

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 implementing solutions; bringing others together to build consensus and a common goal. Proficient at facilitating change and learning; establishing rapport; gaining confidence and trust.

EDUCATION:

- 2024 **SIMMONS UNIVERSITY SCHOOL OF SOCIAL WORK**, Boston, Massachusetts
DOCTOR OF SOCIAL WORK (DSW), Anticipated Graduation 2027
- 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

CERTIFICATIONS:

Rhode Island Certified Case Manager
Boston University Field Education Supervisor

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

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EXPERIENCE:

2012- Present **STATE OF RHODE ISLAND**, Cranston, Rhode Island
DEPARTMENT OF BEHAVIORAL HEALTHCARE, DEVELOPMENTAL DISABILITIES & HOSPITALS (BHDDH)

QUALITY MANAGEMENT UNIT

Director (2024- Present)

Provide direct supervision and leadership of three units that make up the Quality Management Unit; Office of Licensure and Standards, Quality Improvement and Quality Assurance (Adult Protective Services) 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

INTERDEPARTMENTAL SERVICES DIVISION

Director (2020-2024)

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 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

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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 develop 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 responsibility included triaging after-hours calls, providing crisis intervention to suicidal callers, performing behavioral health evaluations in an emergency room setting, and coordinating behavioral health care with emergency room staff and community providers.

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

ADJUNCT TEACHING

Salve Regina University – Social Work (2021 to Present)

PRIVATE PRACTICE

Holistic Journey – Owner (2021 to Present)

