

Emersyn Santana

Juvenile Court Officer

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STRENGTHS

- 🔍 **Case investigation**
Built social histories from interviews, records, school input, and agency contacts, giving decision makers clearer family context.
- ♥️ **Calm crisis response**
When situations became tense, used de escalation and safety planning so youth, families, and partners could move forward safely.
- ♥️ **Family connection**
Weekly conversations made difficult goals more practical, and caregivers gained a clearer path for supporting youth progress.
- 📌 **Court documentation**
Careful reports, petitions, logs, and recommendations kept case facts accessible for hearings and ongoing judicial review.
- 👥 **Service coordination**
Connected schools, providers, agencies, and families around everyday needs, often solving small barriers before they grew.

SKILLS

Juvenile Justice	At Risk Youth
Case Investigation	Court Reports
Case Planning	
Cognitive Behavioral Therapy	
Crisis De escalation	
Safety Planning	Family Counseling
Visitation Monitoring	Restitution
Victim Rights	Substance Screening
Electronic Monitoring	
Court Case Management	

SUMMARY

Juvenile justice and **family services** professional with six years supporting delinquent and at risk youth through **case investigation**, court supervision, structured intervention, placement monitoring, and coordinated treatment services. Prepares social histories, hearing reports, petitions, contact logs, case plans, and recommendations for judicial review. Conducts weekly youth and caregiver contacts using cognitive behavioral interventions, **social skills training**, mindfulness, parenting support, and goal setting. Coordinates schools, law enforcement, courts, detention facilities, treatment providers, victims, and community agencies. Handles visitation, education, restitution, community service, substance screening, electronic monitoring, transportation, crisis response, and safety planning. Brings practical knowledge of Michigan **juvenile justice** practice, sound judgment in field settings, and steady communication with families facing difficult circumstances. Prepared to contribute thoughtful case management and dependable courtroom support.

EXPERIENCE

Senior Juvenile Case Specialist

Lakeshore Youth Justice Services 📅 January 2024 - Present 📍 Kalamazoo, MI

Leads supervision and case coordination for adolescents involved in delinquency, truancy, and family conflict matters. Supports judicial review through investigation, documentation, intervention planning, placement oversight, crisis response, and coordinated services.

- Managed adolescent supervision plans for **delinquency**, truancy, and family conflict cases.
- Prepared **social histories**, **hearing reports**, petitions, logs, and recommendations for judicial review.
- Conducted structured sessions using cognitive behavioral techniques, mindfulness, and parenting strategies.
- Coordinated placement, visitation, school progress, behavioral health, medical care, and community programs.
- Responded to crises through **de escalation**, **safety planning**, service screening, and approved interventions.
- Monitored restitution, **community service**, substance screens, and electronic tether compliance for court stakeholders.

Juvenile Services Specialist

West Michigan Family Intervention Center 📅 May 2022 - December 2023 📍 Battle Creek, MI

Supervised youth receiving intensive community services and connected court expectations with family, education, and treatment goals. Investigated family circumstances, coordinated practical supports, monitored compliance, and contributed to rehabilitation programming.

- Supervised delinquent and **at risk youth** through intensive community based service plans.
- Investigated family circumstances using interviews, records, school contacts, and agency coordination.
- Facilitated weekly youth and parent sessions focused on conflict reduction and **goal setting**.
- Coordinated transportation, behavioral health, medical, dental, education, and community appointments.
- Administered approved substance screens and monitored electronic devices, documenting noncompliance.
- Co facilitated youth groups and enrichment programming centered on accountability and prosocial participation.

Youth Case Coordinator

Great Lakes Youth Advocacy Network 📅 September 2020 - April 2022 📍 Grand Rapids, MI

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER



- Senior Juvenile Case Specialist at Lakeshore Youth Justice Services (2.7 Years)
- Juvenile Services Specialist at West Michigan Family Intervention Center (1.6 Years)
- Youth Case Coordinator at Great Lakes Youth Advocacy Network (1.6 Years)
- Youth Services Intern at Community Youth Support Program (7 Months)

Supported adolescents at risk of deeper justice involvement through home, school, and community contacts. Built case histories, tracked participation, connected families with resources, and documented safety focused interventions across provider networks.

- Supported adolescents through regular contacts in homes, schools, and community programs.
- Built case histories from interviews, referrals, school information, and provider input.
- Tracked attendance, **treatment participation**, family goals, and service commitments in electronic records.
- Connected families with counseling, mentoring, medical, educational, and transportation resources.
- Used structured skill building activities to reinforce emotional regulation and problem solving.
- Supported crisis responses by gathering safety information and documenting coordinated actions.

Youth Services Intern

Community Youth Support Program 📅 January 2020 - August 2020 📍 Kalamazoo, MI

Completed supervised fieldwork with at risk adolescents and families while learning community based case documentation, referral coordination, **youth programming**, professional boundaries, and crisis awareness.

- Completed supervised fieldwork with adolescents and families receiving community youth services.
- Observed intake interviews and organized referral information for professional staff review.
- Maintained supervised contact notes and resource records under confidentiality procedures.
- Supported youth activities focused on social skills, **goal setting**, and conflict management.
- Coordinated appointment reminders and resource information for families seeking services.
- Received supervision on crisis awareness, boundaries, mandated procedures, and partner communication.

PROJECTS

Community Placement Support Initiative 📅 2024

Small coordination gaps can shape a young person's stability. Built a practical workflow for tracking placement, visitation, school progress, treatment participation, transportation, and court goals across service partners.

Family Crisis Response Framework 📅 2023

Quiet preparation matters most during difficult moments. Created a structured approach for gathering safety information, screening services, documenting de escalation, and coordinating timely support for youth and caregivers.

LEADERSHIP & AWARDS

- Senior Case Specialist Recognition, Lakeshore Youth Justice Services, 2025
- Community Youth Advocacy Award, Great Lakes Youth Advocacy Network, 2022
- Leadership contribution through youth group facilitation and intern support, 2024

EDUCATION

Bachelor's Degree in Criminal Justice

Western Michigan University 🎓 GPA: 3.5 📅 2020 📍 Kalamazoo, MI

Coursework: Juvenile justice, criminal law, family law, behavioral science, social research

CERTIFICATIONS

- CPI Crisis Prevention and Intervention Training 📅 2025
- Valid Michigan Driver's License 📅 2026

TECHNICAL SKILLS

- **Case Management Systems:** Electronic case records, court databases, contact logs
- **Court Documentation:** Social histories, hearing reports, petitions
- **Behavioral Interventions:** Cognitive behavioral treatment, social skills training, mindfulness

- **Crisis Response:** CPI Training, de escalation, safety planning
- **Substance Screening:** Urinalysis, PBTs, mouth swab screens
- **Electronic Monitoring:** Electronic tethers, alcohol devices, compliance logs
- **Communication Platforms:** Zoom, FaceTime, teleconferencing software
- **Court Proceedings:** Preliminary hearings, dispositional hearings, case reviews
- **Youth Services:** Probation, mentoring, specialty courts
- **Resource Coordination:** Schools, police, detention facilities, treatment providers

PROFESSIONAL AFFILIATIONS

- Michigan juvenile justice and family services professional community
- Youth advocacy, behavioral health, and community resource partnership networks

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST