

Nancy Mayo

CAREER HIGHLIGHTS

- Development of residential substance abuse treatment program for individuals within the Traumatic Brain Injury Community
- In-depth case management of consumers with co-occurring disorders and severe behavioral health concerns
- Ensure compliance with various drug and alcohol abatement authorities on an international spectrum.
- Overhaul federally mandated drug & alcohol program to surpass compliance requirements
- Federally certified drug collection and breath alcohol technician instructor
- Initiation and development of training materials to support drug free initiatives (in clinical, residential and corporate settings)

PROFESSIONAL EXPERIENCE

Washtenaw County Community Mental Health Jail Services, Ypsilanti MI 2016 to Present
Mental Health Professional (Intern)

Evaluate mental health consumers upon booking into Washtenaw County Jail. Conduct weekly mental health check-ins to consumers held in protective custody and segregation units. Assist in coordination of psychiatric care for individuals being transferred to/from psychiatric facilities. Assist in coordination for care with internal prescribers and external case workers. Triage mental health concerns as they arise and defer to jail diversion programs as necessary.

Kalitta Air LLC, Ypsilanti MI 2012 to Present
Drug and Alcohol Program Manager

Representative and frontline authority to the Executive Director. Revise and overhaul federal drug and alcohol misuse & prevention program to meet Federal Aviation Administration (FAA) Drug Abatement Division and International Air Transport Association (IATA) standards. Oversee all drug/alcohol tests, collection sites, and personnel administering tests to ensure uniform regulation compliance. Revise and construct educational and training materials to foster the federal "Zero Tolerance Workplace" initiative. Assist in comprehensive local, federal and international investigations regarding substance misuse and provide treatment referrals as necessary. Maintain compliance with various drug program requirements in company stationed countries.

Community Support and Treatment Services, Ann Arbor MI Jan 2013 to Aug 2013
Client Services Manager (Intern) Level 3 Team

Case management and coordination responsibilities, provide outreach, support and emergency services to individuals suffering from severe and persistent mental health concerns, assist consumers with self-advocacy for benefits applications, housing assistance and various other assistance programs. Monitored consumers for psychiatric stability, medication compliance (specifically in the event of an ATO court order), and overall health and wellness.

Eisenhower Center, Ann Arbor MI 2008 to 2012
Substance Abuse Specialist Program Instructor

Develop and implement in-depth educational training for company employees to increase awareness and understanding of the serviced population in regards to drug use and co-occurring disorders. Training program included informational lecture, breath alcohol testing and drug collection instruction, room search training and safety/awareness components.

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Eisenhower Center, Ann Arbor MI

2003 to 2012

Program Coordinator; Medication Administer; Supervisor

Held various positions within the client program management area over a 9 year period. Various job functions include: case management services, coordination of care between respective allied health service providers, ordering physicians, external team members, guardians and family members.

Developed client specific program protocols to enhance client participation in treatment. Supervise and structure staff job functions and implement team building strategies to foster an enjoyable and efficient working environment. Administered medications and maintained proper record of all health issues and concerns. Bi-weekly payroll authorizations and 24 hour on-call responsibility.

Dawn Farm Spera Center, Ann Arbor MI

2007 to 2008

Detox Counselor (Intern)

Complete pre-screening assessments to determine non-medical detoxification eligibility, assess overall health and medical risks to determine consumer needs during detoxification treatment, identify problem areas, strengths, needs and resources to better assist consumer while in treatment. Engage consumers in recovery related activities such as “big book” study groups, sponsor outreach and peer support. Monitor withdrawal symptoms and assess medical stability throughout consumers stay. Assist with creating post-detoxification plans and provide information on various indigenous resources within the surrounding community. Increased employee comradery by making exceptional coffee.

Belleville Police Department, Belleville MI

2005 to 2008

Reserve Police Officer

Patrol, arresting and reporting in accordance with city and state laws and provided private-hire security detail for the city of Belleville.

EDUCATIONAL DEVELOPMENT

Bachelor of Social Work (Magna cum Laude)

2011 to 2013 Eastern Michigan University

Associates of Social Science

2007 to 2009 Washtenaw Community College

PROT Police Academy

2004 to 2005 Schoolcraft College

Certifications – DOT Certified Drug Collections Instructor, DOT Certified Breath Alcohol Technician (Alco-Sensor IV and Vxl) Instructor, Calibration Technician (Alco-Sensor Vxl), Oral Fluid Collections Instructor.