

LILLIAN STAMPS, M.S.M.

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CASE MANAGEMENT | PUBLIC HOUSING | PROGRAM OPERATIONS

Promoting growth by enhancing wellbeing, inspiring change, and empowering people and communities.

Compassionate social work leader with extensive performance history of creating pathways that prepare adults and community members to function, participate, and develop in society. Partner with nonprofit and public sector agencies to execute programs with specializations in case management, public housing leadership, and business operations. Excel at solving complex problems, combining a “can do” attitude with an inclusive, ethical, and diplomatic approach to making decisions.

Core Competencies:

- ✓ High-Volume Case Management
- ✓ Affordable/Public Housing
- ✓ Community Development
- ✓ Recruitment, Hiring, & Training
- ✓ Multi-Agency Collaboration
- ✓ Strategic Program Planning
- ✓ Adult Education & Instruction
- ✓ Crisis Intervention Techniques
- ✓ Urban Outreach & Victim Counseling
- ✓ Tracking, Assessments, & Evaluations
- ✓ Human Resource Functions
- ✓ Compliance & Risk Management

PROFESSIONAL EXPERIENCE

Housing Authority of the Birmingham District – Birmingham, AL

1/2013–Present

COORDINATOR, RESIDENT OPPORTUNITY SELF-SUFFICIENCY (11/2018–Present)

Transitioned to oversee initiatives that amplified economic self-sufficiency for residents across 13 HABD properties receiving services. Managed 128-resident caseload, a 41% higher volume than average caseload among colleagues. Served elderly and transitional residents.

- Garnered recognition as first “Humanitarian of the Year” award recipient (2018); named top-performing employee for embodying agency’s mission and values.
- Reduced resident dependence on government assistance and resources by introducing tools that improved career interest and KSAs.

PROPERTY MANAGER / PUBLIC HOUSING RENT CALCULATION SPECIALIST (01/2013–11/2018)

Hired to supervise Level III, 250-unit public housing facility and 7 housing and maintenance employees. Drove operational efficiency for all facets of property, including leasing eligibility, application processing, facility management, rent calculations and collection, maintenance, and unit turnarounds. Collaborated with local law enforcement and contractors to maintain a safe, clean, and secure property.

- Increased occupancy 98% or higher by filling vacant units within 21 business days, hosting an orientation for new residents, monthly meetings, and prioritizing positive tenant interactions.
- Elevated residents’ sense of belonging through events and activities, partnering with Community Center Coordinator.
- Improved lifespan of facilities through regular maintenance and rapid response to emergency repairs (24 hours).
- Recognized as “BOSS Girl of the Month” award and earned “Employee of the Month” award for outstanding performance, dedication, and service.

AmeriCorp/Vista – Birmingham, AL

6/2012–12/2012

COMMUNITY PARENT LIAISON

Launched an adult education program serving parents with school-age children in the Birmingham School System and surrounding urban areas. Empowered participants to volunteer at their child’s school and seize opportunities for career and education (GED) opportunities.

- Reversed hesitations around program value, leading to a 69% program completion rate.

Hands On Birmingham Diaster – Birmingham, AL**10/2011–12/2012****DIASTER TEMP**

Brought on to connect volunteers with meaningful service opportunities that enhance education, health, and financial stability of local community members. Coordinated volunteer and diaster service outreach while collaborating with the Director of Hands-on Birmingham to manage projects and program initiatives. Delivered administrative support and distributed community resources to inquiring agencies and individuals.

Talladega College – Talladega, AL**10/2008–11/2009****DIRECTOR, ADULT ACCELERATED DEGREE PROGRAM**

Challenged with establishing and implementing \$500K Adult Accelerated Degree Program, a fast track degree program for adults interested in completing a bachelor's degree. Built program's framework from ground up, including operational plans, marketing, faculty and staff management, degree completion requirements, and recruitment. Maintained student records following SACS accreditation standards.

- Generated 99% completion rate that helped 34 students earn a bachelor's degree in organizational management.
- Boosted enrollment 80% through outreach and marketing while spotlighting program to community groups.
- Hired and trained 5 campus faculty members to instruct 15 accelerated courses per year

United Cerebral Palsy of Greater Birmingham – Birmingham, AL**7/2006–11/2008****EMPLOYMENT SPECIALIST**

Hired to foster independence and productivity by coordinating job screenings, readiness, and placement for caseload of 97 adults with disabilities. Nurtured relationships with local employers to identify new opportunities, assess job sites, and pinpoint training needs to ensure candidate success.

- Conducted outreach and secured partnerships to increase UCPGB's visibility among local employers.
- Facilitated interviews and crafted personalized career profiles to record candidate needs, professionals interests, and support service requirements.

Early Work History: Adjunct Instructor for Virginia College | Housing Specialist for Young Women's Christian Association**COMMUNITY LEADERSHIP****Vice President | Junior Board, One Roof****2022–Present**

Serve as committee head and mentor, delivering support and leadership to the organization's staff, volunteers, and the local community. Raise program awareness through education, fundraising, and community involvement.

Vice President | Huffman Academy PTO**2011–2013**

Elected to elevate student experience at Huffman Academy for 2 terms, connecting parents with opportunities to support program goals. Bridged the gap between students, teachers, and parents through monthly PTO meetings and engaging events, on and off-campus. Generated \$17K with annual fundraiser and launched bi-weekly food program for students in crisis. Organized 2 wellness programs for parents and teachers.

EDUCATION & TRAINING**Faulkner University – Montgomery, AL**

Master of Science, Management

Bachelor of Science, Human Resources Management

Housing Counseling – Neighborhood Reinvestment Training Institute

UPCS Inspector Training – Housing Authority of the Birmingham District

Certified Essential Rent Calculation | Domestic Violence Group Counseling – YWCA

EIV Today, TRACS Today, HUD Today, & Fair Housing Today – Ross Business Development, Inc.

Mortgage & Real Estate Coaching Program – CORE (Career Opportunites in Real Estate) | University of Alabama Culver House