

Lakhia Morgan

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PROFESSIONAL SUMMARY

Human Development and Family Sciences undergraduate with hands-on experience in public health research interviewing, adult protective services, and older-adult engagement. Skilled in structured data collection, case documentation, confidentiality protocols, and person-centered communication. Pursuing minors in Gerontology and Counseling, with a focus on public health, aging services, and human services.

EDUCATION

Northern Illinois University

DeKalb, IL

Minors: Gerontology and Counseling

B.S. in Human Development and Family Sciences. Dean's List (two semesters); FACS Achievers

Expected May 2027

Award. GPA: 3.16.

EXPERIENCE

Student Research Lab Interviewer (SRL Interviewer)

October 2026 – Present

Illinois Department of Public Health

- Independently conduct health survey interviews with Illinois residents to collect data for public health research, consistently averaging above the lab benchmark for completed surveys per clocked-in hour.
- Maintain above-95% log-on hours each shift and sustain a dialings-per-hour rate at or above the lab average, earning an overall grade of A across all evaluated shifts.
- Operate WinCATI computer-assisted telephone interviewing software and follow established data-collection procedures.
- Communicate professionally with respondents and handle all information with discretion in accordance with confidentiality protocols.

Adult Protective Services Report Taker Intern

February 2025 – May 2025

Elder Care Services

DeKalb, IL

- Completed Phase I and case-based simulation training through the Illinois Department on Aging, covering APS procedures and case documentation in the Case Management Portal.
- Accompanied Community Care staff during field activities and quarterly visits to observe service delivery for low-income older adults, including verification of healthcare coverage and continued enrollment in programs such as Meals on Wheels.
- Supported organizational fundraising through email outreach and contributed to team meetings and activities while maintaining confidentiality.

Academic and Developmental Support

March 2020 – July 2025

Family Learning Support

South Elgin, IL

- Provided ongoing informal academic and developmental support to a younger family member across literacy, math, and learning activities over five years.
- Adapted instruction to individual needs using visual, auditory, and hands-on approaches to build learning confidence and participation.

ACTIVITIES & LEADERSHIP

Music & Memory Program

September 2024 – Present

Volunteer

- Engage older adults, including individuals living with dementia, through themed painting, music, and meaningful conversation. Prepare art materials and adapt interactions to participants' communication and engagement needs to support creative expression and social connection.

STEMFEST

September 2024

Volunteer

- Prepared event spaces and informational booths and collaborated with fellow volunteers to support event activities at Northern Illinois University.

TRAINING & PROFESSIONAL DEVELOPMENT

- PNC Professionalism and Power Skills Job Simulation | Forage | Completed 2026 Practiced professional communication through email writing, team discussions, and clarifying questions. Worked through workplace scenarios involving deadlines, collaboration, accountability, and applying feedback.
- Virtual Dementia Tour Simulation | Second Wind Dreams, co-sponsored by Arden Courts | April 2026 Completed an experiential simulation designed to build empathetic understanding of the challenges associated with dementia and improve interactions with older adults.

- Adult Protective Services Phase I and Simulation Training | Illinois Department on Aging | March 2025 Participated in training and case-based simulations focused on APS procedures and case documentation in the Case Management Portal.

SELECTED CREATIVE PROJECTS

- The Breath Behind the Door: A Visual Poem | Independent Short Film Created an original short film combining visual storytelling and poetic expression.
- Independent Writing & Poetry | Substack: @aihkallakhia Write and publish original poetry and poetry-prose exploring personal experience and themes including grief through a digital platform.

SKILLS

Research & Data: Public health interviewing, WinCATI, Information collection, Case documentation

Communication & Engagement: Professional communication, Active listening, Person-centered engagement, Community outreach, Older-adult engagement

Organization & Compliance: Documentation and organization, Confidentiality, Adaptability, Team collaboration, Fundraising support

Creative: Creative writing, Visual storytelling