

Mark Houston, LCSW

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Florida Licensed Clinical Social Worker with prior professional foundation in hotel management and customer service. Currently employed as a Clinical Manager 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

Clinical Manager

The Alliance for GLBTQ Youth, Miami

June 2018-Present

- Supervise and coordinate the activities of the Care Coordinators, Clinicians, and Interns; provide clinical guidance in identifying appropriate clinical interventions or external referral sources
- Support 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.
- Identify 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
- Link youth and/or families to service providers and community resources, and case-conference with referral agencies, continually, to ensure connection and maintenance to care
- Provide individual, group, and family counseling
- Facilitate clinical group supervision meetings with Clinical Team to discuss cases and ensure that all clients are appropriately linked to continuum services
- Facilitate 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
- Monitor 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
- Provide staff development and ongoing clinical trainings
- Develop and present community competency trainings addressing the needs of LGBTQ youth and their communities
- Maintain 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

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)

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

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

Professional Presentations

- LGBTQ Youth Disparities and Safety Planning – MDCPS (October 2018, 2 dates)
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 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)
Supporting Gender Diverse Social Work Interns and Providing Affirmative Supervision Beyond the Binary – Florida International University (May 2019)
Supporting LGBTQ Youth in a Medical Environment – Baptist Health South Florida, West Kendall (July 2019)
Clinical Interventions for LGBTQ Youth – Florida International University (July 2019)
LGBTQ Youth Mental Health and Physical Health Disparities – Jackson Behavioral Health (August 2019)
Creating and Providing Affirmative Spaces for Gender Diverse and Sexual Minority Youth in Medical Environments – Nicklaus Children’s Hospital (September 2019)
Holding Affirming Spaces and Increasing Family Support for LGBTQ Youth – M-DCPS (September 2019, October 2019, November 2019)
Diversity and Cultural Competency in Field Practicum – Florida International University (October 2019, January 2020)
Supporting Gender Diverse Youth in the Criminal Justice System – Miami-Dade Juvenile Services Department (November 2019, December 2019)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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