

## **WORK EXPERIENCE**

**August 2022 – Present   Hope Community Services   Oklahoma City, OK**

### **Chief Compliance Officer**

#### **Accountabilities:**

- Ensure that all program activities within the organization are designed and operating according to agency policy and procedure, accreditation guidelines, funding sources, and contractual agreements.
- Implementation and oversight of continuous quality improvement for agency and individualized programs.
- Performing program evaluations to ascertain effectiveness and efficiency of services.
- Administration of safety and emergency management procedures and agency disaster preparedness plan.
- Agency Activities include Safety Committee, Compliance Committee, Operations Committee, CARF Committee, Medical Records Committee, Safety Officer, and Corporate Compliance Officer.
- Reports included Annual Outcomes Management Report, Enhanced Measurement Report, Annual Seclusion and Restraint Report, Annual Stakeholder Satisfaction Report, CQI Reports, Annual Employee Satisfaction Report, Consumer Satisfaction Reports, Mortality Review Reports, Critical Incident Reports, Consumer Grievance Reports, and Safety and Emergency Management Reports.

**July 2000-Present   TurnKey Healthcare   Oklahoma City, OK**

### **Mental Health Therapist – Part Time**

#### **Accountabilities:**

- Complete mental health evaluations and make appropriate referrals.
- Crisis intervention.
- Individual therapy.
- Group therapy.

**November 2018 – August 2022   Arcadia Trails INTEGRIS Center for Recovery   Edmond, OK**

### **Director of Clinical Services**

#### **Accountabilities:**

- Oversees daily operations of residential substance abuse treatment services, and substance use prevention services.
- Coordinating funding sources and ensuring that ODMHSAS, CARF, Department of Health, and Veterans Affairs policies and procedures are met.
- Assures a work environment that recruits, retains, and supports quality staff and volunteers. Assures process for selecting, development, motivating, and evaluating staff and volunteers.
- Under general supervision, plans, organizes, and directs the activities of specific programs including supervision of staff, programming development and program administration. Network with resources in the community to develop and maintain collaborative ventures and supportive services.
- Assure that all programs have a long-range strategy which achieves its mission, and toward which it makes consistent and timely progress.
- Provide leadership in developing programs and organizational and financial goals.
- Maintain a working knowledge of significant developments and trends in the field.
- Responsible for developing and maintaining sound financial practices, preparing a budget, and ensuring all programs operate within budget guidelines.
- Acts as an advocate, within the public and private sectors, for issues relevant to ERI, its services and constituencies.
- Responsible for overseeing and developing the Clinical department including hiring, supervision, evaluation, and scheduling.
- Develop, plan, and implement strategies for program continuation and growth.
- Provide clinical training to clinical staff and interns.
- ASI and Biopsychosocial evaluations
- Individual Therapy
- Group Therapy

**January 2018 – November 2018   Northcare   Oklahoma City, OK**

#### **Executive Director – The Family Treatment Center**

##### **Accountabilities:**

- Oversees daily operations of residential substance abuse treatment services, and substance use prevention services.
- Coordinating funding sources and ensuring that ODMHSAS, CARF, and Department of Health policies and procedures are met.

- Assures program quality and organizational stability through development and implementation of standards and controls, systems and procedures, and regular evaluation.
- Under general supervision, plans, organizes, and directs the activities of residential program including supervision of staff, programming development and program administration. Network with resources in the community to develop and maintain collaborative ventures and supportive services.
- Assure that program has a long-range strategy which achieves its mission, and toward which it makes consistent and timely progress.
- Provide leadership in developing programs and organizational and financial goals.
- Maintain a working knowledge of significant developments and trends in the field.
- Responsible for developing and maintaining sound financial practices, preparing a budget, and ensuring all program operates within budget guidelines.

**September 2014 – December 2017    Eagle Ridge Institute    Oklahoma City, OK**

**Chief Executive Officer:**

Serves as chief executive officer of Eagle Ridge Institute (ERI) and, in partnership with the Board, is responsible for the success of ERI. Together, the Board and I assure ERI's relevance to the community, the accomplishment of ERI's mission and vision, and the accountability of ERI to its diverse constituents. The Board delegates responsibility for management and day-to-day operations to me, and I carry out these responsibilities, in accordance with the direction and policies established by the Board. As the CEO, I provide direction and enabling to the Board as it carries out its governance functions.

