

Mark Houston, LCSW

www.linkedin.com/in/mark-houston-lcsw

Florida Licensed Clinical Social Worker with prior professional foundation in hotel management and customer service. Currently employed as a Clinical Director providing direct staff supervision as well as clinical services to LGBTQ+ youth, resulting in increased behavioral and health outcomes. Considerable experience working with clients expressing trauma regarding gender or sexual orientation identity formation, which has informed a broader interest in working with clients in crisis. Adept at using Evidence Based Practices as well as training in psychoanalysis with a continued interest in expanding clinical knowledge to provide marked client growth.

Related Experience

Owner and Director

305 Psychotherapy Group LLC, Miami

January 2020-Present

Clinical Director

The Alliance for GLBTQ Youth, Miami

June 2018-Sept. 2020

- Supervised and coordinated the activities of the Care Coordinators, Clinicians, and Interns; provide clinical guidance in identifying appropriate clinical interventions or external referral sources
- Supported clinical program planning and delivery of services, including: identifying service gaps, securing field sites for support groups, group facilitation assignments, creating community relationships with relevant stakeholders, etc.
- Identified new and cultivate current relationships with school-based allies, school administrators, Miami-Dade County Public Schools District offices, Juvenile Services Division, child welfare placement agencies, and community organization leaders, to ensure quality development and implementation of all programs
- Linked youth and/or families to service providers and community resources, and case-conference with referral agencies, continually, to ensure connection and maintenance to care
- Provided individual, group, and family counseling
- Facilitated clinical group supervision meetings with Clinical Team to discuss cases and ensure that all clients are appropriately linked to continuum services
- Facilitated group supervision meeting with Clinical Team to provide clinical support, discuss curricula, ensure consistency across providers, etc.
- Responsible for quality assurance of all clinical files: review clinical records and files to maintain accuracy, thoroughness, and monitor documentation compliance
- Monitored clinical service activities and create reports for outcome management to facilitate programmatic success and integrity. Work with Data Program Manager to support outcome reporting to funders
- Provided staff development and ongoing clinical trainings
- Developed and present community competency trainings addressing the needs of LGBTQ youth and their communities
- Maintained membership in community committees addressing the needs of LGBTQ youth
- Developed and updated clinical service policy/procedures manuals to increase quality assurance, service delivery, and minimize risk
- Internalized individual and group counseling services in first year of employment
- Reinstated BSW intern program
- Created an Annual Youth Advocate Award, honoring community members who have a significant impact on LGBTQ youth

Behavioral Health Clinician

Mental Health Service Corps – NYC Dept. of Health and Mental Hygiene/RFCUNY July 2016-May 2018

- Integrated Care Collaboration Model into a primary care setting
- Administered Evidence Based Mental Health assessments
- Developed individual treatment plans and tracked patient's goals and outcomes
- Provided Psychodynamic and Evidence Based psychotherapy to patients in a primary care environment
- Referred patients to care, monitored adherence to treatment, and collaborated with medical providers on patients' care
- Maintained clinical database in E Clinical Works and documented outcomes in a continuous registry
- Adept in Cognitive Behavior Therapy, Trauma Focused Cognitive Behavior Therapy, Problem Solving Therapy, and Motivational Interviewing

Behavioral Counselor – Gender Identity Project

The Lesbian, Gay, Bisexual & Transgender Community Center, New York Sept. 2015-May 2016

- Carried a caseload of up to 8 individual clients for short-term weekly sessions
- Devised treatment plans in conjunction with clients' needs and goals and modified, as needed
- Maintained individual and group client charts for reporting and funder auditing
- Utilized CBT to challenge clients' maladaptive beliefs and accelerate behavior modification
- Certified CDC Rapid HIV Tester
- Updated progress and service notes in AIDS Institute Reporting System and electronic record
- Facilitated a 6-session closed group for transgender individuals in the feminine spectrum
- Conducted intakes for clients assigned to the AIDS Institute and Gender Identity Project contract
- Instituted standard operating procedures to streamline record keeping
- Responsible for screening and referrals for clients

