

Deborah S. Allen

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SUMMARY:

Top caliber professional offering extensive qualifications in the development and administration of human services and rehabilitative support programs. Proven ability to excel in a self-directed work environment, manage staff and demanding workloads. Demonstrated talent for building trusting rapport with staff, clients, referral sources, government agencies and external service partners. An energetic, skillful administrator and client advocate. Experienced with annual strategic plans, annual reports, data analysis, and overseeing budgets. A dedicated and professional leader who possesses the ability to organize and manage multiple priorities.

TECHNICAL SKILLS/PROFICIENCIES:

- Data management to assess service efficacy
 - Planning and evaluating administrative and clinical functions
 - Service expansion and program development
 - Program implementation, compliance and support
 - Overseeing budgets, fiscal exposure
 - Analysis of trends and programs
 - Microsoft Office Suite proficient
 - Ability to plan ahead over several years
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EXPERIENCE:

PENNSYLVANIA BEHAVIORAL HEALTH AND AGING COALITION

Harrisburg, PA

Executive Director

11/2015 to current

- Accountable to and works in partnership with the Board of Directors to implement to Coalition's mission.
- Responsible for managing the organization's budget, providing leadership to staff, and coordinating efforts with Regional Coalitions.
- Provides leadership in bringing older adult's voices to behavioral health services and policy.
- Manages the administrative activities of the organization.
- Develops outreach strategies to reach interested provider and consumer groups.
- Serves on State and National Advisory Groups.
- Maintains and builds capacity to initiate and provide input on state legislation and regulations affecting behavioral health policies involving older adults.

KEYSTONE AUTISM SERVICE

Harrisburg, PA

Division Director

05/2015 to 11/2015

- Oversaw the administrative and managerial aspects of Autism services within the agency.
- Ensured quality services were provided consistent with all applicable laws, regulations and licensing standards.
- Provided leadership in areas such as development of operational directives, budgeting and fiscal management, quality services, human resources, compliance, and ongoing development of new and existing services.
- This position supervised over 80 staff and oversaw four programs including Early Intervention, Family Based Mental Health Services, BHRS, and High Fidelity Wraparound Services.

PA Council of Children, Youth & Family Services (PCCYFS)
Behavioral Health Membership Specialist

Harrisburg, PA
03/2014 to 05/2015

- Provided member agencies with current, relevant information and assisted in problem resolution with BH-MCOs and related state offices.
- Developed and initiated communications and activities to carry out the mission of PCCYFS.
- Organized and supported public education and advocacy efforts among member agencies.
- Represented member agencies' positions with relevant State Offices, County Departments of Human Services/Children and Youth/JPO Offices and managed care organizations as contracting entities
- Provided leadership for the implementation of policies and protocols.
- Acted as spokesperson of the Council and advocated on behalf of the membership in public forums.
- Participated in annual and strategic planning processes and the implementation of plans as adopted.
- Lead with Workgroups including Fund Development, Public Policy, BH/RTF, Educational Services, Independent Living, Outcome Measures, Conference Planning, and Delinquency Services.

CABHC
Clinical Director

Harrisburg, PA
09/2009 to 01/2014

- Supervised five clinical staff members as senior management.
- Ensured quality assurance policies, developed and monitored systems to ensure compliance with program standards, developed treatment consultation protocols, developed and implemented annual plans.
- Developed annual reports, and established and monitored treatment access trends and clinical liaison with BH-MCOs. Led in all reinvestment projects, contracts, and reporting requirements
- Monitored member complaint and grievance process, provided development of treatment consultation protocols for provider network involving "best practice" and case consultation. Assisted in monitoring the credentialing of providers and monitored capacity of provider network to meet member's treatment needs.

Department of State
Drug & Alcohol Program Specialist

Harrisburg, PA
03/2004 to 08/2009

- Implemented policies of the Professional Health Monitoring Programs received and evaluated reports concerning licensees who had drug/alcohol issues.
- Provided information on the Program's purpose and operations to licensees, agencies, organizations, and the various Boards within the Department. Prepared reports of operations for the Bureau, and was the liaison between the Program, treatment providers, and the PA Nurse Peer Assistance Program.
- Monitored impaired licensed professionals at work, their random observed urine screens, treatment, and support group meetings.
- Established eligibility enrollment into the Program, and participated in hearings with the Commonwealth attorneys when a participant requested a hearing or violated the Programs.

Dept. of Human Services, ODP
Statewide Coordinator for Monitoring of Counties

Harrisburg, PA
01/2002 to 03/2004

- Managed the Consolidated, Person/Family Directed Support and Infants/Toddlers/Families Waivers.
- Provided consultative and functional direction to Regional Monitors including facilitation of monthly meetings and supervised the ten Regional Staff.
- Maintained statewide monitoring schedule for review of county implementation of the waivers; reviewed and analyzed regional monitoring reports from county assessments as well as corrective action plans.
- Analyzed trends obtained from monitoring reports; to identify training, technical assistance needs and quality management enhancements.
- Maintenance of statewide access database to capture waiver questions and responses for possible policy direction. Met and consulted with CMS as needed to discuss and interpret waiver implementation, policy, and regulations.

- Collaborated with Bureau of Quality Improvement and Policy Development in developing and reviewing policy, making policy interpretation and developing and providing related training or technical assistance in both policy interpretation and quality management enhancements.
- Led in Monitoring of Counties Transformation efforts, including HCSIS system enhancements and PCRs.

EDUCATION AND TRAINING:

Temple University **Harrisburg, PA**
M.S.W. Administration Concentration 2004

- 3.50 GPA or higher every semester
- Graduation Committee Lead
- Internship at DHS ODP’s Regional Office

Mississippi State University **Starkville, MS**
Certificate 1998

- Master’s Certificate Vision Specialist Program, National Research and Training Center (NRTC)
- 4.0 GPA while attending this accelerated Master’s Program
- Internship at Carroll Center for the Blind, Newton, Mass

East Stroudsburg University **Stroudsburg, PA**
B.S. Rehabilitation Services 1998

- Dean’s List all semesters with GPA of 3.75 or higher, and recipient of the 1997 John P. Kovalkowski Scholarship from the Special Education and Rehabilitation Departments.
- Selected as a Peer Counselor at ESU’s Center for Educational Opportunity to assist incoming freshmen with academic transition, mentoring, career exploration, and student activities 1996-1998.
- Internship with the Division of Policy Development and Program Support, Office of Developmental Programs January-May 1998.

Hackettstown High School **Hackettstown, NJ**
High School Diploma 1991

PROFESSIONAL AFFILIATIONS:

East Stroudsburg University’s Rehabilitation Council	1998
PA Long Term Care Medical Assistance Advisory Subcommittee-Chair	2015
National Coalition on Mental Health and Aging	2015
OMHSAS Mental Health Planning Council	2014
Prevent Suicide PA-Board Member	2015
Consumer Satisfaction Board-Executive Committee- Board Secretary	2016