3 crisis calls a week, de-escalating situations and connecting clients to same-day psychiatric evaluation when needed.
- Helped 18 clients secure stable housing over 3 years by coordinating with 4 local housing agencies.

SKILLS

Clinical: Crisis intervention, trauma-informed care, safety planning, risk assessment, de-escalation

Case management: Service coordination, benefits navigation, treatment planning, court reporting

Documentation: DAP/SOAP notes, Medicaid billing documentation, electronic health records (Avatar, Netsmart)

Populations: Child welfare, serious mental illness, substance use co-occurring disorders, adolescents

CERTIFICATIONS

Licensed Clinical Social Worker (LCSW), Colorado, 2020

ASIST Suicide Intervention Certified

EDUCATION

M.S.W., University of Denver, 2018

B.A. Psychology, Colorado State University, 2016

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