

TAMIKA S. PAYNE

QUALIFICATIONS

Hands-on experience providing counseling and case management to the mental health, and addictions populations.

Knowledge of various mental, substance abuse disorders, and psychosocial barriers associated with these disorders.

Experience administering PCPC/ASAM, biopsychosocial assessment, CBE, trauma assessments, suicide risk assessment.

Knowledge of DSM IV & 5 and its use in completing evaluations.

PROFESSIONAL ACHIEVEMENTS

DDAP LICENSING INSPECTION AT APM

Successfully completed all activities/practices to remain in compliance with DDAP regulations and received full licensure following annual licensing inspection.

PRIMARY CARE BEHAVIORAL HEALTH PROGRAM AT CARE COORDINATION SERVICES

Successfully piloted home-based primary care behavioral health program to meet the mental health needs of those in their environment and community in collaboration with Medical Director, Nurse Practitioner, and community health workers using brief interventions to address physical/mental health needs in their home/community before requiring a more intensive level of treatment.

Measured outcomes that the interventions helped reduce visits to Emergency Department and PCP.

SKILLS

Knowledge of MH/OP, DDAP, County Metric, MCO and Certified Community Behavioral Health Center regulations/expectations
Proficiency in Microsoft, Excel, EMR systems.

WORK HISTORY

MHM SERVICES

Temporary Quality Improvement Coordinator 02/2018- 05/2018

- Analyzed data, developed reports, internal audits, and attended meetings.

Self Employment
10/2017- 02/2018

APM, PHILADELPHIA, PA 09/2016-09/2017

Quality Assurance/Compliance

- Collaborates with the Clinical Supervisor and Medical Director to develop to implement behavioral/mental health Quality Assurance

- processes as required for providing behavioral health services, and in compliance with all Federal, State, County, and Funder requirements.
- Collaborates with Director, Division QA, Clinical Supervisor and Office Managers regarding adherence to new hire procedures, including training and documentation.
 - Coordinate with Clinical Supervisor to ensure adherence to clinical procedures and practice guidelines.
 - Conducts internal audits on clinical charts; monitor the effectiveness of service delivery.
 - Establish audit benchmarks to ensure documentation, trainings and overall adherence to regulatory expectations are met.
 - Educate and instruct program personnel in recommended quality, confirming training and documentation procedures are followed and maintained through the established tracking systems.
 - Assist in hiring, orientation and training-preparing new employees for respective positions as program and FFS personnel
 - Maintenance and update of personnel records
- Create, maintain and update organizational tracking spreadsheets for review with team
- Prepare and respond to licensing evaluation reports and submit them to manager, funder and divisions re: quality improvement/assurance services
 - Establish baseline data for county metrics; training staff tracking metrics and follow-up
 - Collaborate with EMR vendor to report technical issues with system as reported by end users.
 - Troubleshoot EMR issues, create forms, recommend new processes, and facilitate conference calls with EMR vendor around end users issues/concerns.
 - Update policies in collaboration with Vice President in adherence of the PA code regulations.
 - Stay abreast of all changes CBH Provider Bulletin updates/changes
 - Develop and distribute monthly QA Newsletter to communicate policy changes, HIPAA/confidentiality tips, and reminders.
 - Member of Safety Committee
 - Facilitate QA meetings and Staff focus groups

Career Team, PHILADELPHIA, PA
10/2014 - 08/2016

Counselor(Contract)

- Provided one-on-one case management and facilitation of services to TANF clients referred by the County Assistance Office.
- Identified of obstacles and/or barriers through comprehensive assessment.
- Provided referrals to education and training opportunities.
- Developed individualized plans to promote self-sufficiency and job-readiness.

Care Coordination Services, PHILADELPHIA, PA
01/2012- 06/2014

Behavioral Health Consultant

- Conducted comprehensive assessments with families receiving

services.

- Collaborated with primary care providers and health centers to ensure continuity of care.
- Facilitated groups, in-services, and training on evidence-based practices and treatment interventions for social and emotional health.
- Referred clients to community resources including educational, vocational, and other services.

EDUCATION

Rosemont College, Rosemont PA

Master of Arts, Counseling Psychology, May 2011

Drexel University, Philadelphia PA

Bachelors of Science in Business Administration, June 2005

REFERENCES

Available upon request