

DEMETRIA NELSON, LCSW, MA

EDUCATION

Master of Science in Social Work, Columbia University, New York, New York

Master of Arts in Organizational Psychology, Columbia University, Teachers College, New York, New York

Bachelor of Arts in Psychology, Boston University, College of Liberal Arts, Boston, Massachusetts

PROFESSIONAL LICENSE

Licensed Clinical Social Worker in New York State (since 2009)

Licensed Clinical Social Worker in Connecticut (since 2015)

WORK EXPERIENCE

- August 2020 - Present **COMMISSIONER, Department of Human Services, Town of Greenwich, Greenwich, Connecticut**
- Oversees strategic planning, identifying key goals and objectives, and analysis, design and implementation of policies and procedures to attain short and long-term Department goals.
 - Serves as primary liaison and chief spokesperson for the department with Town officials, community leaders, and key human service providers within the community and beyond Greenwich.
 - Assesses department performance and directs preparation of monthly, quarterly, and annual reports for Board.
 - Analyzes data trends in the electronic case management system to identify areas of performance strengths and weaknesses; trends and potential opportunities for new services; or opportunities for outside collaboration.
 - Functions as the appointing authority for the department of Human Services, authorizing all personnel actions including hiring, termination, assignment, and evaluation.
 - Directs preparation of annual department budget and presents budget to the Board of Human Services, the Board of Estimate and Taxation, and the Representative Town Meeting (RTM).
 - Acts as the Title VI and ADA Coordinator for the Town of Greenwich.
- January 2016 - August 2020 **ADMINISTRATIVE DIRECTOR, Addiction Treatment Services, BronxCare Health System, Bronx, New York**
- Directed five addiction treatment programs of varying levels of care, e.g., inpatient, outpatient, and residential treatment, and a supplemental SAMHSA grant-funded program.
 - Developed strategies for integration of medical and psychiatric services into addiction treatment programs.
 - Monitored and ensured adherence to the operating budgets for areas of responsibility.
 - Identified, developed, and implemented plans to increase volume, enhance revenue, and improve quality.
 - Ensured compliance of addiction programs with applicable regulations and standards, e.g., NYS OASAS, NYC DOHMH, DEA, SAMHSA, and the Joint Commission.
 - Represented addiction programs and Dept. of Psychiatry within BronxCare and in the surrounding community.
 - Assisted with grant writing process in response to addiction related requests for proposals.
- March 2011 - December 2015 **PROGRAM ADMINISTRATOR, Chemical Dependence Outpatient Services, Life Recovery Center, BronxCare Health System, Bronx, New York**
- Maintained responsibility for the development, coordination, and functional operation of the outpatient addiction program and two community residences.
 - Contributed to and participated in program performance/quality improvement activities and utilization review.
 - Ensured programs provided services according to OASAS regulations and the Joint Commission standards.
 - Ensured integration of evidence-based practices into the services provided by the outpatient program.
 - Re-designed programs based on organizational and extra-agency changes, e.g., APGs and DSRIP.
 - Prepared monthly board reports and made adjustments to spending to ensure adherence to departmental budget.
- April 2010 - March 2011 **CLINICAL SUPERVISOR, Chemical Dependence Outpatient Service, Dr. Martin Luther King, Jr. Center at BronxCare Health System, Bronx, New York**
- Conducted individual clinical supervision and clinical case conference sessions with counselors and other staff.
 - Monitored day-to-day practices to ensure adherence to guidelines established by regulatory agencies.
 - Provided training and development opportunities to program staff.
 - Represented MLK, Jr. Center within the community to promote services offered by the program.
 - Participated in program development process under the direction of the division director.
- Sept. 2007 - April 2010 **CLINICAL SUPERVISOR, Detoxification Unit, BronxCare Health System, Bronx, New York**
- Trained and supervised counseling staff to ensure the needs of the patient were met.
 - Partnered with interdisciplinary team members to address the needs of patients.
 - Reviewed medical records to ensure compliance with regulatory agency standards.
 - Compiled and prepared clinical reports and records related to unit performance.
 - Participated in program development process under the direction of the division director.

