

## GRHHN Spotlight:

Amy Nixon, LMSW, Intake Supervisor



Amy Nixon's 27 years of frontline experience as a social worker is being put to good use in her current role at GRHHN.

As the Intake Supervisor, Amy manages the "front door" of the health home. For providers, clients and care management agencies, Amy and her team are a vital resource.

"Our role is to guide clients and providers in the right direction in getting answers to their questions, whether that means facilitating communication between providers and Care Management agencies, providing education around Health Home Eligibility and referral completion to ensure clients have access to services, or simply answering client or family member's general questions." Amy said.

Throughout her four years at GRHHN, Amy has played an integral role in the streamlining of GRHHN's intake workflow processes, including updating antiquated systems and the implementation of an online referral to ensure efficient processes are in place to serve providers and clients needing services.

Amy began her career as a Mental Health Residential Counselor at East House, eventually becoming an Assistant Supervisor at an East House group home. After 12 years at East House, Amy worked at Strong Memorial Hospital for 11 years as an Inpatient Psychiatric Social Worker.

"My diverse work background in Rochester has really prepared me for this role at GRHHN. Utilizing the sound clinical skills and knowledge of available community resources I have developed over the years, I have a deep understanding of what challenges our clients face and how to connect them to the appropriate services," Amy said.

Amy's passion is evident in her every-day work. "Most of the staff at GRHHN have front-line experience working with both providers and clients. We're providing information and guidance from a place of experience," Amy said.

"One of the favorite parts of my job is reviewing referrals. They are a little microcosm of what is going on in the client's life and if we're doing our jobs right, we can also begin to see the big picture of how we can make a true difference in their life."

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