

Mckenna West

Peer Support Specialist, Crisis Follow Up

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STRENGTHS

- ♥ **Crisis De Escalation**
During distressed calls, calm questions and timely clinical coordination helped clients regain focus and choose safer next steps.
- 👥 **Recovery Modeling**
Lived recovery experience shaped honest peer conversations, and clients responded with greater trust and willingness to engage.
- 🔗 **Resource Linkage**
Referral work connected clients with care, housing, food, transportation, and recovery services when one option fell short.
- 📌 **Follow Up Discipline**
Caseload tracking kept outreach moving after crisis encounters, and teammates relied on clear notes for continuity.
- 🔒 **Confidential Documentation**
Careful service notes protected privacy and gave clinicians useful context for decisions during ongoing client support.

SKILLS

<u>Peer support</u>	<u>Lived recovery</u>
<u>988 follow up</u>	<u>Crisis intervention</u>
<u>De escalation</u>	<u>Behavioral health</u>
<u>Substance use services</u>	
<u>Case management</u>	<u>Skill building</u>
<u>Resource linkage</u>	<u>Confidentiality</u>
<u>Client privacy</u>	<u>Phone outreach</u>
<u>Electronic documentation</u>	
<u>Recovery planning</u>	

SUMMARY

Peer support and behavioral health specialist with four years of experience supporting adults after mental health and substance use crises. Provides calm phone outreach, follow up caseload management, de escalation, **crisis intervention**, recovery planning, skill building, and resource linkage. Uses **lived recovery experience** within clear professional boundaries, helping clients identify wellness goals and connect with behavioral health care, **substance use services**, primary care, dental care, transportation, housing, food, and other community resources. Maintains accurate outreach records, protects confidentiality, and coordinates with clinicians, case managers, and external providers. Experience includes 988 related workflows, **levels of care**, client privacy, medical terminology, electronic documentation, and culturally responsive communication. Holds Illinois CRSS certification and current crisis intervention training, with a steady record of building trust and supporting meaningful client progress.

EXPERIENCE

Peer Support Specialist, Crisis Follow Up

Fox River Recovery Collaborative 📅 January 2025 - Present 📍 Aurora, Illinois

Supports adults after behavioral health crises through follow up caseload management, phone outreach, recovery planning, crisis response, resource linkage, documentation, and coordination with clinical and community partners.

- Managed crisis **follow up** caseloads through scheduled **phone outreach** and recovery plan reviews.
- Used lived recovery experience during peer conversations, building trust and supporting client defined progress.
- Applied **de escalation** during distressed calls, connecting urgent needs with clinical or emergency resources.
- Linked clients with **behavioral health** care, substance use services, primary care, dental care, and **social resources**.
- Documented outreach, **wellness goals**, referrals, outcomes, and client contacts while protecting confidentiality.
- Coordinated with crisis clinicians, case managers, and community providers after crisis encounters.

Recovery Support Associate, Behavioral Health

Lakeview Behavioral Support Network 📅 October 2022 - December 2024 📍 Elgin, Illinois

Provided recovery oriented engagement for adults facing mental health and substance use challenges, combining **skill building**, resource knowledge, calm crisis response, service documentation, and partner coordination.

- Provided recovery oriented engagement for adults facing mental health and substance use challenges.
- Used lived experience and strengths based communication to support client goals and sustained participation.
- Built practical skills around appointments, wellness routines, coping strategies, and community service access.
- Responded to escalating distress with calm engagement and timely clinical consultation.
- Maintained service notes and resource linkage records under **confidentiality** and program standards.
- Built referral knowledge across healthcare, **transportation**, food, **housing**, and recovery resources.
- Developed working relationships with staff and service partners, improving client follow through.

LANGUAGES

English	Native
Spanish	Beginner

MY CAREER



- Peer Support Specialist, Crisis Follow Up at Fox River Recovery Collaborative (1.8 Years)
- Recovery Support Associate, Behavioral Health at Lakeview Behavioral Support Network (2.2 Years)

PROJECTS

- Crisis Follow Up Resource Network** 📅 2025
Mapped behavioral health levels of care, substance use services, healthcare referrals, and community resources for more relevant follow up conversations.
- Recovery Skills Outreach Guide** 📅 2024
Created practical conversation prompts for wellness goals, coping skills, appointments, confidentiality, and client defined recovery progress.

LEADERSHIP & AWARDS

- Recognized by clinical partners for dependable crisis follow up and thoughtful client resource linkage.
- Selected by peers as a trusted resource for de escalation conversations and recovery oriented engagement.
- Commended for accurate documentation, professional boundaries, and consistent protection of client confidentiality.

EDUCATION

- High School Diploma**
Elgin High School 🎓 GPA: 4.0 📅 2022 📍 Elgin, Illinois
***Coursework:** Behavioral health foundations, health education, communication, community services*

CERTIFICATIONS

- Certified Recovery Support Specialist, Illinois 📅 2025
- Crisis Intervention and De Escalation Continuing Education 📅 2026

TECHNICAL SKILLS

- **Crisis Support:** 988 follow up, crisis intervention, de escalation
- **Recovery Practice:** Lived recovery, peer support, recovery planning
- **Behavioral Health:** Mental illness, substance use, wellness goals
- **Client Outreach:** Phone outreach, caseload follow up, engagement
- **Care Coordination:** Levels of care, clinical referrals, service linkage
- **Community Resources:** Housing resources, food resources, transportation
- **Healthcare Referrals:** Primary care, dental care, substance use services
- **Documentation Systems:** Electronic documentation, service notes, outreach records
- **Privacy Standards:** Confidentiality, client privacy, privacy laws
- **Crisis Operations:** Crisis systems, emergency resources, clinical escalation
- **Professional Knowledge:** Medical terminology, behavioral health, community services

PROFESSIONAL AFFILIATIONS

- Illinois peer recovery community participant, sharing practical support and recovery focused resources.
- Behavioral health service partner network participant, strengthening referral coordination and client follow through.

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST