**Mitchell R. (Hortert) Amago, MSW**
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## EDUCATION

Wesley Theological Seminary, Washington, D.C.
Master of Divinity – Aug 2024 – present
Recipient of Bishop's Merit Scholarship
Expected Graduation: May 2027

University of Pittsburgh, Pittsburgh, PA
MSW, Masters in Social Work, 2018
Graduate Certificate in Children, Youth & Families
Child Welfare for Leadership Certificate

University of Pittsburgh, Pittsburgh, PA
BASW, Bachelor's of Arts in Social Work, 2014
Undergraduate Certificate in Child Welfare

Butler County Community College, Butler, PA
AA, Associates of Arts in Psychology, 2012
AASW, Associates of Arts in Social Work, 2011

## ACADEMIC EMPLOYMENT

Instructor, City of Pittsburgh's Bureau of Police (2016-2020)

## PUBLICATIONS

Hortert, M.R., Harper, B., & DeJesus, L. (2017). PFLAG National: Safe zone training manual. Pittsburgh, PA.

Massey, C.J., Stubenbort, K.A., Rizzardi, M.A., Hortert, M.R. (2011). Knowledge. (Ed.), Bc3 safe zone resource manual (1st ed.).

## RESEARCH

Hortert, M.R., Sousa, C., Rodella, M., Davis, S., & Javid, B. (2016). *Re-Entries of Infants into the Child Welfare System.* Pittsburgh, PA.

Hortert, M.R. (2017). *Efficacy of Truancy Prevention Programs in the Child Welfare System.* University of Pittsburgh, Pittsburgh, PA.

Hortert, M.R. (2014). *Post-Secondary Educational Outcomes for Youth in the Child Welfare System.* University of Pittsburgh, Pittsburgh, PA.

**PRESENTATIONS**

Hortert, M.R. (2019) *A Discussion on Suicide: Among LGBTQ Youth.* Presentation at Do No Harm.

Hortert, M.R. (2019) *Creating Safe(r) Spaces: LGBTQ+ 101.* Presentation for the National Association of Social Workers (NASW).

Hortert, M.R. (2019). *Creating Safer Spaces for LGBTQ+ Youth.* Presentation at the 27th Annual Pennsylvania Permanency Conference.

Hortert, M.R. (2019) *Creating Safer Spaces for LGBTQ+ Youth*. Presentation at the 13th Annual Pittsburgh Conference on Child Maltreatment.

Hortert, M.R., Aya, A., Ayres, G. (2018). *Gender Minority Youth: Beyond the bathroom issue.* Presentation at the Keystone Pennsylvania National Alliance on Mental Health (NAMI) 2018 Child and Adolescent Mental Health Conference.

Hortert, M.R. (2018). *Support, Education & Advocacy: Working with LGBTQ Persons.* Presentation at the 26th Annual Pennsylvania Permanency Conference.

Hortert, M.R. (2018) *Support, Education & Advocacy: Working with LGBTQ Persons.* Presentation at the 13th Annual Pennsylvania Permanency Conference.

Hortert, M.R., Aya, A., Ayres, G. (2018). *Gender Minority Youth: Beyond the bathroom issue.* Presentation at the 2018 Pennsylvania Association of Student Assistance Professionals and Pennsylvania Association of Middle Level Educators Conference.

Hortert, M.R. (2017). *Introduction to Sexual Orientation and Gender Identity and Expression.* Presented at the 2017 James E. Anderson Pennsylvania Conference on Juvenile Justice.

Hortert, M.R. (2017). *Intimate Partner Violence and the LGBTQ Community*. Presented at Butler County Community College's Family Violence Across the Lifespan.

Hortert, M.R. (2017). *How to work with families with children who identify as LGBTQ.* Presented at the University of Pittsburgh's Human Behavior and the Social Environment: Children and Families at Risk.

Hortert, M.R. (2017). *Introduction to Sexual Orientation and Gender Identity and Expression: How to Work with LGBTQ students in College Settings.* Presented at La Roche College.

Smith, W.S. & Hortert, M.R. (2015). *Conferencing and Teaming: Managing Difficult Clients*. Presented at the 2016 Allegheny County's Department of Human Services' Conferencing and Teaming Conference.

Hortert, M.R. (2013). Spirituality and Sexuality: How they coexist. Presented at Slippery Rock University.

Hortert, M.R. (2012). *The Nontraditional route*. 2012 Commencement speaker for Butler County Community College's Graduation.

## ACCOMPLISHMENTS

2015- Recipient of the Good Apple Award for Allegheny County's Office of Children, Youth and Families
2011- Co-Founder of the Butler Interfaith Network
2011- Co-Founder of Butler County Community College's Campus Safe Zone
2010, 2011, 2012 Who's Who Among Students in America's Universities and Colleges Award
2005 United States Presidential Volunteerism Award

## EMPLOYMENT HISTORY

**AMERIHEALTH CARITAS**, *Harrisburg, PA*

Service Coordinator – *August 2026 – present*

- Identify, coordinate, and assist participants in accessing needed LTSS services and other Covered Services, as well as non-covered medical, social, housing, educational, and other services and supports
- Lead the participant-centered planning and service (PCPS) delivery process and oversee its implementation
- Inform participants about available required needs assessments, the PCSP process, service alternatives, and service delivery options
- Informs participants of their rights and assists with the complaint, grievance, and DHS Fair Hearing process
- Collect additional necessary information, including participant preferences, strengths, and goals, to inform the development of the PCSP
- Conducts reevaluation of level of care annually or more frequently as needed following CHC requirements
- Works with the participant to complete activities necessary to maintain eligibility

**Penbrook United Church of Christ**- Harrisburg, PA

**Student Pastor Intern-** August 2025-April 2026

*Currently Serving as a Student Pastor Intern for Penbrook United Church of Christ*

- ❖ Organizing Seasonal Book and Bible studies that range on a variety of topics and authors
- ❖ Lead worship on an ongoing basis, including sermons, children's sermons, and other duties as needed
- ❖ Contributes to the worship services by writing liturgy
- ❖ Currently organizing an alternative worship opportunity for those who do not attend church through the Fresh Expressions Model that consists of a yoga-church format

**Cumberland County Children & Youth Services**- Carlisle, PA

**Caseworker Supervisor-** December 2024-August 2026

*Currently Serving as a Caseworker Supervisor for Cumberland County's Children & Youth Services*

- ❖ Supervises a unit with 4 full-time caseworkers assigned to over 150 investigations annually; plans, organizes, and evaluates the unit's workload
- ❖ Supports the development, evaluation, and refinement of casework principles, policies, and procedures to improve coordination across Adoption, Family, Foster Care, and Intake Services
- ❖ Contributes to the drafting and implementation of updated principles, policies, and procedures, ensuring alignment with best practices and service standards

**Allegheny County Department of Human Services Office of Children, Youth & Families**- Pittsburgh, PA

**Caseworker Supervisor-** October 2019-December 2024

**Safety, Permanency & Best Case Practice Specialist-** April 2017-October 2019
**Family Services Caseworker II-** *July 2013- April 2017*

*Currently Serving as the Safety, Permanency & Best Case Practice Specialist for Allegheny County's Department of Human Services Office of Children, Youth & Families in their Lexington Intake Office. Previously Family Services Casework II.*

- First recipient of Good Apple Award for Casework Excellence in 2014, given to the County's outstanding caseworkers
- Led LGBTQ+ Practice Implementation, securing a $100,000+ grant from the University of Maryland and developing the "Steps 2 Connect" program to equip caregivers and parents with resources to support LGBTQ+ youth
- Completed PA's Quality Service Reviews (QSR) and federal government's Child and Family Service Reviews (CFSR) for four counties in Western PA
- Served as OnBase Document Storage lead, developing best practices and creating a comprehensive guide for confidential document storage, leading to the establishment of CYF's dedicated records department
- Supervises a unit with 4 full-time caseworkers assigned to over 150 investigations annually; plans, organizes, and evaluates the unit's workload
- Supports the development, evaluation, and refinement of casework principles, policies, and procedures to improve coordination across Adoption, Family, Foster Care, and Intake Services
- Contributes to the drafting and implementation of updated principles, policies, and procedures, ensuring alignment with best practices and service standards

**City of Pittsburgh's Bureau of Police**- Pittsburgh, PA
**Crisis Intervention Team Instructor**- November 2016-December 2019

*Instructor for the Crisis Intervention Team Training for the City of Pittsburgh's Bureau of Police- CIT is international, innovative police- based first responder program of pre-arrest jail diversion for those in a mental illness crisis.*

Assists with the writing and implementation of new or changed principles, policies, procedures or practices

- Created, implemented & teach a police-focused training on how to work and interact with LGBTQ+ persons
- Facilitate the selection of speakers to participate in the training
- Work alongside the City of Pittsburgh's Bureau of Police Employee Wellness & Resource Coordinator to ensure the needs of the Department are being met within the training
- Currently the first and only LGBTQ+ instructor for the international CIT program

