

Sharla Randazzo, LICSW

PROFESSIONAL PROFILE

- Experienced leader with over 25 years of experience in a variety of settings for children, adolescents and adults with a demonstrated commitment to social justice, equity and inclusion
- Highly organized, mission driven, collaborative problem solver with a track record of innovative management strategies and effective implementation of day-to-day operations with an ability to create a high-performance culture with engaged employees to exceed goals and deliver outstanding outcomes
- Long history of success in growing both clinical capacity and revenue through community partnerships, ongoing training and support for staff and execution of strategy
- Seasoned Professor skilled in teaching about best practices in the field of both clinical and macro social work

EXPERIENCE

Senior Regional Director, HopeWell Inc

3/24-current

- Provide strategic leadership, program design and implementation leadership, community engagement direction and management of evaluation and CQI plans for largest private provider of foster care services in Massachusetts
- Collaborate with program leadership on co-training and best practices for clinical priorities and initiatives
- Responsible for thoughtful expansion and procurement of services including expansion of relationships with key regional, county and local stakeholders
- Hire, train, support and supervise Program Directors and Eastern Regional Director
- Work with Executive Team on agency wide special projects that include the development of an agency wide database, support for young adult supportive services and the educational support program

Adjunct Professor, Boston College Graduate School of Social Work

9/17-current

- Seasoned Professor and mentor for new faculty skilled in teaching about best practices in the field of clinical and macro social work. Courses include Clinical Practice with Children and Families and Basic Skills in Macro Practice

Senior Director of Outpatient Services, The Home for Little Wanderers

10/21-2/24

- Senior Leader of large non-profit organization responsible for oversight of approximately 100 employees in the Outpatient clinic, Psychological Testing Program in both MA and NH, Medication Management, and two school counseling programs which provide clinical care in approximately 100 school-based sites across Massachusetts
- Operational responsibility for the outpatient division inclusive of a portfolio of business totaling 9M that sits within a 70M agency budget
- Collaborative thought partner with leaders in Boston Public Schools to work to continuously improve and expand upon best practices in the field of school based mental health treatment; trainer for the division of social work at Boston Public Schools
- CMHC School Based Behavioral Health Advisory Board member focused on issues related to policy and access to services for children across the Commonwealth of Massachusetts
- Responsible for applying for and maintaining our DPH license which serves as the conduit for all financial billing for outpatient, group home and residential services across the entire organization as well as compliance with insurance regulations and COA accreditation
- Active participant on the Senior Leadership Committee and active thought partner with members of the Executive Committee focused on agency mission, goals and opportunities for growth

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- Director of Transitional Age Youth Programs, The Home for Little Wanderers** 9/20-10/21
- Program Director for all of the Transitional Age Youth Programs which included two independent living programs, an emergency shelter and the permanent supportive housing contract through DHCD
 - Successfully opened the first transitional age youth shelter at The Home in the midst of the pandemic; a program that was awarded a one million dollar grant a few months after its opening and that has housed and supported many homeless young adults
 - Participated in leadership committees across Boston area specific to the reduction of youth homelessness
 - Responsible for the budgeting, program development and expansion, hiring and terminations and performance management for all the TAY programs
 - Active participant on the Senior Leadership Committee for the entire agency to work on agency wide initiatives

- Director of Social Emotional Programming, K-6, Somerville Public Schools** 7/18-7/20
- Department head for social emotional programming for grades K-6; including ongoing development of therapeutic programming with emphasis on inclusion when possible, supervision, assessment and evaluation of all staff in the program and trauma informed response to complex student and family needs
 - One of four administrators for 500 student school serving grades K-8 with a focus on innovation, impact and relationships which required evaluation and ongoing updating of school policies and strong leadership skills
 - Participated in Instructional Leadership Team and planned for all professional development opportunities for the school year
 - Responsible for high level review of data for district as well as specific to the Kennedy School with focus on curriculum frameworks and development, specialized instruction and assessment tools to measure data specific to special education population

- Clinical Director, Walker, Beacon School, Watertown, MA** 9/15-7/18
- Clinically responsible for management and supervision of Chapter 766 therapeutic middle and high school for adolescents, grades 7-12, with major mental illness
 - Served as Admissions Director and, in collaboration with Principal and Education Coordinator, made determinations about admission, discharge and therapeutic programming and extended evaluations
 - Worked together with Education Coordinator to oversee IEP process, collaborated with LEAs and school districts across the Greater Boston area and served in the role of school principal for 3 months during 2017-2018 school year when principal was out
 - Provided ongoing clinical training for all members of the Beacon School team in topics such as CBT, Trauma Informed care (ARC Model), Solution Focused therapy, and crisis management
 - Senior member of agency management team, participated in committees that worked to align day to day functioning of both campuses with Walker's mission and strategic plan
 - Awarded the "Walker Collaborative Team Award" in 2017

- Cambridge Health Alliance, Cambridge, MA** 1/23/12-8/15
Supervisor, Complex Care Management, CHA 11/13-8/15
Complex Care Manager, Broadway Health Center 1/13-8/15
- Clinically managed highest risk patients in the largest of CHA's primary care sites. Skilled in behavioral health integration in primary care, collaboration with school systems, and identification of service gaps and resources which resulted in improved communication across the health care continuum, and quality, efficient, cost-effective care
 - Used motivational interviewing to engage with patients on their goals, to identify potential barriers and

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to develop interventions and care plans which resulted in improvement in overall mental health, substance use and physical health for these patients

