

CHRISTINE J. EMOND, MSW, LICSW

PROFILE:

Master of Social Work with extensive administrative experience in the Human Services field; expert trainer and presenter with outstanding ability to engage others through lectures and case examples; best practice/evidence based practice approach. Adept at identifying system gaps; providing guidance and consultation; creating and addressing large scale systems and implement solutions; bringing others together to build consensus and a common goal. Proficient at facilitating change and learning; establishing rapport; gaining confidence and trust.

EDUCATION:

2005

BOSTON UNIVERSITY SCHOOL OF SOCIAL WORK, Boston, Massachusetts

MASTER OF SOCIAL WORK (MSW)

DUAL TRACK MAJOR: **CLINICAL PRACTICE & MACRO PRACTICE SPECIALIZATION**

Recipient: A. Eric Palazzo Scholarship (Gateway Healthcare) 2005

Recipient: Boston University Work & Family Scholarship 2004 & 2005

1999

SALVE REGINA UNIVERSITY, Newport, Rhode Island

BACHELOR OF SOCIAL WORK (BSW)

MAJOR: **BACHELOR OF SCIENCE/SOCIAL WORK**

MINOR: **PSYCHOLOGY**

LICENSES:

Rhode Island Licensed Clinical Social Worker

Massachusetts Licensed Clinical Social Worker

Boston University Field Education Supervisor

CERTIFICATIONS:

Rhode Island Certified Case Manager

ADDITIONAL TRAINING:

In-Trauma Practices; (SAMHSA) Substance Abuse Mental Health Services Administration Webinar for Trauma-Informed Care & Alternatives to Seclusion and Restraint (NCTIC) Virtual Learning Network; Borderline Personality Disorder; FBI Basic Crisis Negotiation Training; Grant Writing; Applied Suicidal Intervention Skills Training (ASIST); Suicide Risk and Assessment/Para Suicidal Behaviors; First Aid/CPR; OSHA Training; Crisis Intervention Certificate; Boston University Field Education Seminar

PRESENTER/TRAINER:

New England Crisis Negotiations Association Presenter, Utilizing the Memphis Model (2011-Present)

Developmental Disabilities Conducting Serious Incident Investigations Trainer

Applied Suicidal Intervention Skills Training ASIST Trainer

Boston University Field Education Supervisor

Developmental Disabilities Instructor; Stress/Trauma Instructor; Clinical Supervisor for Crisis Intervention Team;

Post Traumatic Stress Disorder; Responding to Individuals with Developmental Disabilities and Crisis-Rhode Island Police Academy

PROFESSIONAL MEMBERSHIPS:

Developmental Disability Council Member

National Association of Social Workers

National Adult Protective Services Association

EXPERIENCE:

2012-Present

STATE OF RHODE ISLAND, Cranston, Rhode Island

DEPARTMENT OF BEHAVIORAL HEALTHCARE, DEVELOPMENTAL DISABILITIES & HOSPITALS

(BHDDH)

Interdepartmental Services Division

Director (2020-Present)

Provide clinical supervision to employees of the Interdepartmental Services Division. Duties include: interviewing, hiring, training, supervising, evaluating, motivating and disciplining staff. Provide oversight and implementation of quality clinical programs. Serving as an effective member of the department's executive leadership team – the Transformation Team- I am developing and implementing initiatives consistent with overall departmental goals and objectives; and to providing effective leadership consistent with overall departmental goals and objectives. Leading the planning of the Department's Clinical restructuring; including the creation of teams and cultivation of

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leadership across the Department. I am one of a team of six that is working with the Director on restructuring the Department.

OFFICE OF QUALITY ASSURANCE

ADMINISTRATOR II (2014-2020) - **ACTING ADMINISTRATOR II** (2013-2014)

Provide clinical supervision to employees of the Quality Improvement Unit. Duties include: interviewing, hiring, training, supervising, evaluating, motivating and disciplining Human Service Program Planner, Public Nurse Consultant, Community Program Liaison, Intake Worker, and Associate Administrator; ensuring accountability of staff; triaging cases and assigning to Investigators; attending meetings; following up on phone calls from the Attorney General's Office, Rhode Island State Police, family members and internal staff; reviewing monthly call statistics, abuse cases, and assignments to investigators; conducting performance training to provider agencies, court system, and law enforcements on reportable incidences; preparing reports/presentations for various forums (Court, Training Forums, and Provider Networks).

