

Alexandra Wykowski, LCPC

410-960-4831

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EXPERIENCE

- 15+ years experience implementing behavioral health/housing/case management services for both adults and adolescents in the greater Baltimore area.
- 10+ years experience in a supervisory/director role providing oversight to clinical staff and acting as the liaison to executive level leadership and Board of Directors.
- 7+ years experience managing grants and contracts while ensuring successful completion of deliverables and solid financial management.

SKILLS

- Write, research and monitor internal and external grant contracts and finances. Adhere to established protocols, manage deadlines, and provide a high level of customer service.
- Ability to think critically about the population and utilize program data and research to address service trends.
- Exercise a high degree of confidentiality, judgment, tact, and diplomacy.
- Effectively work on larger agency projects in partnership with other agency teams.
- Create and maintain critical relationships while working to enhance team functioning and business and community partnerships.
- Establish culturally competent policy and procedures designed to protect the individual rights of consumers, and build a safe, productive and harmonious working environment.
- Staff supervision prioritizing individual strengths and collaboration on goal development.
- Participate in strategic planning while balancing the agency's mission and vision, Executive Board goals and consumer needs.
- Professionally represent the agency while establishing meaningful relationships with system partners with the goal of increasing quality services for consumers.
- Develop and present training for a variety of audiences including consumers, staff, community partners and Board of Directors.
- Develop performance metrics and maintain reliable data on program activity for the purpose of evaluating outcomes.

LICENSE

Licensed Clinical Professional Counselor – State of Maryland LC13357

CONTINUING EDUCATION

Perinatal Mood Disorders: Components of Care

April 2023

Advanced Perinatal Mental Health Psychotherapy

April 2023 - Waiting to approval to sit for PMH-C

EDUCATION

Western Connecticut State University

May 2001

B.A Psychology, Attended on a full academic scholarship, Member of the WCS University Scholars, Cum Laude

Johns Hopkins University

May 2004

M.S Clinical Community Counseling, GPA: 4.0

WORK EXPERIENCE

Therapist

Harford Counseling

November 2021 - Current

Completes intake assessments, works with each client to develop an individualized treatment plan based on their goals and desired outcomes. Provides person centered, culturally competent counseling to those struggling with issues ranging from depression, anxiety, periods of transition, family strain, and grief. Utilizes a variety of modalities including but not limited to CBT, DBT, Psychoeducation, Mindfulness Based Therapy and Interpersonal Therapy.

Associate Director, Clinical Services

Behavioral Health System Baltimore

March 2019 - Current

Ensure reliable and timely team response to address needs of individual consumers and families in response to inquiries received, collaborate with internal and external stakeholders to develop and facilitate coordinated access to rehabilitation and treatment services, with a special focus on individuals identified as high utilizers of service, within the public behavioral health system. Provide assistance to and maintain effective working relationships with service/treatment providers, community stakeholders, and Baltimore City residents. Engage in strategic planning in collaboration with internal and external stakeholders to develop and implement strategies for enhancing access to and the quality of care provided in the Public Behavioral Health System. Review and evaluate information on service delivery system methods, outputs, and activities to identify gaps in resources and recommend changes when warranted. Organize and/or participate on internal work teams and external task forces and committees as indicated. Oversee day-to-day activities of Clinical Services staff, including budgeting, planning, staff recruitment and development, and monitoring staff performance. Serve as contract team lead for Capitation Project contracts, and any other contracts as assigned, to ensure that all administrative, fiscal, quality assurance and program components of each contract are being adequately addressed. Oversee programmatic contracts assigned to the Clinical Services team through leading staff involvement in new contract development, development and approval of budgets and budget modifications, development of deliverables, oversight of contract performance and quality improvement, annual repurposing process and a timely renewal process. Serve as a member of the disaster response team in any capacity needed.

Clinical Services Coordinator**Behavioral Health System Baltimore**

December 2017 - March 2019

Provide system of care coordination for individuals utilizing high levels of inpatient care and other high cost services who are either disconnected from the system of community-based care or those with complex unmet needs. Respond quickly and effectively to concerns from stakeholders, community members and other concerned parties in identifying appropriate services and establishing, when possible, a warm hand off. Collaborate with other teams to assess needs and implement a plan of action for both individual needs and system level concerns. Review and process applications for Residential Rehabilitation (RRP), Outpatient Civil Commitment(OCC) and Capitation Projects(CAP). Educate potential referral sources on RRP, CAP, HIU and OCC. Assist in the facilitation of service line meetings for RRP and Capitation providers. Provide clinical insight in community stakeholder meetings including the Baltimore City Child Fatality Review and the Youth Homelessness Demonstration Project.

