

## **CURRICULUM VITA**

**JOAN MARIE VERMILLION, Ph.D.**

### **EDUCATION**

*Ph.D., Counselor Education, Minor: Administration, University of Florida, Gainesville, FL*

*M.B.A., DeVry University, Keller Graduate School of Management, Orlando, FL July, 2010*

*M.Ed., Counselor Education, Pennsylvania State University, University Park, PA*

*B.A., Psychology, Pennsylvania State University, University Park, PA*

### **HIGHER EDUCATION AND CONSULTING**

NOVA SOUTHEASTERN UNIVERSITY, COLLEGE OF PSYCHOLOGY – 2011 to Present  
Adjunct Faculty, Master's Programs in Mental Health Counseling and School Counseling. Courses Taught:  
Substance Abuse, Research and Evaluation for Counselors, and Psychological Testing for Individual Evaluation.

WALDEN UNIVERSITY (Laureate International Universities Network), COLLEGE OF SOCIAL AND BEHAVIORAL SCIENCES, SCHOOL OF COUNSELING AND SOCIAL SERVICE – 2010 to Present  
Began as Contributing (Part-Time) Faculty and Faculty Mentor for the M.S. in Mental Health Counseling Program. Then, B.S. in Human Services Program. Online (Blackboard Platform) Courses taught include Assessment in Counseling and Education (Lead Faculty), Research and Program Evaluation, Substance Abuse, Career Counseling, Diagnosis and Assessment, Prevention, Intervention, and Consultation, Human Services Capstone and Career, Consultation and Assessment, Measuring Effective Human Services Delivery, and Introduction to Addictions.

VERMILLION CONSULTING GROUP – Orlando, FL. – 2009 to Present  
Independent Consultant: Program Planning, Program Evaluation, Research, and Leadership Training.

DEVRY UNIVERSITY, KELLER GRADUATE SCHOOL OF MANAGEMENT – Orlando North and South Centers and Tampa Bay Center, Tampa, FL. – 1999 to Present  
Visiting Professor (Part-Time Faculty) for Keller Graduate School of Management. Hybrid (Classroom and Online with eCollege Platform) Courses taught include: Human Resource Planning (Capstone), Public Administration (Capstone), Leadership and Organizational Behavior, Managing Organizational Change, Human Resources Benefits, Human Resource Management (graduate and undergraduate), Career Success Strategies, Leadership in the 21st Century, Human Resources Compensation, Human Resources and Technology, Human Resources Strategic Staffing, Employment Law, International Human Resources, Training and Development and Foundations of Professional Communications.

UNIVERSITY AT BUFFALO, THE STATE UNIVERSITY OF NEW YORK, School of Social Work – 2013-2016  
Created and taught the MSW Course, Theories of Organizational Behavior and Development, each Summer in a Blackboard Platform.

UNIVERSITY OF CENTRAL FLORIDA – 2010 to 2014  
Graduate Faculty Scholar in the College of Graduate Studies and College of Medicine Temporary Employee, Standardized Patient Program.

GLOBAL EDUCATION CONSORTIUM ON RESEARCH METHODS/BUSINESS ANALYTICS – 2010  
Prepared curriculum in international certification courses in Research Methodology and Research Management using Moodle online education platform.

NET INSTITUTE – Orlando, FL. 2003 to 2008

Substance Abuse Training Instructor for Addictions Studies Program of this International (Faith-Based) Training Institute. (Classroom delivery and curriculum development for online and written courses). Courses including Counseling Foundations and Introduction to Psychology and Counseling.

CENTER FOR DRUG-FREE LIVING – Orlando, FL. 2003

Part-Time Clinical Manager. Addiction Receiving Center and Detoxification Program.

HEART OF FLORIDA UNITED WAY – Orlando, FL. 2003

Research Consultant/Principal Investigator. Geriatric Grant (Meaningful Service and Employment) funded by Winter Park Health Foundation. Published Report.

INCUBATION, INC. – Salt Lake City, UT. 2001 to 2005

Consultant. HEALTHRIGHT, a copyrighted product regarding electronic health records.

PENNSYLVANIA STATE UNIVERSITY - Great Valley, PA. 1994 to 1998

Associate Professor (Adjunct Faculty) for Graduate School of Management and Organization.

Courses taught included: Human Resource Management and Communication Skills for Managers.

WEST CHESTER UNIVERSITY - West Chester, PA. 1995 to 1997

Associate Professor (Adjunct Faculty) for Graduate School of Counselor, Professional, and Secondary Education. Courses taught included: Group Counseling, Group Procedures, Career Planning and Development, Practicum in Higher Education.

