

PROFILE

A dynamic social services leadership professional seeking to work in educational and/or non-profit at risk communities. Over twenty three years of experience assisting in the development and implementation of innovative leadership programs for college students and staff, graduate and clinical interns, and school personnel staff. Dedicated to providing excellent customer service and producing superior results in meeting the needs of students, clients and their families. My goal is to seek avenues within education and community organizational work by focusing on the needs of the individual and the family within these systems to build upon my leadership, professional, and educational journey.

EDUCATION

- 2011 **Master of Arts**
Specialization: Pupil Personnel Services Credential
Counseling
Chapman University College
- 2004 **Nine credits of coursework**
Education Leadership and Policy Studies Program
University of Vermont
- 1999 **Master of Science**
Specialization: Student-Community Development
Social Work
University at Stony Brook
- 1997 **Master of Arts**
Concentration: Topics in Education
Liberal Studies
University at Stony Brook
- 1995 **Bachelor of Arts**
English
University at Stony Brook

CERTIFICATIONS/CREDENTIALS

2016-Present	Licensed Clinical Social Worker California #73565
2013-Present	Active Parenting Publisher Trainer Certified
2011-2018	Pupil Personnel Services Credential authorizing in Counseling California
2008-2013	Substitute Teaching Credential California

PROFESSIONAL AFFILIATIONS

- National Association of Social Workers (NASW)
- National Association for Professional Women (NAPW)
- American College Personnel Association (ACPA)
- American School Counselor Association (ASCA)
- John D. O'Bryan Think Tank for Black Professionals in Higher Education (JDOTT)

NON-PROFIT/PROFIT EXPERIENCE

2017-Present	A Better Way, Inc., Berkeley, CA Program Director Another Road to Safety Program <ul style="list-style-type: none">• Manage and supervise a multidisciplinary staff of 14 with four direct reports• Work collaboratively with program leadership staff to develop, train, and coach Family Advocates within the team that consists of Family Support Specialist (bachelor's and master's level) and Parent Partners• Responsible for managing a program budget of \$1.5 million dollars• Participate in county and community level meetings and partnership (MOU's) with various community constituents to serve families in crisis• Responsible for the overall management of data collection to ensure that we are meeting contract deliverables• Research and review of case management strategies to assist families in crisis• Hire, train and onboard new staff to the Another Road to Safety program
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NON-PROFIT/PROFIT EXPERIENCE CONTINUED

- 2016- 2017 West Coast Children’s Clinic, Oakland, CA
Outpatient Psychotherapist
Outpatient Program
- Ability to demonstrate clinical service skills such as, assessment, evaluation, treatment plans, and crisis management
 - Able to conduct effective, high quality clinical documentation
 - Knowledge of and ability to utilize MediCal policies and procedures
 - Demonstration of cultural competency regarding race, class, ethnicity, sexual orientation, and gender
 - Ability to collaborate with various constituents such as county representatives and clinicians from other agencies
- 2014-Present Horn Development Consulting, San Francisco, CA
Consultant
Relationship-Accountability-Mentoring Agency
- Continue to build community partnerships to further the vision of HDC and contractors
 - Facilitate parenting classes for various sub groups within the East Bay area
 - Provide individual, family, behavioral, and life coaching services
 - Coordinate, plan, develop, and implement family and individual goals
- 2014-2015 West Coast Children’s Clinic, Oakland, CA
Support Counselor Supervisor
Screening, Stabilization and Transition (STAT) Program
- Promoted to position and provided leadership and supervision of full-time and relief support counselors
 - Actively contributed to the comprehensive assessment of children and adolescents, including non-minor dependents as part of a multidisciplinary team
 - Collaborated with staff to provide crisis intervention and de-escalation intervention when needed
 - Ensured accurate documentation of clients’ emotional, physical, and mental needs were recorded and shared with the appropriate constituents; ie. Completion of MediCal services billing

NON-PROFIT/PROFIT EXPERIENCE CONTINUED

- Participated in various committee assignments to improve the overall functioning of the STAT program such as hiring, recruitment, case consultation, scheduling

2012-2014

Lincoln Families, Oakland, CA

Program Supervisor

Families Together Project

- Facilitated parent education workshops and support groups for East Oakland residents
- Provided input and assisted in the management of the CAPIT budget, approximately \$130,000 designated to developing and creating essential early prevention and outreach to East Oakland residents
- Established partnerships with community agencies to strengthen parenting education program and leveraged additional resources to support programs
- Collected and analyzed data to support the impact of the curriculum on participating caregivers and parents
- Hired, trained, and coached FTP Trainee, co-facilitators, and childcare providers to assist in the growth of the program

