



LINDA HENDERSON-SMITH, PHD, LPC, CPCS, CCMP


LEADER, TRAINER, CONSULTANT, FACILITATOR and LICENSED PROFESSIONAL COUNSELOR

CONTACT

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PROFILE

23+ years of children and families and crisis behavioral healthcare experience, including but not limited to, leadership, policy planning and development, program development, implementation and evaluation, clinical service and supervision provision, strategic planning, consulting and national training and technical assistance.

- Providing training and technical assistance to multiple states, communities, organizations regarding leadership, supervision, engagement (individual and community), effective collaboration, change management and strategic planning, etc.
- Leading and participating in multiple national task forces, workgroups and learning communities
- Featured in multiple national training videos regarding trauma-informed care and home and community-based services for youth
- Faculty in multiple online and didactic learning curriculum on Children's Behavioral Health, System of Care, Value-Based Purchasing, Trauma-Informed Approaches and Systems and Leadership, Diversity, Equity and Inclusion
- Served as subject matter expert on children's behavioral health and trauma-informed approaches on multiple national taskforces or committees
- Successfully managed over 100+ employees and a \$188 million budget
- Provided coaching, mentoring and supervision to more than 15 individuals who have all obtained graduate degrees and promotions as a result of our work together
- Contributing writer to a chapter regarding Culture, Diversity, Equity and Inclusion within residential settings

SUBJECT MATTER EXPERTISE

- DIVERSITY, EQUITY & INCLUSION
- ORGANIZATIONAL CHANGE MANAGEMENT
- STRATEGIC PLANNING & FACILITATION
- CHILDREN'S BEHAVIORAL HEALTH
- CRISIS BEHAVIORAL HEALTH
- ORGANIZATIONAL STRATEGY & RESILIENCE

EXPERIENCE

Sr. Product Management Director

2021-Present, Carelon Behavioral Health

Lead the development and implementation of a Trauma-Informed Behavioral Health Crisis System of Care and a Children's System of Care Product. This includes facilitating the entire product life management cycle from concept to maintenance, facilitating cross-functional core teams, project management, leadership reporting and execution/implementation. As part of the work, I have developed multiple enterprise-wide data dashboards for data-informed decision making, developed new technology and developed and implemented technological infrastructure.

- TRAUMA-INFORMED, RESILIENCE-ORIENTED CARE
- BEHAVIORAL HEALTH PLANNING, POLICY & FINANCING
- PROGRAM PLANNING, IMPLEMENTATION AND EVALUATION
- CONTINUOUS QUALITY IMPROVEMENT, INCLUDING LEAN SIX SIGMA
- PRODUCT MANAGEMENT

EDUCATION

Doctorate of Philosophy

May 2008

Howard University, Educational Psychology

Master of Arts

June 2002

Pepperdine University, Clinical Psychology

Bachelor of Arts

May 2000

CSU, Dominguez Hills, Psychology

Founder and Principal

2007 – Present, ATC Consulting, LLC

Provide training, technical assistance and consulting to organizations and community stakeholders on trauma, trauma-informed care, diversity, equity and inclusion. Provide individual, couples and family therapy. Provide parenting mediation.

Sr. Director, Children and Trauma-Informed Services

2016 – 2021, National Council for Mental Wellbeing

Lead for the Trauma-Informed, Resilience-Oriented Care Practice Area. Responsible for \$1.2 million of consulting projects on trauma, trauma-informed care, diversity, equity, inclusion and organizational change. Manage 5 staff. Liaise with executive and senior leadership, business development, communications and external stakeholders, including funders and clients. Lead for Children, Young Adults and Families interest group responsible for planning, content development, implementation and evaluation of membership benefits related to serving children, young adults and families. Serve as subject matter expertise on projects across practice areas focused on children's behavioral health, crisis behavioral, trauma-informed care, compassion fatigue and resilience, diversity, equity and inclusion, and serving black, indigenous and other people of color.

Director of Mental Health Planning and Policy/ Deputy Director, Behavioral Health Division/ Adjunct Assistant Professor

2014 – 2019, Georgetown University Center for Child and Human Development

Provide training, technical assistance and coaching to organizations, communities and states. Provided subject matter expertise on trauma-informed care, leadership, continuous quality improvement, cultural competency, behavioral health planning, children's behavioral health financing and system development, implementation and evaluation.

