

LULA MOULTRIE HEATLEY, MSW, MRC, LCSWC

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PROFESSIONAL SUMMARY

Licensed Certified Social Worker-Clinical (LCSW-C) with over 25 years of experience in clinical administration, private practice, and medical social work. Proven leader in developing and overseeing behavioral health programs, managing complex grants, and directing clinical teams in diverse settings (Juvenile Justice, Hospice, Dialysis). Expertise in biopsychosocial assessment, evidence-based treatment modalities, elder abuse assessment, and regulatory compliance (COMAR, CCARF, MBH, NASW).

PROFESSIONAL EXPERIENCE

08/2019 – Present WIN FAMILY SERVICES

Home/Community-Based Cecil, Harford, and Baltimore Counties) Family Services Coordinator
CAQH-ID 13924557

NPI NUMBER: 1164702098

Responsible for coordinating all clinical services and supervision of Masters Level Contractual Clinicians, apply current State directives regarding nature and scope of clinical principles and practices, monitor state laws and updates, apply professional knowledge of psychological and social work principles, theories, and methods

07/2010 – Present | Individual Psychotherapist/Clinical Supervisor WIN Family Services

- Coordinate all clinical services and provide clinical and administrative supervision to Masters Level Licensed LMSW's as outlined by MBSE regulations.
- Perform the full range of supervisory responsibilities, including structured one-on-one and group case consultation and structured case presentations.
- Staff all scheduled intakes, review all assessments, diagnoses, and plans of care for all clinicians.
- Apply professional knowledge of psychological and social work principles and theories to

daily SW practice in the Therapeutic Foster Care Practice regulations.

- Ensure compliance with COMAR, NASW, State, Federal, and Local Laws regarding clinical principles, employee management duties.
- Deliver comprehensive biopsychosocial Fostercare assessments, and interventions and treatment using client-centered, evidence-based treatment modalities.
- Provide fostercare oversight of assigned youth , including routine and scheduled homevisits, treatment planning, crisis management interventions focused on interpersonal dynamics and life management issues, monitoring referrals and oversight of requires therapy involvement of youth with therapy providers in the community, Family Strengthening Foaster Parent and youth meeting in the home, monitoring all medical and yearly medical appintments are being facilitated by the foster parents, all other duties mandated by the foster care comar regulations.
- Conduct suicide and needs assessments, and recommend higher levels of care and rehabilitation services if needed
- Document all services in the EMR using the SMART goals format.

Private Practice, Outpatient Mental Health Center, Clinical Administrator

Tru Integrity Wellness and Counseling Center LLC

- Provide comprehensive in-home medical and biopsychosocial assessments and care planning for individuals with chronic and debilitating medical diagnoses to aid in rehabilitation and promote positive adjustment to illness.
- Serve as a member of a clinical multidisciplinary treatment team, providing recommendations and follow-up reporting for continuity of care with referring physicians and other disciplines.
- Conduct elder abuse assessments; develop and implement protocols for reporting and eliminating barriers to elder abuse.
- Assess the level of care needed, provide education, and facilitate referrals for Long Term Care and Assisted Living Programs.
- Coordinate community resource referrals, family planning meetings, and estate planning services.

11/2015 – 05/2019 | Medical Social Worker, Dialysis Center Nx-Stage Kidney Care (Recently Fresenius Medical)

- Conducted initial psychosocial assessments and annual patient updates for patients diagnosed with End-Stage Kidney Disease (ESKD).
- Provided individual therapy and psychoeducation on disease management, renal replacement therapy, and transplant options to facilitate patient adjustment to illness.
- Served as a consultant to medical and clinic staff regarding the psychosocial aspects of

patient care, including in-home training evaluation and follow-up.

- Explored and developed family and community resources and maintained working relationships with various professionals, agencies, and organizations.
- Maintained appropriate documentation in the organizational database, including clinical interventions, care planning tools, and QAPI statistics, in compliance with policy and regulations.

**07/2009 – 07/2014 | Medical Social Worker, Gilchrist Hospice
Greater Baltimore Medical Center Gilchrist Hospice Care**

- Provided in-home Medical Social Work Services to terminally ill patients and their families, offering individual/family psychotherapy, bereavement, and anticipatory grief counseling.
- Facilitated end-of-life planning, including life review, assistance with advance directives, wills, and decision-making.
- Developed and implemented comprehensive care plans as a member of the interdisciplinary team.
- Coordinated integrative and highly coordinated services, resource information linkages, and crisis intervention.
- Made direct admission referrals to VA programs, residential facilities, and long-term care/nursing homes as warranted.

**12/2006 – 07/2009 | Medical Social Worker
Stella Maris Hospice and Homecare Mercy Medical Center**

- Planned, initiated, administered, and evaluated specific clinical interventions as part of comprehensive psychosocial assessments for acute and terminally ill patients.
- Case managed Hospice and Skilled patients in homes and Long-Term Care Units (LTCU), providing assessment, counseling, resource planning, and scheduling respite.
- Developed individualized care plans and provided integrative services, crisis intervention, discharge planning, and bereavement counseling.
- Provided disease education, rehabilitation planning, and support services to patients and families navigating end-of-life decisions.
- Made direct admission referrals to VA programs, residential facilities, and long-term care/nursing homes as warranted.

**09/2005 – 12/2006 | Administrative Director/Clinical Supervisor (Grant Program)
East Baltimore Community Services Corporation: Child In Need of Supervision Diversion Program**

- Implemented and provided ongoing briefings, reports, and presentations to stakeholders on analytical findings for improving program outcomes and operational efficiency.
- Managed all staff, including hiring, evaluating performance, and maintaining personnel

records; administered performance management tools.

- Oversaw and monitored proposed legislation and agency directives to determine programmatic applicability to grant awards.
- Provided clinical supervision of professional staff, social work students, volunteers, and support staff, ensuring all met state licensure requirements.
- Performed liaison activities to develop partnerships and reduce juvenile crime and violence within Baltimore City.
- Served as a member of the Baltimore City Traumatic Incidence Response Team (TIRT) and the Family League of Baltimore City (Local Coordinating Council).
- Established procedural and program guidelines according to grant protocol, community outreach, and resource development.

07/2004 – 09/2005 | PROJECT ADMINISTRATOR

COURT MEDICAL EVALUATION TEAM (CMET) CIRCUIT COURT FOR BALTIMORE CITY

- Directed daily management of the office and oversaw clinical services, ensuring the team completed up to 350 mental health evaluations annually within a strict 14-day turnaround.
- Managed all clinical and administrative staff; developed and implemented comprehensive HR policies, performance management systems, and staff development trainings.
- Oversaw grant management, developed budgets and salaries, and managed consultant contracts, ensuring compliance with COMAR regulations and licensure.
- Performed specialized court mental health evaluations and made recommendations on treatment needs and resources for juveniles arrested and detained.
- Served as the primary liaison to internal and external partners, including the Department of Juvenile Services and Juvenile Court Judges, to prevent recidivism.
- Designed, advised on, and evaluated program effectiveness, ensuring compliance with program design and monitoring operational systems to track deliverables and outcomes.

LICENSES

- **LCSW-C-2011:** Licensed Certified Social Worker-Clinical #16665 (Maryland by Examination)
- **LMSW-2003:** Licensed Masters Social Work #G10823 (SC by Exam, transferred to MD by endorsement)
- Board Approved Clinical Supervisor , Maryland Board of SW Examiners, Non LPC Board Approved Supervisor of Maryland Board of Professional Counselors.

SKILLS AND TRAINING

- **Specialized Experience and Training:** Child Welfare, Treatment Fostercare, Clinical Supervision, Clinical Services MH, and SUD, EAP, Foster Care Home Study Approved Clinician, Chronic Illness, Medical Disabilities, Co-occurring Disorders, Physical Disabilities, Serious and Persistent Mental Illness, Substance Abuse, Trauma,

Assessments, CANS Assessments (Child and Adolescent Needs Assessments), Efforts to Outcomes System (ETO), End of Life Care, Hospice Specific Interventions and Services to Patients and Families experiencing EOL Grief and Loss.

- **Technology and Software:** Operating Systems (Windows and Mac OS), Office Suites (Microsoft Suites, Google Suites), Presentation Software (PowerPoint, Excel), Communication Software PHI compliant, Multiple EHR systems..

EDUCATION AND TRAINING

Undergraduate:

- **COLUMBIA COLLEGE COLUMBIA, SOUTH CAROLINA**
 - Bachelor's Degree, Social Work, 1997

Graduate and Professional:

- **University of South Carolina School of Social Work**
 - Master's Degree, Social Work, 1999
- **University of South Carolina School of Medicine**
 - Master's Degree, Rehabilitation Counseling, 2003
 - *Rural Scholars Program (U.S. Rehabilitation Services Administration) Scholarship*
 - Graduate Certificate, Psychiatric Rehabilitation, 2003

Post Graduate:

- **University of Maryland School of Social Work**
 - Graduate Certificate (EAP), International **Employee Assistance Professional**, 01-2019