

# Maclise Jean



April 15, 2022

To Whom It May Concern:

I am a graduate of a Gerontology program- Management of Aging services with extensive experiences in case management and programming. When I saw your listing for a COA Board member position on The Somerville Times, I decided to write this cover letter immediately. I would very much like to be considered for this position.

I am a qualified professional with strong knowledge of the procedures and functions that are applied in Geriatric case management as well as strong knowledge of aging services and resources. Throughout my career, I have been known to be a great resource and advocate for elders and people with disabilities as well as a person who encourages elders to advocate for themselves. I have also been known to develop strategies to reach elders who are isolated and who are resistant to services.

In my years of being an elder advocate, I have had the privilege to identify and serve elders whose needs are constantly changing. I have provided support to elders in various settings to help them age in place in the community as well. I have also had the privilege to develop, implement and coordinate programming and activities that promote safety, wellness, exercise and socialization, and community engagement as a way to encourage independence and enhance their quality of life.

Since I began my journey in the Human Services field years ago, I feel confident that I possess the right knowledge and skill sets and experiences to be a board member. I have had the privilege to have developed excellent organizational, communication, planning and interpersonal skills, conflict resolution, and mentorship skills. These skills and qualifications would surely benefit the board. Some of my greatest strengths is customer oriented, and solution-focused. My ability to work with people across the aisle for the betterment of any consumers would make me a great asset immediately to the board as well.

Thank you for your time and consideration. I am looking forward to your forthcoming response.

Sincerely,  
Maclise Jean

*Maclise Jean*

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**OBJECTIVE:** Seeking a Board member position

**EDUCATION:**

ASWB	Boston,MA
LSW	Jan,2022
University of Massachusetts	Boston, MA
<b>M.S in Gerontology</b>	May 2020
Lesley University	Boston, MA
<b>BS in Counseling</b>	May 2013
Bunker Hill Community College	Boston, MA
<b>AA in Psychology</b>	June 2011
<b>Certificate in Psychiatric Rehab</b>	June 2011

**Related Courses & Certifications:**

**Case Management:** Perform intake/case study

**Psychiatric Rehabilitation:** Knowledge of mental disorders/symptoms terminology

**Addiction:** Knowledge of addictions terminology

**Certification:** CPR/ AED, FIRST AID, MAP

**HIGHLIGHTS:**

- Fluent in Haitian Creole, French and English
- Ability to interact with diverse population of clients
- Display sensitivity, warmth, patience and caring
- Work well both as a team member as well as independently
- Accept feedback in a positive manner
- Listen intensively
- Work well in a high-pressure environment
- Excellent written and verbal communication skills
- Knowledge of MS Word, Excel, PowerPoint and familiar with MS Access.
- Working knowledge of state and federal subsidy programs as well as LIHTC.
- Knowledge of SSI/SSDI/EAFDC/TAFDC/SNAP
- Knowledge of resources available to older people
- Detail oriented

**RELATED EXPERIENCE:**

Springwell Inc.

**Housing Care Coordinator**

Waltham MA  
12/17 to present

- Conduct comprehensive in-home assessments with elders.
- Help determine needs and eligibility for government subsidized services

- Act as educator and advocate for consumers and residents in identifying and obtaining services.
- Act as a resource for consumers and residents
- Assist residents with redetermination process and housing applications
- Develop and maintain relationships with residents, property managers, and other agencies and service providers
- Communicate and collaborate with housing authority staff, community professionals, hospitals and nursing facilities about discharge.
- Create and maintain computerized record
- Create, run and analyze monthly reports
- Create care plans and coordinates services.
- Plan, develop, organize, implement, evaluate and direct resident activity programs
- Prepare and distribute an engaging and creative monthly program calendar
- Organize and direct resident special occasions and seasonal parties
- Coordinate with outside agencies and organizations to develop programs to enhance the resident's experiences and program
- Monitor the ongoing provision of services from community agencies and keep documentation with the progress of the individual.
- Assist residents in acquiring and utilizing desired community services such as homemaking, personal care, home delivered meals, transportation, financial assistance, adult day health center, counseling and other services requested while in compliance under the policies and restrictions outlined by EOEA.
- Assist residents in obtaining government benefits such as: SNAP, EAEDC, SSI, Mass Health and Social Security.

National Church Residences

Revere MA

**Resident Service Coordinator**

11/16 to 12/17

- Assumed responsibility for coordinating programs and activities for residents on a group basis.
- Served as a liaison to community agencies, network with community service providers, and seek out new services available to residents. Identified low cost service providers and/or negotiated discounts.
- Monitored the ongoing provision of services from community agencies and keep documentation with the progress of the individual. Managed the provision of supportive services where appropriate.
- Engaged all residents in the building(s) to identify areas of need and made referrals to community agencies when necessary.
- Developed a Resource Directory that includes a listing of state and/or local service providers. Examples include services to families, children, elderly residents, persons with disabilities and emergency assistance.
- Sponsored educational events that include subjects relating to health care, agency support, life skills and referral sources.
- Implemented on site or mobile health services and screenings.

- Organized and promoted resident involvement in on- and off-site programs.
- Assisted residents in acquiring and utilizing desired community services such as housekeeping, meals, transportation, personal services, financial assistance, day care counseling and other services requested while in compliance under the policies and restrictions outlined by HUD.
- Completed Care Plans/Quarterly Monitoring with residents needing referrals and follows up on all services at and after implementation.
- Submitted Semi-Annual Performance Reports to HUD in order to maintain funding for the Service Coordination program at the property.

