

Faye Freeman-Smith

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Profile

My work history outlines strong counseling, leadership, and administrative skills demonstrated by the ability to utilize creative problem-solving strategies; initiate administrative interventions to ensure quality program outcomes; consult and network with colleagues, agencies, and members in mental health and in business. I have honed my talent to create, implement and manage high-quality programs in Mental Health and Higher Education, resulting in an excellent performance in data-driven, innovative program outcomes.

Education

M.S. Community Mental Health, Northern Illinois University

B.A. Psychology, Norfolk State University

Additional Professional Development

National Curriculum & Training Institute, Inc. Cedar Rapids, IA, invited to participate, Certificate, 2002

U.S. Army Health Services Command Academy of Health Sciences, Certificate 1987-1988

Midwest Institute of Alcoholism Studies, IDMH/DD, invited to participate, Certificate 1980

Professional Experience

Business Owner

COUNSELING RESOURCE INSTITUTE, Bloomington IL

January 2015-Present

Owner Private Practice

Provide individual and group counseling to adults and adolescents face to face, via video, and telephone. Specialties include mood disorders, anger management, anxiety disorders including trauma, addictions, and personality disorders. Also provide consultations, presentations, and supervision. Consultant for Illinois Lawyer's Assistant Program since 2016.

Higher Education

HEARTLAND COMMUNITY COLLEGE, Normal, IL

January 2012 -

Present

Director Student Counseling Services

Oversee all program areas and activities of the college Counseling Center including clinical services (intake; individual; couples; group; and emergency/crisis counseling; and individual assessment); outreach and consultation services, training (internship program and a practicum program); fiscal and administrative duties. Specifically; Provide individual, couples, group, and crisis counseling. Recruit, select, train, supervise, and evaluate counseling center staff, including providing clinical supervision to both professional and master level practicum and internship students. Develop and implement policies and procedures to ensure efficient operation of the center. Develop and implement techniques for evaluating programs and activities, including student usage, student learning, student satisfaction, and student retention. Establish strategic goals and objectives consistent with the division and college strategic plan. Oversee department budget including regular monitoring of income and expenses. Oversee and maintain the integrity of the Counseling Center's electronic scheduling and records system. Represent the department and the division through participation in campus meetings, committee

appointments, and presentations. Create and maintain outreach and marketing materials including the department website. Prepare annual reports and maintain departmental metrics.

Trio/SSSP Director

January 2004 –January 2012

Oversee and manage full-time administration of Student Support Services Program (SSSP). Provide leadership supervision and staff development for SSSP. Serve as a primary liaison between Trio and HCC staff community agencies and other community members.

Trio/SSSP Interim Director

October 22, 2003-January 2004

Oversee and manage full-time administration of Trio Student Support Services Program (SSSP). Provide leadership supervision and staff development for SSSP. Serve as a primary liaison between Trio and HCC staff, community agencies, and other community members.

Trio/SSSP Coordinator of Academic and Retention Service

November 2001- October 2003

Coordinate and implement programs providing academic support services to students and coordinate and monitor retention efforts providing academic, personal, career, and transfer counseling for students. Coordinate intake procedures activities.

Accomplishments

- Started the first food Program for students at Heartland Community College
- Applied and acquired license for the first African American radio station in McLean County IL
- Wrote and was granted a 1.2 million Department of Education Trio grant.
- Developed student tracking database for First Year Experience Program
- Wrote and prepared College Board reports and TRIO annual reports.
- Developed and implemented the Project RISE Peer Mentor Program
- Built and maintained Learning Communities
- Established workshops and seminars to assist in the development of college success skills
- Developed, organized, and implemented Summer Orientation Programs for new students
- Chaired Illinois Association of Opportunity Programs Personnel National Trio Day

ILLINOIS STATE UNIVERSITY, Normal, IL. Adjunct Faculty member

1989-1999

Provided job site instruction and supervision for undergraduate students in the Department of Anthropology/Sociology and Social Work, as well as students in other departments.

COLUMBIA COLLEGE, Fort Leonard Wood, MO. Adjunct Faculty Member

1988-1989

Served as a substitute teacher in courses for the Psychology and Sociology Departments. Provided instruction, lesson plans, and grades for students taking courses in the departments.

U.S. OFFICE OF PERSONNEL MANAGEMENT, EL Paso, TX. Test Examiner

1982-1984

Supervised and maintained test facilities. Conducted, administered, and controlled examinations and test materials for a wide variety of OPM exams. Contacted members of the general public for the purpose of identifying and securing additional testing locations for testing purposes. Insured the security and integrity of the testing environment. Impacted hiring procedures for all agencies that utilized OPM Test Performance as a basis for evaluating potential employees.

TIDEWATER COMMUNITY COLLEGE, Portsmouth, VA. Assistant Testing Director/Instructional Assistant 1975-1976

Coordinated test site, and materials and administered academic placement testing for 14,000 students of the FFS

Virginia Community College System. Scored and interpreted academic placement tests. Taught general-level, Psychology classes.

Clinical/Supervisory Experience

THE CHILDRENS FOUNDATION, Bloomington Illinois 1997-2001

Therapist/Supervisor Scott Center School 2000-2001
Provided assessment, family, individual, and group counseling for behavioral disordered and learning-disabled students referred to Scott Center School. Supervised staff teaching teams. Assisted in program development and administrative interventions to ensure quality treatment outcomes.

Independent Living Program Supervisor The Children's Foundation 1999-2000
Hired, trained, and scheduled staff and interns for designated positions. Monitored the functioning of client and staff systems, identified resource needs of the program, utilized problem-solving strategies to, intervene in stressful and highly emotional situations, and served as the administrator designee in the absence of the program director.

Therapeutic Group Care Program Supervisor 1997-1999
Supervised group home staff and operations, monitored the management of five group homes; program development and planning; staff training development oversaw program budget; monitored the implementation of licensing standards and agency policy and procedures.

CHESTNUT HEALTH SYSTEMS INC. Bloomington, IL. Residential Counselor Supervisor 1989-1997
Supervised and managed 34 members of a 46-member staff servicing clients in a comprehensive substance abuse residential treatment facility; managed the daily operation of a 2-unit, 33-bed residential facility; hired and trained entry-level staff; provided weekly clinical supervision of 16 staff members; implemented program design and development.

HUMAN SERVICE CENTER INC., Peoria, Illinois Clinical/Supervisor 1980-1981
Ensured the quality of clinical services delivered by a nine-member counseling staff for a substance abuse unit; assisted in policy-making; program planning and development; served as a counselor for English and Spanish-speaking clients; substance abuse educator and staff trainer.

Counseling Experience

U.S. ARMY MEDDAC ADAPCP, Fort Leonard wood Missouri Counselor 1986-1989
Provided Counseling for soldiers, families, and civilian employees. Served as a liaison for various Army units; developed special program components; acted as a clinical supervisor in the absence of current supervisor.

HUMAN SERVICE CENTER INC., Peoria, Illinois Outreach Counselor 1979-1981
Managed a community-based outreach office for the Human Service Center. Conducted workshops; provided individual and group counseling; consultation and education.

Summary of Work History

Counseling Resource Institute (Private Practice) 2015-present
Heartland Community College, Normal, Illinois 2001-present

The Children's Foundation, Bloomington Illinois	1997-2001
Illinois State University, Normal, Illinois	1989-1999
Chestnut Health Systems, Inc. Bloomington, Illinois	1989-1997
U.S. Army MEDDAC ADAPCP, Fort Leonard Wood Missouri	1986-1989
Columbia College, Fort Leonard Wood, Missouri	1988-1989
United States Office of Personnel Management, EL Paso, Texas	1982-1984
Human Service Center Inc., Peoria, Illinois	1979-1981
Tidewater Community College, Portsmouth, Virginia	1975-1976

Volunteer Experience

BLACK BUSINESS ALLIANCE, President Black Business Alliance 2005-Present; CEO WXRJ Radio Station 2009-2014

Youth Entrepreneur Leadership Camp Director 2000-2003;

ILLINOIS STATE UNIVERSITY DEPARTMENT OF SOCIAL WORK

Women's Wellness Initiative Grant. Steering Committee Member 1994
 Administered the implementation and evaluation of a state grant focusing on Women's Health issues (HIV/AIDS, Diabetes, Heart Disease, Breast Cancer, and Mental Health). Assisted in the development and implementation of strategies, programming, and actions to complete the goals and objectives of the Women's Wellness Initiative. Consulted in and conducted training for workshops in substance abuse prevention. Conducted training and workshops in HIV/AIDS. Provided training in advocacy and program development skills. Delivered ongoing support by facilitation of grant meetings and conferences.

Certificates and Licenses

National Approved Clinical Supervisor	
Board Certified Tele-Mental Health Counselor	2009
Real Colors Facilitator	2003
State of Illinois Licensed Clinical Professional Counselor	1998
Individual, Group, and Advance Counseling United States Army	1987-1988

Associations

McLean County Health Department Mental Health Advisory Board Member 2019-present
 Illinois Council on Problem Gambling (current president) 2017-present
 Association of University and College Counseling Center Directors 2010-present
 Multicultural Leadership Program Founding Board Member 2009-2012
 Great Plains Life Foundation Board Member 2009- 2015
 University of Illinois Extension Council 2003- 2007
 Mid America Association of Educational Opportunity Program Personnel, (MAEOPP) 2002-2013
 Illinois Association of Educational Opportunity Program Personnel, (ILEAOPP) 2002-2011
 Bloomington/Normal Boys and Girls Club Board 2001- 2004
 Leadership McLean County Class of 2001
 Black Business Alliance of Bloomington/Normal (charter member) 1998-present
 Delta Sigma Theta Sorority Inc., 1974-present
 Links Inc. 2006-present

Awards

Service Leadership Award Multicultural Leadership Institute 2020
YWCA McLean County Women of Distinction Social Services 2016
YWCA McLean County Women of Distinction Nominee 2014
Heartland Community Collaboration Award 2012
Heartland Community Diversity Award 2011
Heartland Community College Outstanding Employee Nomination, 2003
The Children's Foundation Outstanding Employee Award, 2000

Presentations

Youth build McLean County "Working in High Stress Environments" 2023
Workforce 180 "Stress in The Workforce" 2022
Profession Women of McLean County "Taking the Stress out of Difficult Conversations" 2021
Heartland Community College "Healing Racial Trauma" 2021
Illinois Council on Problem Gambling "Neuro-Meditation Effects on Addiction and Depression" 2018
Project Management Institute Central Illinois Chapter 2016 Conference "Bring Mindfulness to Work" 2016
100% Change Conference 2015 "Eating from The Tree" 2015
Soroptimist Bloomington-Normal "Cultivate Amazing Teams" 2015
Association of Women in Communications "Communicate with Colors" 2015
Illinois State Student Affairs Leadership "Color your Team" 2015
National Association of Developmental Education Conference (NADE) "Infusing the Curriculum with Counseling" March 2014
Simply in Your Purpose Seminar "As You Think So Are You" October 2013
International Institute of Teaching and Learning "Teaching with Colors" 2005-20015