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Professional Profile

A dynamic senior manager and executive with over 25 years of extensive experience leading non-profit organizations as well as providing mental health counseling and addictions recovery services, including over 10 years progressive management and executive leadership. Possesses a strong work ethic and commitment to helping others, as well as the integrity, honesty, loyalty, and respect for others to lead by example in non-profit and community service agencies. Demonstrated strategic planning and change management capabilities and the ability to motivate others to achieve a cohesive team through mutual respect and achieves positive outcomes, with the adaptability, flexibility, and confidence, high-energy and willingness to take on a challenge to ensure that organizational visions and objectives are met. Excellent interpersonal, communication and negotiation skills, the ability to influence decisions and to develop positive relationships both internally and externally with governmental agencies, funders, referral sources, community partners, vendors, colleagues, staff and clients. Familiarity and experience with statewide agencies and associations, certification boards and trade associations.

Professional Summary

1997 - present **Starting Point Behavioral Healthcare, Yulee, FL**

Chief Executive Officer

Chief Operating Officer

Quality Improvement Director

Program Director, Substance Abuse/Emergency Services/Juvenile Justice

- Directing and coordinating all aspects of operations and strategic planning to ensure effective delivery of care and support to clients, patients and families
- Establishing program objectives and goals and evaluating the effectiveness of key processes through the establishment of process and outcome measures
- Managing organizational budgets and fiscal cycles for an annual budget of \$4-million in a non-profit, equitable environment
- Providing leadership, mentoring and support to 65 agency employees, establishing corporate vision and strategic plan in collaboration with the Board of Directors and senior executive staff
- Overseeing the implementation of contract processes for technology acquisition, service delivery and material supply
- Collaborating with internal and external stakeholders and funding organizations to identify and secure strategic partnerships and support to further the long-term stability of the organization
- Ensuring that all state regulatory and business process requirements are met to deliver high-quality, competitive services
- Initiating performance improvement activities in response to identified operational priorities and supporting staff initiatives and quality improvement measures

Key Accomplishments:

- Collaborated with Board of Directors, to complete an entire rebranding of the agency to increase visibility in the community for those populations who were not familiar with available services, develop a name and brand which more closely reflected organizational mission and vision, reach out to the private pay market, increase referrals for services and become the preferred provider of behavioral health services in the area
- Implemented 5 rapid change cycle projects over the past 5 years resulting in decrease of waiting time, reduction in no-shows, increase in client retention rates, improved client satisfaction, full Open Access Model for new patients, walk-in medication clinic, and full implementation of an electronic health record system within 7 months
- Instituted an agency-wide culture of process improvement, adopting the NIATx process improvement principles as a way of doing business
- Transformed a \$150,000 operating deficit into a balanced budget and debt-free organization within 1 year of tenure as CEO and achieved cost savings every year which has resulted in a positive bottom line
- Increased Medicaid billable services, added new commercial payer plans, and diversified funding streams

1996 - 1997 **Lakeside Behavioral Health, Orlando, FL**
Addictions Therapist

- Provided screening and assessment for substance abuse clients to identify appropriate services and resources for individual support
- Facilitated individual and group therapy sessions for adults and adolescents dealing with substance use issues
- Maintained client records to DCF and JCAHO standards and ensured appropriate measures were taken to maintain client privacy and confidentiality requirements
- Prepared monthly reports to referral agencies, governmental and judicial agencies, and employers as appropriate

1992 - 1996 **Professional Therapy Centers, Spring Hill, FL**
Manager Access Center
Manager Substance Abuse Services
Substance Abuse Therapist

- Documented service requests and scheduled psychological assessments for clients and patients according to service standard guidelines
- Performed scheduled and emergency assessments and evaluations to determine appropriate service needs and referral options, and maintained client charts and information with respect for privacy and confidentiality as well as state and legal reporting requirements
- Delivered psychosocial evaluations and facilitated group therapy sessions for patients
- Coordinated the delivery of psychiatric services, substance abuse counseling and therapy
- Supervised emergency service and access centre staff and provided mentorship, development and individual evaluations
- Conducted workshops and seminars for patients, community organizations and employee development purposes
- Prepared monthly service and activity reports documenting case loads, service delivery and program expenditures
- Developed and implemented a Juvenile TASC program, coordinated with DCF caseworkers and juvenile court on management and treatment plans
- Served as key point of contact for relationships with community stakeholders and partner organizations

1991 - 1992 **DACCO, Tampa, FL**
Prevention Specialist

- Provided early intervention and prevention services and counseling as well as referrals to community agencies
- Facilitated specialty group sessions, educational presentations and community information sessions

Other Related Experience

Chairperson of the Florida Certification Board CPM Committee
Clinical Supervisor for the Oral Exam process
Florida Clinical Consultation for Treatment Improvement Project Peer Consultant
Department of Juvenile Justice Quality Assurance Reviewer
Adjunct Professor for Nova Southeastern University
Red Cross certified HIV/AIDS Instructor

Education and Qualifications

2007 **Doctorate in Health Care Administration, WNU**
1990 **Master of Science in Counseling Psychology, Georgia State University**
1987 **Bachelor of Science, Tulane University**

Certifications

2009 **Certified Mental Health Professional**
2002 **Certified Prevention Professional**
1995 **Certified Masters Addictions Professional**

Professional Development

2012 ATTC/SAMHSA Leadership Institute
2005 SCATTC Leadership Institute

Awards

2007 SAMHSA Science to Service Award
2006 FADAA Best Rural Program
2005 Florida Certification Board Oral Evaluator of the Year
1995 Professional Therapy Centers Staff Member of the Year

Presentations

2005-2016 Florida School of Addiction Studies, Certification Prep Class
2013 National Council for Community Behavioral Health:
 Balancing the Triangle: Access, Quality and Cost
2012 SAAS/NIATx Annual Conference: Process Improvement
2010 FADAA/FCCMH Annual Conference:
 Helping Small Agencies Accomplish Big Things
2007 Substance Abuse, Mental Health, Child Welfare System Integration Meeting:
 Integrating Substance Abuse Services for Women and Children: A Recipe for Success
2007 FADAA Annual Conference

Organizational Affiliations

Executive Board Florida Certification Board (FCB)
Member
Executive Board Florida Alcohol and Drug Abuse Association (FADAA)/Florida Behavioral health
Member Association (FBHA)
Board Member Florida Council for Community Mental Health (FCCMH)
Past President Florida School of Addiction Studies Alumni Association
Member Mental Health Corporation of America
Past-Chairperson Nassau County Juvenile Justice Council
Member Nassau Alliance for Mental Illness
Volunteer Samaritan Medical Clinic

References Are Available On Request