**Accountabilities:**

Legal compliance

- Assures the filing of all legal and regulatory documents and monitors compliance with relevant laws, regulations, and governing bodies.
- Mission, policy, and planning
- Helps the Board determine ERI's values, mission, vision, and short- and long-term goals. Develop the strategic plan and liability plan in collaboration with the Board.
- Helps the Board monitor and evaluate ERI's relevancy to the community, its effectiveness, and its results.
- Keeps the Board fully informed on the condition of ERI and on all the important factors influencing it.
- Identifies problems and opportunities and addresses them; brings those which are appropriate to the Board and/or its committees; and facilitates discussion and deliberation.
- Informs the Board and its committees about trends, issues, problems and activities in order to facilitate policy making. Recommend policy positions.

- Keeps informed of developments in human services, not-for-profit management and governance, philanthropy, and fund development.

#### Management and administration

- Provides general oversight of all ERI activities, manages the day-to-day operations, and assures a smoothly functioning, efficient organization.
- Assures program quality and organizational stability through development and implementation of standards and controls, systems and procedures, and regular evaluation.
- Assures a work environment that recruits, retains, and supports quality staff and volunteers. Assures process for selecting, development, motivating, and evaluating staff and volunteers.
- Recommends staffing and financing to the Board of Directors. In accordance with Board action, recruits personnel, negotiates professional contracts, and sees that appropriate salary structures are developed and maintained.
- Specifies accountabilities for management personnel (whether paid or volunteer) and evaluates performance regularly.

#### Governance

- Helps the Board articulate its own role and accountabilities and that of its committees and individual members and helps evaluate performance regularly.
- Works with the Board President to enable the Board to fulfill its governance functions and facilitates the optimum performance by the Board, its committees and individual Board members.
- With the Board President, focuses Board attention on long-range strategic issues.
- Manages the Board's due diligence process to assure timely attention to core issues.
- Works with the Board officers and committee chairs to get the best thinking and involvement of each Board member and to stimulate each Board member to give his/her best.
- Recommends volunteers to participate in the Board and its committees.

#### Financing

- Promotes programs and services that are produced in a cost-effective manner, employing economy while maintaining an acceptable level of quality.
- Oversees the fiscal activities of the organization including budgeting, reporting and audit.
- Works with Board and Chief Financial Officer to ensure financing to support short- and long-term goals.
- Assures an effective fund development program by serving as the chief development officer or hiring and supervising an individual responsible for this activity.

- Helps guide and enable the Board, its fund development committee(s) and its individual Board members to participate actively in the fund development process.
- Helps the Board and its development committee design, implement and monitor a viable fundraising plan, policies and procedures.
- Participates actively in identifying, cultivating, and soliciting donor prospects.
- Assures the availability of materials to support solicitation.
- Assures the development and operation of gift management systems and reports for quality decision-making.

#### Community relations

- Facilitates the integration of ERI into the fabric of the community by using effective marketing and communications activities.
- Acts as an advocate, within the public and private sectors, for issues relevant to ERI, its services and constituencies.
- Listens to clients, volunteers, donors, and the community in order to improve services and generate community involvement. Assures community awareness of ERI's response to community needs.
- Serves as chief spokesperson for ERI, assuring proper representation of ERI to the community.
- Initiates, develops, and maintains cooperative relationships with key constituencies.
- Works with legislators, regulatory agencies, volunteers, and representatives of the not-for-profit sector to promote legislative and regulatory policies that encourage a healthy community and address the issues of ERI's constituencies.