READING AREA COMMUNITY COLLEGE - Reading, PA. 1988 to 1991

Developed and taught a Management Series of Continuing Education classes, entitled:

"Understanding your Role as a Manager." Courses taught included: Writing Improvement for Managers, Supervisors and Professionals, Effective Employment Interviewing Techniques, Interactive Management: Holding Your Own With Employees, Making Meetings Work for You: Criteria for a Successful Meeting. Management Series was successful and expanded to a Certificate Program for Managers.

CREATIVE HEALTH SYSTEMS - Pottstown, PA. 1988 to 1994

Contracted as Drug and Alcohol Therapist. Provided individual and family substance abuse training.

KUTZTOWN UNIVERSITY - Kutztown, PA. 1988 to 1998

Supervision of the administration of standardized tests including national and state certification tests (Graduate Management Admission Tests, Graduate Record Examinations, National Teaching Examinations, and College Board Tests).

UNIVERSITY OF SOUTH FLORIDA, Florida Mental Health Institute, Florida Juvenile Justice Training Academy - Tampa, FL. 1986

Contracted as a Training Consultant for the Florida Juvenile Justice Training Academy. Developed written training curriculum to be used at the state-wide academy to teach all state juvenile justice workers.

Training modules included: Communication Skills, Counseling Skills, Client Recreation and Leisure, Admission Process, Dealing with Clients with Special Needs, Juvenile Rights, Rules and Discipline and Release Procedures.

STATE OF FLORIDA, Department of Education - FL. 1985 to 1986

Contacted as a Training Consultant to deliver training to principals, directors and assistant superintendents employed by the State of Florida's Department of Education. Presented training on "Interaction Management" using curriculum developed by Development Dimensions International through a grant to the

University of Florida.

UNIVERSITY OF FLORIDA, Department of Counselor Education - Gainesville, FL. 1984  
Doctoral Internship included serving as a teaching assistant for the following graduate courses:  
The Organization and Administration of Guidance and Personnel Programs, Group Counseling Practicum.

STETSON UNIVERSITY - DeLand, FL. 1984 to 1987  
Supervision of the administration of standardized tests including the following: Graduate  
Management Admission Tests, Law School Admission Tests, Graduate Record Examinations, National  
Teaching Examinations, and College Board Tests.

STETSON UNIVERSITY, Career Planning and Placement Center/Counseling Center - DeLand, FL. 1984  
Doctoral Internship under the direction of the Dean of Student Development. Performed career  
counseling, assisted college recruiters, and presented workshops to students.

## **FULL-TIME EXPERIENCE**

RESCARE, Inc. – Orlando, FL

Publicly-traded international social services organization 2007-2009

SENIOR DIRECTOR OF ALTERNATIVE EDUCATION

\* Responsible for leadership of Excel Alternative Schools nationally (19 schools). Responsible for financial, human resources, quality management, training, operations and marketing. Best in Class and Double-Digit Growth Awards won in September, 2009.

\* Served on the corporation-wide Strategic Planning Group and the Business Development Committee responsible to the Board.

KIDS HOPE UNITED, FAMILY SERVICES OF METRO ORLANDO – Orlando, FL

Non-profit organization for human services delivery 2003-2007

VICE PRESIDENT OF POLICY AND PROGRAM DEVELOPMENT

\* Responsible for contract management, training program, quality management program, program assessment and development, performance management program, risk management, contract programmatic monitoring, utilization management program and community based involvement for services to 3,500 abused/neglected children and their families/ \$47 million annual budget.

\* Responsible for chairing the Human Resource Committee of HR professionals to convert state employees to employees of non-profit organizations and coordinating their training of new system. Co-Chair of corporate Best Place to Work Strategic Planning Subcommittee.

STATE OF FLORIDA DEPT. OF CHILDREN AND FAMILIES - Orlando, FL

State agency for human services delivery. 2000-2003 and 1979-1987

DISTRICT PLANNING AND EVALUATION ADMINISTRATOR, DETENTION CENTER

SUPERINTENDENT, ASSISTANT SUPERINTENDENT/YOUTH CENTER, DIRECTOR/GROUP HOME

\* Responsible for quality management program, strategic and tactical planning, assessment and research design, performance management program, and privatization/community based planning/project management for a State District encompassing four counties and 1,700 staff. Served as District HIPAA Coordinator. Led District Safety and Wellness Committee. Received highest performing employee award in June, 2002.