Director, Office of Children, Young Adults and Families

2008 – 2014, Georgia Department of Behavioral Health & Developmental Disabilities

Originally hired as a Project Director for a statewide federal grant that built a system of care to provide services to youth with severe and persistent mental and emotional disturbances requiring institutional level of care in the community. Provided training, technical assistance and support to providers and communities regarding the needs of the children and build system level infrastructure, including but not limited to mobile crisis services statewide, care management entities and family support organizations. Promoted twice, once to Assistant Director and then to Director of the Office of Children, Young Adults and Families where I was responsible for the entire children's behavioral health system from prevention to intervention and support. Managed a staff of over 100 individuals across the state and a budget of \$188 million for services and supports. Developed programming and instituted key performance indicators for all 200+ providers within the system. Worked collaboratively with funders, providers, system partners and communities to develop community-level supports for children and families across the continuum, including but not limited to Mental Health Clubhouses. Wrote and received multiple federal grants. Developed and monitored the state plan for developing a System of Care, to include local and state-level committees.

Home and Community Based Services Manager

2006 – 2008, DC Department of Mental Health

Originally hired as the Child and Family Services Agency Specialist and promoted twice, once to System of Care Evaluator and then to Home and Community Based Services Manager. Responsible for a staff of 4. Responsible for policy, training, implementation and evaluation of all home and community-based services, including intensive home and community-based services, mobile crisis services and other evidence-based practices. Worked collaboratively with other funders, including managed care organizations, providers and community members to remove barriers and create processes for access to services. Served as liaison to Child and Family Services Agency and Department of Youth Rehabilitation Services.

Quality Improvement Specialist

2003 – 2006, First Home Care

Originally hired as a community support worker and therapy associate and promoted to Quality Improvement Specialist. Responsible for providing in-home skills building and therapy for children, young adults and families involved with the child welfare and juvenile justice systems. Additionally, responsible for reviewing all charts for compliance and ensuring clinical quality. Developed and trained on all policies related to clinical care for the community mental health center, psychiatric residential treatment facility and therapeutic foster care programs. Liaised with the Department of Mental Health and served as the point of contact for all compliance and evaluation concerns.

CERTIFICATIONS

Product Management

March 2024

Pragmatic Institute

Mediation and Restorative Justice Certificate

June 2021

Georgia Southern University

Change Management Practitioner

May 2020

Association of Change Management Professionals

Professional Counselor Supervisor

May 2020

GEORGIA LICENSED PROFESSIONAL COUNSELOR ASSOCIATION

Lean Six Sigma Black Belt

June 2019

Aveta Business Institute

System of Care Leadership

August 2012

Georgetown University

PROFESSIONAL ACCOMPLISHMENTS

Leadership

- Serve as Practice Area Lead for Trauma and Resilience Practice Area at the National Council for Behavioral Health
- Served as the Director of the Office of Children, Young Adults and Families for the State of Georgia
- Developed and implemented an infrastructure and supporting bylaws and standard operating procedures for the Board for Mental Health America of Georgia
- Served as President of the Board for Mental Health America of Georgia from 2018-2020
- Serving as Chair of the Board for BCG North America, Inc.
- Serving as Leader of the Community Outreach Team at The Outlet Community Church
- Successfully built and managed multiple teams ranging in size from 3 to over 100
- Successfully managed multi-million-dollar budgets for systems and projects
- Successfully rebranded the Trauma-Informed Services practice area to Trauma and Resilience
- Successfully developed a Trauma-Informed, Resilience-Oriented Leadership Framework and curriculum
- Served on multiple national and organizational workgroups, task forces and advisory councils, including the Building Bridges Initiative

Policy and Planning

- Developed and implemented financial accountability policies
- Developed annual strategic plans and budgets for the Office of Children, Young Adults and Families

COMMUNITY SERVICE

National Federation of Families

2023 - Present

Secretary of the Board

Suicide Prevention Resource Center

2021 - Present

Co-Chair, Lived Experience Advisory Council

BCG of North America

2019 – Present

Currently Board Chair

The Outlet Community

May 2019 - Present

Outreach Team

Mental Health America of Georgia

2017 - 2020

Previous Advisory Board Chair

Served as Board Chair from 2018 - 2020

- Successfully written and awarded over 100 Request for Proposals or Statement of Needs
- Successfully written and awarded multiple grants from SAMHSA, HRSA and CMS in excess of \$35,000,000
- Participated on development team for Certified Peer Specialist – Parent and Certified Peer Specialist – Youth curricula
- Included evidence-based practices and trauma-informed care in all service delivery definitions
- Developed definitions for family peer support, crisis respite, youth peer support and intensive customized care coordination for inclusion in Georgia’s Medicaid state plan
- National Coach for SAMHSA System of Care Grantees
- Programmatic Lead on multiple community and state technical assistance and training opportunities, including strategic planning, learning communities, and training on trauma-informed care implementation, children’s behavioral health, system of care implementation and planning for children with co-occurring behavioral and developmental disabilities
- Co-authored multiple issue briefs on behavioral health financing and financing for youth with SED and/or IDD
- Co-authored multiple toolkits and handbooks, including one on building resilience in children and families, implementing trauma-informed care into primary care and developing trauma-informed, recovery-oriented systems of care

Training and Technical Assistance/Strategic Planning

- Project lead for the development and implementation of multiple regional learning communities for trauma-informed care and children’s behavioral health prevention and planning
- Practice Area Lead for the Trauma and Resilience practice area, including developing and implementing a rebrand project for the entire portfolio
- Coach for several national learning networks regarding preparation and implementation of value-based purchasing
- Project lead on several projects related to strategic planning and implementation as it relates to children’s behavioral health prevention, crisis behavioral health services in rural settings, screening and assessment in juvenile justice systems, and organizational change
- Coach to more than 300 agencies, including strategic planning for implementation of trauma-informed approaches, children’s crisis behavioral health, value-based purchasing and trauma-informed, recovery-oriented systems within their organizations, communities, or states

Program Development and Implementation

- Successfully developed an Equity climate assessment for human service organizations and schools
- Developed and implementing an Equity, Trauma-Informed and Resilience-Oriented organizational change curriculum for human service organizations and schools
- Designed and implemented successfully the Community Based Alternatives for Youth program in Georgia
- Developed and sustained Georgia's Center of Excellence in Child and Adolescent Behavioral Health
- Programmatic Lead on the development and implementation of a trauma-informed leadership program, a trauma-informed supervision program and a trauma-informed organization accreditation program

- Developed, trained, implemented and evaluated all home and community-based services in Washington, DC
- Successfully developed and implemented Care Management Entities and Family Support Organizations in the state of Georgia
- Successfully expanded the Child and Adolescent Office to include young adults and families
- Programmatic Lead for development, implementation and quality improvement of Statewide Mobile Crisis Response Services
- Programmatic Lead for development and implementation of First Episode Psychosis Services, Supports and Infrastructure
- Programmatic Lead on the Development of an online seven-module curriculum for System of Care Implementation and Expansion
- Programmatic Lead on the Development of an online certificate of excellence for children's behavioral health
- Subject Matter Expert on the development of Teen Mental Health First Aid
- National Consultant for Healthy Start grantees and Mental Health First Aid at Work on becoming Trauma-Informed, Resilience-Oriented
- Subject matter Expert on the development of trauma-informed care training for public health officials

Program Evaluation and Quality Improvement

- Successfully developed a quality management program for all child and adolescent services and supports in Georgia
- Project Lead for the development of Quality Standards for Community Mental Health Providers in Georgia
- Provide technical assistance and training to multiple communities and states on quality improvement processes and data collection
- Programmatic lead on the development and implementation of a continuous quality improvement framework and standard operating procedures for National Council's trauma-informed, resilience-oriented services

REFERENCES

Pamela Black

pblacktse@gmail.com

Exclusive Trauma-Sensitive School Consultant, National Council for Mental Wellbeing

Wendy Martinez-Farmer

Wendy.farmer@carelon.com

RVP, Crisis Center of Excellence, Carelon Behavioral Health

Kathryne O'Grady

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Division Director, Child Welfare and the Law, Georgetown University Center for Child and Human Development

Monica Johnson

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Director, Office of 988, SAMHSA