#### Clinical

- Responsible for overseeing and developing the Clinical department including hiring, supervision, evaluation, and scheduling.
- Develop, plan, and implement strategies for program continuation and growth.
- Provide clinical training to clinical staff and interns.
- ASI and Biopsychosocial evaluations
- Individual Therapy
- Group Therapy

**June 2006 – Sept 2014      Red Rock BHS      Oklahoma City, OK**

**Director of Residential Substance Abuse Services and HIV Programming:**

**Accountabilities:**

- Oversees daily operations of all Oklahoma City housing facilities, residential substance abuse treatment services, and HIV testing, counseling, and referral services.
- Coordinating funding sources and ensuring that ODMHSAS, CARF, Department of Health, and Veterans Affairs policies and procedures are met.
- Under general supervision, plans, organizes, and directs the activities of specific programs including supervision of staff, programming development and program administration. Network with resources in the community to develop and maintain collaborative ventures and supportive services.
- Assure that all programs have a long-range strategy which achieves its mission, and toward which it makes consistent and timely progress.
- Provide leadership in developing programs and organizational and financial goals.
- Maintain a working knowledge of significant developments and trends in the field.
- Responsible for developing and maintaining sound financial practices, preparing a budget, and ensuring all programs operate within budget guidelines.
- Agency Activities include Operations Committee, CARF Committee, Management Team, and ODMHSAS Directors Meeting.

#### **Director of CQI, Medical Records, Audits, Contracts, Grants, and Specialized Programming**

##### **Accountabilities:**

- Ensure that all program activities within the organization are designed and operating according to agency policy and procedure, accreditation guidelines, funding sources, and contractual agreements.
- Implementation and oversight of continuous quality improvement for agency and individualized programs.
- Performing program evaluations to ascertain effectiveness and efficiency of services.
- Administration of safety and emergency management procedures and agency disaster preparedness plan.
- Agency Activities include Safety Committee, Quality Management Committee, Operations Committee, Senior Operations Committee, CARF Committee, Medical Records Committee, Integrated Services Initiative Committee, HIPAA Compliance Officer, Meaningful Use Committee, and Corporate Compliance Officer.
- Reports included Annual Outcomes Management Report, Enhanced Measurement Report, Annual Seclusion and Restraint Report, Annual Stakeholder Satisfaction Report, CQI Reports, Annual Employee Satisfaction Report, Consumer Satisfaction Reports, Mortality Review Reports, Critical Incident Reports, Consumer Grievance Reports, and Safety and Emergency Management Reports.

**July 2009-July 2010**

**Federal Public Defenders Office**

**Oklahoma City, OK**

#### **Habeas Corpus Division, Western District of Oklahoma**

##### **Contract Evaluator**

##### **Accountabilities:**

- Perform psychological evaluations on death row inmates.

- Prepare psychological evaluations and recommendations for the Western District Court of Oklahoma.

**August 2009 – Present    McCullough Group    Oklahoma City, OK**

### **Motivational Speaker/Corporate Trainer**

#### **Accountabilities:**

- Facilitate experiential exercises with agency/corporate management teams
- Provide analysis of system processes.

**June 2007-May 2010    Phoenix University    Oklahoma City, OK**

### **Undergraduate Faculty**

#### **Accountabilities:**

- Facilitate student learning, provide effective instruction, and perform evaluations of student learning for all assigned classes, using each course's standard course outline as a guide.
- Develop course curriculum, course handouts, lectures, labs, and presentations.
- Participate in program level learning assessment. Participation includes helping articulate learning outcomes, choosing and administering measures, evaluating student performance, and suggesting changes to improve student learning.
- Schedule, supervise, debrief, and evaluate students in clinical, internship, observation, field experience, and similar settings as appropriate for the course or program.
- Assign grades and maintain course/student records.

**June 1998-June 2006    OFMQ    Oklahoma City, OK**

### **Preauthorization Review Coordinator**

#### **Accountabilities:**

- Make determinations of medical necessity by review of clinical records and direct contact with providers as necessary
- Make determinations regarding the appropriateness and quality of care by review of clinical records and through direct contact with providers as necessary.
- Review authorization requests for clinical services based on review of clinical data submitted, policy and the currently available medical evidence.

- Distinguish between convenience and medical necessity and to communicate these issues to providers clearly and professionally.
- Identify and research areas of behavioral health to maintain consistent application of policy and medical necessity criteria.
- Identify issues that affect provider participation and member access to providers and offer recommendations that remove barriers to provider participation and lead to better access to care.
- Communicate agency policies and procedures to behavioral health providers and other clinicians as needed.