- Promoted to supervisory role to train and clinically supervise complex care managers, consisting of LICSWs, RN's and Community Health Workers, in their role in primary care across the CHA system
- Served as an educator both within CHA as well as across Massachusetts for complex care management in primary care and presented at the following conferences across Massachusetts:
 - "Complex Care Management in Primary Care" (12/12)
 - "Managing Care as a Team in the Patient-Centered Medical Home" (12/12)
 - "Care Planning Case Studies" (5/13)
 - "Complex Care Management" (3/14)
 - "Asthma and Diabetes management in Primary care" (3/14)
 - "Utilizing Reports, Epic Tools and Patients Lists to Conduct Integrated Complex Care Management in Primary Care" (6/13)
 - "Using Patient Centered Care Plans to elevate patient's role in the care team" (Academic Innovators Conference, 6/15)
- Awarded employee of the month August 2013 and recognized as outstanding employee upholding CHA mission and values in Press Ganey patient survey, January 2014
- Nominated for the CIRCLE award (Compassion, Integrity, Respect, Community, Learning, Excellence) by seven primary care doctors, February 2014

Medical Social Worker, Revere and Everett Health Centers

1/12-1/13

- Short term therapist for two patient centered medical home ambulatory clinics comprised of 11 Primary Care Physicians, specialists, and medical staff and over 10,000 patients with a focus on prevention and behavioral support of healthy life choices
- Served as the primary onsite resource to access and intervene appropriately on cases concerning substance use disorders, mental health screening and referral, child/elder abuse and neglect and domestic violence for referred patients
- Served on agency wide committee which developed assessment tools and research for PCMH model of care
- Trained in "My Life, My Health" as a Chronic Disease Self Management Leader

The Home for Little Wanderers, Boston, MA

2/98-6/04

Director of Residential Services, The Children's Community Support Collaborative

1/01-6/04

Clinical Coordinator, The Children's Community Support Collaborative

9/00-1/01

- Provided clinical leadership and training and financial oversight for this DMH funded innovative system of care specializing in residential, school, community wraparound and home-based mental health treatment for children ages 6-19 and their families
- Coordinated the integration of services across all disciplines to form a seamless system of care from admission through discharge
- Administered program in the absence of the Program Director, contributed to administrative decision-making related to program development and treatment initiatives and served as Chairperson of the Quality Improvement Team
- Served as the Restraint Coordinator focusing on overall reduction in restraint with clients in acute psychiatric crisis
- Participated in licensing through OCCS and served as human rights officer
- Recruited program staff and monitored job performance including evaluations, progressive discipline, corrective action plans and termination, as necessary

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Clinician, The Knight Children's Center, Partners Program

2/98-9/00

- Developed new treatment program focusing on intensive wraparound services with the goal of reunification of latency population with their families which resulted in a shorter residential stay and reduction in need for further out of home placement
- Provided individual, group and family therapy in the home, school and residence and supervised milieu counselors and graduate school interns
- Trained all new Home for Little Wanderers employees as part of new hire orientation on how to work to develop a family support system for all children even when a biological, foster or adoptive family was not identified or involved
- Presented "The Partner's Program: An Innovative Approach to Family Reunification" at the CWLA Kinship Care Conference in Atlanta, GA
- Published "The Partner's Program: An Innovative Approach to Family Reunification" in the American Association of Children's Residential Centers Journal; awarded The Minnie E. Kelley Award through Simmons College for an outstanding and innovative paper in child welfare

Clinician, Pembroke Hospital, Pembroke, MA

6/96-2/98

- Provided individual, family and group therapy as well as case management for latency aged population experiencing acute psychiatric crisis
- Worked successfully as part of a multidisciplinary treatment team and collaborated with outside providers to develop a comprehensive treatment plan to facilitate discharge to a less restrictive setting
- Conducted assessments and made referrals when necessary for higher levels of care
- On-call clinician for hospital on off-hours, responsible for conducting on-site assessments for entire hospital population; this included determination of need for psychiatric hospitalization

COMMUNITY LEADERSHIP EXPERIENCE

School council representative, Brooks Elementary School, Medford, MA

9/09-6/11

- Elected role focused on collaboration with school leadership team in decision making, goal setting, and development and implementation of the school improvement plan

Parent Advisory Committee Member, Mass Department of Early Education and Care

9/06-6/10

- Met with the Commissioner and a team of EEC staff on a quarterly basis to provide support and guidance to the work of the EEC
- Informed policy and procedures, assisted in the development of a needs assessment for parents, acted as the EEC ambassador in my community, reviewed the Quality Rating and Improvement System and made recommendations for yearly funding based on budgetary projections

The Medford Family Network, Medford, MA

President, The Friends of the Medford Family Network

9/06-6/08

Parent Advisory Board Member

9/05-6/07

- Developed community partnerships, advocated for legislative bills that supported children and families, participated in grant writing, provided outreach to parents and guardians, advised on program development, and reviewed budget needs
- Streamlined and increased fundraising to the Medford Family Network thus expanding the Network's capacity to provide services to children and families

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EDUCATION AND LICENSURE:

MSW , Boston University, Boston, MA, magna cum laude	5/96
BSW , Siena College, Loudonville, NY, magna cum laude	5/95
Licensed Special Education Administrator	Current
LICSW Certification	Current
Licensed School Adjustment Counselor	Current
Certificate in Integrated Care Management, UMass Medical School	12/12