2012-2013

Lincoln Families, Oakland, CA

Clinician

School Engagement Program

- Managed case load of 4 clients to work with through truancy court and/or other Lincoln Child Center programs to improve client success in the overall school environment
- Collaborated with treatment team, school personnel, and administrators to ensure academic, personal, and social success of clients' outcome
- Participated in various committee assignments to improve the overall functioning of the STAT program such as hiring, recruitment, case consultation, scheduling

2011-2014

West Coast Children's Center, Oakland, CA

Support Counselor

Screening, Stabilization and Transition (STAT) Program

- Provided basic needs for clients who were removed from the home due to abuse, neglect, and/or other
- Identified adequate resources to assist the client during intake

NON-PROFIT/PROFIT EXPERIENCE CONTINUED

- Catered empathetic support for clients in order to manage their behaviors in the milieu setting
- Worked collaboratively with teammates, county workers, and other constituents to transition clients to their next placement

2009-2012

Lincoln Families, Oakland, CA

Clinician

School Based Programs

- Assigned a case load of 26 clients to work with in conjunction with co-clinician to assess, develop diagnosis, and implement goals and objectives per treatment plan, directly provided case management for 13 clients out of caseload
- Collaborated with co-clinician, treatment team, school personnel, administrators, community agencies, and parents to ensure academic, personal, and social success of clients
- Participated in on-going trainings within the agency and at on-site school involving, but not limited to, diagnosis and treatment planning, therapeutic interventions, cross cultural competency, and trauma-based therapy

2008-2009

Lincoln Families, Oakland, CA

Milieu Counselor

Residential Treatment Program

- Supervised, protected, and cared for severely emotional disturbed children at all times,
- Assisted each child to work in a group setting or individually, which included group management therapy and group management treatment goals
- Worked cooperatively with other members of team to re-evaluate individual treatment plans of clients

2007-2008

Mills College, Oakland, CA

Residential Director

Office of Residential Life

- Trained and supervised 32 diverse paraprofessional and professional staff
- Managed the staffing and programming for a residential population of approximately 650 residing in traditional residence halls, co-ops, family housing, special interest housing, learning communities, and graduate student housing
- Successfully managed a departmental budget of over \$500,000
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NON-PROFIT/PROFIT EXPERIENCE CONTINUED

- Provided and managed counseling, advising, and crisis intervention for at-risk students and referrals as needed

2006-2007

University of California, Santa Barbara, Santa Barbara, CA

Residential Director

Office of Residential Life

- Supervised and trained an in-hall staff consisting of a full-time Assistant Resident Director, ten Resident Assistants, seventeen Desk Attendants, and four Program Assistants
- Oversaw the operations and administrations of a 630 occupancy residence hall, primarily housing first-year students
- Provided counseling, advising, and crisis intervention, including overnight supervision and emergency response coverage for a residential campus population of 4,800 students
- Assisted, organized, and implemented training for residential staff, professional, and paraprofessional

2004-2005

University of Vermont, Burlington, VT

Assistant Director

Department of Residential Life

- Promoted to position and provided leadership and supervision for full-time and part-time staff in four of the eight residential complexes
- Assisted in the development and implementation of policies, programs, and processes necessary to ensure a residential environment that was safe and academically supportive
- Contributed to the central management of the Residence Education Team unit of the department, including budget, long-range planning, policy development, assessment and evaluation of programs and services
- Collaborated with university faculty and staff and maintained positive and productive working relationships
- Chaired national search for Residence Director vacancies with an emphasis on improving departmental diversity
- Designed, implemented, and coordinated on-going training processes for all staff including a four-week professional staff training, new hire orientation events, professional development plan, and ongoing skills workshop

NON-PROFIT/PROFIT EXPERIENCE CONTINUED

- 2003-2004 University of Vermont, Burlington, VT
Residence Director
 Department of Residential Life
- Supervised the Graduate Assistant Residence Director, fourteen Residence Advisors, and the Complex Office
 - Coordinated in-staff meetings on a weekly basis
 - Assisted with the planning and implementation of area and departmental training sessions
 - Participated in staff recruitment and selection processes for Residence Advisors
 - Counseled individual students and made appropriate referrals
- 2002-2002 University of California, Santa Barbara, Santa Barbara, CA
 (July-Dec) **Counselor**
 Educational Opportunity Program
- Provided academic and personal support to a caseload of approximately thirty students placed on academic probation
 - Worked with students to devise a personal success plan for the academic year
 - Assigned a caseload of approximately sixty EOP (Educational Opportunity Program) students in the residence halls to support and monitor closely throughout the academic year
 - Assisted in coordination of programs for African American Cultural Services i.e. Annual African American Barbeque, Big Bro/Big Sis program, Black Student Leadership Workshop