WORK EXPERIENCE (CONTINUED)

- May 2005 - September 2007 **SOCIAL WORKER, Inpatient Rehabilitation Unit, New York Presbyterian Hospital, Payne Whitney Westchester, White Plains, New York**
- Addressed the needs of adult substance abuse patients with co-occurring mental illnesses through individual and family therapy sessions, biopsychosocial assessments, treatment planning, and discharge planning.
 - Partnered with patients to develop treatment plans in order to effectively manage the therapeutic process.
 - Collected pertinent information from collateral contacts.
 - Maintained open lines of communication with treatment team to ensure well-being of patients.
 - Assisted in the maintenance of patients' electronic medical records.
- Nov. 2004 - February 2006 **PART-TIME CASE MANAGER, Dominican Sisters Family Health Services, Ossining, New York**
- Performed biopsychosocial assessments (geriatric population).
 - Referred clients to appropriate community resources, e.g., Department of Social Services for entitlements.
 - Ensured proper implementation of services.
 - Monitored clients and made changes in treatment plans as needed while maintain case records.
 - Acted as a point of contact for the agency in Ossining and Peekskill.
- Nov. 2002 - August 2004 **CASE WORKER, Homemaker Unit, Greenwich Department of Social Services, Greenwich, Connecticut**
- Assessed the level of mental and physical functioning of clients (geriatric population).
 - Developed and monitored the implementation of housekeeping service plans.
 - Identified additional needs and made appropriate referrals.
 - Addressed the concerns of clients and their families.
 - Maintained accurate case records.
- February 2001 - April 2002 **EDUCATION SPECIALIST, Stamford Health System, Stamford, Connecticut**
- Assessed the training needs of the organization through the analysis of informal and formal data.
 - Developed, delivered and evaluated education programs.
 - Facilitated New Employee Orientation and Volunteer Orientation.
 - Acted as a system administrator for organization-wide Internet-based annual in-service tool (Healthstream).
 - Provided consultative services to various departments.
 - Acted as a facilitator for Performance Improvement teams.
 - Participated in various special projects, e.g., development of job descriptions and competencies for the redesigned Performance Management Process.
- April 1998 - January 2001 **OPERATIONS MANAGER, Nelson Roofing Corporation of Connecticut, Norwalk, Connecticut**
- Established short- and long-term strategic plans.
 - Designed and implemented tools to ensure the proper management of the corporation's funds.
 - Developed marketing materials, e.g., brochures, flyers, presentations, and advertisements.
 - Conducted contract negotiations, developed Human Resources policies and practices, and managed subcontract personnel.
- Nov. 1995 - March 1998 **ASSOCIATE CONSULTANT, Organizational Strategies Inc., Mahwah, New Jersey**
- Assessed clients' needs.
 - Designed tools necessary to gather project data, e.g., interview protocols, surveys, and focus group agendas.
 - Conducted data collection and data feedback sessions.
 - Performed quantitative and qualitative analysis.
 - Assisted in the development of training programs and employee assessment tools.
 - Participated in process re-engineering, job analysis/redesign, and change management projects.

ADDITIONAL TRAINING/TEACHING EXPERIENCE

- Sept. 2013 - March 2017 **LEAD ADVISOR/LECTURER, Outreach Training Institute, Richmond Hill, New York**
- Advised Credentialed Alcohol and Substance Abuse Counselor (CASAC) students of various backgrounds.
 - Facilitated clinically-oriented training sessions for students completing 350-hour CASAC course.
 - Developed course content in areas of specialization, i.e., medication-assisted treatment
- Jan. 2020 - Present **ADJUNCT LECTURER, Borough of Manhattan Community College (CUNY), New York, New York**
- Developed course curriculum and class presentations (Human Service Skills and Social Welfare Policies).
- Sept. 2011 - May 2014 **ADJUNCT LECTURER, Borough of Manhattan Community College (CUNY), New York, New York**
- Provided in-class instruction and developed materials for online student portal.
 - Created examinations and assignments to assess students' learning.

PER DIEM WORK EXPERIENCE

- Sept. 2007 - July 2012 **PER-DIEM EVALUATOR, Evaluation Center, New York Presbyterian Hospital, Payne Whitney Westchester, White Plains, New York**
- Conducted initial psychiatric assessments of patients seeking to gain admission to the hospital.
 - Shared pertinent information with nurse practitioner, unit staff, and admitting psychiatrist.
 - Performed pre-certifications with managed care organizations.

