

Terrence Boyd

Mental Health Worker

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Summary

Mental Health Worker with 2 years in community mental health and crisis stabilization, supporting adults with serious mental illness through case management, skills coaching and crisis intervention. Carries a caseload of 18 clients, links them to housing, benefits and psychiatry, and writes progress notes the same day. Calm and dependable with clients, families and treatment teams.

Experience

04/2025 - Present
Milwaukee, WI

Mental Health Worker

Lakeshore Community Mental Health Center

Community support program serving 300 adults with serious mental illness.

- Coordinate case management for a caseload of **18** adults, from benefit renewals to housing applications.
- Conduct 25 home and community visits a week to check symptoms, medication routines and daily living skills.
- Respond to client crises by phone and in person, resolving most calls without an emergency room visit.
- Document progress notes against treatment plan goals in the EHR within 24 hours of each contact.

07/2024 - 03/2025
Milwaukee, WI

Crisis Stabilization Aide

Riverwest Crisis Residence

8-bed short-term crisis residence for adults stepping down from hospital care.

- Monitored 8 crisis beds overnight, completing hourly safety checks and shift logs.
- Supported guests with meals, laundry and medication reminders during 3-7 day stays.
- Completed intake paperwork and belongings searches for about 15 new admissions a month.
- Calmed distressed guests with de-escalation and grounding skills, keeping police calls to 2 in 9 months.

Skills

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|-----------------------|-----------------------|------------------------|
| • Case Management | • Home Visits | • Communication Skills |
| • Crisis Intervention | • Daily Living Skills | • Interpersonal Skills |
| • Progress Notes | • De-escalation | |
| • Treatment Plans | • EHR | |

Education

05/2024
Milwaukee, WI

Associate of Applied Science

Milwaukee Area Technical College
Human Services

Certificates

06/2024

Mental Health First Aid

National Council for Mental Wellbeing

04/2025

CPR and First Aid

American Red Cross