Nancy Lucena, LCSW

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Professional Summary

Excellent communication skills with diverse client populations. Experience working on community outreach projects. Successful management of treatment planning, assessments and patient care. Bilingual, conversational Spanish.

Social Work Experience

Veterans Justice Outreach Coordinator- May 2022 - Present

*Veterans Justice Program-Edward Hines Jr VA Hospital-Hines, IL*

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Performs outreach to justice-involved Veterans involved in the judicial system.

Responsible for conducting biopsychosocial interview/assessments in community settings, jail, courts and prisons.

Participate in weekly clinical and multi-disciplinary VTC court staffings with judges, probation officers, public defenders and state's attorneys.

Coordinate care, including serving as an advocate on behalf of the Veterans to ensure comprehensive service delivery, and linking and referring Veterans to the VA Medical Center, VA Regional Office and/or other community agencies.

Educate the criminal justice community about the benefits of rehabilitation, which offers Veterans treatment in lieu of incarceration.

Responsible for data collection, administrative record keeping, and monitoring program outcomes. Active member with the Professional Development Committee dedicated to the development and delivery of professional training and resources to social workers across multiple disciplines at Edward Hines Jr VA Hospital.

Co-leader on Commission on Accreditation of Rehabilitation Facilities (CARF) committee

HUD-VASH/Substance Use Disorder (SUD) Specialist- Sept 2019 - May 2022

*Homeless Program- Edward Hines Jr VA Hospital-Hines, IL*

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Provided case management for a caseload of Veterans in the HUD-VASH program to ensure housing, clinical and financial stability.

Assisted Veterans in coordinating care to appropriate treatment and wrap-around services at the VA and respond to crisis management.

Provided transportation assistance to Veterans for medical, social security, VBA and other necessary appointments.

Assessed Veterans through comprehensive psychosocial evaluations to determine case-management needs and recovery goals.

Employed Motivational Interviewing and Harm Reduction approaches to promote Veteran follow- through with referrals for: preventive care and treatment of medical conditions, substance use and dependence and other mental health conditions.

• Provided housing search assistance to HUD-VASH participants with rental vouchers.

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Assist Veterans with obtaining financial assistance from stakeholders for rental arrears, utility bills and security deposits to ensure stable housing and eliminate barriers to homelessness.

Worked collaboratively with staff in HCHV to access homeless prevention resources such as SSVF, GPD and CERS to maximize utilization of resources.

Conducted regularly scheduled home visits to assess Veterans housing stability, social support and recovery, and act as a liaison with other VA and community resources, landlords, and Public Housing Authority.

Field Instructor to 2020 Summer SW intern-facilitated student learning and acquisition of Social Work competencies.

Successfully completed the Hines Leadership Development Program in order to develop and promote personal leadership skills and abilities.

Team Lead-Clinical Case Manager- June 2017 - Sept 2019 *TASC-Mental Health Court Program-Chicago, IL*

Provided intensive case management services to clients and their families with mental health and substance use needs.

Screened and assess clients on their eligibility for agency services.

Coordinated linkage of care to treatment providers and assist clients in achieving their established service plan goals.

Completed and maintained all required documentation pertaining to clients-progress notes, findings letter and court status reports.

Facilitated client drug testing (as required).

Participated in weekly clinical and multi-disciplinary court staffings with judges, probation officers, public defenders and state's attorneys.

Training and mentoring of new hires and fill in for department Supervisor as needed.

Bilingual Counselor-Case Manager- Jan 2016 - May 2017

*Psychosocial Rehabilitation Program-Lutheran Social Services-Chicago, IL*

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Provided client-focused, wellness & recovery-based services, onsite & in community/home settings with adults with severe & persistent mental illness.

Conducted assessments; developed treatment plans, provided individual interventions, community support and case management services.

Facilitated skills-based group as per clients' needs: *My Recovery Goals, Symptom Management,* etc. Documented all work and recommendations in comprehensive database using Electronic Health Records.

Social Services Coordinator- Jan 2015 - Dec 2015

*Warren Barr Gold Coast-Chicago, IL*

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Responsible for conducting admission and concurrent review of patients admitted to assess appropriate level of care.

Identified and facilitated provision of services necessary to meet discharge needs to facilitate a safe and timely discharge.

Participated in multi-disciplinary patient planning conferences.

Responsible for conducting clinical review of patient medical records to determine justification of admission, treatment and continued stay criteria in compliance with government and insurance company policies.

Established and maintained excellent working relationship with physicians, other directors, managers and staff with a focus on building strong teams, improving processes, clinical excellence and a customer-oriented environment.

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Related Experience

Employment Specialist- March 2010 - Dec 2012

*Humboldt Park Social Services-Chicago, IL*

• Counseled clients on potential employment opportunities and the measures needed to pursue them.

• Carried out the services of the employment program by assisting clients obtain and maintain

competitive employment.

• Worked with clients on their work portfolio: built resumes, conducted mock interviews and wrote recommendation letters.

• Developed an individual employment plan with clients and provided follow-up to assist clients in maintaining employment.

• Attended pre-screening events hosted by our partnered collaborators and acted as a judge on interview panels.

• Organized yearly fundraising events requiring the use of creative networking outlets and sponsorship opportunities.

• Facilitated a weekly Job Readiness training workshop that covered the main areas of employment etiquette with participants.

• Active member of the Gala Committee in charge of overseeing the fundraising success of our annual silent auction.

Education

Master of Science, Social Work (MSW)

Loyola University-Chicago, IL

Bachelor of Arts, Psychology

University of Illinois at Chicago-Chicago, IL

Affiliations/Committee Memberships

National Association of Social Workers (NASW)

International Association of Social Work with Groups (IASWG)

The National Drug Court Institute-Essential Elements of Adult Drug Courts Hines VA Professional Development Committee

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