



STAFF

Spotlight

Amy Nelson, Quality Assurance Director

Amy works tirelessly at ensuring that Connections Case Management is providing quality services and supports to every individual served in the State of Indiana, across all 92 counties. She provides case management for the Aged & Disabled, Traumatic Brain Injury, FSW, and CIH Waivers.



What led you to the social services field?

I had been a stay-at-home mom for 10 years and my youngest son, Thomas, has Autism. He qualified for Waiver services in 2014 and at the time I really didn't know what we were getting into! When he was 3 years old, someone had told me to apply for the Waiver for him, so I did. We had a wonderful case manager who helped us navigate the Waiver, get services in place, and who has been a great advocate for Thomas ever since. After working with our case manager for about a year, I decided it was time for me to get back into the workforce. I was intrigued with the case manager position and could see myself in that role because I have a heart for those with special needs and I felt I had the organizational and professional skills to do the job well. So, I talked with our case manager about the details of case management, and I knew it was for me. I have worked in the field ever since that time. Prior to having children, I worked in the corporate world doing training and documentation writing.

What is a random fact about yourself?

Benjamin Franklin is my 7th great uncle!

What do you love most about your job?

As a case manager, I absolutely love sharing in each and every success that my individuals have, no matter how small it may seem to someone else. Everyone has potential and working with individuals one-on-one always affords opportunities to see that potential translate into everyday successes. As the Quality Assurance Director at Connections, I love being able to provide useful trainings and resources for our case managers to continue to learn and grow. I also love analyzing data and trends that ultimately help us improve our case management services to our individuals.

What is a favorite pastime you enjoy?

I absolutely love running. I run year-round and run outside whenever possible. I prefer running in the cold weather! I did not start running until I was in my 40s and since then I have run one full marathon and many half-marathons.

Do you have pets?

I have one dog, a Havanese named Indy (named after Indiana Jones). He is 11 years old and is my little shadow. He sits with me in my office all day when I work and follows me around the house when I'm up and about. I don't know what I would do without him!

~ Amy