Anna M. Miller, MHC-P

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**PROFESSIONAL EXPERIENCE**

**Native American Community Services**

**Director of Clinical Services 7/2021-present**

* Direct programs including Voluntary Foster Care Agency (VFCA) Health Facility, Health Home Care Coordination, and High Fidelity (HF) Wraparound, including supervision, training, and maintaining contractual agreements; interim Director of Foster Care.
* Successfully onboarded 6 staff members during the COVID-19 pandemic.
* Applied Trauma Informed Care and Evidenced Based Models and assessments for use in VFCA Health Facility and Foster Care Program.
* Conduct initial and ongoing mental health assessments of clients, including history, evaluation of presenting problems, and formulation of diagnosis.
* Provides individual, family, and group counseling to assist clients in achieving the goals of individualized person-centered treatment plan.
* Develop treatment and discharge planning for all youth placed in Foster Care Program.
* Provide technical and program support to VFCA Health Facility, Health Homes, HF Wraparound, Foster Care, and Preventive programs.
* Developed over 50 new policies and procedures (P&Ps) for VFCA Health Facility.
* Liaison between agency and Medicaid and Medicaid Managed Care Plans.
* Developed annual budgets for 3 programs, managed 100% under budget.
* Management of office space including renovations to waiting rooms, nurse examination room, and shared office space including purchasing of materials and services.
* Implemented clinical consultation and MDT meetings.

**Director of Foster Care Program 12/2013-7/2021**

* Supervisory and administrative duties which included overseeing the Foster Care Program and partnering with other programs to ensure operation within contractual agreements.
* Participated in agency wide strategic planning process to improve outcomes for clients.
* Improved productivity utilizing best casework practices growing program over 200%.
* Reduced turnover rate by 85%, increased average length of employment to 3.6 years.
* Developed at least 25 P&Ps between multiple programs.
* Implemented and participated in agency wide Serious Incident Report (SIR) meetings as part of Quality Assurance and Corporate Compliance.
* Field Educator for BSW and MSW interns from multiple colleges and universities.
* Responsible for implementation of state initiatives and directives such as the Preventing Sex Trafficking and Strengthening Families Act and Families First Act.
* Improved outcomes for children and families through improved supervision and training including decrease in length of stay and 100% placement of children freed for adoption in pre-adoptive homes.
* Improved outcomes for children through increasing placement with kinship/relative foster homes to 75% for 4 consecutive years.

**BestSelf Behavioral Health**

**DBT Counselor 4/2021-9/2021**

* Conducted mental health assessments, diagnosis, and treatment planning services.
* Utilized evidenced-based interventions including DBT and Trauma-Focused CBT to provide individual and group counseling to a diversified population with multiple problems such as suicidal ideations, physical and sexual abuse, and domestic violence.

**Erie County Department of Social Services**

**Social Caseworker 1 3/2012-12/2013**

* Conducted initial and ongoing assessment of foster/adoptive families and potential relative placements.
* Processed referrals for children entering foster care in the best available placement.

**Berkshire Farm Center & Services for Youth**

**Senior Foster Home Specialist/Supervisor 1/2011-3/2012**

* Responsible for supervising Homefinders throughout the state from primarily in Western and Central New York, ancillary for Capital Region and Long Island.
* Increased productivity through examination, regulation, and tactical organization.
* Improved outcomes by 25% within first year of supervision through development and implementation of strategic planning while retaining finances within budget.

**Homefinder** **9/2007-1/2011**

* Recruited and retained quality foster family resources, increasing census by 57%.
* Implemented distinct training curriculum to improve foster parent and staff aptitude in working with at-risk youth.
* Generated a supportive environment for foster parents and staff to prevent disruptions and reduce length of stay for youth through achievement of permanency.

**Child & Family Services**

**Child Care Therapy Aide (Conner’s Children Center) 9/2007-5/2010**

(Per-diem/weekends)

* Provided children between the ages of 6 to 14, with a safe and caring environment while adhering to treatment planning through individual attention and facilitation of group activities.

**Treatment Coordinator/Supervisor (CCC/Morey House Group Home) 4/2006-9/2007**

(Full-time)

* Improved staff retention and proficiency through applied supervision of 8 group home staff.
* Contributed to Quality Insurance, Clinical Consultation, and Consumer Risk Management meetings.
* Engaged clients in individual, family, and group counseling for youth ages 6 to 21.
* Facilitated in-service training for over 50 new and seasoned employees utilizing Cornell’s Therapeutic Crisis Intervention model.

**Hopevale, Inc.**

**Foster Care Case Manager 5/2004-4/2006**

* Assessed safety and risk, created & implemented treatment plan goals, and worked with various service providers to achieve safety, permanency, and well-being for children in care.

**Baker Victory Services**

**Mental Health Specialist 1/2001-5/2004**

(Worked full-time while attending Canisius College)

* Assisted in opening of non-secure detention and group home for adolescents, in addition to serving over 100 youth in care adjudicated as a Person In Need of Supervision and/or Juvenile Delinquent placed in Non-Secure Detention, Group Home and/or Hard-to-Place Residential Treatment Center.

**EDUCATION**

**Niagara University**

* Ph.D., Leadership and Policy (Niagara Falls, New York 2021 to present)

**Medaille College**

* Master of Arts, Clinical Mental Health Counseling (Buffalo, New York c/o 2020)
  + Intern at Christian Counseling Ministries, ECMC C-PEP, and BestSelf Behavioral Health-PROS

**Canisius College**

* Bachelor of Arts, Psychology (Buffalo, New York c/o 2004)

**CERTIFICATIONS**

**BestSelf Behavioral Health: Clinical**

* DBT and Trauma-Focused CBT training (2021)
* Client engagement, stages of change, OMH reporting, group management, suicide awareness and prevention, telebehavioral health, and EMR training (2020)

**Child Care Resource Network**

* **Child Development Associate (CDA)** Certification (2012)
* **Medication Administration Training (MAT)** (2012)

**New York State Office of Children and Family Services**

* **Group Family Daycare License** (2012)

**Center for Development of Human Services**

* **Child Protective Services Response** Certification (2012)
* Certified Instructor: **Mandated Reporting** (2011)
* Certified Instructor: **Moving the Margins: Curriculum for Child Welfare Services with LGBTQ Youth in Out-of-Home Care** (facilitated by UB) (2010)
* Certified Instructor: **Child Sexual Abuse** (2007)

**American Red Cross**

* Certified Instructor: **CPR and First Aid** (2008-present)

**Cornell University**

* **Post Crisis Response/Individual Crisis Management Plans** (2011)
* Certified Instructor: **Therapeutic Crisis Intervention** (2006)