North Suffolk Mental Health Association

Chelsea MA

**Housing Support Specialist**

6/14 to 11/16

- Oversaw a caseload of 10-12 clients who need affordable housing
- Assisted program participants with all aspects of housing search and placement into permanent housing as well as coordinate other necessary services.
- Provided support to individuals with completing housing applications and other needs associated with housing
- Provided housing related consultation and troubleshoot barriers to housing stability.
- Assisted with access to housing resources in the community
- Facilitated and coordinated Program participants' recertification / lease renewal.
- Produced monthly report for the Shelter Plus Care and DMH RA voucher programs
- Supported families who are homeless and facing issues such as mental illness, substance abuse, and physical disability, history of trauma and/or domestic violence, and poverty who are in shelter into their own homes.
- Screened program participants on eligibility for various subsidized housing programs and guided them through the application process.
- Provided crisis intervention, support and advocacy services.
- Provided information, informal counseling, support and advocacy while tracking client's progress toward their goals.
- Accompanied clients, when appropriate, to appointments apartment viewings, lease signings and/or housing appeals, and assisted them in negotiating the system.
- Counseled clients individually during the housing search. Also monitored voucher expiration as well as requested extension on behalf of program participants.
- Assured that all documents are submitted/executed in a timely manner.
- Served as a liaison between landlords and housing agencies in the coordination of inspection of units.
- Developed and maintained a listing of potential housing options. Continued to update, expanded and maintained a listing of housing waitlists.
- Identified and researched available apartment listings in the Greater Boston and North Shore.
- Used of Motivational interview to help clients achieve their goals and transition into permanent housing.

- Helped clients apply for emergency homelessness prevention funds and subsidized housing and appeal denials of subsidized housing applications. Also helped clients deal with a variety of other housing-related issues that potentially threaten the safety and stability of
- Acted as a mediator between both Landlords and Tenants.
- Solicited listings from Landlord of available apartments and made referrals for tenants to landlords.
- Made home visit to voucher program participants to fulfill program requirements.
- Referred clients to appropriate agencies to obtain benefits such as: SNAP, TAFDC, Mass Health, Social Security, and Fuel Assistance.

McLean Hospital

**Mental Health Specialist**

Belmont, MA

6/13 to present

- Provides direct patient care and participates in therapeutic milieu.
- Provides accurate and timely documentation of progress notes, and observation sheets.
- Establishes therapeutic relationships with patients while maintaining professional boundaries.
- Identifies patient behaviors that contribute to the development of a crisis.
- Utilizes non-verbal and verbal techniques to de-escalate crisis situation.
- Follows safety checks procedures at all times. Demonstrates accurate documentation of safety checks. Rounds with on-coming shift to hand off safety checks.
- Assists patients in their activities of daily living as needed.
- Recognizes changes in patient behaviors and communicates them to the assigned Nurse.
- Performs vital signs as needed.
- Teaches patients how to identify and combat negative self-talk and how to overcome their fears by focusing on their strengths.
- Understands the signs and symptoms of mental illness (i.e., auditory/visual hallucinations, aggressive talk and behavior, thoughts of self-harm or harm towards others, isolation) and develops strategies for engaging with patients who suffer from these symptoms.
- Able to recognize warning signs indicative of an increase in potential for violence against self or others and intervenes to reverse escalation.
- Provides 1:1 observation to patients at risk for harm to self or others, or elopement.
- Assists in the admission process by performing a complete and accurate search of patient belongings. Labels and stores belongings per unit policy.
- Accurately documents patient belongings with location of where belongings are stored.
- Utilizes appropriate equipment for the management of patients with physical disabilities (wheelchairs, geri-chairs, side rails, handicapped shower facilities, physical lifts).

The Edinburg Center

Waltham, MA

**Recovery counselor**

10/11 to 12/13

- Provided recovery-oriented psychosocial rehabilitation services, case coordination, advocacy, and support to adults with mental health issues living in a CBFS residential treatment program.
- Worked with 10 adults with developmental and mental disabilities. Responsible for providing direct support to individuals, as well as participating in implementation of individualized service plan strategies.
- Taught clients how to identify and combat negative self-talk and how to overcome their fears by focusing on their strengths
- Engaged in frequent, respectful interactions with clients with the intent to develop therapeutic relationships.
- Completed documentation pertaining to clients' record, service notes, Rehab notes, outcome measures and incident reports.
- Able to recognize warning signs indicative of an increase in potential for violence against self or others and intervenes to reverse escalation.
- Identified patient behaviors that contribute to the development of a crisis.
- Utilized non-verbal and verbal techniques to de-escalate crisis situation.
- Provided crisis assessment, prevention, and needed intervention.
- Scheduled appointments as needed; accompany residents on appointments, and community outings.
- Participated in the implementation of behavioral and psychiatric rehabilitation treatment plan.
- Maintained cleanliness of home and provided assistance with cleaning rooms and common areas and fully cleaning areas that residents do not have the skills to complete.
- Provided supportive counseling to individuals concerning daily personal and social issues.
- Assisted in implementing program activities, which will foster the client's growth, skill development, and healthier lifestyle.
- Administered medication as required.