

Dear Hiring Manager,

I am writing to express my interest in the Revive Case Manager position. As a Master of Public Affairs graduate at the University of Wisconsin-Madison (UW) La Follette School of Public Affairs (LFS) and UW graduate in Legal Studies and Public Policy, I bring a strong academic foundation, deep cultural competency, and direct experience supporting families and youth in complex care environments.

My passion for serving youth, especially in preserving family connections to support youth development, has been central to both my academic and professional journey. As a research assistant with the Center for Family Wellbeing and Justice, I led evidence-based parenting classes and conducted interviews with incarcerated parents and caregivers. This work demanded strong interpersonal skills, emotional and cultural competency, and a trauma-informed lens—skills that are essential to case management responsibilities such as assessments, treatment planning, and community outreach. Additionally, I have worked with low income mothers through my time with Baby's First Years and Hmong elders through the Opportunities for New Directions with Wisconsin's Hmong Community project. In both roles, I conducted and coded interviews to understand the influences that shape the livelihoods of these vulnerable populations— low-income mothers and Hmong elders living in poverty. These experiences sharpened my cross-cultural communication skills and cultural humility which will be essential as I navigate diverse resident and family needs at Revive.

My case management capabilities have been further sharpened through leadership roles such as Lead Peer Navigator (PN) and Principal Academic Leader. I proactively identified students in crisis, connected them with appropriate resources, and monitored student progress in collaboration with advisors and counselors. Most importantly, I connected students with resources that aligned with their culture and perspectives. My work consisted of building trusting relationships, connecting students to resources, and providing ongoing support as needed. In these roles, I maintained detailed documentation and ensured care was tailored to the lived experiences of students. Additionally, my work as the Grant Administrator at the Center for Leadership and Involvement has sharpened my communication and organizational skills which are essential to thrive in this position. I supported and worked closely with hundreds of student organizations through the grant process. As a result, I gained valuable administrative experience such as managing high volumes of intake, coordinating program logistics, and using databases to track student and financial information. I supported student-led organizations as I served as a primary contact, often facilitating consultations where I provided guidance by offering professional insights, emphasizing crucial deadlines, and clarifying key aspects of the grant.

Fluent in Hmong, flexible with scheduling (including evenings and weekends), and committed to youth empowerment, I am excited for the opportunity to serve Revive. As I am passionate about maintaining family connections and uplifting youth, I am excited for the opportunity to contribute my administrative skills and professional insights to advance the mission of Revive. Thank you for your consideration. I look forward to the opportunity to further discuss how my skills and experiences align with that of the Case Manager position.

Sincerely,
Chee Yang