Accomplishments:

- *Coordinated care with state entities and outside stakeholders to create system-wide change.*
- *Created and implemented policies and procedures for the Quality Improvement Unit.*
- *Provided and monitored 24-hour abuse, neglect hotline.*
- *Established baseline statistics for collecting information on abuse, neglect, financial exploitation and statutory obligations.*
- *Developed a "Best Practices" group of providers and parents to address issues in system.*
- *Developed a Memorandum of Understanding between Day One and the State of Rhode Island-Office of Quality Improvement to address cases of sexual abuse in a more expedient manner.*
- *Aided in development of Sexual Assault Incident Management Model (SAIM) for individuals with developmental disabilities; implemented model.*

ASSOCIATE ADMINISTRATOR II (2012-2013)

Provided clinical case consultation/clinical oversight to cases of abuse, neglect, mistreatment and financial exploitation. Duties included: training, supervising, evaluating, motivating and disciplining investigators; assisting and developing care plans for chronically disabled adults in the community subject to at-risk of caregiver abuse; preparing reports; reviewing and analyzing data concerning quality of care issues; reviewing related services for compliance with regulations; conducting quality reviews; developing community program initiatives; advocating to assist individuals in accessing services and obtaining support from various agencies; coordinating services with other agencies, state departments, municipal, federal and private entities as needed.

Accomplishments:

- *Decreased caseloads to ensure manageability.*
- *Provided a systematic method to address all cases and protocols.*

1999-2012

GATEWAY HEALTHCARE, Pawtucket, Rhode Island

EMERGENCY SERVICES & INTAKE SUPERVISOR (2006-2012)

Oversaw administrative and clinical services for adults and children in emotional and behavioral crisis. Duties included: interviewing, hiring, training, supervising, evaluating, motivating and disciplining master level Clinicians, bachelor level Hospital Liaisons, Intake Workers and support staff; overseeing 10+ lines into Intake Department; gathering data and assigning individuals to appropriate level of care; ensuring proper documentation and client services were administered; overseeing all cases and reviewing with Emergency Services Department; evaluating clients in the emergency room and in community; assessing clients for suicidal and homicidal ideations; coordinating care with the Rhode Island Department of Behavioral Healthcare, Developmental Disabilities, and Hospitals; collecting and submitting statistical data monthly.

Accomplishments:

- *Coordinated with Gateway Healthcare Centorium Program and Pawtucket Police to develop0 crisis outreach team, utilizing the Memphis Model.*
- *Developed and implemented Pawtucket Police Crisis Intervention Team.*
- *Established interagency coordination and planning between community mental health centers to ensure timely access to services for clients.*
- *Established proper suicide assessment protocol with SAMSHA and the National Suicide Prevention Lifeline.*

EMERGENCY SERVICES ON-CALL TECHNICIAN (2005-2008)

Key areas of responsibilities included: triaging after-hour calls; providing crisis intervention to suicidal callers; performing behavioral health evaluations in an emergency room setting; coordinating behavioral health care with emergency room staff and community providers.

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EMERGENCY SERVICES CLINICIAN (2005-2006)

Child and Family Competent Emergency Services Technician. Conducted psychiatric assessments in community and hospital emergency rooms.

HOSPITAL LIAISON (2001-2005)

Assessed individuals for appropriate level of community care from an inpatient psychiatric facility or prison.

CASE MANAGER (1999-2001)

Managed caseload of 35 clients with severe and persistent mental health illnesses requiring supportive counseling services.

FIELD PLACEMENT ADVISOR

BU School of Social Work

Salve Regina University

CONSULTANT EXPERIENCE:

Clinical Consultant for Pawtucket Police Department

Consultant for the State of Georgia, Forensic Unit