

# Dr. Pamela Dukes

**PhD, MHS, LCPC, LCADC, RPS, CAC-II,**  
**BEHAVIORAL HEALTH EXECUTIVE**

Glen Burnie, MD  
443-831-0191  
bygraceclients@gmail.com

## EXECUTIVE IMPACT

**350+**

Patients Served Daily

**\$1.5M+**

Annual Operating Budget

**43%**

Reduction in Illicit Substance Use

**6**

Levels of Care Delivered

## EDUCATION

### Doctor of Philosophy

Behavioral Health / Human Services

### Master of Human Services

Lincoln University

### Addiction Counseling Certification

Baltimore City Community College

## LICENSES & CERTIFICATIONS

- Licensed Clinical Professional Counselor & LCADC MD
- Certified Addiction Counselor II, DC
- Approved Clinical Supervisor, MD Board
- Medication Administration Technician
- Certified Phlebotomist

## BOARD LEADERSHIP

Maryland Addiction and Behavioral Health  
Professionals Certification Board

### Ethics Committee Board Member

## CORE COMPETENCIES

Behavioral Health Executive Leadership

Substance Use Disorder Treatment Systems

Medication Assisted Treatment Programs

Clinical Governance & Oversight

Healthcare Regulatory Compliance

CARF Accreditation Leadership

Joint Commission Accreditation

Behavioral Health Operations

Healthcare Financial Management

Nonprofit Leadership

Interdisciplinary Workforce Leadership

Quality Improvement & Utilization Review

Behavioral Health Strategic Planning

## PROFESSIONAL SUMMARY

Behavioral health executive and licensed clinical professional counselor and substance abuse counselor supervisor with 29 years of leadership across behavioral health systems, community health centers, correctional treatment programs, and government funded healthcare organizations. Proven record developing large-scale behavioral health programs, leading multi-site treatment operations, strengthening clinical outcomes, and advancing access to care across complex regulatory environments.

Founder and chief executive leader of a behavioral health organization serving more than 350 patients daily with an annual operating budget exceeding \$1.5 million. Recognized authority in substance use disorder treatment, performance improvement, behavioral health technology integration, and behavioral health system design aligned with state and federal regulatory standards.

Executive experience includes clinical governance, enterprise behavioral health operations, healthcare regulatory compliance management, CARF and Joint Commission accreditation oversight, nonprofit leadership, workforce development, financial stewardship, community partnerships, and integrated behavioral health service expansion.

Nonprofit leadership experience includes board engagement, program sustainability planning, community partnership development, grant and funding strategy alignment, and mission-driven service delivery focused on reducing health disparities and expanding access to treatment.

## PROFESSIONAL EXPERIENCE

### Volunteers of America, Greenbelt, Maryland

2024 – Present

#### Substance Use Disorder Clinical Supervisor

- Provide clinical and operational leadership within a therapeutic community substance use disorder treatment program supporting high acuity populations.
- Deliver comprehensive behavioral health services including biopsychosocial evaluations, addiction severity assessments, co-occurring mental health screening, individualized treatment planning, psychotherapy, relapse prevention counseling, and cognitive behavioral therapy group facilitation.
- Oversee clinical documentation systems including treatment plans, progress notes, discharge planning documentation, and recovery care coordination across residential treatment services.
- Lead medical record review, compliance monitoring, and regulatory oversight activities ensuring adherence to COMAR behavioral health regulations, clinical standards, and program licensing requirements.
- Supervise behavioral health clinicians and coordinate interdisciplinary care across nursing teams, case management staff, and administrative operations personnel.
- Manage utilization review processes, treatment authorization requests, and clinical documentation supporting reimbursement and billing compliance.
- Implement quality assurance monitoring systems strengthening documentation accuracy, regulatory readiness, treatment outcomes tracking, and continuous quality improvement.

### I'm Still Standing by Grace Inc., Baltimore, Maryland

2014 – Present

#### Chief Executive Officer and Program Director

- Provide executive leadership for a nonprofit behavioral health organization delivering a full continuum of care including crisis intervention services, residential behavioral health treatment, outpatient mental health services, and assisted living programs.
- Obtained federal and state licensure including DEA approval and Behavioral Health Administration certification while securing CARF and Joint Commission accreditation and maintaining ongoing operational compliance across behavioral health programs.
- Lead enterprise operations including clinical governance, nonprofit management, human resources leadership, financial oversight, regulatory compliance, program development, and organizational performance management.

