

**Erika Quezada Sanchez**  
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## EDUCATION

Professional Certified Coach	International Coach Federation (ICF)	Oct 2018
Case Management Certificate Program	University of Southern Indiana	May 2016
Associate Certified Coach (ACC)	Coaching for Wellness	Feb 2016
Bachelor of Arts in Psychology (Hnrs)	Northern Illinois University	May 2012
Associate in Arts	Waubonsee Community College	Fall 2010
Associate in Applied Science Concentration: Human Services & Coursework towards CADC	Waubonsee Community College	Spring 2009

## CAREER HISTORY

*Life & Wellness Coach*      *Lotus Life & Wellness Coaching*      *Waukegan, IL*      *June 2016-Present*

- Coach clients in identifying personal interests, values, aptitudes, internal/external barriers, and life and wellness goals
- Assist clients in setting SMART goals, planning strategic moves, identifying and incorporating new habits in their day to day routines.
- Hold workshops and classes to educate community on topics of behavioral health, personal development, psychology of eating and holistic health.
- Build relationships with potential partners and local leaders
- Coordinate and partner with community organizations to ensure appropriate coordination of care.
- Make appropriate recommendations to ensure client meets his/her goals.
- Manage social media outreach and maintain relationships with Spanish language media outlets (radio, TV, and print) to communicate with the public about programs and services.

*Child Development Liaison*      *Round Lake Area School District 116*      *June 2019-Feb 2021*

- Served as a parent liaison between parents/caregivers and District and assist with coordinating birth-3 services and provide education, information, and resources to parent/caregiver.
- Provided one-to-one sessions with parents, in person or virtually
- Monitored the progress/compliance with education and other topics discussed during group session.
- Conducted parent interviews, family needs assessment and child developmental screening and assessments using ASQ:3 and AASQ:SE.
- Assisted parents with creating goals and steps to achieve goals.
- Facilitated parent universities and group activities for children and their families.
- Facilitated and completed closing documentation for children being exited from the program in accordance with program guidelines.

*Adult Services Associate PT*      *Newport Warren Public Library*      *Gurnee, IL*      *Dec 2015-Nov 2020*

- Instructed patrons in the use of mobile devices, online services, catalogs and reference tools.
- Effectively assisted patrons in their search of library and on-line materials by proficiently searching library catalog, answering reference questions, and retrieving items for them.

- Placed local holds, initiate system level interlibrary loan transactions, reserve meeting rooms for patrons and perform other service desk functions: such as keeping hourly statistics of patron interaction and answering patron's questions (in person, e-mail, telephone).
- Troubleshooted minor problems of equipment (computers, copiers, fax, etc.)

*Community Health Specialist II* Lake County Health Department Waukegan, IL Dec 2016-June 2018

- Facilitated age appropriate and evidence-based prevention curriculum, Personal Responsibility Education Program (PREP) to Elementary, Middle and High Schools students in Lake County.
- Planned, prepared, and facilitated one session per year of "The Real Deal: Life 101" to over 250 middle school age students.
- Worked with schools to ensure group sessions were provided at times and days that offered the least disruption to the school day.
- Administered pre/post PREP surveys to students participating in program, efficient and timely submitted quarterly reports and rosters, assisted in preparation of quarterly coalition activities and meetings.

*Care Planner* Lake County Health Department Waukegan, IL March 2015-Dec 2016

- Obtained referrals from primary care sites and linked clients to behavioral health or supportive services within the LCHD and/or with community-based providers.
- Performed initial screening of potential clients regarding their appropriateness for participation in the program. Responded to inquiries and kept detail track of status of all referrals.
- Performed case management responsibilities to facilitate development of integrated treatment plans for patients; obtained prior authorizations, provided support and advocacy for patients and served as support staff, and the "go-to" person for resources in the community.

*Care Coordinator* Senior Service Associates Crystal Lake, IL May 2014-March 2015

- Implemented intake, comprehensive assessment, and case management for individuals seeking services through the Community Care Program (CCP).
- Developed plan of care, client agreement, and arranged service implementation in accordance with each specific client agreement.
- Developed and maintained relationships with key individuals in the community and acted as an advocate to improve health, social, and environmental conditions of CCP clients.
- Worked with medical home team and other providers to ensure efficient use of outpatient resources and a timely discharge of client to an appropriate home setting.
- Assisted with applications for SNAP, Medical and other available services and public benefits programs to help older persons and those who care for them.
- Maintained meticulous documentation of service visits, service plans, and progress notes on ESP and on eCCIPS.