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PER DIEM WORK EXPERIENCE (CONTINUED)

- Oct. 2006 - **PER-DIEM TREATMENT CARE COORDINATOR, Silver Hill Hospital, New Canaan, Connecticut**
- Feb. 2009
- Developed materials for and conducted Family Forums for adult substance abuse patients with co-occurring mental illnesses and their family members (approximately 50 individuals in attendance).
 - Facilitated groups for various inpatient units, e.g., adult acute psychiatric unit, adolescent psychiatric unit, adult detox unit, and adult dual diagnosis unit.

RESEARCH EXPERIENCE

- 07/99 - 08/99 **RESEARCH ASSISTANT, Columbia University, Teachers College, New York, New York**
Assisted in administering psychological tests to displaced individuals, teen mothers and individuals in early remission from substance abuse or dependence. Assisted participants in developing strategies to cope with stress.
- 10/98 - 12/98 **RESEARCH ASSISTANT, Columbia University, Teachers College, New York, New York**
Assisted in administering psychological tests to victims of domestic violence. Assessed interaction style of children of victims of domestic violence. Assisted participants in developing strategies to cope with stress.
- 09/93 - 05/94 **RESEARCH FELLOW, Social Science Research Council, Boston, Massachusetts**
Interviewed 7th graders from low-income neighborhoods to assess the impact of their social networks on their lives. Transcribed sessions. Assessed gathered data and prepared it for presentation at a national conference.
- 09/93 - 05/94 **INDEPENDENT STUDY STUDENT RESEARCHER, Boston University, Boston, Massachusetts**
Developed a study of the policies and practices related to minorities in the workplace. Designed data collection tools. Collected and analyzed data. Synthesized data into a comprehensive research paper.
- Summer 1993 **RESEARCH FELLOW, Human Development Research Institute, University of North Carolina, Greensboro, North Carolina**
Conducted interviews with college students to assess autonomic processing. Recorded and transcribed verbalizations of quantitative processes. Analyzed data and prepared it for presentation.

NOTABLE VOLUNTEER EXPERIENCE

- April 2011 - **SOCIAL WORK INTERN COORDINATOR, BronxCare Health System, Bronx, New York**
May 2015
Develop connections with area social work programs in order to recruit masters level social work students for field practicum placement within the BLHC system. Coordinate weekly social work intern seminar sessions.
- 2007 - 2012 **VARIOUS POSITIONS, Tribeca Film Festival, New York, New York**
Directed patrons to seats. Acted as host and server during filmmaker receptions. Provided assistance in green room during red carpet events.
- Summer 1996 **BASEBALL VENUE USHER, Games of the XXVI Olympiad, Atlanta, Georgia**
Participated in Atlanta Committee for the Olympic Games volunteer orientation sessions. Greeted guests as they entered the baseball stadium. Directed guests to their seats. Provided customer service in accordance with the established standards.

CONFERENCE PRESENTATIONS

- Sept. 2018 **Integration of Significant Other Treatment into an Outpatient Addiction Program, Alcoholism and Substance Abuse Providers (ASAP) 19th Annual Conference, Syracuse, New York**
- Sept. 2013 **Self Awareness: A Key Component of Cultural Competence, New York Association of Psychiatric Rehabilitative Services (NYAPRS) 31st Annual Conference, Hudson Valley, New York**
- April 2013 **Motivational Interviewing: A Supervisory Approach, New York State Care Management Coalition Annual Training Conference, Albany, New York**

NOTABLE TRAINING PARTICIPATION

- Community Reinforcement and Family Training (CRAFT), Robert J. Meyers, Ph.D.**
- Foundations of Motivational Interviewing, Barbara Kistenmacher, Ph.D., New York**
- Motivational Interviewing: Advancing the Practice, Stephen R. Andrew, LCSW, LADC, CCS, CGP, Maine**
- Advanced Motivational Interviewing, Jonathan Fader, Ph.D., New York**
- Supervision and Supervising in Motivational Interviewing, Laura Travaglini, MA, New York**
- Monthly Motivational Interviewing Group Supervision (Duration: 1 year), Jonathan Fader, Ph.D., New York**
- Seeking Safety, Lisa Najavitis, Ph.D., New York**
- Coping with Chaos - Treating Multiple Severe Disorders with DBT, Adam Payne, Ph.D., New York**

ADDITIONAL INFORMATION

Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook), Eclipsys/Allscripts, Evolv, CRIS, ClientTrack, and various other computer applications. Conversant in Spanish. NASW Member.

References available upon request.