**August 1999-August 2005      Oklahoma State University      Oklahoma City, OK**

#### **Adjunct Undergraduate Faculty**

##### **Accountabilities:**

- Facilitate student learning, provide effective instruction, and perform evaluations of student learning for all assigned classes, using each course's standard course outline as a guide.
- Develop course curriculum, course handouts, lectures, labs, and presentations.
- Participate in program level learning assessment. Participation includes helping articulate learning outcomes, choosing and administering measures, evaluating student performance, and suggesting changes to improve student learning.
- Schedule, supervise, debrief, and evaluate students in clinical, internship, observation, field experience, and similar settings as appropriate for the course or program.
- Assign grades and maintain course/student records.

**March 1994-June 1998      University of Oklahoma      Oklahoma City, OK**

#### **Adjunct Graduate Faculty**

##### **Accountabilities:**

- Facilitate student learning, provide effective instruction, and perform evaluations of student learning for all assigned classes, using each course's standard course outline as a guide.
- Develop course curriculum, course handouts, lectures, labs, and presentations.
- Participate in program level learning assessment. Participation includes helping articulate learning outcomes, choosing and administering measures, evaluating student performance, and suggesting changes to improve student learning.
- Schedule, supervise, debrief, and evaluate students in clinical, internship, observation, field experience, and similar settings as appropriate for the course or program.

- Assign grades and maintain course/student records.

**Jan. 1998- Aug. 1999    New Destiny/Eagle Ridge    Oklahoma City, OK**

### **Clinical Consultant/interim Clinical Director**

Accountabilities:

- Develop and monitor clinical programming.
- Evaluate clinical appropriateness of the medical necessity criteria used by contractor and whether the criterion is applied correctly in serving Medicaid recipients.
- Design, develop, implement, and administration of the behavioral health program and policy for Medicaid recipients.
- Develop program standards and outcome standards.
- Provide clinical supervision.

**Jan. 1997-Jan. 1998    Southwest Medical/Integris    Oklahoma City, OK**

### **Outpatient Therapist**

Accountabilities:

- Individual and group therapy, mental health evaluations, referrals, and treatment plan development.
- Chart documentation.

**Jan. 1997- Jan. 1998    Family Therapy Associates    Oklahoma City, OK**

### **Outpatient Art Therapist**

Accountabilities:

- Individual and group therapy, mental health evaluations, referrals, and treatment plan development.
- Chart documentation.

**Jan. 1997- Jan. 1998    McClain County TX Center    Oklahoma City, OK**

### **DUI School Instructor**

- Accountabilities:

- Development of course curriculum
- DUI assessments
- Facilitation and implementation of DUI classes
- Chart documentation.

**May 1995- July 1998    Adapt, Inc.    Oklahoma City, OK**

#### **Clinical Consultant, Interim Clinical Director**

Accountabilities:

- Develop and monitor clinical programming.
- Evaluate clinical appropriateness of the medical necessity criteria used by contractor and whether the criterion is applied correctly in serving Medicaid recipients.
- Design, develop, implement, and administer behavioral health program and policy for Medicaid recipients.
- Develop program standards and outcome standards.
- Provide clinical supervision.

**Oct. 1995- June 1996    High Pointe Hospital    Oklahoma City, OK**

#### **Director of Expressive Therapies**

Accountabilities:

- Develop and monitor expressive therapy programming.
- Evaluate clinical appropriateness of the medical necessity criteria used by contractor and whether the criterion is applied correctly in serving recipients.
- Design, develop, implement, and administer expressive therapy programs.
- Develop program standards and outcome standards.
- Provide clinical supervision to expressive therapy staff.
- Individual and group therapy, mental health evaluations, referrals, treatment plan development, documentation.

**June 1994– Sept. 1995    CPC Southwind Hospital    Oklahoma City, OK**

#### **Director of Expressive Therapies**

Accountabilities:

- Develop and monitor expressive therapy programming.
- Evaluate clinical appropriateness of the medical necessity criteria used by contractor and whether the criterion is applied correctly in serving recipients.
- Design, develop, implement, and administer expressive therapy programs.
- Develop program standards and outcome standards.
- Provide clinical supervision to expressive therapy staff.
- Individual and group therapy, mental health evaluations, referrals, treatment plan development, documentation.

