

MILO R. HART

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SUMMARY OF QUALIFICATIONS

- Client-centered human and social services professional with over four years of combined experience supporting families as a program coordinator and housing support specialist.
- Empower diverse community members to overcome housing, health, and financial challenges through a strength-based approach, building self-efficacy, resilience, and hope.
- Deliver services with compassion and empathy using reflective listening skills, client intake assessments, motivational interviewing, collaboration, and extensive knowledge of community resources.
- Foster a work environment focused on quality service, innovation, teamwork, and kindness.
- Pursuing a MS in Human Services to gain a deeper understanding of social service delivery, advocacy, program evaluation, and leadership.

SKILLS

Communications: Active listening, interviewing, meeting facilitation, agency and community collaborations

Case Skills: Assessment and referral, case management, file documentation, client scheduling

Technology: Virtual Meeting and Webinar Platforms: Zoom, On24,

Microsoft 365 Applications: Word, Excel, PowerPoint, SharePoint, Outlook, Teams

Languages: Spanish (Intermediate)

EDUCATION

MS in Human Services

Walden University | Minneapolis, MN

Expected: 2027

Specialization: Community and Social Services

BA in Sociology

University of Florida | Gainesville, FL

2016

CERTIFICATION AND TRAINING

Nonviolent Crisis Intervention Training

Crisis Prevention Institute

2022

Human Services – Board Certified Practitioner (HS-BCP)

Center for Credentialing and Education (CCE)

2021

SELECT GRADUATE COURSES COMPLETED

Assessment and Motivational Interviewing

Cultural Humility and Diversity

Evidenced-Based Evaluation Methods

Grant Writing

Social Change, Leadership, and Advocacy for Human Services Professional Practitioners

PROFESSIONAL EXPERIENCE

Crisis Intervention Program Coordinator

Youth and Family Services | Jacksonville, FL

Jun 2022 - Present

- Supervise a team of two administrative assistants and four case managers following a wraparound model focused on strengths-based and needs-based approaches.
- Incorporate current research on best practices in social service delivery to address housing, food insecurity, and domestic violence.
- Collaborate internally and externally with social workers, clinical mental health counselors, and educators, in schools, government agencies, and non-profits to provide individualized support to manage crisis situations.

- Initiated an annual event of community social and human service providers to collaboratively advocate for positive change, resulting in approval for funding a new emergency housing facility that will accommodate 16 families.
- Foster a working environment of psychological safety, respect, and collaboration for all team members by mentoring, training, and supporting colleagues.
- Reorganized and updated the internal community resource database and contact list to increase efficiency in the referral process.
- Collaborated on a successful \$15,000 grant application for emergency infant supplies; managed the budget, supply distribution, and final reports.

Housing Support Specialist
Jacksonville Housing Authority | Jacksonville FL

Aug 2020 - May 2022

- Determined client eligibility and processed approximately 45 applications per month for Florida state emergency and long-term housing support benefits for families and individuals experiencing a housing crisis.
- Collaborated with leasing agencies, landlords, non-profits, and government agencies to locate housing opportunities and advocated for accelerated application processes.
- Educated clients through verbal and written communication on the steps to receive and maintain benefits.
- Used active listening and motivational interviewing skills to collaborate with clients during and after the application process to ensure clients were referred to additional resources such as SNAP and SSI.

VOLUNTEER EXPERIENCE

Volunteer
National Alliance on Mental Illness (NAMI)

2023 - Present

- Organized Game Night events as part of the annual NAMI fundraising event

Volunteer
United Way of Northeast Florida

2022 - Present

- Planned events for MLK Day Celebration and the United Way Day of Action

AFFILIATIONS

Member
National Society of Leadership and Success (NSLS), Walden Chapter

2024 - Present

Committee Co-chair: Social Change/Community Service

Member
Tau Upsilon Alpha (TUA), Walden Chapter

2024 - Present

Member
National Organization for Human Services (NOHS)

2022 - Present

Committee Member: Advocacy, Social Justice, and Diversity