
Andre Thompson

Case Worker

andre.thompson@email.com ♦ (216) 555-0145 ♦ Cleveland, OH ♦ [linkedin.com/in/andrethompson](https://www.linkedin.com/in/andrethompson)

Summary

Case Worker with 5 years in social services across Cleveland, handling intake, eligibility, short-term counseling and crisis intervention for low-income families. Manages a caseload of 40, connects clients to community resources and meets every reporting deadline. Licensed Social Worker in Ohio with daily use of Microsoft Word, Excel and the agency case system.

Experience

Case Worker

Lake Erie Family Services — Cleveland, OH — 01/2023 - Present

Nonprofit social service agency serving about 4,000 households a year.

- Manage a caseload of **40** families, completing intake interviews, eligibility screening and service plans.
- Connect clients to community resources for rent, utilities and food, securing \$180K in emergency aid in 2025.
- Conduct short-term counseling and crisis intervention, referring 30 clients a year to ongoing mental health care.
- Meet all state reporting deadlines, entering case notes in Microsoft Word templates within 2 business days.

Intake Specialist

Northeast Ohio Housing & Food Coalition — Cleveland, OH — 06/2021 - 12/2022

Coalition of 20 pantries and shelters with a shared intake line.

- Screened **25+** callers a day for food, shelter and utility programs using a standard intake form.
- Booked shelter beds and pantry visits through 20 partner sites, cutting callback wait time to 1 day.
- Built an Excel tracker of program openings that the 6-person intake team used every shift.
- Maintained complete client files with strict confidentiality, with zero findings in the annual funder review.

Youth Mentor

Hough Neighborhood Youth Alliance — Cleveland, OH — 09/2019 - 05/2021

Part-time role with a youth nonprofit while in college.

- Mentored **12** middle school students weekly on homework, attendance and goal setting.
 - Called parents monthly with progress updates and connected 5 families to tutoring and food programs.
 - Planned 2 college visits a year for 30 students and their parents.
-

Education

Bachelor of Social Work

Cleveland State University

Social Work

Cleveland, OH

05/2021

Skills

Case Management	—	Crisis Intervention	—	Counseling	—	Community Resources
Intake Interviews	—	Eligibility Screening	—	Microsoft Word	—	Excel
Confidentiality	—	Organizational Skills				

Certificates

Licensed Social Worker (LSW)

Ohio Counselor, Social Worker and Marriage and Family
Therapist Board

08/2021