\* Responsible for contract administration and monitoring for \$130 million of contractual services.

HORIZON BEHAVIORAL SERVICES - Winter Park, FL

National for-profit behavioral healthcare organization. 1998-2000  
DIRECTOR OF QUALITY IMPROVEMENT  
SENIOR DIRECTOR OF UTILIZATION MANAGEMENT AND QUALITY IMPROVEMENT  
\* Responsible for utilization management and quality management program activities for national managed care company in compliance with NCQA accreditation standards. Project Management: Led the organization to obtain successful initial NCQA accreditation. Responsible for supervision and training of staff. Finalist in Employee of the Year Award in 2000.  
  
\* Worked with multiple insurance companies such as Blue Cross/Blue Shield, Humana, and Prudential. Involved in managing health insurance and EAP benefits for AT&T, Disney World, Universal Studios, large unions and small and medium sized companies. Involved with the marketing response to request for bids of employers/ health plans.  
  
\*Responsible for customer service activities, including complaint handling and satisfaction surveys, and information systems reporting integrity. Involved with appeals regarding ERISA and COBRA. Served as HIPAA Coordinator at two different positions.

MAGELLAN HEALTH SERVICES, GREEN SPRING OF EASTERN PENNSYLVANIA – Philadelphia, PA  
Large for-profit national behavioral healthcare organization. 1995-1998  
ASSISTANT VICE PRESIDENT, CLINICAL SERVICES  
\*Responsible for the delivery of mental health and substance abuse health plan benefits to 2.7 million members at a large managed care company. Worked to administer many plans: Medicare, Medicaid, Indemnity, HMO, PPO, POS, and EAP. Served on health plan committees. Coordinated all health insurance appeals.  
  
\* Assured the effective management of clinical utilization management, clinical care management, employee assistance program (including an onsite EAP program) and provider contractual procurement and management. Administered employee pay-for-performance program. Trained clinical providers and staff.  
  
\* Coordinated quality management activities in compliance with NCQA and URAC standards. Involved with the marketing response to request for bids of self-insured employers and health plans.  
MANAGER, UTILIZATION MANAGEMENT  
\* Managed staff to ensure clinical utilization management services to 1.7 million members.

THE DEVEREUX FOUNDATION - Devon, PA  
Nationwide programs for individuals with special needs. 1987-1994  
DIRECTOR OF OPERATIONS/ASSISTANT CENTER DIRECTOR  
COORDINATOR, QUALITY ASSURANCE AND REGULATORY AFFAIRS

## **AFFILIATIONS**

SHRM-SCP, Senior Certified Professional, Society for Human Resource Management  
Certified Senior Professional in Human Resources, HR Certification Institute, 220100700550  
National Certified Counselor (National Board for Certified Counselors, Inc.), Certificate 38649 Expires 2/28/21  
Licensed Mental Health Counselor (Florida) License MH 5430 with Designation as Qualified Supervisor 3/31/17  
Certified Master's Level Addiction Professional (The Florida Certification Board), Certificate ADC-012578-2015  
Internationally Certified Alcohol & Drug Counselor, The International Certification & Reciprocity Consortium  
Commonwealth of Pennsylvania, Professional Certificate: Secondary School Guidance Certificate  
Past Affiliations:  
Society of Human Resource Management member  
American Evaluation Association member  
Southeastern Evaluation Association member  
American Society of Training and Development Association member  
Central Florida Chapter of the Society of Training and Development Association member  
Pennsylvania State University Central Florida Alumni Association member  
AdvancED Southern Association of Schools Council on Accreditation and School Improvement, School Evaluator

Leadership Orlando (Class #70)  
District (Four County) Chair, Child Abuse Prevention Task Force  
Florida Department of Education- Bureau of Exceptional Education and Student Services-Multi-agency Service Network for Severely Emotionally Disturbed Children and Youth Leadership Team  
Orange County School District SAFE Leadership Team  
2-1-1 Tri-County Research Planning Committee, Heart of Florida United Way  
Co-Chair, Treatment Sub-Committee, Orange County Coalition for a Drug-Free Community  
Toastmasters International, Competent Toastmaster  
Completion of Communication and Leadership Program  
Officer Positions: Sergeant-at-arms and Secretary; Speech Contest Winner  
Association of Behavioral Healthcare Management  
Deputy Regional Governor; National Chair, Membership Committee  
National Association of Rehabilitation Facilities, Seated Member  
Exeter Township (PA) School District Strategic Planning Committee (Pupil Personnel Services)  
Manuscript and Book Reviewer, The Journal of Behavioral Health Services and Research  
Phi Delta Kappa  
Iota Alpha Delta, Honorary Counselor Education Fraternity

## **PUBLICATIONS**

Vermillion, J.M. (2010). Even More Walls: Preparing Youth for Tomorrow with Added Barriers in a Struggling Economy. Solutions. 6(6), 12-13.