*Interim Program Coordinator* Most Blessed Trinity Waukegan, IL July 2013-Oct 2013

- Coordinated, monitored and provided training to 3 full-time staff and over 25 volunteers.
- Developed a rapport with service providers and social service agencies in the community.
- Performed needs assessment and analyzed participants, members, and community needs for basis of program development.
- Assisted in the preparation of grant proposal. Prepared reports for funding and/or funding continuation from outside sponsors/grants.
- Assisted in the development of promotional literature and outreach activities.

*Presenter & Community Facilitator* Domestic Violence Shelter N. Chicago, IL July 2013 - March 2015

- As a Group Facilitator Presenter at Phoenix, a support group for women and their children, I empowered women by educating them in topics of interest (cycle of violence, healthy vs. unhealthy relationships, etc.) in an attempt to increase their self-esteem and assertiveness.
- As a Facilitator of Community, I supervised household chores among the residents of the house; promoted decision making in a way that fostered personal initiative in problem-solving, along with a sense of collaboration and responsibility.
- Served as an advocate to women in their dealings with legal and medical professionals in a way that trained and empowered them; this frequently involved serving as translator.
- Communicate in Spanish with the residents, while also speaking English enough to encourage residents to interact and practice English.

## **FOREIGN LANGUAGE**

Bilingual & bicultural (English/Spanish)

## **VOLUNTEER & OTHER EXPERIENCE**

<i>Programming Director</i>	Coalición Latinos Unidos of Lake County	Oct 2018 - Dec 2020
<i>NAMI board member</i>	Lake County Chapter	Jan 2015 - June 2018
<i>Speaker (Life &amp; Wellness)</i>	Illinois High Schools & Libraries	May 2012 - Present
<i>Paraprofessional volunteer</i>	Suicide Prevention Services/Batavia, IL	Feb 2009 - Sep 2011
Educational seminars for parents of high school 2012 students regarding substance use and how to talk to kids about drugs and alcohol.	Plano/Aurora, IL	March 2009-May

## **CERTIFICATES**

- **Parents as Teachers Foundations 1 & 2** Aug-2019- Aug 2022  
Issued by: The Ounce of Prevention Chicago
- **Yoga/SE 200 hrs Training for Educator** Aug 2018  
Issued by: Breath for Change, Chicago, IL
- **Eating Psychology Specialist Certification** June 2018  
Issued by: The Institute for the Psychology of Eating
- **Certified Case Manager (CCM)** May 2017-May 2022  
Issued by: The Commission for Case Manager Certification
- **Mental Health First Aid USA Certificate** April 2016-April 2019  
Issued by: National Council for Behavioral Health
- **Certificate of Attendance for the 33<sup>rd</sup> Governor's Conference on Aging and Disability** Dec 2014 - No Expiration  
Issued by: Office of Training and Development Illinois Department on Aging
- **Comprehensive Care Coordinator** June 2014 - Dec 2017  
Issued by: State of Illinois Department on Aging
- **Animator of Hispanic and Young Adult Ministry** June 2013- No Expiration  
Issued By: DePaul University, IL

- **Domestic Violence 40-Hr Training Certificate** June 2013- No Expiration Issued By: Chicago Metropolitan Battered Women's Network Centralized Training Institute
- **Mandated Reporter Online Training Certificate of Completion** Oct 2012- No Expiration Issued by: Department of Children & Family Services (DCFS)
- **Sexuality and spirituality of the Latino/a: personal integration, vocation, and life project** July 2012- No Expiration Issued By: Institute of Faith & Life, CA
- **Teaching English as a Second Language (TEFL) Certificate** March 2012 - No Expiration Issued By: International TEFL Academy/INTESOL Worldwide LTD
- **Depression and Suicide Prevention Training Certificate** Feb 2009 - No Expiration Issued By: Suicide Prevention Services of America, Batavia, IL

#### **INTERNSHIP EXPERIENCE**

<i>Intern</i>	Gateway Foundation	Aurora, IL	Spring 2012
	Latino Treatment Center	Elgin, IL	Spring 2009

- Received training on aspects of substance abuse counseling and conducted intakes/ assessments following placement criteria.
- Conducted and co-facilitated both individual and group counseling sessions; scheduled, discussed cause and effect of various behaviors, engaged participants in an open dialogue concerning personal and family values, attitudes, and lifestyle; evaluated the circumstances that influenced the delinquent behavior and counseled accordingly.
- Established and maintained all legally required documentation pertaining case management and treatment planning; under supervision, routinely reviewed client's records to determine progress and compliance with court ordered expectations, goals, and objectives of treatment plan.
- Participated in determining when modifications to the treatment plan were required, discussed clients' improvement with superiors and followed approved action