- Direct recruitment, supervision, and professional development of interdisciplinary teams including behavioral health clinicians, nurses, peer recovery specialists, administrative personnel, finance staff, and operations management.
- Establish organizational performance benchmarks through clinical outcome measurement, regulatory reporting, and service utilization analysis.
- Strengthen community partnerships with healthcare providers, public agencies, and nonprofit organizations supporting coordinated behavioral health treatment and recovery services.
- Guide nonprofit governance activities including strategic planning, sustainability initiatives, and mission-driven service expansion supporting underserved communities.

#### **By Grace Inc., Baltimore, Maryland**

2006 – Present

##### ***Founder, Chief Executive Officer, Program Sponsor and Director of Operations***

- Founded and developed a minority-owned opioid treatment program delivering medication assisted treatment and integrated behavioral health services.
- Expanded patient capacity from program inception to more than 350 individuals receiving daily medication assisted treatment and behavioral health services.
- Scaled operating revenue to more than \$1.5 million through strategic expansion of treatment programs and development of new behavioral health services.
- Launched additional service lines including inpatient residential treatment, outpatient mental health clinics, admissions services, vocational rehabilitation programs, dual diagnosis treatment programs, and HIV clinical care.
- Developed enterprise quality management systems aligned with federal behavioral health regulations and CARF, COA, and Joint Commission accreditation standards.
- Directed organization-wide operations including behavioral health clinical leadership, financial management, nonprofit administration, human resources oversight, regulatory compliance management, and facility operations.
- Implemented workforce development initiatives increasing professional licensure levels and strengthening the clinical workforce while improving access to treatment and reducing barriers to care.

#### **Gaudenzia Substance Abuse Treatment Center**

2005 – 2009

##### ***Clinical Supervisor and Certified Addiction Counselor***

- Provided clinical leadership within residential substance use disorder treatment programs including detoxification services and specialized programs serving women with children.
- Managed treatment services for caseloads of 45 to 50 patients while supervising clinical counseling staff.
- Conducted comprehensive clinical assessments including biopsychosocial evaluations, addiction severity index assessments, mental health screening, and risk evaluations.
- Directed multidisciplinary treatment planning, clinical case reviews, and discharge coordination supporting recovery outcomes.
- Managed clinical documentation review and regulatory compliance monitoring supporting adherence to behavioral health licensing standards.

#### **Adventist Healthcare Shady Grove Hospital**

2007 – 2008

##### ***Certified Addiction Counselor***

- Managed behavioral health caseload of 46 individuals experiencing homelessness and co-occurring mental health and substance use disorders.
- Delivered individual therapy and facilitated multiple weekly cognitive behavioral therapy groups focused on recovery skills, employment readiness, and relapse prevention.
- Participated in multidisciplinary treatment planning and clinical intervention review boards addressing complex behavioral health cases.
- Coordinated employment placement and housing stabilization supporting long-term recovery outcomes.

#### **Salvation Army Harbor Light Center, Washington, DC**

2005 – 2007

##### ***Certified Addiction Counselor***

- Delivered residential addiction counseling and facilitated cognitive behavioral therapy group treatment sessions within inpatient recovery programs.
- Provided mentoring and professional guidance to developing counselors pursuing certification and licensure.
- Coordinated aftercare programming supporting recovery continuity following residential treatment discharge.

#### **Regional Addictions Prevention Program (RAP Inc.)**

2003 – 2005

##### ***Addictions Specialist***

- Conducted substance use disorder assessments within Baltimore City diversion courts and provided clinical recommendations for treatment placement.
- Prepared clinical evaluations and treatment recommendations for felony diversion initiatives and court-mandated treatment services.
- Facilitated diversion education programs serving groups exceeding 100 participants per session.
- Coordinated case management services with legal stakeholders including public defenders, prosecutors, and pretrial supervision agencies.

### **East Baltimore Community Center – Reflective Treatment Center**

2002 – 2004

#### ***Addiction Counselor***

- Managed opioid maintenance therapy caseload of approximately 50 patients receiving medication assisted treatment.
- Delivered individual counseling, group therapy, treatment planning, and case management services.
- Conducted home visits ensuring medication storage compliance and adherence to take-home treatment protocols.