

Erin Osborn, MBA, MA, LCPC

Phone
309-620-3742

Email
eosborn68@gmail.com

With over 15 years of dedicated experience in mental health and social services as well as traveling and living internationally, I am committed to promoting organizational excellence by fostering an environment of clinical excellence. My goal is to contribute a diverse perspective and experience to the team ensuring that every individual receives compassionate and evidence-based care.

Work Experience

Social Services Coordinator

Dec 2016 – May 2024

Carle Health

Peoria, IL

Provide clinical orientation and ongoing supervision to masters' prepared clinicians including inpatient, outpatient, and emergency department clinicians, bachelor's degree associates, and addiction counselors in the behavioral health service line. Assist in the development of mental health clinicians, ensure clinical quality via audits, assist in medical record reviews, monitor individual, family and group therapy sessions, serve as expert resource on clinical issues and ensure compliance with regulatory and professional standards. Assist the Executive Director, Managers and Clinical Nurse Educator in the development of annual competencies and educational offerings with a focus on evidence-based practices. Manage clinical internships for bachelor and master-level interns in social work, psychology, and counseling. Work with university faculty to ensure the clinical experience meets the interns' educational requirements and provide weekly supervision during fieldwork placement.

Director of Mental Health Residential and Community Support Services

Apr 2014 – Dec 2016

Bridgeway, Inc

Galesburg, IL

Responsible for providing leadership, coordination, clinical and administrative supervision of a variety of functions within Bridgeway's Residential Program, Community Support Services, and Residential Nursing Services. Provide direction and ensure implementation of outcomes management and quality improvement process for the Mental Health Residential Program. Monitor Bridgeway policies and procedures and ensure CARF, DHS Mental Health and Community Services Rule 132, HUD Rules, and other applicable standards are maintained by staff. Keep staff informed of pertinent program and organizational changes and promote and maintain community relations.

Clinical Coordinator - Casework

July 2012 - Apr 2014

Children's Home Association of Illinois

Peoria, IL

Responsible for supervising caseworkers and overseeing the service delivery system to maintain compliance with DCFS policies and procedures and program contracts with a priority on child welfare best practices.

Mental Health Therapist

May 2011 – Jun 2012

The Counseling Research and Training Facility at Bradley University

Peoria, IL

Responsible for providing counseling and emotional support to caregivers, grandparents raising grandchildren, and individuals with disabilities under the supervision of the Department of Educational Leadership and Development in partnership with Peoria area agencies.

Prevention Specialist

Oct 2009 – Oct 2011

Mental Health America of Illinois Valley, Inc.

Peoria, IL

Presented mental health matters programming in the surrounding community to raise awareness and reduce stigma regarding mental health and suicide. Tracked grant outcomes, provided a listening ear on the 24hour call for help hotline, and assisted in fundraisers.

Chief Executive Officer

May 1995 – May 2009

R.E.A.L Kleen, Inc.

Peoria, IL

Family owned and operated corporation that had several dry cleaners and coin laundries within the State of Illinois. Responsible for providing leadership and administrative supervision of a variety of functions including calculating and filing quarterly/year end taxes, processing payroll, implementing process improvements, leading strategic business plans, addressing performance through benchmark/research, and evaluating overall business practices while maintaining compliance with state and federal agencies.

Education

Jan 2010 – May 2012	Master's Degree, Mental Health Counselor Bradley University Peoria, IL, United States
Aug 2010 – Dec 2011	Other Professional Degree, Substance Abuse/Addiction Counselor Illinois Central College Peoria, IL, United States
Aug 2000 – May 2002	Master's Degree, Business Administration and Management Illinois State University Normal, IL, United States
Aug 1996 – May 2000	Bachelor's Degree, Biology Monmouth College Monmouth, IL, United States

Licenses and Certifications

March 2015	LCPC Licensed Counselor in the State of Illinois: 180.009489
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Awards

All Conference Honor

Monmouth College Fighting Scots Women's Basketball team captain and all-conference honor

NCE

Nationally recognized for test score while attending Bradley University.

Caterpillar Fellowship Award Recipient

Scholarship awarded by Caterpillar, Inc. in graduate studies for excellence in the field.

Additional Information- Projects

Turning assessments into outcomes

Implemented outcome measures and presented data to leadership, doctors, and managers at monthly interdisciplinary treatment teams to track the quality of care provided to patients.

Quantified Readmission Data

Quantify readmission data into social determinants of health to drive quality care.

Created and implemented an internship program for the behavioral health service line at Carle Health

Created and built an internship program the behavioral health service line