**Sept. 1992- June 1994 Rolling Hills Hospital Ada, OK**

**Director of Expressive Therapies**

Accountabilities:

- Develop and monitor expressive therapy programming.
- Evaluate clinical appropriateness of the medical necessity criteria used by contractor and whether the criterion is applied correctly in serving recipients.
- Design, develop, implement, and administer expressive therapy programs.
- Develop program standards and outcome standards.
- Provide clinical supervision to expressive therapy staff.
- Individual and group therapy, mental health evaluations, referrals, treatment plan development, documentation.

**May 1990- Sept. 1992 Charter Ridge Hospital Lexington, KY**

**Art Therapist**

Accountabilities:

Individual and group therapy, mental health evaluations, referrals, treatment plan development, and documentation.

**March 1992-Sept. 1992 Blue Grass Impact Lexington, KY**

**Art Therapist**

Accountabilities: individual therapy, referrals, treatment plan development, and documentation.

**Jan. 87-Sept. 88      Northwest Mental Health Services      Oil City, PA**

**Art Therapist**

Accountabilities: Individual and group therapy, treatment plan development, documentation, projective drawing batteries.

**Sept. 87-Sept. 88      Warren Dept. of Human Services      Tionesta, PA**

**Contract Art Therapist**

Accountabilities: Individual therapy, treatment plan development, and documentation.

**Jan. 97-Sept. 88      Crawford County Children/Youth      Meadville, PA**

**Contract Art Therapist**

Accountabilities: Individual therapy, treatment plan development, documentation.

**June 86-Dec. 86      Edmund L. Thomas Detention Ctr.      Erie, PA**

**Contract Art Therapist**

Accountabilities: Group and individual therapy, documentation, and treatment plan development.

**EDUCATION**

1989-1990      Wright State University      Dayton, Ohio

MAT, Master of Art Therapy

- Sigma Iota

1981-1986      Mercyhurst University      Erie, Pennsylvania

BA, Bachelor of Arts in Art Therapy, Art Education and Studio Art

- Dean's List Scholar

**THESIS AND PUBLICATIONS**

- Hanes, M. J. (In Press). Clay in Art Therapy: A Case Report of a Sexually Abuse Child. *Art Therapy*.
- Hanes, M. J. (2023). The Picture Perfect Home: A Case Study of a 49-Year-Old Female in Residential Treatment, *Art Therapy*, DOI: 10.1080/07421656.2023.2240679.
- Hanes, M. J. (2022). Modified Amusement Park Technique with a SUD Population in a Residential Setting. *The Arts in Psychotherapy: An International Journal*, DOI: 10.1016/j.aip.2022.101967
- Hanes, M. J., & Rojas, J. (2021). Utilizing the Bridge Drawing Assessment with Patients in a Residential Substance Use Treatment Center. *Art Therapy: Journal of the American Art Therapy Association*, 39(2), 138-145.
- Hanes, M. J. (2020) *Roads to the Unconscious: A Manual for Understanding Road Drawings* (2<sup>nd</sup> ed). Edmond, OK: Blue Sparrow Distributions.
- Hanes, M. J. (2019). House as a mirror of self: A case study of a 21-Year-Old African American Female Hospitalized in an Inpatient Psychiatric Unit. *The Arts in Psychotherapy: An International Journal*. DOI: 10.1016/j.aip.2019.101601
- Hanes, M. J. (2017). Road to recovery: Road drawings in a gender specific residential substance use treatment center. *Art Therapy: American Journal of Art Therapy*, 34(4), 201-208. DOI: 10.1080/07421656.2017.1394124
- Hanes, M. J. (2009). Drawing out the enemy. *ArtBeat Magazine*, 1(12), 4.
- Hanes, M. J. (2009). Monsters from the id. *ArtBeat Magazine*, 1(10), 4.
- Hanes, M. J. (2008). Signs of suicide: Using road drawings with inmates on suicide observation at a county jail. *Art Therapy: Journal of the American Art Therapy Association*, 25(2), pp. 78-84. DOI: 10.1080/07421656.2017.1394124
- Hanes, M. J. (2007). "Face-to-face" with addiction: The spontaneous Production of self- portraits in art therapy. *Art Therapy: Journal of the American Art Therapy Association*, 24(1), pp. 33-36. DOI: 10.1080/07421656.2007.10129365
- Hanes, M. J. (2005). Behind steel doors: Images from the walls of a county jail. *Art Therapy: Journal of the American Art Therapy Association*, 22(1), pp. 44-48. DOI: 10.1080/07421656.2005.10129462
- Hanes, M. J. (2001). Retrospective review in art therapy: A visual record of the therapeutic process. *American Journal of Art Therapy*, 40(2), pp. 149-160.
- Hanes, M. J. (2000). Catharsis in art therapy: A case study of a sexually abused adolescent. *American Journal of Art*