Founding member of B'More Resilient, a community workgroup focused on providing opportunities for education and conversation on the topics of trauma and resilience with the goal of increasing trauma informed capacity in Baltimore City. Member of the Neuroscience, Epigenetics, ACEs, and Resilience (NEAR) workgroup and the Wellness committees at BHSB.

Program Director**The Women's Housing Coalition**

April 2013 - December 2017

Supervised all aspects of intake, admission, and exit processes for prospective residents and current residents with a staff of 5 case managers and 6 resident counselors. Oversaw hiring of case managers and resident counselors for service delivery ensuring quality customer service. Provided training, supervision, and evaluation of case management staff. Implemented crisis intervention, supportive counseling and advocacy services on an as needed basis. Using annual agency goals as a guide, developed new programs and maintained the quality of existing programs.

Developed and oversaw policies and procedures for all housing programs.

Prepared for and participated in program compliance reviews. Oversaw monthly and annual statistical data to the city per contracts. Maintained an up to date knowledge and full compliance of all governmental contracts, agreements, and regulations governing the operations of the WHC. Developed and implemented programmatic budgets. Attended all HUD and MOHS meetings as a WHC representative. Maintained ClientTrack system and ensures accurate reporting is provided through training and supervision of staff.

Achievements include the development and implementation of a resident advisory council, program committee, eviction prevention process and committee, supportive employment program, and procurement of a new data management system. Served as staff liaison and part of the Strategic Planning Committee with the Board of Directors and worked to make certain it laid within the context of the mission and known realities of the changing face of homeless services.

Care Supervisor**Maryland Choices**

June 2012 – April 2013

Supervised a team of 6 Care Coordinators who worked with families of children and youth with high mental health needs in coordinating community based services in an effort to keep the youth from going to a residential treatment facility/group home. Worked with staff to ensure that fidelity to the model was occurring in all stages. Worked to

ensure that coordination with all child and family team members was effective in meeting the needs of the family. Completed chart audits, authorization for service, weekly individual supervision to staff, and provided ongoing training for staff related to the wraparound model and implementation.

Multi-Systemic Therapy Program Team Supervisor/Therapist

North American Family Institute

January 2009 – June 2012

Supervised a team of four MST Therapists with a total caseload of 24 cases. Provided intensive evidence based therapy to families with youth involved in the Juvenile Justice System. Followed the multi-systemic therapy treatment model incorporating cognitive based interventions. Provided clinical supervision each week while reviewing weekly treatment plans and evaluating goal progress.

Maintained electronic records. Tracked and monitored treatment outcomes through Therapist Adherence scores and Supervisor Adherence scores. Provided ongoing evaluation and staff development for therapists. Interfaced with the MST consultant on a weekly basis for the purpose of reviewing all treatment plans. Supervised the following committees: professional development, quality assurance and policies and procedures.

Child and Adolescent Mental Health Coordinator – Special Projects

Baltimore Mental Health Systems

May 2007 – January 2009

Monitored six contracts totaling over 1.5 million dollars annually with funding received from Dept. of Mental Health and Hygiene, Dept. of Juvenile Justice, Federal Block Grants, and the Baltimore City Health Department. Evaluated contract objectives and fiscal spending via monthly/quarterly reports. Worked with contractors to resolve programmatic issues.

Evaluated and selected as part of a Request for Proposals process, an organization that would be responsible for bringing Multi-Systemic Therapy to Baltimore City. Provided information to State and City Representatives to assist in developing a process for the MD State Health Care system to cover the cost of this therapy via medical assistance.

Additional Work Experience

Director, Community and School Based Services
Building Communities Today for Tomorrow
September 2006 – May 2007

Manager of Community Services
The Family Tree
December 2005 – September 2006

Professional References

Marsha Swilley, LCPC - 443-528-5468

I worked with Mrs. Swilley at The North American Family Institute and The Women's Housing Coalition. Additionally, she is my professional mentor

Lori Mannino, LCSW-C - 410-402-8707

I currently work with Mrs. Mannino assisting with transition planning for individuals with high needs leaving the State hospitals or those currently stuck in community hospitals.

Wendy Fitzhugh – 661-310-4996

I worked with Mrs. Fitzhugh at The Women's Housing Coalition in cross departmental collaboration where she served as Property and Compliance Manager