
THIDAPORN IAMSUTTA

WEBSITE, PORTFOLIO, PROFILES

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PROFESSIONAL SUMMARY

With over 21 years of experience in clinical and management working with a diverse population, outreach and advocacy for minorities, immigrants, and refugees as well as the underserved population, I am seeking to leverage my expertise and experience into executive leadership.

ACCOMPLISHMENTS

- Ambassador to agencies, communities, state, and private funders.
- Led and supported implementation of new protocols and procedures across the agency, helping to develop systems and access effectiveness; COVID return to work and office consolidation.
- 21 years leading the agency in compliance with CARF, Medicaid, BALC, DFI, and DASA accreditation.
- Led a Crisis Counseling Federal Grant during the COVID-19 pandemic.
- Collaborated successfully with FBI and State attorneys on human trafficking cases.
- Presented at Department of Children and Family Service annual conference in supporting their staff who are working with Asians, immigrants, and refugee population.
- Proficiency in conducting psychosocial assessments, treatment and discharge plans, counseling, case management, crisis counseling, crisis management as well as referrals.
- Increased intake referral and admission to programs by 50%.

SKILLS

- Community engagement/outreach
- Immigrant and refugees
- Cultural sensitivity
- Leadership & supervision
- Program development
- Nonprofit
- Relationship building
- Fundraising
- Crisis intervention
- People skills & positive attitude
- Resilience, integrity, professionalism, and respect for diversity
- Problem solving
- Result-oriented, approachable, and flexible
- Staff Hiring and Evaluations
- Interdepartmental Coordination

WORK HISTORY

Director of Community Partnerships, 02/2019 - 10/2021

Asian Human Services, Inc – Chicago, IL

- Served as external liaison for agency's core programs - Mental Health, Community Health, Workforce Development, Adult Education, and Passages Charter School.
- Served as liaison between upper management and community operations.
- Drove agency role in educating community about its cultural diversity, values and unique qualities and resilience of clients.
- Represented agency on its mission and vision.

- Conducted outreach activities in Chicago and northwest suburb communities and maintained referral pipelines.
- Established and maintained strategic alliance and collaborative relationships and initiated new referral programs with community partnering organizations.
- Collaborated and assisted with development of investment and philanthropic fundraising plans including annual gala, fundraising campaigns, and other promotional activities.
- Created and executed strategic plans to expand services into underserved areas.
- Hosted weekly “AHS Water Cooler” during COVID-19 pandemic to support staff wellbeing while working remotely.
- Supported development and delivery of employee orientation that introduced staff to agency's mission, vision, and values.
- Co-led AmeriCorps Federal Grant and supervised 6 AmeriCorps team members.
- Organized volunteer opportunities for AmeriCorps members to participate and support community.

Crisis Counseling Program, Team Leader, 12/2020 - 06/2021

Federal Grant Funded, Asian Human Services, Inc – Chicago, IL

- Led federally funded Crisis Counseling Program grant during COVID-19 pandemic.
- Oversaw multi-disciplinary and multi-cultural 4 remote team members representing 6 different languages.
- Developed and enhanced virtual venues to provide crisis counseling, crisis assessments, grief counseling, psycho-education, referrals, advocacy, linkage, support, consultation and follow up, and other appropriate services to meet individuals and families' needs who were living in COVID identified hotspots and experiencing emotional distress, worry, adjustment difficulties, situational crisis, grief, and loss as it related to COVID-19 pandemic.
- Developed community resource bank that included resources necessary to meet identified needs of individuals receiving crisis counseling services.
- Coordinated collection of outcome data and other reports as requested by Illinois Department of Human Services.

Health & Safety Leader, 12/2001 - 02/2020

Asian Human Services, Inc – Chicago, IL

- Developed agency health & safety policies, standards, and procedures, ensured compliance to regulatory guidelines, and implemented its policies and procedures to clients, staff, visitors, and stakeholders.
- Liaison between agency, State and city funders, and State Fire Marshall for buildings/sites compliances.
- Coordinated and executed yearly trainings to clients, staff, and visitors on CPR/First Aid, Workplace Violence, Fire, disasters, and related health & safety training drills.
- Led health & safety quarterly meetings with all programs and sites.

Director of Mental Health Program, 08/2016 - 02/2019

Asian Human Services, Inc – Chicago, IL

- Managed human and fiscal resources for adult and child & adolescent outpatient, community support groups, and integrative mental health programs.
- Accountable 24/7 for managing clinical staff and delivery of care to Asian, immigrant and refugees, and other underserved population.
- Ensured agency mental health programs at all sites function optimally, in conjunction with other agency programs, and consistent with agency's mission, formal and informal procedures, as well as with expectations of and regulation of various funding sources.

- Identified new areas, strategies, projects, and business plans for growth of program development and identified potential funding streams.
- Oversaw program/staff productivity and intake process and assignment.
- Oversaw Administrative team to ensure delivery of quality services through quarterly billings review and quality assurance reviews.
- Provided clinical supervision to managers/supervisors.
- Ensured mental health program meet State and city accreditation standards and guidelines.
- Oversaw psychiatrists scheduling, clinical review, psychiatric caseloads, and led quarterly meetings with 4 psychiatrists.
- Managed hiring, training, and professional growth of staff.

EDUCATION

Master of Arts: Clinical Psychology , 2001

Roosevelt University - Chicago, IL

All classes and internship completed, but thesis.

Master of Arts: Liberal Arts in Sociology, 1996

Valparaiso University - Valparaiso, IN

Bachelor of Arts: Political Science, 1993

Ramkhamheang University - Bangkok, Thailand

CERTIFICATIONS

- Certificate of Recognition issued by U.S. Department of Justice Federal Bureau Investigation
- Crisis Counseling Assistance and Training Program

ADDITIONAL INFORMATION

Board Member Experience

Asian Human Services, Inc.

Chicago, IL

- Member of the Fund-Raising Committee

LANGUAGES

Thai



Native or Bilingual

LEAVE OF ABSENCE

08/2021 – Present

- I have been a caregiver providing financial and emotional support for my partner who is severely chronically ill from mold exposure/mycotoxin poisoning.
- I was in Thailand to care for my mother's funeral.