Therapy, 38(3), pp. 70-74.

Hanes, M. J. (1998). Abstract imagery in art therapy: What does it mean? *Art Therapy: Journal of the American Art Therapy Association*, 15(3), pp. 185-190. DOI: 10.1080/07421656.1989.10759321

Hanes, M. J. (1997). *Roads to the unconscious: A manual for understanding road drawings*. Oklahoma City, OK: Wood 'N' Barnes Publishing.

Hanes, M. J. (1997). Utilizing the circus phenomenon as a drawing theme in art therapy. *The arts in Psychotherapy: An International Journal*, 24(4), pp. 375-384.

Hanes, M. J. (1997). Producing messy mixture in art therapy: a case study of a sexually abused child. *American Journal of Art Therapy*, 35(3), pp. 70-73.

Hanes, M. J. (1995). Utilizing road drawings as a therapeutic metaphor in art therapy. *American Journal of Art Therapy*, 34(1), pp. 19-23.

Hanes, M. J. (1995). Clinical application of the "scribble technique" with adults in an acute inpatient psychiatric hospital. *Art Therapy: Journal of the American Art Therapy Association*, 12(2), pp. 111-117.

Hanes, M. J. (1994). Letter to the editor. *Art Therapy: Journal of the America Art Therapy Association*, 11(2), p. 5.

Hanes, M. J. (1990). The development of the kinetic circus character drawing (K-C-C-D) as an art therapy assessment procedure. Unpublished master thesis, Wright State University, Dayton, Ohio.

## **LICENSES AND CERTIFICATIONS**

Licensed Professional Counselor (LPC)

Certified to administer the Addiction Severity Index (ASI) and ASAM

Registered Art Therapist – Board Certified (ATR-BC)

Completing requirements for Certified Problem Gambling Counselor

Certified LPC and ATR Supervisor

Certified Art Education Teacher (K-12)

## **GRANTS WRITTEN AND AWARDED**

Oklahoma AIDS Care Fund – HIV Counseling, Testing and Referral Grant 2009

Oklahoma AIDS Care Fund – HIV Comprehensive Risk Counseling and Services Grant 2011

Oklahoma City AIDS Walk – HIV Counseling, Testing and Referral Grant 2011

Oklahoma City AIDS Walk – HIV Counseling, Testing and Referral Grant 2012

Oklahoma City AIDS Walk – HIV Counseling, Testing and Referral Grant 2013

Oklahoma Department of Health – HIV Counseling, Testing and Referral Grant 2010 – 2011

Oklahoma Department of Health – HIV Counseling, Testing and Referral Grant 2012 – 2014

Oklahoma AIDS Care Fund – HIV Unmet Needs Grant 2012 – 2013

Oklahoma AIDS Care Fund – HIV Unmet Needs Grant 2013 – 2014

ODMHSAS – Non-Medical Use of Prescription Drugs Prevention Grant 2015

ODMHSAS – Regional Prevention Grant 2015

ODMHSAS – Eagle Wings Grant 2015

Anschutz Foundation – 2015

Kirkpatrick Foundation – 2016

## **PROFESSIONAL AWARDS**

Scholarship – Graduate Assistantship Wright State University 1989-1990

Al Friedman Visionary Award 2013

## **REFERENCES**

Dr. Belinda Biscoe      405-203-0909

Cheryl Bay              405-361-3808

Dr. Rojas                405-973-4040