Vermillion, J.M. (2009). America's Graduation Rate Ranked 18<sup>th</sup> Globally. Solutions. 5(3), 20-21.

Vermillion, J.M. (2004). Meaningful Service and Employment of Older Adults: Report to the Community, Spring 2004. Winter Park Health Foundation.

Hyde, R. & Vermillion, J.M. (1996). Driving quality through hoshin planning. The Joint Commission Journal on Quality Improvement, 22(1), 27-35.

Vermillion, J.M. & Abraham, P.A. (1994). Skill Development Scale.

Vermillion, J.M. & Pfeiffer, S.L. (1993). Treatment outcome and continuous quality improvement. Two aspects of program evaluation. The Psychiatric Hospital, 24(1/2), 9-14.

Vermillion, J.M. & Pfeiffer, S.L. (1990). Unit-based clinical and organizational indicators for residential treatment. The Quality Review Bulletin, 16(8), 288-292.

Vermillion, J.M. A Comparison of Employee and Supervisor Perceptions of the Use of Exposure and the Solicitation of Feedback within a Large State Agency - Doctoral Dissertation.

Vermillion, J.M. A Comparison of the Effectiveness of Individual Counseling vs. Group Counseling for Adolescents - Masters Thesis.

## **PRESENTATIONS**

American Society of Training and Development 2011 International Conference and Exposition, Meeting the Educational Needs of Today's Diverse Society, 5/11, Orlando, FL.

University of the Witwatersrand (WITS) International Evaluation Conference, Evaluators as Interpreters of Change, 2010, Johannesburg, Africa.

Southeastern Evaluation Association, 21st Annual Conference, Hoshin Planning, 2/10, Tallahassee, FL.

National Association of Workforce Boards Forum, One-Third of U.S. Students Never Graduate... What's a Workforce System to Do? 3/09, Washington, D.C., followed by an article in Solutions Magazine.

Florida Coalition for Children's Annual Conference, Strategies to Connect to Educational Resources, 10/08, Orlando, FL.

Florida Coalition for Children's Annual Conference, Creating a Rational System of Placements within a Continuum, 11/06, Daytona Beach, FL.

Third Annual Child and Adolescents Needs and Strengths (CANS) National Conference, Using the CANS in Utilization Management, 5/06, Chicago, IL.

Orange County Bar Association: Law-Related Issues of Interest to Educators, Schools and the Court System, 3/06, Orlando, FL.

Southeastern Evaluation Association, 18<sup>th</sup> Annual Conference, Maintaining Quality Despite Organizational Change, 2/06, Tallahassee, FL.

2005 Juvenile Justice Education Institute and Southern Conference on Corrections, Panel Member, 8/05, Orlando, FL.

Florida Sterling Conference, Performance Monitoring of Key Suppliers/Partners, 5/29/01 - 6/01/01. Orlando, FL.

Southeastern Evaluation Association, 13th Annual Conference, Measurement on the Front Lines: Evaluation of Management Skills, 1/24/01 - 1/25/01, Tallahassee, FL.

National Association of Mental Health Administrators, Annual Meeting, Integrated Delivery Systems: An Industry-wide Evolution, 9/28/96 - 10/01/96, New Orleans, LA.

First National Conference on Total Quality Management in Mental Health, Driving Quality Through Hoshin Planning, 5/04/96 - 5/05/96, St. Louis, MO.

National Association of Mental Health Administrators, Annual Meeting, Enhancing the Skill Development of Your Manager, 10/04/94 - 10/05/94, Nashville, TN.

American Association of Children's Residential Centers, 37th Annual Meeting, Improving Systems Through Continuous Quality Improvement, 10/21/93, Cambridge, MA.

Rehabilitation of Children, Youth and Adults with Psychiatric Disabilities Conference, Improving Systems Through Continuous Quality Improvement, 1/27/93 - 1/30/93, Tampa, FL.

American Assoc. of Psychiatric Services for Children, 43rd Annual Meeting, Client Outcome, Quality Assurance and Quality Improvement in Psychiatric Settings, 2/23/92 - 2/26/92, New Orleans, LA.