

Amanda Laurila

Professional Profile:

Possess critical thinking and problem-solving skills, which facilitates the ability to adapt to changing environments. Experience with diverse populations in various agency settings along with leadership, supervisory and training roles.

Education:

Mount Mary College

August 2008-May 2012

Bachelor of Social Work

University of Milwaukee-Parkside

February 2020- May 2021

Master of Business Administration- General Management

Experience:

Marquette University

January 2023- present

Law Enforcement Crisis Worker

- Resource for Behavioral Health Officer and Patrol Officers regarding case managers/services/mental health history
- Follow up with clients who frequent police services due to mental health illnesses
- Maintain documentation on clients
- Perform assessments to acquire level of care
- Create and deliver trainings for police and civilians in the community
- Act as MUPD representative on the CARE Team
- Clinical services including assessments, supportive contacts and referrals serving adults and youth who are struggling with mental health, substance abuse, or the combination.
- Respond with police to mental health calls and work to engage and refer clients to appropriate mental health services.

Walworth County Health and Human Services

February 2021- Present (pool)

Community Crisis Liaison

- Act as the bridge between law enforcement, the community, and other helping professionals and agencies to develop and maintain effective working relationships.
- Assess consumers experiencing mental health and alcohol/substance use emergencies and work with law enforcement to develop safety plans or coordinate involuntary hospitalizations/placements in accordance with Wisconsin Department of Health Services (DHS) Chapter 51.
- Provide crisis intervention services in multiple settings, including on the phone, in consumer homes, in the community, or at Walworth County Department of Health and
- Human Services (WCDHHS). Services may be provided in coordination with other community partners.
- Assist law enforcement with death notifications and critical incident stress management.
- Assist law enforcement and fire agencies with large-scale emergencies, conducting
- critical incident debriefings or psychological first aid as needed. Utilize the interagency agreement as applicable.

- Provide transportation for consumers during crisis situations
- Complete Adult-at-Risk and Elder Abuse/Neglect reports. Interview individuals reporting alleged maltreatment.
- Document contacts with consumers in various databases (i.e. ECHO, WITS, etc.) and
- prepare and retain timely correspondence, reports, documents, and/or other written materials.
- Contact appropriate on-call personnel for after-hours emergencies and participate in oncall after-hours crisis rotation.
- Maintain appropriate standards of confidentiality in accordance with HIPAA and agency guidelines.
- Assist, educate, inform, and empower underrepresented populations in the community.
- Provide in-service training to departments in need of social service knowledge and other social service topics.
- Attend professional development and continuing education training as required to maintain proficiency and State of Wisconsin licensure if applicable.

Independent Care Health Plan (ICARE)

October 2019- February 2021

Family Partnership Case Manager

- Conduct psychosocial assessments along with initial comprehensive assessments and reassessment process utilizes the RAD process
- Identify the members preferred outcomes and protentional strategies to address outcomes
- Identify community resources and cost-effective services and equipment related to the members progress outcomes
- Document the members information and all contacts. Monitor the member health and safety and working with the family.
- Arrange and facilitate meeting with the interdisciplinary team to problem solve the identified issue.

Waukesha County Health and Human Services

January 2019- October 2019

Initial Assessment Social Worker/Ongoing Case Manager

- Intake for referrals made to Access, and making an initial screening decision
- Conducted and completed investigations for screened in reports with allegations of abuse and neglect against children
- Case management involving frequent home visits to discuss necessary referrals to various
- Organizations, and collaboration with various organizations to ensure service needs of families and youth were met
- Immediate response times in crisis situations that involved children in an abusive or neglectful situation
- Placement and appropriate accommodations for at-risk youth
- Initiated appropriate court involvement in collaboration with corporation counsel

Delta Airlines

April 2019- present

Seasonal Ramp/Customer Service Agent

- Guiding planes to and from the gate
- Loading and unloading of planes

State of Wisconsin, Bureau of Milwaukee Child Welfare

September 2012-January 2019

Initial Assessment Social Worker-Drug Affected Infant Unit/CANS

- Lead role with helping other staff with documentation, report writing and shadowing experiences

- Instructor for Crisis Prevention Institute courses which offered nonviolent crisis intervention training designed, to teach best practices for managing difficult situations and disruptive behaviors
- Conducted and completed investigations for screened in reports with allegations of children born drug positive
- Appropriate resource referrals for families facing drug and alcohol concerns, specifically, mother's that had children born drug positive

Integrated Family Services

April 2013-September 2013

Ongoing Case Manager

- Ongoing case management, and safety assessments with families that had a child removed from the home for abuse and neglect concerns
- Ensured the safety and well-being of shelter residents, and enforced rules and protocols related to shelter management
- Facilitated at least monthly home visits with families to discuss and work towards goals related to family reunification

Valhalla Memorial Park & Lincoln Cemetery

January 2010-September 2012

Family Service Counselor

- Assisted in facilitating all types of burials, including military burials
- Conducted individual and family meetings as needed to answer questions, disseminate information, and address any concerns or complaints
- Supervised personal, managed schedules, and office work which included managing payments, appropriate 3rd party referrals for maintenance, and initial discipline contacts with corporate office

Milwaukee Police Department

January 1999- August 2003

Police Officer

- Report writing, telephone calls, and computer work
- Investigate complaints in an emergency, and traffic accidents
- Ensuring safety of the community
- Process prisoners, and prepare and maintain records of prisoner bookings
- Issue citations or warnings to violators of motor vehicle ordinances
- Identify, pursue, and arrest suspects and perpetrators of criminal acts
- Direct traffic flow and reroute traffic in case of emergencies
- Testify in court to present evidence or act as witness in traffic and criminal cases

Other Related Experience:

Management -Non-Profit with Milwaukee Junior Admirals

- Currently facilitate, organize schedules, manage staff and any problems and money received.

Vitas Hospice-Internship

May 2011- May 2012

- Facilitate patient discharges from various environments by establishing needs, obstacles, and goals for the patient and family
- Assess and address crisis situations, caregiving concerns, and safety issues
- Complete timely documentation, and actively participate in team meetings

- Evaluate coping responses, provide short-term/crisis counseling, and facilitate discussions on healthy coping strategies
- Perform home visits, assess financial and insurance situations
- Provide education to patients and caregivers about community resources and assist with