HRA Case Manager

Harlem United, New York Sept. 2014-May 2015

- Conducted biopsychosocials upon intake and subsequently on a bi-annual basis
- Partnered with clients to develop treatment plans appropriate to their needs
- Conducted home visits for a caseload of 8 clients to evaluate adult daily living skills
- Ascertained clients' adherence to anti-retroviral medication and promoted connection to care
- Coordinated clients' medical care and incorporated case conferences as needed
- Escorted clients to medical appointments as needed
- Maintained clinical database in AWARDS, eShare, and E Clinical Works

Emergency Housing Youth Counselor

The Ali Forney Center, New York Sept. 2013-Jan. 2014

- Mentored homeless LGBTQ youth and provided guidance by modeling a supportive adult relationship through empathy and reflective listening
- Completed daily progress notes for 20 clients in accordance with New York City's DYCD guidelines
- Organized and prepared meals for emergency housing residents
- Assisted in homework completion
- Compiled college application prospectus and job opportunities matching the needs of clients

Drop-In Center Youth Counselor

The Ali Forney Center, New York

Jan. 2012-Jan. 2013

- Assisted in making meals for up to 40 clients per seating
- Co-facilitated psychoeducational and art therapy drop-in groups
- Provided drop-in group room administrative desk coverage

Hospitality Experience

Multiple leadership positions in Hospitality over a 10-year period including 2000-2010
Morgans Hotel Group and Ian Schrager Hotels, details available upon request

Management

- Restructured and reorganized departments to provide a greater guest centric experience
- Instituted and enforced standard operating and financial procedures to improve productivity and accountability of departments
- Restructured junior management roles to allow for increased accountability and efficiency
- Managed payroll and scheduling and resolved Workers Compensation and Medical Leave issues
- Liaised with Buildings Department and FDNY to resolve violations and fire safety issues
- Mediated between Human Resources and Union (Local 6) regarding all disputes and negotiations
- Directly managed and resolved challenges for as many as 170 employees
- Organized service for an average of 400 Group rooms and 400 corporate rooms per month
- Elected property management system and reservations trainer

Fiscal Responsibilities

- Consistently met or exceeded budget in projected profits
- Authorized all hotel purchases to maintain budget
- Oversaw payroll for multiple departments to ensure adherence to budget and regulations stipulated by the Collective Bargaining Agreement
- Worked with senior management to control an \$11 Million operating budget and \$1.5 Million in Capital Expenditures

Branding

- Oversaw branding implementation and standards for two hotel openings
- Instituted and maintained brand standards hotel wide to match corporate branding in hotels as large as 831 guest rooms and 5 separate F&B outlets

Training and Teaching

- Taught Hotel Operations course for Accelerated Certificate Program at New York University
- Developed and co-facilitated LGBTQ tolerance seminar for New York City high school students
- Served as Regional Facilitator and Trainer of corporate culture program at 4 hotels.
- Assisted in creation of Fire Safety Plan and staff training in emergency situations for hospitality

Committees

Trans Tenacity Power – Miami-Dade Department of Mental Health (October 2019-Present)

Safe School Coalition (June 2018-Present)

Transgender Day of Remembrance and Resilience (November 2019)

Conferences and Seminars Attended

Transgender Care Conference – SunServe (June 2018)

Providing Quality Care of the LGBT Community – Wrestling with Shame – Sunserve (November 2018)

Miami International Child & Adolescent Mental Health (MICAMH) Conference – FIU (February 2019, February 2020)

TransFormations – Institute for Contemporary Psychotherapy - NYC (PCGS) (March 2019)

TransCon – Aqua Foundation – Barry University (March 2019)

New Times, New Challenges – Clinical Care Conference – SunServe (November 2019)

Professional Presentations

Creating Safe and Affirming Space for LGBTQ Youth through Affirmative Therapy – Miami-Dade County Public Schools Department of Mental Health (August 2020)

Supporting Gender Diverse Youth in the Criminal Justice System – Miami-Dade Juvenile Services Department (November 2019, December 2019)

Diversity and Cultural Competency in Field Practicum – Florida International University (October 2019, January 2020)

Holding Affirming Spaces and Increasing Family Support for LGBTQ Youth – M-DCPS (September 2019, October 2019, November 2019)

Creating and Providing Affirmative Spaces for Gender Diverse and Sexual Minority Youth in Medical Environments – Nicklaus Children’s Hospital (September 2019)

LGBTQ Youth Mental Health and Physical Health Disparities – Jackson Behavioral Health (August 2019)

Clinical Interventions for LGBTQ Youth – Florida International University (July 2019)

Supporting LGBTQ Youth in a Medical Environment – Baptist Health South Florida, West Kendall (July 2019)

Supporting Gender Diverse Social Work Interns and Providing Affirmative Supervision Beyond the Binary – Florida International University (May 2019)

LGBTQ Youth Disparities and Impact on Mental Health – MDCPS (November 2018, January 2019, 3 dates)

Gender Identity and Increasing Competency in Treating LGBTQ Youth – Nicklaus Children’s Hospital (March 2019)

Socialization of Gender in Sexual Minority Youth, Challenging the Binary, and LGBTQ Youth Disparities and Impact on Mental Health – M-DCPS (September 2018, November 2018, January 2019, 7 dates)

LGBTQ Youth Disparities and Safety Planning – MDCPS (October 2018, 2 dates)

Professional Affiliations

National Association for Social Workers

American Psychological Association – Division 44

Education and Certifications

Florida Atlantic University

Boca Raton, FL

May 2019

Cognitive Behavior Therapy Certificate Course

William Alanson White Institute New York, NY Sept 1017 - May 2018

Intensive Psychoanalytic Psychotherapy Program

Silberman School of Social Work/CUNY New York, NY June 2016

Master of Social Work – Health and Mental Health Concentration

The City College of New York/CUNY New York, NY May 2014

Bachelor of Arts - Major: Psychology; Minor: Sociology

Trainings

Trauma Focused Cognitive Behavior Therapy – Florida International University (July 2020)

Strategies for Identifying and Assisting Male and LGBTQ Victims of Sex Trafficking – Kristi House
(October 2019)

Trauma, Development, and Trauma Informed-Care Workshop – Florida International University (April
2019)

Field Instructors' Training – Florida International University (February 2019)

Children with Problematic Sexual Behavior – Kristi House (January 2019)

Wrestling with Shame: The Impact of Faith, Sex and Gender – Sun Serve (November 2019)

Substance Use & Mental Illness – Mental Health Service Corps – NYCDHMH (January 2018)

Safety Planning for the Behavioral Health Clinician – Mental Health Service Corps – NYCDHMH (January
2018)

Early Stages of Psychotic Break – Mental Health Service Corps – NYCDHMH (January 2018)

Clinical Approaches to Anxiety in Early Childhood – Mental Health Service Corps – NYCDHMH (August
2017)

Awareness of Compassion Fatigue and Vicarious Trauma – Mental Health Service Corps – NYCDHMH
(July 2017)

Cognitive Behavior Therapy Part 2 – Mental Health Service Corps – NYCDHMH (July 2017)

Anxiety Disorders – Case-Based Learning – Mental Health Service Corps – NYCDHMH (July 2017)

Co-Occurring Disorders – Assessment Considerations and Implications – Mental Health Service Corps –
NYCDHMH (May 2017)

Substance Use and the Criminal Justice System – Mental Health Service Corps – NYCDHMH (May 2017)

Motivational Interviewing Part 3 – Mental Health Service Corps – NYCDHMH (May 2017)

Controlled Substances: Use and Misuse – Mental Health Service Corps – NYCDHMH (April 2017)

Serious Mental Illness in Children & Adolescents – Mental Health Service Corps – NYCDHMH (March
2017)

Wellness Self-Management Group Treatment – Mental Health Service Corps – NYCDHMH (February
2017)

Collaborative Care Workflow – Mental Health Service Corps – NYCDHMH (February 2017)

Psychopharmacology for Severe Mental Illness – Mental Health Service Corps – NYCDHMH (February
2017)

Working with People Who Have Severe Mental Illness & Complex Needs – Mental Health Service Corps –
NYCDHMH (February 2017)

Psychopharmacology for the Non-Prescriber – Mental Health Service Corps – NYCDHMH (January 2017)

Differential Diagnosis for Depressive Disorders – Mental Health Service Corps – NYCDHMH (December 2016)

Maternal Depression – Mental Health Service Corps – NYCDHMH (November 2016)

An Introduction to Family Therapy and the Ackerman Relational Approach – Mental Health Service Corps – NYCDHMH (October 2016)

Cognitive Behavioral Treatment Part 1 – Mental Health Service Corps – NYCDHMH (July 2016)

Motivational Interviewing Part 2 – Mental Health Service Corps – NYCDHMH (July 2016)

Trauma & Resilience – Mental Health Service Corps – NYCDHMH (July 2016)

Social Determinants of Health and Public Health Concepts – Mental Health Service Corps – NYCDHMH (July 2016)

Intro to Problem Solving Treatment – Mental Health Service Corps – NYCDHMH (July 2016)

Complicated Grief – Mental Health Service Corps – NYCDHMH (July 2016)

Health Insurance Portability and Accountability Act (HIPAA) & Confidentiality – Mental Health Service Corps – NYCDHMH (July 2016)

Safety & Management of Challenging Situations – Mental Health Service Corps – NYCDHMH (July 2016)

Intro to Attention Deficit/Hyperactivity Disorder Parent Management – Mental Health Service Corps – NYCDHMH (July 2016)

Geriatric Mental Health – Mental Health Service Corps – NYCDHMH (July 2016)

Phases of Life and Generational Differences – Mental Health Service Corps – NYCDHMH (July 2016)

Pediatric Collaborative Care Model – Mental Health Service Corps – NYCDHMH (July 2016)

Development of Infants, Children & Adolescents – Mental Health Service Corps – NYCDHMH (July 2016)

Attachment Across the Lifespan – Mental Health Service Corps – NYCDHMH (July 2016)

Integrated Care and the Collaborative Model – Mental Health Service Corps – NYCDHMH (July 2016)

Substance Use Disorder Treatment & Trends – Mental Health Service Corps – NYCDHMH (July 2016)

Screening, Brief Intervention & Referral to Treatment (SBIRT) – Mental Health Service Corps – NYCDHMH (July 2016)

Relapse Prevention Planning – Mental Health Service Corps – NYCDHMH (July 2016)

Assessment and Treatment Planning – Mental Health Service Corps – NYCDHMH (July 2016)

Patient Engagement and Intro to Motivational Interviewing – Mental Health Service Corps – NYCDHMH (July 2016)

Risk and Safety Planning – Mental Health Service Corps – NYCDHMH (July 2016)

Columbia-Suicide Severity Rating Scale (C-SSRS) – Mental Health Service Corps – NYCDHMH (July 2016)

Safe-TALK – Mental Health Service Corps – NYCDHMH (July 2016)

Intro to Population Health Management & Measure-Based Care – Mental Health Service Corps – NYCDHMH (July 2016)

Trans Care: Practice – Mental Health – The Lesbian, Gay, Bisexual, and Transgender Community Center – NYC (February 2016)

Suicide Prevention Among LGBTQ Youth – The Lesbian, Gay, Bisexual, and Transgender Community Center – NYC (December 2015)

Substance Abuse and the LGBT Community – The Lesbian, Gay, Bisexual, and Transgender Community Center – NYC (November 2015)

Immigration Basics for Providers Working with LGBT Immigrants – The Lesbian, Gay, Bisexual, and Transgender Community Center – NYC (November 2015)
HIV Rapid Testing – Center for Disease Control – (September 2015)
Trans Care Basics – The Lesbian, Gay, Bisexual, and Transgender Community Center – NYC (March 2015)
Trauma Informed Care – CUCS - NYC (September 2014)

Awards

Florida International University BSW Field Instructor of the Year 2019-2020