**Adrinne L. Jackson**

**2020 Marian Drive**

**Mobile, AL 36695**

**251-591-6311**[**adrinnejackson@gmail.com**](mailto:adrinnejackson@gmail.com)

**Summary:**

Energetic professional with emphasis in Industrial Organization Psychology. Graduate looking to partner my business management experience delivering and engaging employees and developing business plans and procedures, while coaching them to collaborate with their team members. Driving to engage hesitant employees, foster communication, empathy, with an alliance of resources and leadership skills. Looking to find employment in customer service, supervision management arena where I can utilize my Industrial Organizational skills and knowledge.

**Skills:** EPIC and TELEO Systems. Proficient in Microsoft PowerPoint, Excel, Word, Six Sigma White, Yellow, and Green Belt Certified; Orange (lean) Certified, Big Data Certified, Agile Project Management Certified. Physical Crisis Management (Certified).

**Education**

* Grand Canyon University, Phoenix AZ ~ Emphasis in Industrial Organizational Psychology (I/O)
* Argosy University, Schaumburg, IL ~Master of Arts- Industrial Organizational Psychology
* National-Louis University, Elgin, IL ~Bachelor of Arts- Applied Behavior Science
* William Rainey Harper College, Palatine, IL ~Associate of Arts

**Experience:**

**Franklin Primary**

**06/13/23- 08/01/24**

**Drug & Alcohol Therapist**

* Responsible for the delivery and documentation of clinical services for program clients. Responsible for making a cursory evaluation prior to admission of each client, observing the program’s admission and readmission policies.
* Will provide services as delineated in the most recent version of the ADMH Substance Abuse Services Billing Manual as published and maintained by ADMH.
* Utilizes assessment data to support substance abuse, or at risk for substance user diagnosis, formulates appropriate treatment plan along with the patient and/or referral source.
* Provides individual, group, and family therapy; utilize basic therapeutic models and theories according to patient needs as stated in the treatment plan.
* Demonstrates the ability to recognize the elements of a crisis state and know how to declare or resolve the situation.
* Collaborates with the treatment team members and outside sources in the delivery of clinical services.
* Evaluates the patient for discharge planning and continued care services.
* Demonstrate the application of substance abuse specific competencies and adhere to a professional code of ethics.
* Participate in ongoing staff training and supervision.
* Regular contact with referral sources (Human Resources, DHR, Probation Officers, CR) to provide patient updates.
* Conducts initial ASAM based ADMH approved assessments to determine eligibility for the program and appropriateness of substance abuse treatment.
* Develops initial treatment plan for clients, integrating treatment plans from other service providers as appropriate.
* Provides treatment services specified in the treatment plan.
* Monitors client progress toward goals developed in treatment plan in each group and individual session. Perform other similar or related duties as requested or assigned by the Clinical Director or Director of Behavioral Health.

**Behavior Health Group (BHG)**

**10/19/22- 11/30/22**

* Inspire hope that addiction is not a moral failing but a mental disease that can be overcome.
* Provide evidence-based counseling, TCM and empowering crisis support services to patients to live their best lives.
* Enliven compassionate care and empower patients to realize their best level of functioning in the community.
* Employ an individualized and multidisciplinary approach to care with all medical staff, supporting the “shared” patient with hope, respect, and care.
* Help patients identify and seek treatment for underlying mental and physical health conditions that perpetuate addictive behavior with a focus on progress and recovery.
* Work in close partnership with the recovery care team and clinical supervisor while conducting individual and group counseling sessions as required; make referrals to case management services as appropriate.
* Orient patients to the treatment program’s services, operation, and procedures; Provide intake/readmission services, including several weeks of supportive follow-up counseling for new patients until a primary counselor has been assigned.
* Ensure patient records are up-to-date, accurate, complete, and well-organized.
* Comply with all regulations to include State and BHG requirements for quality patient care, respect, confidentiality, and privacy with the utmost reverence.
* Additional responsibilities as required.

**Altapointe Health Mobile, AL**

**09/09/21- 12/19/22**

**Human Resource Training Specialist**

* Facilitated onboarding training for all new hires.
* Managed Relias Learning Management System and API Healthcare Human Resource Information System to maintain accurate, statistical data of training employee info, and training plans.
* Conducted and scheduled compliance training to retain and empower personnel.
* Coordinated classes with external trainers for RL6 Incident Reporting and hospital orientation.
* Developed and maintained working relationships with recruiters, nursing compliance, environment of care, public relations, and other HR personnel.
* Prepared external audit reports for Joint Commission, Alabama Dept. of Mental Health, Alabama Dept. of Public Health, OSHA, Department of Human Resources, and Department of Advocacy
* Performed root cause assessments by synthesizing needs recognized from supervisors and evidence-based practices for updating training content.
* Streamlined all Annual Performance Evaluation assessments to reduce bias.
* Automated acquisition of quantitative feedback for onboarding process by designing chatbot.
* Processed employee termination reports.
* Teaches, Recorded and uploaded certificates of American Heart Association Heart Saver and BLS trainings.

**Northwest Community Healthcare (NCH)**

**10/29/2018-11/26/2021**

**Behavioral Health Associate (BHA)**

* Utilizing Cognitive Behavioral Therapy (CBT) and Dialectical Behavioral Therapy (DBT).
* Teach and administer DBT/ 12 STEPS Education- Teach on topics as they rotate through the schedule.
* Daily BIRP: Notes on Care Plan Goals Using the EPIC system (Emotional, Readiness to Change, Relapse, or Recovery).
* Contraband Checks: AM & PM contraband checks done daily.
* Assist with Admissions/ Discharges: Assist with admissions and discharges as needed.
* Monitor Milieu: Monitor dayroom, make sure patients accounted for in groups, on the unit, as well as off the unit (outside & in the rec/workout room).

**AT&T**

**Lead Billing Op’s Manager- /RCA**

**2007- 2018**

* Data collection, forensic analysis, remediation recommendations using statistically sound principles to identify process gap owners and to create accountability and improvements.
* Interpret contract documents to ensure billing was performed in compliance with all contract terms.
* Beta testing for billing review database migration via Big Data applications.
* Performed Root Cause Assessments, which impacted ABS customers in account analyzation/Billing validation with an impact of 86.4M for 2017.
* Talent Readiness - Team Coordinator for Finance Billing Operations.
* Manage a team of twenty-two employees, two managers and twenty non-management (union) employees.
* Interviewed Hired, Attract, and retained personnel, promoting, managed pay increases and release/separation from personnel.
* Audit bill reviews conducted by the team on customer invoices.
* Lead Root Cause Analysis (RCA) Manager, performing daily analysis on business, product and system issues while interpreting the impacted cost to both company and customer.
* Approve bills for refunds due to not meeting Service Level Agreements (SLA’s) or billing issues.
* Reviewing contract to billing for accuracy.
* Conducted Billing System and Contract Automation process to support documenting.

**Associations:**

Psi Chi Member, Society for Industrial Organizational Psychology (SIOP), American Psychological Association (APA), American Philosophical Practitioners Association (APPA)