MITCHELL R. AMAGO, MSW

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Summary

Social services professional with over a decade of experience in case management, casework supervision, crisis intervention training, and LGBTQ+ advocacy. Skilled in policy development, crisis response training, and non-profit leadership, including co-founding a 501(c)3 supporting homeless LGBTQ+ youth. Holds a Bachelor of Social Work (Magna Cum Laude), Master of Social Work, and currently pursues a Master of Divinity to further enhance community-focused expertise.

Professional Experience

AMERIHEALTH CARITAS, *Harrisburg, PA*

Service Coordinator – *Dec 2024 – 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

CUMBERLAND COUNTY CHILDREN & YOUTH SERVICES, *Carlisle, PA*

Caseworker Supervisor – *Dec 2024 – Aug 2026*

- Supervised an in-home unit consisting of four full-time caseworkers responsible for over 100 child welfare investigations annually while ensuring compliance with state and agency policy and best practices
- Led workload management, case consultation, staff supervision, performance evaluation, and professional development of caseworkers supervised
- Streamlined agency-wide casework procedures through tightened collaboration across Intake, In-Home, Placement, and Adoption teams, ensuring continuity of care and reducing case transfer lead time by 50%
- Served as primary agency liaison with Juvenile Probation, cultivating strategic partnerships and strengthening interagency collaboration to improve communication, case coordination, and outcomes for children and families through multidisciplinary teamwork
- Fostered a culture of continuous quality improvement by mentoring staff, promoting evidence-informed practice, and supporting initiatives that enhanced professional excellence, interdisciplinary collaboration, and organizational effectiveness

ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES OFFICE OF CHILDREN, YOUTH & FAMILIES, *Pittsburgh, PA*
Caseworker Supervisor – *Oct 2019 – Dec 2024*
Safety, Permanency, & Best Case Practice Specialist – *Apr 2017 – Oct 2019*
Family Services Caseworker II – *Jul 2013 – Apr 2017*

- 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 – *Nov 2016 – Dec 2019*

- Developed and delivered police-focused trainings, including selection of resource speakers and material preparation, on interacting and working with LGBTQ+ persons
- Assisted with the writing and implementation of new or changed principles, policies, procedures or practices
- Collaborated with the Employee Wellness & Resource Coordinator to assess and address both collective and individual department needs, ensuring comprehensive support and alignment during training sessions
- First and only LGBTQ+ instructor for the international CIT program

SEARS HOLDINGS CORPORATION, *Butler, PA*
Human Resources Manager – *Jul 2012 – Jul 2013*
Store Trainer / Project Manager – *Apr 2010 – Jul 2012*
Sales Consultant – *Apr 2009 – Apr 2010*

- Managed end-to-end human resources functions, including recruitment, onboarding, performance evaluations, and terminations
- Led comprehensive onboarding programs for new employees and provided ongoing training to enhance skills and ensure policy adherence for seasoned staff
- Supervised a diverse team of 10 employees across roles including cash officers, store trainers, and project managers
- Received over 12 Customer Service awards for providing customers with superior experience

Community Leadership & Volunteer Experience

PFLAG, *Pittsburgh, PA / Butler, PA*
President for Board of Directors – *Oct 2016 – Dec 2019*
Western Pennsylvania Regional Director – *Oct 2013 – Dec 2019*
Executive Vice President – *Sep 2012 – May 2013*
Director of Support and Education – *Nov 2011 – Apr 2012*

- Oversaw 14 chapters in Western Pennsylvania covering Erie PA, Washington, PA, and over to Harrisburg, PA
- Completed multiple successful fundraising campaigns with amounting over $100,000 in total
- Managed a budget of over $25,000 per year
- Advocated for a Non-discrimination ordinance in the city of Butler, PA
- Published Safe Zone training manual and conducted Safe Zone trainings at LaRoche University, Butler County Community College, and Penn West University
- Led the organization of Southwestern PA Regional PFLAG coordination meetings for the six area chapters
- Co-founded Butler LGBTQ Interfaith Network

PROUD HAVEN, *Pittsburgh, PA*
Cofounder / Chairperson for Board of Directors – *Oct 2015 – Apr 2017*

- Co-founded a 501(c)3 organization focused on services pertaining to LGBTQ+ youth homelessness in the Pittsburgh area
- Managed annual budget of over $100,000
- Managed and oversaw a staff of 2 employees, 15 board members
- Assisted with the drafting of grants to raise capital funding
- Conducted trainings on LGBTQ+ homelessness across Pennsylvania reaching over 300 child welfare professionals

Education

WESLEY THEOLOGICAL SEMINARY, *Washington, D.C.*
Master of Divinity – *Aug 2024 – present*

- Recipient of Bishop's Merit Scholarship (full tuition coverage)
- Online Student Representative
- GPA: 4.0/4.0

UNIVERSITY OF PITTSBURGH, *Pittsburgh, PA*
Master of Social Work – *Aug 2016 – Apr 2018*

- GPA: 3.92/4.0

Bachelor of Arts in Social Work – *Aug 2012 – Apr 2014*

- Alpha Lambda Nu Chapter of the Mortar Board National College Senior Honor Society
- Mu Omicron Chapter of the Phi Alpha National Social Worker Honor Society
- President of the BASW Club
- GPA: 3.8/4.0, Magna Cum Laude

BUTLER COUNTY COMMUNITY COLLEGE, *Butler, PA*
Associate of Arts in Psychology – *Aug 2011 – May 2012*
Associate of Arts in Social Work – *Aug 2008 – May 2011*

- Commencement Student Speaker- 2012
- President of the BC3 Social Work Club – 2010 – 2012
- Who's Who Among Students in America's Universities and Colleges Awardee – 2010, 2011, & 2012
- Member of Phi Theta Kappa Honors Society
- Co-founder of Campus Safe Zone
- GPA: 3.9/4.0; Summa Cum Laude