

**Nikki S. Allen, LCSW, LAC**  
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## **Professional Experience**

- Integrated Behavioral Health Program Manager. September 2014 – Present  
Colorado Coalition for the Homeless, Stout Street Health Center. Denver, CO
  - Responsible for clinical and administrative supervision of Behavioral Health Providers, including recruitment, training, peer review, and evaluation of team staff
  - Conducting qualitative analysis for planning and forecasting purposes to contribute ideas towards new programming, work flow, orientation/hiring patterns, and training needs
  - Working with Integrated Health Management Team and Quality Assurance to strengthen and improve the overall integrated systems of care for the West End and Stout Street Health Centers
  - Serving on Full Management, Management, Clinical Management, Core, and the Integrated Health Manager's Teams
  
- Behavioral Health Provider and Trainer. November 2013 – September 2014  
Colorado Coalition for the Homeless, West End Health Center and Stout Street Clinic. Denver, CO
  - Developed a 5-Module training curriculum to aid in the transition of staff from a traditional mental health setting to working as a Behavioral Health Provider (BHP) in a primary care setting
  - Provide ongoing 20-hour BHP Module training to staff transitioning from Clinical Case Manager roles to functioning effectively as BHPs and for newly hired BHPs
  - Conduct shadow training with new BHPs so that they can observe and then practice with supervision in the medical clinic
  - Led 4-week pilot project with BHP service provision in Stout Street Clinic Medical Services in preparation for full integration of medical and behavioral health. Compiled and assessed the data to provide a summary of successes, challenges and next steps toward integration
  - Provide assessments, brief therapeutic interventions, individual therapy and crisis interventions in ongoing collaboration with the primary care provider and psychiatrist at West End Health Center
  - Work in conjunction with the Integrated Behavioral Health Program Manager and Director of Psychiatry to develop systems of care and streamline training needs to ensure successful integration
  - Participate in Integrated Health Managers Team meetings
  
- Adjunct Faculty. September 2013 - Present  
University of Denver Graduate School of Social Work. Denver, CO
  - Instructor for "Integrated Social Work Practice for Social Justice" and "Assessment of Mental Health and Substance Use in Adults"
  - Teach and facilitate discussion in a learning community of MSW students
  - Design class sessions to most effectively deliver course content
  - Evaluate student progress and assist them to reach learning goals
  
- Integrated Health Services Therapist. June 2012 - November 2013

Colorado Coalition for the Homeless, West End Health Center. Denver, CO

- Assisted in the development of screening and assessment protocols for depression, substance abuse and domestic violence for all new primary care patients
- Worked directly with primary care provider to provide assessments, consultation, education, brief therapeutic interventions, and referral/linkage for individuals with mental health and substance abuse issues
- Provided brief therapeutic interventions to improve health outcomes utilizing motivational interviewing, cognitive behavioral therapy, behavioral activation, and solution focused therapy
- Completed diagnostic psychosocial assessments
- Worked collaboratively with clinic consulting psychiatrist for patients experiencing severe mental illness
- Maintained patient registries for depression, substance abuse disorders, and other mental health disorders to provide close patient follow-up and track outcomes
- Conducted crisis interventions as needed including mental health holds

➤ Licensed Clinical Case Manager. August 2006 - May 2012  
Colorado Coalition for the Homeless, Stout Street Clinic Psychiatry. Denver, CO

- Provided clinical case management services, primarily obtaining benefits and housing
- Completed psychosocial assessments for new clinic patients
- Consulted with other CCH staff, including physicians, nurse practitioners, outreach workers, and housing case managers to triage illness acuity, determine eligibility for care, and problem-solve specific case situations
- Offered therapeutic interventions with active clients and carried a small therapy caseload
- Conducted crisis interventions, including placing mental health holds when necessary
- Participated on agency-wide Child Protective Task Force
- Met Denver Road Home grant goals and assisted with tracking/reporting grant data
- Served as liaison between the Psychiatry and PATH teams to improve communication and service delivery
- Maintained ongoing collaborative relationships with internal organizational teams and external agency contacts

➤ Program/Administrative Coordinator. September 2000 - June 2003  
Lutheran Community Services. Wilmington, DE

- Managed state-wide voucher program for pharmaceutical smoking cessation aids to assist low-income smokers who were trying to quit, including all telephone intakes, billing and reporting
- Coordinated volunteers for a program providing transportation to and from medical appointments for seniors
- Provided administrative support including database management, donor tracking, general technology support, grant writing assistance and reception

➤ Case Manager. November 1999 - June 2000  
Big Brothers Big Sisters of Greater Milwaukee. Milwaukee, WI

- Interviewed volunteers for suitability as mentors
- Facilitated and subsequently supported match relationships between children and mentors based upon compatibility determined by screening process
- Surpassed previous employee records for number of quality matches made and earned highest bonus available

## Education

- University of Massachusetts Center for Integrated Primary Care. Certificate Program in Primary Care Behavioral Health. September 2012 - December 2012
- Master of Social Work, Leadership for Community and Organizational Practice Track  
University of Denver Graduate School of Social Work, Denver, CO. June 2006 with honors

### *Field Education:*

- Denver SCORES. September 2005 - June 2006
  - \* Completed a community assessment to establish the ongoing need for after school programming in Northwest Denver
  - \* Conducted parent focus groups and created a plan to increase parent engagement in the program to improve client voice and cultural competency
  - \* Submitted grant proposals and assisted with special event fundraising
  - \* Coordinated collection of outcomes evaluation data and grant reporting
- CHARG Resource Center. September 2004 - May 2005
  - \* Provided ongoing individual therapy for four clients
  - \* Co-facilitated a depression therapy group
  - \* Led a 6-week group on nicotine cessation
  - \* Gained experience in strengths-based and empowerment treatment models
- Master of Arts in Specialized Ministry, Justice and Peace Studies  
Cliff School of Theology, Denver, CO. June 2006 with distinction
- Bachelor of Arts, Sociology/Anthropology and English, focus in Women and Society  
Allegheny College, Meadville, PA. May 1998 magna cum laude

## Clinical Supervision Experience

- LCSW candidate supervision. April 2012 - Present
- MSW Field Instructor for Colorado State University School of Social Work. September 2010 - December 2012
- MSW Field Instructor for University of Denver Graduate School of Social Work. September 2010 - June 2012