**Community Human Services**- *Pittsburgh, PA*- September 2016 to April 2017
**Intake Coordinator Intern**

*Intake Coordinator Intern for Community Human Services, a 501(c)3 organization focused on homelessness in the Pittsburgh area by providing stable housing, connecting to community resources, building relationships, and accessing quality food.*

- Conducted case consultations on complex needs for consumers receiving services
- Complete D/A, mental health, and other assessments on clients to ensure appropriate services are coordinated
- Assisted in program evaluation and development to improve services being offered to consumers

**Sears, Holdings Corporation**- Butler, PA – April 2009 to July 2013
**Human Resources Manager, Store Trainer, Project Manager & Consultative Sales Consultant**

*Store Training Facilitator, Project Manager, and a Sales Consultant for the Household Goods/ Mattress Department of Sears. Awarded various Customer Service Awards for superior performance.*

- Worked alongside staff to ensure training needs were met
- Supervised a staff of 10 employees with various job responsibilities
- Oversaw the hiring, termination, and human resources needs for the store
- Served as the store's trainer to train new and seasoned employees on corporate policy and procedures
- Communicated and work alongside customers to select products that fit their needs
- Sales Person of the month for June, July and August of 2010.

**Dollar General Corporation**- Butler, PA – June 2008 to April 2009

**Assistant Store Manager- Human Resources**

*Assistant Manager in a busy discount store. Handled Human Resource sector and ensured quick and effective training for newly hired employees.*

- Promoted to management within 4 months
- Managed and oversaw a staff of 12 employees with various job responsibilities
- Created weekly schedules, processed payroll, employee hiring, training, and termination

**North Butler Presbyterian Church**- Butler, PA- September 2007 to November 2010

**Director of Youth Ministries, Director of Worship, Sunday School Teacher, & Lay Minister**

*Held various positions in a growing and multi-generational congregation North of Butler, PA. Assisted in the formation of a youth ministry program*

- Created dynamic and applicable youth program for students' ages 12 to 17.
- Supervised and taught children from 4 to 12 years old about various topics
- Ran day-to-day operations of Church while pastor was on leave and gave sermons regularly
- Conducted hospital visits to congregation members of various ages and backgrounds

## VOLUNTEERING

**PFLAG**- *Pittsburgh, PA*- June 2013 to December 2019; *Butler, PA*- November 2010 to March 2013

**President for the Board of Directors (October 2016-December 2019)**
**Western Pennsylvania Regional Director (October 2013- December 2019)**
**Secretary (June 2013-October 2016)**
**Former Interim President, (April 2012-September 2012)**
**Executive Vice President, (September 2012-May 2013)**
**Director of Support & Education (November 2011-April 2012)**
**Director of Communications (November 2010-November 2011)**

*President of the Board of Directors for PFLAG (Parents, Friends, & Families of Lesbians and Gays), a 501(c)3 organization focused on the support of parents, children, siblings, & friends of LGBT persons.*

- Advocated for a Non-discrimination ordinance in the city of Butler, Pennsylvania
- Training the City of Pittsburgh's Police Department Crisis Intervention Team (CIT) on LGBTQIA+ issues
- Oversee the 14 chapters in Western Pennsylvania that geographically covers from Erie, PA to Washington, PA and over to Harrisburg, PA
- Performed Safe Zone trainings at LaRoche College, Butler County Community College, Indiana University of PA
- Coordinate Southwestern PA Regional PFLAG meetings for the six area chapters
- Co-founded the Butler LGBTQ Interfaith Network
- Managed and oversaw a board of directors that consists of 13 board members

**Proud Haven**- *Pittsburgh, PA*- October 2015 to April 2017; March 2018-August 2018

**Interim Chairperson for the Board of Directors (March 2018-August 2018)**
**Past Member of the Board of Directors (October 2015-April 2017)**

*Interim Chairperson for the Board of Directors. Past Member of the Board of Directors for Proud Haven, a 501(c)3 organization focused on LGBTQ+ youth homelessness in the Pittsburgh area*

- Manage a budget of over $100,000 annually
- Managed and oversaw a staff of 2 employees, 15 board members
- Coordinate contact with public media
- Assisted with the drafting of grants to raise capital funding
- Performed trainings on LGBTQ+ homelessness across the Western PA region
- Coordinated Services for homeless LGBTQ+ persons.