

Crystal McClain

Objective Driven Social Service professional with over 15 years of increasing responsibility in staff development, instructional development and program administration seeking to take the next career step in the area of training and development. Highly skilled in content development, creating learning programs and initiatives, and leveraging learning solutions to achieve educational goals. Demonstrated success in establishing best practices to sustain business goals and advance training initiatives.

Experience 2010-Present Revive Youth & Family Services, LLC Milwaukee, WI
Founder/ Residential Program Director

- Reviewing the appropriateness of admission of each resident to Revive's group home program.
- Developing, reviewing, and updating resident assessment and treatment plans.
- Providing technical assistance to the resident care staff and agencies.
- Making sure that the group home policies and Procedures remains updated.
- Making sure that the group home meets all the requirements of the WI Department of Children and Families Licensing Division.
- Supervise case management Department for all residents of the group home.
- Oversee creation & use of job descriptions that describe the staff member's roles responsibilities & duties.

2009-2011 Meta House, Inc. Milwaukee, WI
Case Management/ AODA Family Assessor

- Responsible for timely documentation of treatment assessments and reviews
- Conduct monthly assessment of client's needs as it relates to AODA treatment including case management needs
- Responsible for Conducting AODA assessments including psychiatric diagnosis for client's for the "families come first" pilot program with BMCW clients.
- Conduct weekly staffing with BMCW liaison to determine client/family treatment eligibility and possible impending safety factors where treatment could be provided to avoid detainment of a child.

2007-2009 Justice 2000 Milwaukee, WI.
Case Management Team Leader

- Responsible for the timely documentation of all activities and services provided.
- Responsible for managing other case managers and the staffing of their cases.
- Monitored in conjunction with service coordinator outcome of program contracts.
- Managed special projects as assigned while handling tasks as needed in the absence of the service coordinator.
- Co-chaired cross-functional team meetings that required solving problems by gathering information that leads to required referrals.
- Handled client traffic related issues within the Milwaukee Municipal Court system while providing recommendations to court based on assessments conducted.
- Managed and serviced a caseload of 60 clients while using solid assessment skills based on information compiled

2006-2010 Impact Milwaukee, WI.

Community Resource Specialist

- Customer Service responsibilities via incoming calls that included problem assessment, problem solving and recommended appropriate referrals.
- Developed action plans for clients based on information gathered and provided assistance based on appropriate family and health services available.

2005-2006 Racine Vocational Ministries Racine, WI.

Program Director

- Handled maintenance of all client files that includes intake reviews, applications and financial documents.
- Lead fund raising efforts while compiling data and writing grant submissions.
- Managed a case load of ex-offenders on probation in Racine County.
- Acted as a mentor for clients enrolled in the Solutions for Success program

2002-2005 Innovative Family partnerships Milwaukee, WI.

Case Manager (On-Going)

- Attended required court hearings on behalf of Bureau of Milwaukee Child Welfare
- Supervised family reunification process and required services.
- Maintained court related documents including progress evaluations and assessments.

Education May 2003 University of Wisconsin-Whitewater Whitewater, WI.

- Bachelor of Arts, Major-Social Work, Minor-Criminal Justice

December 2009 University of Wisconsin-Milwaukee Milwaukee, WI.

- Master of Social Work, Emphasis in Children & Families

Professional Affiliations Delta Sigma Theta Sorority, Inc.

National Association for Social work

Professional License State of WI- Certified Advance Practice Social Worker-Credential # 128168-121
Certified Youth Care Professional-CYC Certified 2017

References Available Upon request