



STAFF

Spotlight

Angie Higgins, Supervisor

Angie is a case management Supervisor for Southern Indiana. Angie provides case management for the FSW and CIH Waivers.



What led you to the social services field?

I majored in mass communications in college because I love reading, talking to people, and writing. During college, I worked at the local newspaper and quickly realized that I was not going to enjoy it as a career, so I got a job at an agency that provides multiple services for people who have disabilities. When I met all the people at that job and loved my job, I realized social services was where I could best use my communication skills and education. I have spent the last 20 years working in social services, and I found my case management home at Connections and could not be happier about it!

What is a random fact about yourself?

I have lived in 16 different homes in 7 different towns/cities and 4 different states, but the last 21 years has been in the same town and the last 15 years has been in the same house.

What do you love most about your job?

I love everything about my job! My favorite thing is getting to learn about and build relationships with the people I serve. I get to collaborate with them and advocate for them to live their best lives. I get to be a part of the Connections team, which is an incredibly supportive company driven to provide quality case management services. Quality and attention to detail are important to me in my work, so I've found my "home" here at Connections.

Do you have pets?

My husband and I got married young and have been married over 25 years, but we never had kids. We have rescued many lizards (geckos and bearded dragons) and had our beloved cat for 15 years, but for now it's just us and 2 blind geckos we rescued.

~Angie



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Krista Hendricks, Case Manager

Kirsta serves Warrick and surrounding counties for the FSW and CIH Waivers.

What led you to the social services field?

I have always loved helping people to live their best lives. A friend of mine was working in the Medicaid Waiver Community, and they suggested I look into working as a case manager. That was 18 years ago, and I have never looked back. I enjoy every one of the individuals I work with and love seeing all the accomplishments that each one makes on a daily basis. Also, I love educating others on the benefits of the Waiver and all the services that are available.

What is a random fact about yourself?

I have a very outgoing personality and have never met a stranger – but in reality, I am very shy and have to work at being outgoing.

What do you love most about your job?

I love each and every individual I work with and I love seeing the successes and watching each of them meet their goals and become more independent. I love seeing their eyes light up when they realize that they can do something spectacular.

What is a favorite pastime you enjoy?

I love spending time with my family. I enjoy playing cards and spending time with people that make me happy.

Do you have pets?

I have 2 very... Very ...VERY spoiled dogs. Biggie is a mixed breed of undetermined parentage. He weighs about 20 lbs., but his bark makes him sound like he is 300 lbs. He is my shadow and thinks that he needs to protect me from everyone and anything. Lady is a Cheweenie – she weighs about 5 lbs. and thinks (knows) she runs the house. One of these days, I will show both of them who is boss (and of course they each know they equally run the house, and always will). 😊

Do you have a career success story to share?

I think that there are success stories with each of the individuals I serve. Be it the young man that got a job at Walmart, and still works there 10 years later; or the young man, who was non-verbal and is now able to express himself using his iPad, and is now attending an online school to get his High School Diploma; or the young man that couldn't read, but memorized the Bible and could tell you every verse when asked – he was able to get in front of his church and testify and the smile on his face was priceless. We all have gifts, some are not so readily apparent – and those are the ones that are so special, when you discover them.

~ Kirsta





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Crystal Little, Case Manager

Crystal serves Clark and Floyd counties for FSW and CIH Waivers.



What led you to the social services field?

My social services career began after graduating high school and attending college at Morehead State University, located in eastern Kentucky. My first few semesters I took basic classes, unsure of my career path. I met a friend who's major was child development. I met with a supervisor from that department and loved her and the program. I began working in Head Start on campus. I completed my degree and moved back to my hometown and landed a Head Start teaching position within the first year. I worked in this program until I had a child that was born with nystagmus and needed extra assistance at home. We used first steps until he was 3 years old. From there I held a few different positions in social service before coming to the Medicaid Waiver.

What is a random fact about yourself?

I love to garden. I love everything about gardening.

What do you love most about your job?

The part I love most about this job is supporting the families. Each family is unique with unique needs, and it is my pleasure to work with these families and individuals assisting them with living their best lives.

What is a favorite pastime you enjoy?

I enjoy spending time with my family. I have 3 boys with girlfriends and 2 granddaughters and 1 grandson. I have the best significant other and we spend a lot of our "empty nest" time having cookouts, outdoor movies, and swimming parties. We love entertaining.

Do you have a career success story?

I took a survey of fears/issues that my substance abuse clients felt would prevent them from being successful in their recovery. I took the group's comments/answers, typed them up, and put them in a bowl. Each week we would pull a comment and discuss solutions in the group with peers on how to overcome these obstacles. I would put them on the whiteboard until everyone in the group's response was posted to look at and review.

Do you have kids or pets?

I have one adorable blue/gray cat, his name is "kitty bat". He is a rescue from the Purrfect Day Café, Louisville, KY.

~ Crystal



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Olivia Thomas, Case Manager

Olivia serves Vanderburg and surrounding counties for the FSW and CIH Waivers.

What led you to the social services field?

My youngest brother is on the autism spectrum. He is nonverbal and has several different disabilities that greatly impacted the structure of my family and our routine. I do not think there is enough conversation about how a diagnosis like his can affect the entire family unit. Witnessing the turbulence my family often faced due to lack of resources really inspired me to help ensure other families do not have to struggle in the ways mine often did. While in school, I worked as a direct support professional in a variety of settings and greatly enjoyed building relationships with individuals and their families. I learned about Waiver shortly after graduating college and immediately knew case management was something I would love to do.

What is a random fact about yourself?

I really enjoy the horror genre. I love horror movies, specifically movies from the 1980's. I spend a lot of free time playing games of the same genre, and actually met my partner playing an online game!

What do you love most about your job?

Building relationships with individuals and their families is incredibly important to me. When I worked as a direct support professional in a group home, I loved helping those I served while they worked towards personal goals. Witnessing growth, whether that be behaviorally, occupationally, or related to self-advocacy / independence makes everything worth it.

Do you have pets?

I am a mom to two dogs and three cats! Admittedly, I do have favorites. My cat Huntington is kind of my best friend and follows me around the house all day long. My dog Sammy is the sweetest lady you will ever meet and loves to play outside and go on walks.



~ Olivia