

Susan D. Myers

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Professional Experience

Director, December 2008 – Present; Broward County Department of Human Services, Ft. Lauderdale, Florida

Responsible for the administration of the human services department in a large urban county. The Broward County Human Services Department consists of 506 employees with a total budget of \$136 million serving a population of 1.8 million people. As the director, I am responsible for directing the following: budget development, fiscal management, facility management, data management, emergency management, strategic planning, program evaluation, quality improvement, human resources, staff development and public relations. Due to the County's significant budget shortages, the department has experienced an 11% (\$16.5 million) budget reduction and a 25% (172 positions) workforce reduction during my tenure. I directed a complete reorganization of the department by consolidating seven divisions into four. The four divisions include: the Broward Addiction Recovery Center providing substance abuse treatment services consisting of medical detoxification, residential treatment and outpatient services; Community Partnerships Division consisting of the Sexual Assault Treatment Center, Child Care Licensing and Enforcement, and the county's contracted services for homelessness, children's services, adult mental health, Ryan White and primary health care services; Elderly and Veteran Services providing behavioral health, in-home care and self-sufficiency services to elderly and veteran populations; and, the Family Success Division providing emergency housing, utility and self-sufficiency services to low-income families. Approximately fifty percent of the budget is county general fund and the other fifty percent is state and federal grants (HRSA, HUD). The department expends approximately fifty percent of the budget on providing services directly and the other fifty percent being procured through a competitive RFP process. I am responsible for the management of over twenty county facilities with approximately half of those housing direct operations and the remaining being leased to non-profit entities. The Board of County Commissioners consists of nine members and I have frequent interactions with them both individually and collectively; the department averages approximately 107 Board agenda items annually. I am actively involved in both state and national advocacy organizations for county human service agencies and frequently meet with state and federal elected officials to engage in the legislative process. I interact with numerous community health and human service non-profit agencies as well as represent the County on a variety of community collaborative boards and organizations. As expected, the position requires the ability to respond to numerous unexpected situations on a daily basis.

Deputy Director, October 2008 – December 2008; Broward County Department of Human Services, Ft. Lauderdale, Florida

This was a succession planning position where I was hired as the Deputy Director with the intent of being mentored by the Department Director who was retiring within a year. I became the Department Director within two months of hire.

Assistant Director, July 2005 – September 2008; Alachua County Department of Community Support Services; Gainesville, Florida.

Responsible for providing oversight to the direct service divisions of the county's health and human service programs to include: primary health care, suicide and crisis intervention, social services, veteran services and victim services. Provided oversight to the Department's divisions with regard to strategic planning, budget development, performance management, contract management, fiscal and grant management, human resource management, records management, client-related issues, citizen advisory boards and community partnerships. Responsible for the development, implementation and maintenance of various department-wide initiatives and programs to include: the client information management system, employee development, program evaluation, emergency response operations and the Ten-year Health and Human Services Master Plan. Assist the Department Director with organizational issues such as the development of the department's annual business plan, preparation of the annual budget, development and monitoring of performance measures, development of policies and procedures, preparation of public-speaking presentations and responding to inquiries from the County Commission, the media and the general public. Provided assistance and consultation as needed to the department's community grant program, homeless program, senior program and neighborhood revitalization program. Also advocated for local, state and federal legislative issues. Required frequent interaction with elected officials, citizen advisory boards, the general public, numerous public and private agencies and organizations, the media and various other stakeholders.

Social Services Division Director, September 2001 – July 2005, Alachua County Department of Community Support Services; Gainesville, Florida.

Responsible for the administration of the county's Social Services Division that provides emergency financial assistance programs to eligible, low-income residents for housing, utilities, healthcare, transportation and other financial needs. Responsibilities included strategic planning, budget development, policy development, data management, contract management, program evaluation and human resource management. Duties also consisted of assuring compliance with all local, state and federal policies to include Medicaid, Medicare, Social Security, Federal Poverty Guidelines and HIPAA. Other responsibilities included developing and maintaining relationships with numerous community stakeholders such as other government entities, private non-profit agencies, community organizations and citizen advocacy groups.

Metamorphosis Program Manager, September 1993 - September 2001, Alachua County Department of Court Services, Metamorphosis Substance Abuse Treatment Program, Gainesville, Florida.

Responsible for the administration of the county's 21-bed, adult residential substance abuse treatment facility. Responsibilities included: assuring compliance with all state and federal laws, assuring compliance with the state contract, program planning, budget management, policy development, human resource management, data management, program evaluation, facility management, clinical supervision and records management. Other duties included coordinating services with law enforcement, corrections and other governmental and private agencies.

Clinical Director, 1992-1993, River Region Human Services, Jacksonville, Florida.

Responsible for the clinical supervision and treatment program development for a 40-bed, adult residential substance abuse treatment facility. Duties included supervision of individual and group therapy, managing the development and implementation of individual treatment plans, case management, client records management and staff development.

Dual Diagnosis Specialist, 1991-1992, HCA Grant Center Hospital, Citra, Florida (facility closed in 1992).

Responsible for the administration of a substance abuse and mental health (dual diagnosis) treatment program in an inpatient psychiatric hospital for adolescents. Duties included developing clinical programs and conducting individual, group and family therapy to adolescent patients and their families. Also conducted community education forums on substance abuse issues.

Residential Clinical Director, 1990-1991, Mental Health Services, Gainesville, Florida.

Responsible for clinical supervision and program development for a substance abuse treatment program in a state maximum-security correctional facility for women. Duties included supervision of individual and group therapy, managing the development and implementation of treatment plans, case management, client records management and staff development. Served as the liaison with the Florida Department of Corrections.

Community Education Director, 1988-1990, DC Rape Crisis Center, Washington, DC.

Responsible for developing and implementing community education programs focusing on sexual assault and victimization issues. Duties included conducting presentations to community agencies and organizations, implementing a sexual abuse prevention curriculum in the public school system, planning conferences and special events, interacting with the media and designing publications. Also responsible for staff and volunteer supervision and answering the crisis hotline.

Shelter Services Director, 1985-1988, Sexual and Physical Abuse Resource Center (SPARC). Gainesville, Florida

Responsible for directing all counseling and advocacy services in a domestic violence shelter. Duties included conducting individual, group and family therapy, victim advocacy and court accompaniment, managing the crisis hotline, managing staff and volunteers, community organizing and conducting community education presentations.

Milieu Therapist, 1984-1985, Grant Center Hospital, Citra, Florida.

Responsible for providing behavioral health services to children and adolescents in an inpatient psychiatric hospital. Duties included facilitating group activities, conducting suicide lethality assessments and assisting professional staff.

Rehabilitation Technician, 1981-1983, Children's Mental Health Unit, University of Florida, Gainesville, Florida.

Responsible for providing behavioral health services to autistic children in an inpatient psychiatric hospital. Duties included facilitating group activities, teaching parent intervention skills and assisting professional staff.

Unit Treatment and Rehabilitation Specialist, 1980, North Florida Evaluation and Treatment Center, Gainesville, Florida.

Responsible for providing behavioral health services to incarcerated adult males in a forensic psychiatric treatment facility. Duties included peer counseling, conducting suicide lethality assessments and facilitating social/recreational activities.

Education

Bachelor of Arts, 1980, University of Florida, Psychology

Master of Education, 1987, University of Florida, Counselor Education

Specialist in Education, 1987, University of Florida, Counselor Education

Certificate in Public Administration, 2006, University of Central Florida

Professionals Affiliations

Florida Association of County Human Service Administrators - Secretary

National Association of County Human Service Administrators – Health Committee member

References Provided Upon Request