

Nancy Piedmont, LCSW

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OBJECTIVE & SUMMARY

To leverage my fifteen years of broad **ADMINISTRATIVE** and **CLINICAL** experience into an administrative-focused position at The Clinic on the Sunnyside of the Street.

- Director-level administrative and clinical operations oversight of three residential treatment centers with strengths in crisis management, personnel recruitment, management, and problem resolution.
- Budget management of up to \$11 million and supervisory experience of 250 full-time, part-time, and contract staff.
- Clinically sophisticated administrator with fast-track career promotions from direct care to administration reflecting compelling leadership and recognition for operations aptitudes.
- Proactive critical thinking skills with “forward-oriented” ability to question status quo and avoid costly problems.

Clinical & Administrative Operations / Staff Hiring, Training & Leadership Policies & Procedures / Budgets & Reporting / Contracts & Negotiations

EDUCATION & TRAINING

Master of Social Work (MSW), Clinical Concentration

Howard University (Accredited by CSWE), Washington, D.C.

LCSW License #LCS12345 (State) • Group Home Administrator (State) • CPR / First Aid Certified

Bachelor of Social Work

Florida State University (Accredited by CSWE), Tallahassee, Florida

CAREER EXPERIENCE

THE CENTER FOR CHILDREN & FAMILIES, California.....1994 to present
A leading innovator in community-based, family-focused treatment services for children and families with a \$37 million budget and 650-employees.

Promoted successively to manage two of California’s five most intensive residential programs, with professional recognition and credibility in the Community Treatment Facilities (CTF) field. Oversight of fiscal expenditures and fundraising related to local, state, and federal sources, and management of State contracts. Ensure effective therapeutic programming, and oversee all administrative functions including personnel, budget, and administrative systems.

Regional Director, 2000-present

Manage total clinical and administrative operations of three residential treatment centers and two nonpublic schools with an \$11 million budget and a multi-disciplinary staff of program directors, psychiatrists, licensed and unlicensed clinicians, RNs, and Bachelor-level direct care staff. *Report to CEO. Manage multi-disciplinary team of six direct and 250 indirect reports.*

- As member of Executive Director’s team, reduced expenditures by \$20,000 per month by consolidating and eliminating staff positions, and reducing costs that did not directly impact clients or staff.
- Produced San Francisco program’s first fundraiser, exceeding goal by \$10,000 and influencing attendance of [City Name] Mayor, [Mayor Name].
- Passed multiple state Medicaid audits with no disallowances, maintaining thorough understanding of audits and accreditation reviews.
- Initiated and maintain positive relationships with peer mental health agencies, social service agencies, and probation agencies in eleven California counties, with contacts in six additional counties.

Program Director, [City Name] Community Treatment Facility, 1998-2000

Total oversight of clinical and administrative operations of 18-bed locked residential treatment center and nonpublic school with 90 staff members and \$4 million budget.

- Improved client survey statistics within one year from 40% to 80% satisfaction, with key contributing factor including comprehensive bi-annual client feedback interviews.

THE CENTER FOR CHILDREN & FAMILIES

Program Director (continued)

- Drastically turned around program reputation by making significant programmatic and personnel changes, and launching a hands-on PR campaign resulting in increased visibility and improved county credibility.
- Raised staff morale and responsibility, and increased client and staff accountability by streamlining personnel structure into a team, creating a “house” residential treatment model. Initiative empowered mid-level managers to make decisions and more effectively manage clients.
- Eliminated unplanned client discharges – down from eight discharges the previous year – by (a) removing expulsion as a treatment option, (b) working with staff to develop creative intervention protocols, and (c) educating local police about the program and its goals.

Assistant Program Director, [City Name] Community Treatment Facility, 1996-1998

Provided management team leadership consisting of eight therapists and first line managers; interviewed and hired 60 initial Bachelor-level direct care staff and 30 additional staff over the following year.

- Integral start-up team member responsible for beginning all aspects of new stand alone campus comprising a residential treatment program and nonpublic school, including set up and State licensing.
- Developed administrative and communication policies and procedures for all staff, still in use today.
- Prepared for and passed with zero citations seven unannounced bi-monthly licensing audits conducted jointly by the California Department of Mental Health and California Community Care Licensing Division.

Residential Therapist, 1994-1996

Provided clinical consultation to 12 Bachelor-level direct care staff related to treatment plan implementation; established therapeutic relationships with severely emotionally disturbed youth and their families; and provided individual, family and group psychotherapy to latency-age clients.

FOUNDATION SCHOOL OF ORLANDO, Orland, FL.....1993-1994
Providing alternative special education services to severely emotionally disturbed youth from VA and Wash., D.C.

Graduate Social Work Intern

Provided individual, group, and family therapy to severely emotionally disturbed youth and their families in a therapeutic special education school. Reported to LCSW. Offered full-time position before moving to California.

ORLANDO COUNTY GOVERNMENT, Substance Abuse Counselor, Orlando, FL.....1992-1993
As member of multidisciplinary treatment team, provided intervention to women in substance abuse recovery.

FLORIDA DEPARTMENT OF HEALTH, Health Education Consultant, Orlando, FL.....1991-1992
Developed statewide HIV education campaign targeting incarcerated men and women in Virginia

FLORIDA STATE UNIVERSITY MEDICAL CENTER, Graduate Social Work Intern, Tallahassee, FL.....1990-1991
Conducted biosychosocial assessments and developed comprehensive discharge plans for patients.

CONFERENCES & TRAININGS

- **Speaker**, “Social Model” (City Name CTF program model), California Mental Health Advocates for Children & Youth, [Name Blinded] Conference Center, [City Name], CA, May 2005
- **Trainer**, Residential Licensing Regulations for Bay Area group home providers, City, CA, March 2005
- **Trainer**, Professionalism and Prevention of Sexual Harassment, [Facility] Concord, February 2005
- **Trainer**, Being an Effective Manager, [Center Name], [City Name], January and July, 2004

TECHNICAL PROFICIENCIES

Microsoft Word, Excel, Outlook, and the Internet