

Logan Joshi

Outreach Case Manager

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📍 Tacoma, WA 98405

STRENGTHS

- 🔗 **Crisis Stabilization**
Stayed with distressed clients through stabilization or referral, and team members sought guidance on safe next steps.
- 🏠 **Housing Navigation**
Turned client priorities into practical housing searches, and landlord partners responded well to clear follow through.
- 👥 **Client Advocacy**
Connected households with benefits, utilities, employment, and essential items; clients gained a clearer path forward.
- ♥️ **Accurate Documentation**
Kept HMIS entries, case notes, and eligibility records current, giving supervisors confidence during compliance reviews.
- 📍 **Community Outreach**
Created intake access beyond one office location, helping people with transportation barriers reach services.

SKILLS

Case Management

Housing Navigation

Coordinated Entry HMIS

Crisis Intervention

Crisis De escalation

Service Planning

Homelessness Services

Landlord Engagement

Community Outreach

Resource Coordination

Confidential Records

Grant Compliance Client Advocacy

Behavioral Health Referrals

SUMMARY

Outreach **case management** professional with five years supporting adults and families facing homelessness, housing instability, behavioral health challenges, domestic violence, substance use concerns, and other complex barriers. Provides accessible intake, client directed service planning, **Coordinated Entry** screening, housing navigation, landlord engagement, **crisis intervention**, and resource coordination across office, field, community, and telephone settings. Maintains confidential eligibility files, case notes, vendor communications, service outcomes, and timely HMIS records that support grant compliant delivery. Coordinates with mental health providers, housing partners, employment resources, utilities programs, temporary lodging providers, and community agencies. Uses culturally responsive communication and safety focused follow through during crisis response. Brings a Bachelor of Social Work, Washington driver license, **Mental Health First Aid**, and crisis prevention training to client centered community services.

EXPERIENCE

Outreach Case Manager

Evergreen Housing Access Network 📅 June 2023 - Present 📍 Tacoma, Washington

Leads outreach case management for adults and families experiencing housing instability. Supports office, field, telephone, and community intake operations, Coordinated Entry access, housing navigation, crisis response, partner coordination, and grant compliant documentation. Connects client priorities with housing, employment, utilities, transportation, and essential needs resources.

- Completed field and office intakes, then shaped priorities into client directed **service plans**.
- Coordinated Coordinated Entry screening with local partners, placing eligible clients in priority pools.
- Connected households with landlords, housing visits, utilities, **employment**, transportation, and **essential needs** resources.
- Provided **crisis intervention** until stabilization or referral completion, using safety focused response practices.
- Maintained **case notes**, eligibility files, outcomes, and HMIS entries for grant compliance review.
- Established recurring community **intake** hours, improving access for clients facing transportation barriers.

Housing Stability Case Manager

Sound Community Resource Center 📅 September 2021 - May 2023 📍 Lakewood, Washington

Delivered **housing stability** case management for individuals and families with complex **housing**, behavioral health, employment, and safety needs. Managed eligibility interviews, resource referrals, landlord relationships, crisis de escalation, HMIS records, confidential files, and transition follow up. Supported continuity through accurate outcomes and responsive partner coordination.

- Completed telephone and in person eligibility interviews, gathering documents for housing assistance.
- Connected qualified households with rental support, **temporary lodging**, essential goods, and **community services**.
- Built property manager relationships that opened housing options and resolved placement barriers.
- Used **crisis de escalation** during acute distress, then coordinated **mental health** referrals when appropriate.
- Entered referrals, case notes, services, and outcomes into HMIS for funding review.
- Followed up after transitions, reconnecting resources and documenting unresolved needs for continuity.

Case Management Specialist

Community Bridge Services 📅 October 2020 - August 2021 📍 Federal Way, Washington

LANGUAGES

English	Native
Hindi	Proficient

MY CAREER



- Outreach Case Manager at Evergreen Housing Access Network (3.2 Years)
- Housing Stability Case Manager at Sound Community Resource Center (1.7 Years)
- Case Management Specialist at Community Bridge Services (10 Months)

Supported adults experiencing housing insecurity and complex social service needs under senior guidance. Conducted structured interviews, prepared client directed plans, coordinated housing and **behavioral health referrals**, maintained confidential database records, supported crisis responses, and documented follow up outcomes for accurate service continuity.

- Conducted structured interviews, documenting barriers, strengths, priorities, and immediate service needs.
- Prepared action plans covering housing search, benefits, employment resources, transportation, and community support.
- Maintained confidential files and database records, keeping service histories available for **follow up**.
- Coordinated appointments with housing providers, behavioral health resources, and community agencies.
- Supported crisis responses through safety procedures, documented contacts, and arranged appropriate referrals.
- Followed up after referrals and transitions, recording outcomes and unresolved needs for continuity.

PROJECTS

Community Intake Access Network 📅 2024

Partnered with community organizations to establish recurring intake hours outside a primary office location. The effort connected people facing transportation barriers with eligibility screening, housing resources, essential needs support, and documented follow up.

Housing Transition Continuity Initiative 📅 2023

Coordinated post service follow up for households moving from intensive support. Regular contact clarified outcomes, restored resource connections, and kept case records current for service quality and grant reporting.

LEADERSHIP & AWARDS

- Recognized by supervisors for dependable crisis documentation and timely HMIS case updates.
- Selected by peers as a trusted resource for housing navigation and landlord communication.
- Commended for respectful service planning with households facing behavioral health and housing barriers.

EDUCATION

Bachelor's Degree in Social Work

Eastern Washington University 🎓 GPA: 3.5 📅 2020 📍 Cheney, Washington

Coursework: Case Management, Crisis Intervention, Behavioral Health, Community Services

CERTIFICATIONS

- Mental Health First Aid 📅 2022
- Crisis Prevention and De escalation Training 📅 2024
- Valid Washington State Driver License 📅 2026

TECHNICAL SKILLS

- **Case Management Systems:** HMIS, client records, case notes
- **Housing Access:** Coordinated Entry, priority pools, housing navigation
- **Crisis Response:** crisis intervention, crisis de escalation, stabilization
- **Client Planning:** service plans, eligibility screening, benefits navigation
- **Community Outreach:** field intake, telephone intake, community intake
- **Resource Coordination:** landlords, utilities support, temporary lodging
- **Behavioral Health:** mental health referrals, substance use support, safety planning
- **Documentation:** confidential files, eligibility documents, outcome records
- **Grant Administration:** grant compliance, program forms, funding review
- **Communication Tools:** telephone communication, written communication, vendor communication

- **Transportation Services:** client transport, housing visits, driver license
- **Office Technology:** database records, electronic files, office computers

PROFESSIONAL AFFILIATIONS

- Community housing access networks, supporting coordinated referrals and local resource connections.
- Behavioral health and crisis response partners, promoting safe and respectful client services.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST