

## SUSAN C. WEST

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Experienced nonprofit executive with strong track record of turning challenges into opportunities; infused with a love of learning, skill in mentoring, entrepreneurial spirit, and a passion for building a better life -- not only for participants, but also for staff and the community at large. Central to success -- building a motivated, energized staff and volunteer workforce.

As SVP of Behavioral Health Network, providing administrative and clinical oversight to a \$25M division with a workforce of almost 500 employees who render assistance and care to more than 1,000 people living with a full range of disabilities and behavioral challenges.

### **WORK HISTORY**

#### **2015 to present**

##### **Senior Vice President, Behavioral Health Network, Springfield, MA**

BHN is a comprehensive behavioral healthcare agency serving individuals, children and families in Western Massachusetts. Among the many services offered include psychiatry, psychotherapy, care management, integrated behavioral health and substance use disorder services, crisis and respite, afterschool programs and summer camp, in-home clinical and mentoring services for children and their families, residential treatment, domestic violence services and parenting training.

As SVP, provide leadership to multi-service division including community and residential services for individuals eligible for services funded by Departments of Mental Health, Developmental Disabilities and Brain Injury Services, and Forensics (adult and juvenile drug and mental health specialty court clinics and post-incarceration re-entry programs). In addition, provide leadership to agency's development and marketing department, leading the post-merger re-branding effort and creating a sustainable fund development strategy.

#### **2012 to 2015**

##### **CEO, The Carson Center for Human Services, Westfield, MA**

As CEO, responsible for all clinical and administrative functions, including fundraising and community relations. Major accomplishment: led a strategic planning process which ultimately resulted in the successful merger of this 50<sup>th</sup> year old beloved community based agency into a larger behavioral health care agency, while retaining financial stability, service quality and retaining the Carson "brand". Post-merger, serving as Senior Vice President of the surviving entity.

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- 2004 to 2011**      **President, Family Services, Poughkeepsie, NY**  
FSI is a multi-service, community based agency providing behavioral health services, after-school programs, in-home and group parent training, crime victims assistance, domestic violence services, youth development programs and work force development for high-risk young people, substance abuse prevention, home care, HIV/AIDS services, and offender treatment/accountability services.  
  
The agency and its affiliates serves over 11,000 clients annually with a budget that reached \$15M with 250 employees. The staff provides leadership to the community through regional and state committees and multi-agency projects. The agency and its staff are frequently cited for outstanding programs, best practices and positive community impact.
- 1998-2004**      **Executive Vice President, Family Services, Poughkeepsie, NY**  
Responsible for new business and program development, service delivery, quality assurance and outcomes management, budget planning and fiscal management, grant writing, contract development and management, and building and maintaining collaborative partnerships.
- 1995-1998**      **Director, Intervention Services, Family Services, Poughkeepsie, NY**  
Program development, clinical supervision and quality assurance.
- 1992-1995**      **Director, Behavioral Health Services, Child & Family Guidance Centers, New Paltz, Hyde Park, Red Hook and Fishkill, NY**  
Clinical and administrative supervision to therapists and medical billing staff, as well as intake, case assignment and behavior and substance use disorder treatment.
- 1990-1992**      **Director, Family & Children's Services, Veritas Therapeutic Community, New York, NY**  
Program development in trauma treatment and parent training; clinical supervision for staff and social work students at addictions treatment agency.
- 1987-1989**      **Coordinator, Homeless Mentally Ill Task Force, Coalition of Behavioral Health Care Agencies, New York, NY**  
Coordinated the advocacy work of several issue-specific committees, with primary responsibility of NY State and NYC homeless policy advocacy.
- 1985-1987**      **Psychiatric Social Worker, Bedford Stuyvesant Community Mental Health Center, Brooklyn, NY**  
Individual, group and couples therapy with adult urban population with the

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full range of DSM diagnoses, including substance use disorders.

### EXTERNAL LEADERSHIP ROLES

- Westfield Woman's *(sic)* Club Foundation, **President**, 2013-present
- Human Service Forum Board, Membership Committee, **Chair**, 2013-present
- Western Mass Providers Association, **Vice-President**, 2015-2016
- NYS Association of Family Service Agencies, **Board Chair**, 2008-10
- Dutchess County Criminal Justice Council, **Executive Committee, Vice Chair**, 1998-2001
- DC CJC Women's and Jail/ATI Committees, **Co-Chair**, 2004-2011
- NYS Crime Victims Board, **Vice President**, 2001-02
- Poughkeepsie's Promise, a collaboration between City of Poughkeepsie School District, Community Foundations of Hudson Valley and youth-serving nonprofits, **Co-founder**, 2001
- Dutchess County Elder Abuse Task Force, **Co-Founder & Chair**, 1996-97

### EDUCATION

Masters in Social Work, Columbia University, New York.  
BA in Government, George Mason University, Fairfax, VA.

### LICENSES AND CERTIFICATIONS

- NYS licensed social worker, LCSW-R
- Certified Crucial Conversations Trainer