

# Edith Quinn

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## SUMMARY

Resource Liaison with four years of experience connecting clients with healthcare, **public health**, and **social services** through respectful interviews, careful information review, and coordinated referrals. Conducts outreach in clinics, homes, community settings, and offices, serving people from varied socioeconomic, ethnic, and cultural backgrounds. Verifies income, assets, insurance, and household details through authorized sources, then organizes pre eligibility information without making formal eligibility decisions. Supports applications for medical care, transportation, housing, **senior services**, **disability related appliances**, and other assistance. Maintains accurate case files, activity logs, referral records, and automated database entries while meeting deadlines with limited supervision. Clear communication, calm de escalation, sound arithmetic, and practical advocacy support reliable service delivery.

## EXPERIENCE

**Community Resource Liaison** January 2025 to Present  
Sagebrush Community Wellness Network *Carson City, NV*

Leads **community health outreach** across clinic, home, and community settings, supporting pre eligibility review, **client interviews**, application assistance, referrals, documentation, and coordination with providers and service organizations.

- Interviewed clients in clinic, home, and community settings, recording health needs and referral priorities.
- Reviewed program fit information without final decisions, giving caseworkers organized records for eligibility review.
- Verified income, insurance, household, and resource details through authorized sources, resolving inconsistencies before referrals.
- Guided applications for **healthcare**, **transportation**, housing, senior services, and disability related assistance with clear explanations.
- Maintained **case files**, outreach logs, referral status, and **automated database** records for dependable service histories.
- Coordinated provider and community organization advocacy, preserving professional boundaries and complete documentation.

**Client Services Coordinator** October 2022 to December 2024  
High Desert Family Services *Reno, NV*

Managed front office and client support for community services, combining interviews, applications, records administration, referrals, telephone **communication**, and calm problem solving for households with varied needs.

- Interviewed callers and walk in clients, gathering needs and routing requests to appropriate staff.
- Prepared **applications**, correspondence, verification forms, and referral documents using Microsoft Office procedures.
- Maintained confidential files, activity logs, appointment records, and database entries for complete service histories.
- Clarified procedural requirements during strained interactions, escalating eligibility questions to authorized caseworkers.
- Balanced reception coverage, records work, **deadlines**, and community **referrals** with limited supervision.
- Used business **arithmetic** and careful information review when preparing client documents and service records.

## PROJECTS

**Community Referral Coordination** 📅 2025

Organized referral information for healthcare, transportation, housing, senior support, and disability related services. Clear records helped providers and caseworkers act on client needs.

**Client Information Record Review** 📅 2024

Structured application documents, verification forms, activity logs, and database entries into consistent service histories for community program follow up.

## LEADERSHIP & AWARDS

- Recognized by community services leadership for dependable client communication and organized referral documentation.
- Commended by colleagues for calm support during strained interactions and clear explanation of procedures.
- Trusted with sensitive records, field outreach, and independent work across varied community settings.

## EDUCATION

**High School Diploma** 2022  
Carson High School GPA: 4.0 *Carson City, NV*

**Coursework:** Business writing, office practices, communication, recordkeeping

## CERTIFICATIONS

- Nevada Community Health Worker Certification 📅 2025

- Nevada Driver's License 📅 2025

## TECHNICAL SKILLS

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- **Microsoft Office:** Microsoft Word, Microsoft Excel, Microsoft PowerPoint
- **Client Service Records:** Case files, activity logs, appointment records
- **Database Documentation:** Automated databases, client records, referral status
- **Verification Sources:** Employers, banks, Social Security
- **Public Service Programs:** Healthcare services, public health services, social services
- **Referral Services:** Transportation assistance, housing assistance, senior services
- **Disability Services:** Disability appliances, disability referrals, accessibility support
- **Office Administration:** Business correspondence, standard office practices, document preparation
- **Communication Methods:** In person communication, telephone communication, client interviews
- **Field Operations:** Clinic outreach, home visits, community locations
- **Recordkeeping Methods:** Confidential files, documentation standards, service histories
- **Client Support Methods:** Application assistance, procedural explanations, client advocacy

## SKILLS

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|----------------------------|-----------------------------|--------------------------|------------------------|
| • Client interviewing      | • Case file management      | • Recordkeeping          | • Microsoft PowerPoint |
| • Information verification | • Community outreach        | • Database documentation | • Business arithmetic  |
| • Referral coordination    | • Pre eligibility screening | • Microsoft Word         | • De escalation        |
| • Application assistance   | • Client advocacy           | • Microsoft Excel        |                        |

## PROFESSIONAL AFFILIATIONS

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- Community health outreach practice, supporting respectful access for clients with varied cultural and socioeconomic backgrounds.
- Social service coordination networks, connecting healthcare providers, public agencies, and community organizations around client needs.

## LANGUAGES

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- English (Native)
- Spanish (Beginner)

## ADDITIONAL INFORMATION

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

## REFERENCES

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AVAILABLE ON REQUEST