

Lena Bauer

Case Management Specialist, Maternal and Family Health

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STRENGTHS

-  **Home Visiting**
Families received practical education during frequent visits. A calm approach helped turn difficult questions into clear next steps.
-  **Referral Coordination**
Tracked referrals from initial need through service connection. Families gained clearer paths to food, housing, care, and support.
-  **Clinical Escalation**
Noticed meaningful changes during family encounters and raised concerns promptly. Nurses received timely information for review.
-  **Cultural Responsiveness**
Adapted explanations for language, culture, and health literacy. Families felt heard, and conversations became more productive.
-  **Case Documentation**
Kept records current after visits and calls. Supervisors could quickly see progress, barriers, outcomes, and needed follow up.

SKILLS

Case Management	Home Visiting
Maternal Health	Infant Health
Prenatal Support	
Postnatal Support	
Needs Assessment	
Referral Coordination	
Family Education	
Care Coordination	
Client Documentation	Data Entry
Statistical Reporting	

SUMMARY

Case management and maternal family health professional with five years of full time experience supporting pregnant clients, postpartum families, infants, and caregivers through community based programs. More than three years of **home visiting** practice includes **evidence based** education, needs assessment, referral coordination, service tracking, and detailed documentation for culturally diverse populations. Manages active caseloads with **sound judgment**, identifies changes requiring nursing review, and connects families with food, housing, behavioral health, primary care, transportation, and parenting resources. Experienced in multidisciplinary consultations, outcome tracking, statistical reporting, data entry, confidential records, and grant supported program activity. A Bachelor of Social Work, bilingual English and Spanish communication, valid **driver's license**, personal vehicle insurance, and consistent field travel experience support dependable service across prenatal and postnatal care.

EXPERIENCE

Maternal and Family Health Case Manager

Bluegrass Family Wellness Collaborative  June 2024 - Present  Louisville, KY

- Leads community based case management for pregnant and postpartum families, supporting home visits, family education, referrals, records, assessments, and grant supported reporting. Partners with nurses and community agencies to address health and social needs from prenatal enrollment through postnatal follow up.
- Managed active caseloads through individualized plans for **prenatal** care, infant wellness, and **parenting** support.
 - Conducted home visits using evidence based education materials, recording assessments, goals, and **follow up** actions.
 - Escalated significant health or safety changes to nursing leadership for timely clinical review.
 - Coordinated **referrals** for primary care, behavioral health, nutrition, housing, transportation, and family support services.
 - Presented complex cases during weekly multidisciplinary consultations, clarifying barriers and practical next steps.
 - Maintained electronic records, **periodic assessments**, **correspondence**, data entries, and grant program statistics.

Home Visiting Family Support Specialist

River City Perinatal Outreach  August 2022 - May 2024  Louisville, KY

- Provided home based prenatal and postnatal education for **families** from varied cultural and socioeconomic backgrounds. Supported regular contact, structured assessments, referral pathways, case documentation, and coordinated responses with nurses, social service professionals, and community agencies.
- Delivered **prenatal** and **postnatal** education, adapting communication for health literacy, language, and family priorities.
 - Maintained participant contact between visits, resolving barriers affecting appointments, **follow up**, and infant **services**.
 - Used structured curricula covering pregnancy wellness, newborn care, safe caregiving, parenting, and community supports.
 - Completed needs assessments and built referral pathways for food, housing, transportation, medical, and parenting resources.
 - Documented visit notes, referral status, assessment findings, and participant progress for program reporting.
 - Coordinated higher need cases with nurses, social service professionals, and community agencies.

Family Resource Coordinator

Jefferson Community Support Network  October 2021 - July 2022  Louisville, KY

Problem Solving

Spanish Communication

LANGUAGES

English Native

Spanish Proficient

MY CAREER



● Maternal and Family Health Case Manager at Bluegrass Family Wellness Collaborative (2.3 Years)

● Home Visiting Family Support Specialist at River City Perinatal Outreach (1.8 Years)

● Family Resource Coordinator at Jefferson Community Support Network (9 Months)

Supported families seeking health and social service resources through structured intake, needs screening, referral planning, follow up, and organized **client records**. Worked with community providers and supervisors to clarify eligibility, reduce delays, and support **culturally responsive** service access.

- Supported structured intake, needs screening, service navigation, and documented **follow up** for **families**.
- Built resource plans addressing transportation, food access, insurance, parenting support, and medical appointments.
- Maintained client files with contacts, referral **outcomes**, correspondence, and status updates for supervisor review.
- Confirmed eligibility requirements and appointment pathways with community providers, reducing avoidable service delays.
- Flagged significant client changes for supervisors and contributed details for coordinated problem solving.
- Used bilingual English and **Spanish** communication to explain services for multicultural households.

PROJECTS

Maternal Resource Continuity Initiative 📅 2024

Created a practical referral tracking approach for prenatal and postnatal families, linking needs assessments, community resources, service outcomes, and follow up documentation.

Family Education Outreach Series 📅 2023

Delivered structured education across home visits on pregnancy wellness, newborn care, parenting, safe caregiving, and available community support.

LEADERSHIP & AWARDS

- Recognized by program leadership for dependable case documentation and timely follow up across family support activities.
- Selected by peers as a trusted resource for bilingual communication and culturally responsive family engagement.
- Commended for consistent participation in multidisciplinary case consultation and practical referral problem solving.

EDUCATION

Bachelor's Degree in Social Work

University of Louisville 🎓 GPA: 4.0 📅 2021 📍 Louisville, KY

Coursework: Maternal health, social welfare policy, case management, community practice

CERTIFICATIONS

- Mental Health First Aid USA 📅 2024
- Valid Kentucky Driver's License 📅 2021
- Personal Vehicle Insurance 📅 2026

TECHNICAL SKILLS

- **Case Management Systems:** Client records, case notes, service plans
- **Home Visiting Methods:** Home visits, direct encounters, visit schedules
- **Family Education:** Prenatal education, postpartum education, infant care
- **Assessment Practices:** Needs assessments, periodic assessments, status reviews
- **Referral Services:** Primary care, behavioral health, nutrition
- **Community Resources:** Housing services, transportation services, parenting resources
- **Documentation Tools:** Electronic records, correspondence, email
- **Reporting Methods:** Data entry, statistical reports, outcome tracking
- **Care Coordination:** Case consultation, multidisciplinary teams, nurse manager communication
- **Program Standards:** Evidence based curricula, health equity, public health
- **Field Operations:** Daily visits, personal vehicle, vehicle insurance

PROFESSIONAL AFFILIATIONS

- Community based maternal and family health professional supporting equitable access for multicultural households.
- Bilingual English and Spanish practitioner committed to respectful prenatal, postnatal, infant, and caregiver support.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST