



HEATHER L. ROBISON

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EXECUTIVE SUMMARY

COMMITMENT | LEADERSHIP | INTEGRITY

A proven visionary highly skilled at executing program development and ongoing quality assurance activities with eighteen years experience in the mental health industry; fifteen of which have been administrative. Highly diversified career portfolio with extensive for-profit and non-profit experience across a continuum of service lines and clinical settings. An expert in staff development and personnel management, clinical interventions and best practices within the mental health industry. Highly skilled at policy and procedure development, program analysis and evaluation, quality management and quality assurance practices. Very knowledgeable about federal and state facility regulations and strategies to maintain compliance. Highly effective at developing successful marketing strategies and community relations. Professional experience has included diagnostic and intelligence testing/evaluation, treatment/therapy, clinical supervision, new program/staff development, strategic planning and budgeting/fiscal management. Dedicated to maintaining a reputation built on quality, accountability, and uncompromising ethics. Board Approved Supervisor and Licensed Professional Counselor, Texas LPC-S license #: 18676

AREAS OF EXPERTISE

- Community Collaboration
- Program Development
- Regulatory Compliance
- Utilization Review
- Fiscal Management
- Operations Management
- Personnel Management
- Leadership/Strategic Planning
- Marketing

PROFESSIONAL EXPERIENCE

MERIDELL ACHIEVEMENT CENTER – LIBERTY HILL, TX

1/20/2014 –Present

DIRECTOR OF CLINICAL SERVICES

- Provide leadership and strategic planning of clinical services and programs for 134-bed RTC
- Oversee administrative processes and management systems for all clinical services
- Develop and implement clinical treatment programs and evidence-based practices

ACHIEVEMENTS:

- Developed and implemented treatment program for specialized neurobehavioral population using empirically-informed and research supported interventions; demonstrating dramatic improvements in outcomes and stakeholder buy-in within one month of pilot implementation.
- Led ongoing service line transitions to meet market demands.
- Within three months of hire, decreased the average chart entry time from 5 days to less than one day.
- Within four months of hire, decreased the delinquent documentation rate by 75% for closed charts.
- Researched and launched diverse adjunctive therapies and program enrichment to include equine therapy partnerships; ROPES course, Animal-Assisted Therapy and other client-centered initiatives.
- During first three years overseeing STP Reduction Committee and unit programming; reduced incidence of holds and seclusions by over 75%; a historically unprecedented benchmark.
- During oversight of therapy department, therapist satisfaction ratings from families rose to and maintained levels higher than any other discipline; averaging 96% for 2017 and 98% for 2018 Q1.
- Clinical services were commended in 2014 Joint Commission audit.
- Increased physician engagement and participation in committees and initiatives.
- Researched and led initiative to secure new and improved treatment plan software; leading all customizations directly.
- Led School Nutrition Program initiative to secure additional federal funding for meals.

DIRECTOR, CRISIS AND ACCESS SERVICES

Managed and oversaw array of adult programs to include: crisis outpatient services, mobile crisis outreach team, on-call emergency response team, crisis residential unit / licensed crisis stabilization unit, and licensed substance abuse outpatient treatment clinic.

- Promoted to Management Team member involved in strategic planning and other executive level decision-making for the Center
- Led program development and implementation of crisis residential unit, licensed crisis stabilization unit, mobile crisis outreach team and licensed outpatient substance abuse treatment program.
- Managed administrative and financial functions encompassing a total operating budget of over 3 million dollars.
- Conducted regular chart audits and quality assurance reviews to evaluate compliance with requirements and to identify potential gaps in policies, procedures and business processes.
- Responsible for hiring, supervision and firing for over 60 employees to include medical and clinical service providers.

ACHIEVEMENTS:

- Remained below operating budget to achieve lapsed funding amounts of over \$100,000 three consecutive years. Conducted utilization review to contain costs of inpatient hospital bed days without increasing risk or agency liability.
- Co-designed and implemented crisis residential facility and crisis stabilization facility to include floor plan proposals, furniture/equipment, staffing, policy and procedure development, and regulatory compliance.
- Successfully prepared and presented program content of local grant applications; receiving funding awards for each submission.
- Co-Piloted a best practice model for local emergency psychiatric response that decreased emergency department length of stay by 1/3 despite an increase in ER volume and decreased EMS emergency transport turnaround time by 2/3 compared to other facilities.
- Created protocols for community referrals that were adopted by other community health centers to streamline and certify information from transferring hospitals.
- Developed, negotiated and managed MOUs and contracts for multiple vendors, community agencies, and service providers to ensure seamless provision of services.
- Improved community relations as evidenced by community stakeholder surveys, formation of new working groups and partnerships and attendance at organized meetings.

WILL RANCH/SHAMAN – TRINITY, TX

1998 – 2010

DIRECTOR OF OPERATIONS/MANAGEMENT CONSULTANT

Assisted owner in establishing therapeutic horseback riding center serving persons with intellectual and developmental disabilities (IDD) and physical handicaps. Responsible for research and program start up; customized staff training matrix; developed policies and procedures; marketing/business development; compliance with national accreditation standards; grant writing, credentialing, and billing practices.

ACHIEVEMENTS:

- Responsible for program start up and ongoing management support. Business operated successfully for 14 years.
- Expanded revenue sources by assisting with credentialing for third party payors.
- Increased provider base and service array which increased revenue while decreasing expenses.

OTHER PROFESSIONAL EXPERIENCE

BAYES ACHIEVEMENT CENTER – HUNTSVILLE, TX

2002 – 2004

THERAPIST/CASE MANAGER

Provided individual and group counseling services at Residential Treatment Center (RTC) serving persons with intellectual and developmental disabilities (IDD) and emotional disturbances (ED); developed individualized treatment plans; represented agency at ARD meetings with school districts

TEXAS DEPARTMENT OF CRIMINAL JUSTICE – HUNTSVILLE, TX

2001 – 2002

MROP COORDINATOR/DIAGNOSTIC INTERVIEWER

Conducted intelligence tests, diagnostic interviews and prepared psychological reports; developed enhanced auditing methodology and systems of review; developed testing protocols to standardize operations and enhance test validity

- Developed new testing protocols to ensure consistent and standardized processes for administering test materials and analysing results. Trained and monitored staff at state jail facilities and institutions throughout Texas for compliance with new protocols.
- Utilized analytics to increase accountability for testing compliance. Graphed results for each facility and shared outcomes with all staff.
- Incentivized top performers with decreased audits and implemented corrective action plans with non-performers.

PROFESSIONAL ORGANIZATIONS AND AFFILIATIONS

Montgomery County Association of Business Women – Member, 2008, 2009, 2010

Adult Protective Services Taskforce – Member

Montgomery County United Way Disaster Recovery Taskforce – Member

Leadership Montgomery County – Graduate, Class of 2006

Montgomery County United Way Funded Partners Council – Member

Montgomery County United Way Well-Being Council - Member

Tri-County Services – Management Team Member

Capital Area Psychological Association Member

Capital of Texas Counseling Association Member

Golden Key International Honors Society – Member

EDUCATION

HEALTH CARE ADMINISTRATION, MHA, 4.0 GPA

ASHFORD UNIVERSITY

CLINICAL PSYCHOLOGY, MA, 4.0 GPA

Sam Houston State University

PSYCHOLOGY, BA

University of Texas at Austin

PRESENTATIONS

NATSAP 2019 ANNUAL CONFERENCE

"Departure: Valley of Behavior Modification/ Arrival: Community of Collaboration"

27TH ANNUAL TEXAS COUNCIL CONFERENCE, JUNE 1, 2012

"Tri-County and Montgomery County Healthcare Partners Achieve Local Solutions"

2011 TCEP EMS MEDICAL DIRECTOR'S SEMINAR, SEPTEMBER 17, 2011

"Alternate Destinations for EMS Transport"

2012 TCEP EMS MEDICAL DIRECTOR'S SEMINAR, NOVEMBER 12, 2012

"Destinations for Psychiatric Patients"

GALVESTON COUNTY MENTAL HEALTH SUMMIT, OCTOBER 25, 2013

Cost Savings and Best Practices with Improvements Still Needed

CERTIFICATIONS/LICENSES

LICENSED PROFESSIONAL COUNSELOR- BOARD APPROVED SUPERVISOR #18676

LICENSED CHILD CARE ADMINISTRATOR #C14174

CERTIFIED PET THERAPY TEAM, COMPLEX SETTINGS

COLLABORATIVE AND PROACTIVE SOLUTIONS, CERTIFIED PROVIDER

CERTIFIED POSITIVE DISCIPLINE PARENT EDUCATOR