ADDITIONAL EXPERIENCES

- 2014-2015 West Coast Children's Clinic, Oakland, CA
 (Feb-June) **Scheduling Coordinator**
 Outpatient Program
- 2011-2014 Lincoln Families, Oakland, CA
 (Mar-Aug) **Facilitator/Coordinator**
 Families Together Program
- 2011 FAST International Inc., Madison, WI
FAST(Families and Schools Together) Pre-Certification
- 2010 JFK Graduate School of Professional Psychology, Pleasant Hill, CA
 (May) **ACT Against Violence**

ADDITIONAL EXPERIENCE

2008-2009 (Oct-Jan)	Elite Staffing, San Jose, CA Substitute Teacher
2008 (Jan-Dec)	Renoir Staffing, Pleasanton, CA Temp
2005-2006 (Sept-Jul)	Fortunoff, Westbury, NY Sales Specialist
2005 (Jun-Jul)	Johns Hopkins University, Baltimore, MD Dean of Residential Life Center for Talented Youth
2005 (Aug-Sept)	Macy's, Garden City, NY Sales Associate
2003 (Mar-Jun)	Macy's, Atlanta, GA Sales Associate
1998-1999 (Sept-Jun)	Stony Brook University, Stony Brook, NY Reginald C. Wells Fellow
1998-1999 (Sept-May)	Suffolk Community College, Suffolk, NY Student Community Development Intern
1997-1998 (Sept-May)	Stony Brook Medical Center, Stony Brook University, NY Student Intern Social Services
1997-1998 (Jan-Aug)	Stony Brook University, Stony Brook, NY Graduate Assistant Reservations Coordinator

AWARDS

2014	Order of the Eastern Star Pauline Dupee #55
2014	5 Years of Service Award Lincoln Families
2013	Black History Month Recognition National Association of Social Workers http://www.helpstartshere.org

AWARDS CONTINUED

- 2010 **Principles of Care Award**
Family Centered
Lincoln Child Center
- 2005 **Advisor of the Year Award**
ALANA Student Center
University of Vermont
- 2005 **Advisor of the Year Award**
Office of Student Life
University of Vermont
- 2000-2001 **Certificate of Completion**
Professional Competency Program
University of California, Santa Barbara
- 1999 **Hugh J.B. Cassidy Award**
Stony Brook Alumni Association
Stony Brook University
- 1998 **Advisor Recognition**
DESTINY Awards Ceremony Committee
Stony Brook University

PRESENTATIONS

- 2017 **A Better Way, Inc.**
Uncovering Your Potential
Another Road to Safety
- 2016 **Alameda Point Collaborative**
Who's the Parent?
Alameda Point Collaborative Women's Conference
- 2016 **California College of the Arts**
Ally Development
Office of Residential Life
- 2015 **West Coast Children's Clinic**
Effective Communication within our Work Groups

PRESENTATIONS CONTINUED

- 2012-2014 **Oakland Freedom School**
Working with Traumatized Children, Interventions, and Creating Partnerships
Lincoln Families
- 2014 **Mills College**
RA Training Welcome
Residential and Commuting Life Guest Speaker
- 2011-2013 **Conyes Academy**
Collaborating with Teachers to work Successfully with Challenging Youth
Lincoln Families
- 2008 **Chapman University College**
Career Development and Diverse Populations
- 2007 **The University of Vermont**
Sharing Your Gifts
ALANA Graduation Speaker
- 2006-2007 **University of California, Santa Barbara**
What About Me?
Sophomore Success Series
- 2006 **University of California, Santa Barbara**
You Think You Know But You Have No Idea!
RA Training
- 2004 **University of Vermont**
Cross-Cultural Communication/Diversity Presentation
Outing Club Training
- 2004 **University of Vermont**
African-American/Black Women and Their Hair
Women's History Month Women at Noon Series
- 2003 **University of Vermont**
Facilitation – Running Great Meetings!
Resident Assistant Training

PRESENTATIONS EXPERIENCE CONTINUED

2003 **University of Vermont**
Drops in the Ocean: Our Similarities and Our Differences

TRAINING AND FACILITATION EXPERIENCE

2017 **Another Road to Safety – A Better Way, Inc.**
Service Team Meeting

2017 **Another Road to Safety – A Better Way, Inc.**
Practice Workgroup

2017 **Independent Contractor - West Coast Children's Clinic**
Resident/Intern Process Group Facilitator

2016-2017 **Independent Contractor - West Coast Children's Clinic**
Youth Advocate Process Group Facilitator

2016 **Independent Contractor - Alameda Point Collaborative**
5 Part Parenting Series Facilitator

2012-2015 **Independent Contractor – Lincoln Families**
Oakland Freedom School
Chat and Chew Facilitator

2014 **Active Parenting Publishers, Atlanta, GA**
Certified Trainer

2013 **Active Parenting Publishers Leader, Las Vegas, NV**
Certified Trainer

2013 **Conyes Academy – Lincoln Families**
Family Engagement

2011-2013 **Families Together Project – Lincoln Families**
Active Parenting NOW Facilitator

2007 **University of California, Santa Barbara**
Co-Facilitator
INT 20 – Freshmen Seminar

2007 **Donna M. Bourassa Mid-Level Management Institute Graduate,**
Charleston, SC
American College Personnel Association

TRAINING AND FACILITATION EXPERIENCE CONTINUED

- 2001-2005 **Institutes on Assessment/Evaluation, Focusing on Whiteness and White Privilege and Professional Women in Leadership**
National Conference on Race and Ethnicity (NCORE) Attendee
- 2005
(Spring) **Office of Student Activities - University of Vermont**
Next Step Retreat Facilitator
- 2004 **University of Vermont**
Social Justice and Diversity Training – Student Life Training
- 2003 **University of Vermont**
Inter Residence Association Retreat Presenter and Facilitator
- 2001-2002 **University of California, Santa Barbara**
Student Leadership Conference Facilitator
- 2000-2002 **University of California, Santa Barbara**
Relationships Workshop Facilitator

LEADERSHIP EXPERIENCE

- 2016 **Outpatient Program - West Coast Children's Clinic**
Facilitator
Outpatient Staff Retreat
- 2014 **Screening, Stabilization and Transition Program (STAT)**
- West Coast Children's Clinic
Point Person
Hiring and Recruitment
- 2010-2011 Beebe Memorial CME Church
Troop Volunteer
Girls Scouts of Northern California
- 2007 University of California, Santa Barbara
Member
Women's Program Committee
- 2005 University of Vermont
Committee Chair
Black History Month Planning Committee

LEADERSHIP EXPERIENCE CONTINUED

- 2004-2005 University of Vermont
Committee Chair
Residence Director Search Committee
- 2004-2005 University of Vermont
Advisor
Black Student Union
- 2004-2005 University of Vermont
Member
Women's Herstory Month Committee
- 2002-2003 University of California, Santa Barbara
Advisor
Black Graduation Committee
- 2001-2002 American College Personnel Association
Directorate Board Member
Pan African Network
- 1997-1999 Stony Brook University
Graduate Advisor
DESTINY Awards Ceremony Committee

REFERENCES

Linda Croyle

Wellness Coach & B.E.S.T Practitioner
Everything Healed
1520 State Street
Holistic Healing & Alternative Health
Santa Barbara, CA 93106
(805) 450-7125
<http://everythinghealed.net>
Former Supervisor

Alvin Sturdivant, Ed.D

Assistant Vice President for Student Development
Seattle University
901 12th Avenue
Seattle, WA 05405
(206) 296-6066
sturdial@seattleu.edu
Former Supervisor

Rosalyn Reed

Division Director
Beyond Emancipation
Social Services Agency, Alameda County
rreed@beyondemancipation.org
Mentee/Colleague

Steve Monroe, LCSW

Clinical Supervisor
Lincoln Child Center
1266 14th Street
Oakland, CA 94607
stevemonroe@lincolnchildcenter.org
Former Supervisor

REFERENCES CONTINUED

Sandra Berger, LMFT

Program Director/Clinical Manager

A Better Way, Inc.

bergersan@gmail.com

415-575-2288

Colleague

Melinda Parham, MSW

Assistant Dean for First Year Students & Academic Initiatives

School of Engineering

New York University

mparham@nyu.edu

917-716-7211

Former Colleague