

# LYNN STEINER, MSW

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## PROFILE

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Versatile professional experienced in project management for social science research and for small groups, specializing in analysis, writing, training and public speaking. Strong problem solver and organizer.

## PROFESSIONAL EXPERIENCE

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**University of Kentucky Center for Public Health, Lexington, KY** 2020 - present  
*Senior Policy Analyst*

- **Coaching/Training:** Provides coaching and training for certification on the TCOM tools in numerous jurisdictions nation-wide. Certified CAT (Crisis Assessment Tool) and CANS (Child and Adolescent Needs and Strengths) trainer. Reviews materials and provides feedback to help people become trainers.
- **Materials Development/Editing:** Manages development and updates of training materials (e.g., reference guides, test vignettes). Reviews and edits external project communications. Develops and coordinates test vignette creation and vetting process.

**Chapin Hall at the University of Chicago, Chicago, IL** 2015 - 2020  
*Senior Policy Analyst*

- **Training/Coaching:** Certified CAT (Crisis Assessment Tool) and CANS (Child and Adolescent Needs and Strengths) trainer providing training on the use of the tool and coaching to those having difficulty certifying across the country on the TCOM tools. Provides feedback to help people become trainers.
- **Materials Development/Editing:** Manages development and updates of training materials (e.g., reference guides, test vignettes). Reviews and edits external project communications.
- **Project management:** Project lead on a Medicaid behavioral health implementation in Illinois, a managed care training initiative in Idaho and a data capture and child welfare/managed care reporting web system in Texas; responsible for communicating with state leads, coordinating events and resolving issues that arise.

**Northwestern University** 1999 - 2015  
***Institutional Review Board (IRB)*** 2013 - 2015  
*Panel member* responsible for reviewing research protocols to ensure adequate protections for human subjects.

***Northwestern University Staff Advisory Council (NUSAC)*** 2006 – 2012  
*Volunteer member*; elected positions held: Council Chair, Treasurer, Communications Committee chair.

- **Leadership/Facilitation:** Led 25-member group representing university staff. Met regularly with university president/senior administrators to present and address staff needs. Set group priorities; identified key areas of focus and actively collaborated to achieve goals. Spoke at and moderated events.
- **Planning/Coordination:** Organized staff informational events. Oversaw creation of newsletter; updated website; wrote communications; monitored budget.

***Mental Health Services and Policy Program (Chicago)*** 2004 - 2015  
*Project Manager*, Department of Children and Family Services' (DCFS) programs evaluation.

- **Data Management:** Coordinated daily operations, including receipt of data and problem resolution; reported research findings to stakeholders and answered questions; developed satisfaction surveys, tabulated and reported survey results; conducted case reviews; represented program at statewide meetings and conferences.

- **Personnel Management:** Created and updated job descriptions; worked with human resources and compensation to ready jobs for posting; received resumes; conducted interviews. Supervised and directed staff, including hiring, performance review, staff development, and prioritizing/managing workload. Planned and ran monthly department meeting.
- **Problem Solving:** Managed help desk assisting web system users in problem resolution (via email and phone). Served as resource for questions relating to projects/university processes.
- **Training:** Certified CSPI trainer conducting quarterly training on this crisis assessment tool. Developed training materials. Trained users of web system.

***Institute for Policy Research (Evanston)***

1999 - 2004

*Project Director, community policing (CAPS) evaluation.*

- **Research:** Planned and conducted research activities in order to provide feedback on community policing and to contribute knowledge to the field. Developed survey methodology and instruments used for interviewing. Collected qualitative and quantitative data. Observed meetings and analyzed data.
- **Analysis/Writing:** Analyzed interview responses; edited and reported research findings and status reports. Co-authored journal article. Co-wrote grant proposals to successfully fund project for 3+ years.
- **Management:** Oversaw staff hiring, supervision, and review. Controlled daily operations, including small budget and conference coordination. Go-to person for questions and problem resolution.

***Consultant***

2007 - 2015

**Department of Psychiatry, UIC:** Trained help desk staff and helped staff solve problems.

**The Praed Foundation:** Conducted retrospective case reviews on children receiving public services to help with placement decision-making.

**Child and Family Research Center:** Researched and summarized relevant literature for articles.

**The Employment Project at Inspiration Café, Chicago, IL**

2004 - 2015

*Volunteer*

Assisted participants in creating resumes and cover letters, online applications and mock interviews.

**PREVIOUS EXPERIENCE**

Experience in mental health, homelessness and public policy with Chicago Coalition for the Homeless; Trilogy, Inc.; 7720 Incorporated; Chicago Urban League; and Chicago Women's Health Center.

**EDUCATION**

*Master of Social Work. Concentration: Management and Policy.*

**Jane Addams College of Social Work, University of Illinois at Chicago**

*Bachelor of Arts. Concentration: Psychology.*

**Brandeis University, Waltham, MA**

**University of New South Wales, Sydney, Australia (study abroad program)**

**SELECTED PUBLICATIONS & PRESENTATIONS**

“How to do a Quality Assessment, TCOM Style,” iPoster co-Presentation at NatCon19 (National Council for Behavioral Health), Nashville, TN, March 25-27, 2019.

“How to Do a Quality Client Assessment TCOM Style,” co-presented at the TCOM Conference, Chicago, IL, October 3-5, 2018.

“Let's Focus on the Positive! Strengths-Based Treatment Planning in Illinois Using the DCFS CANS,” co-presented at the CANS Conference, Indianapolis, IN, September 16-18, 2012.

“Child Mental Health: Improving Access and Outcomes,” co-presented at the NASW Illinois Statewide Conference, Chicago, IL, September 9-11, 2009.

- “Logging On: Developing a Useful Web-Based System to Collect and Report Child Assessment Information,” co-presented at the CANS Conference, Nashville, TN, September 28-30, 2008.
- “Monitoring and Managing a Statewide Crisis Program: Illinois’ SASS Program,” presented at the CANS Conference, Boston, MA, October 29-31, 2007.
- “Crime, Disorder and Decay in Chicago’s Latino Community,” co-author, in *Journal of Ethnicity in Criminal Justice, Special Issue: Hispanics, Crime and Criminal Justice*,” Vol. 2, Nos. 1/2, 2004.

#### **AWARDS & RECOGNITION**

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- Nominated for Northwestern University Employee of the Year Award, 2010 and 2011.
- Received Northwestern University Service Excellence Award, May 2009.