Luis Herrera

Outreach Worker

Bilingual Outreach Worker with 3 years in homeless services and recovery housing, meeting people on the street and connecting them to shelter, treatment and benefits. Uses crisis intervention and harm reduction daily, knows downtown community resources well, and keeps HMIS records current after every shift.

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Experience

Outreach Worker

Downtown Bridge Outreach • Los Angeles, CA

01/2025 - Present

Street outreach program serving unhoused adults in downtown Los Angeles.

- Engage **45** unhoused adults a week on foot and by van, building trust over repeat contacts.
- Connect clients to shelter, detox and benefits, moving 70 people into interim housing in 2025.
- Apply crisis intervention and de-escalation on 10 or more calls a month, avoiding police involvement in most.
- Document contacts and referrals in HMIS within 24 hours, keeping data quality scores above 95%.

Residential Aide

Eastlake Recovery House • Los Angeles, CA

06/2023 - 12/2024

Sober living home for 24 men leaving treatment or incarceration.

- Supervised overnight shifts for 24 residents and completed safety checks every 2 hours.
- Administered naloxone in 2 overdose emergencies and stayed with residents until paramedics arrived.
- Drove residents to 30 appointments a month for court, clinics and benefits offices.
- Logged house meetings and incident reports in Microsoft Office Suite for the program director.

Skills

Crisis Intervention

Harm Reduction

Community Resources

Street Outreach , HMIS

Naloxone

Bilingual Spanish/English

Microsoft Office Suite

Empathy

Time Management

Education

Associate of Arts

Los Angeles City College

Los Angeles, CA

05/2023

Human Services

Certificates

Mental Health First Aid

National Council for Mental Wellbeing

03/2024

CPR and First Aid

American Red Cross

01/2025