

# LISA JOHNSON

## Professional Summary

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Accomplished Executive Director recognized for leveraging strong team leadership and development to drive forward progress. Highly organized, detail-oriented leader skilled in directing high-performing teams to develop solutions and solve operational and technical problems. Success implementing systems across multiple operations with superior organizational and communication skills.

## Skills

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- Business start-up
- Financial leadership
- Business alliances
- Operational leadership
- Policy development and optimization
- Team Leadership
- Risk Assessments
- Strategic planning
- Report Compilation
- Member Databases

## Work History

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### **Executive Director, C.E.O.**

01/2011 to Current

#### **Independence Center, I.N.C.** – Waukegan, IL

- Negotiate new annual contracts and service agreements with vendors to achieve prime pricing.
- Coach and guide program coordinators to improve effectiveness and policy enforcement, resulting in improved employee job satisfaction and higher performance levels.
- Recruit new members by networking at community events and distributing promotional materials to attendees.
- Exercise appropriate cost control to meet budget restrictions and maximize profitability.
- Review individual department performance and work with leadership to improve processes, procedures, and practices.
- Worked closely with organizational leadership, including board of directors, to strategically affect direction of operations.
- Create promotional materials and provided insightful information to social media, websites, and print media to educate public.
- Monitored use of best practices at all levels and implement corrective actions to bring employees into compliance.
- Work with department heads to stay current on needs and offer high-level support for day-to-day operations.

- Established new customer service and problem resolution processes to improve client satisfaction rates.
- Determine vision and strategic direction for Community Mental health in area and coordinate resources to achieve targets within optimal timeframes.
- Supervise writing of all grant applications and check information for accuracy prior to submission.
- Build productive relationships with industry partners and competitors to support strategic business objectives.
- Manage partnerships and strategic business relationships, including negotiating contract terms and handling conflicts.
- Aligned department vision, goals, and objectives with company strategy to achieve consistently high results.
- Complete in-depth analyses of risks to control company profile, enhance systems and track legal concerns.
- Devise strategies for standardizing and enhancing organization and management of business assets.
- Oversee all financial operations company-wide, including budgets, payroll, and accounts payable and receivable.
- Build and deploy strategies to achieve company vision and enhance tactical operations.
- Devised successful benchmarks and performance optimization strategies to enhance company objectives.
- Create, plan and implement policies and procedures to increase productivity and maximize return on investments.
- Direct all financial activities, including budget development, creation of budgetary controls and recordkeeping systems, and investment management.
- Direct and control various benefit programs, including 403B, medical, dental, and vision packages.
- Navigate federal, state, and local employment laws and regulations and adjust company practices and policies to confirm complete compliance.
- Serve as representative in various civic and community functions to further enhance company image and develop additional business.
- Instruct senior leaders on appropriate employee corrective steps.
- Develop and present project and funding proposals.
- Identify and capitalize on short- and long-term revenue generation opportunities to maximize bottom-line profitability.
- Direct technological improvements, reducing waste and business bottlenecks.
- Led recruitment and development of strategic alliances to maximize utilization of existing talent and capabilities.
- Verify consistency in quality planning, quality control, quality insurance, and quality improvement.

- Managed compliance efforts, including correspondence, reporting, and audits.
- Institute contingency plans, ensuring business continuity through cross-training, documentation, and data backups.
- Established strategy for operations reporting and analytics, identifying key needs for deliverables while driving continuous improvement of processes.
- Advise senior managers on policy strategies for reducing liability and preventing losses.

## **Surveyor**

01/2005 to Current

### **C.A.R.F – Tucson, AZ**

- Conducting Behavioral Health and Community Employment Services surveys to administer accreditation process.
- Reviewed accreditation standards and evaluated compliance, identified challenges, and proposed solutions.
- Prepared and presented comprehensive reports to upper management and audit team, covering issues and recommendations.
- Verified consistency in quality planning, quality control, and quality improvement.
- Formulated detailed recommendations based on survey findings to support quality improvements.
- Conducted reviews of existing policies and procedures.
- Displayed consistent, positive attitude towards customers, peers, and other personnel, even during high-stress situations.
- Listened carefully to customers and explained complex information simply and concisely.

## **Assistant Director**

03/1992 to 12/2010

### **Independence Center – Waukegan, IL**

- Trained and mentored new employees on industry practices and business operations.
- Created and updated records and digital files to maintain current, accurate and compliant documentation.
- Tracked key business metrics and made recommendations for proactive adjustments to policies and procedures.
- Partnered with local schools to instruct and mentor graduate students.
- Worked with team leaders to arrange schedules based on service requirements and available resources.
- Implemented ongoing learning strategies such as tutorials, instructional modules, and supervised hands-on sessions to help staff improve understanding of equipment and care best practices.
- Facilitate hiring of qualified personnel by interviewing applicants and making recommendations for employment.
- Organized and managed program development from conception through successful execution.

- Orchestrated smooth and efficient program development by collaborating cross-functionally across departments.
- Managed web content updates and ongoing site maintenance to provide stakeholders with easy information access.
- Led onboarding activities for employees and students.
- Scheduled and supervised staff meetings to discuss new ideas and update participants on program details and milestones.
- Provided ongoing direction and leadership for program operations.
- Designed program implementation and maintenance plan, including ensuring availability of appropriate resources.
- Prepared reports for upper management including service trends and performance trends.
- Managed practical action plans to respond to audit discoveries and compliance violations.
- Developed and implemented internal control tests to verify employee compliance with established policies and procedures.
- Provided guidance, advice and training to improve business' understanding of related laws and regulatory requirements.
- Established and cultivated productive relationships with regulatory bodies.
- Monitored compliance with processes, policies, procedures and standards in regards to collection and management of annual contributions from shareholder companies.
- Conducted evaluations to identify weak areas and identify problematic issues while promoting corrective methods.
- Monitored activities and supporting systems, making sure each met all compliance regulations.
- Evaluated interactions between personnel and clients to assess personnel performance and implement strategies for customer satisfaction improvement.
- Implemented new quality assurance and customer service standards.
- Monitored staff organization and suggested improvements to daily functionality.
- Determined root cause of deviations and non-conforming results and implemented appropriate corrective and preventive actions throughout product development process.

## Education

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**Master of Arts:** Counseling Psychology

**Roosevelt University** - Chicago, IL

**Bachelor of Science:** Law Enforcement Administration

**Western Illinois University** - Macomb, IL

**College of Lake County** - Grayslake, IL

## Affiliations

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- Toastmasters
- Society of Human Resource Management
- Rotary International
- Member of National Board for Certified Counselors

## Certifications

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- L.C.P.C. - Licensed Clinical Professional Counselor
- C.A.D.C. - Certified Alcohol and Drug Counselor