

## Chris Drake, LCSW, CEAP

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### **QUALIFICATION HIGHLIGHTS**

- Over 25 years of experience in the field of Behavioral Health
- Seasoned leader in the Employee Assistance Program field
- Skilled professional in business development/sales and operations
- Strong supervisory experience
- Comprehensive understanding of Managed Care
- Extensive clinical background

### **PROFESSIONAL EXPERIENCE**

#### **Metropolitan Family Services - Employee Assistance Network - Chicago, Illinois**

2006 – Present

##### ***Director***

- Responsible for all operations, budgets and oversight of this external and internal Employee Assistance Program
- Responsible for all marketing and direct sales of new EAP accounts, including the development of new product strategies to further sales and accomplish revenue objectives
- Provided supervision and training for all staff, clinical and administrative
- Provided account management for several EAP/Work-Life clients, resulting in the strong account retention and increasing profit margins
- Developed proposals and marketing materials necessary for securing EAP/Work-Life business
- Created and maintained strong relationships with key contacts in target markets, such as Human Resources and Benefits Consultants / Brokers to further market position for this EAP
- Conducted several presentations ranging from sales-related to client support (EAP promotion and wellness)

#### **Metropolitan Family Services - Employee Assistance Network - Chicago, Illinois**

2013 – Present

##### ***Adjunct Lecturer – Social Work***

- Instructor, teaching graduate level courses on the Virtual Academic Center (VAC)
- Courses taught include “Leadership in the Social Work Profession” and “Mezzo Theory and Practice in Work-Related Environments”

#### **Metropolitan Family Services - Employee Assistance Network - Chicago, Illinois**

2000 – 2006

##### ***Account Manager***

- Provided EAP/Work-Life account management to over 60 organizations
- Provided operational over-sight, including monitoring service access, billing and provider contract management
- Cultivated successful client company relationships, resulting in long-term partnerships
- Provided consultation to managers on handling complex employee situations and referral to the EAP
- Developed/presented over 15 workshops on manager training, EAP promotion and personal wellness
- Managed the entire Counsel of Accreditation (COA) review process
- Involved in the sales of new client company contracts

- Provided quarterly and annual review of account activity and utilization, including onsite presentations to Human Resource and executive clients
- Handled all new contract implementation activities, including integration with client's healthcare benefit
- Designed materials to promote the EAP benefit, including brochures and web site design
- Supervised support staff
- Handled all crisis management situations, including aid to organizations directly impacted by traumatic events. Also facilitated several on-site Critical Incident Stress Management interventions

### **PROFESSIONAL EXPERIENCE (Continued)**

#### **Magellan Behavioral Health - Chicago, Illinois**

1996 - 2000

##### ***EAP Liaison / Care Manager***

- Consultant to the State of Illinois internal EAP staff
- Trained and assisted over 400 providers in managing EAP cases
- Fully trained and experienced in managed care review and operations
- Chaired weekly meetings with the clinical team for review of cases needing intensive case management
- Wrote and edited materials for the State of Illinois EAP and Magellan, including an EAP training manual
- Developed crisis management resources and policies for State of Illinois employees
- Facilitated over 50 Critical Incident Stress Management interventions
- Created several training programs for EAP providers and employees
- Organized and provided on-site audits for providers
- Managed EAP promotions, including presenting at benefit and wellness fairs
- Conducted wellness seminars for internal Magellan staff

#### **Employee Resource Systems - Chicago, Illinois**

1992 - 1996

##### ***EAP Counselor***

- Provided brief assessment, referrals and short-term therapy to employees and family members
- Provided training and consultation to supervisors
- Compiled and presented quarterly statistical reports to client companies
- Developed and presented educational seminars to employees on wellness-related topics
- Assisted in provider network development, including evaluating and recruiting local and national providers
- Performed managed care review and operations
- Facilitated several Critical Incident Stress Management interventions
- Specialized expertise in financial counseling
- Wrote articles for client company newsletters
- Supervised student interns

### **INTERNSHIPS / PART-TIME EMPLOYMENT**

#### **Grant Hospital - Chicago, Illinois**

1991 -1992

##### ***EAP Counselor / MSW Internship (Internal & External EAP)***

- Provided assessment, referral and short-term therapy
- Assisted in sales for prospective new EAP companies
- Participated in a managed care task force
- Developed and presented employee educational seminars resulting in a significant increase in EAP utilization
- Coordinated all billing of EAP services for external contracts
- Assisted in provider network development and recruitment

**United Charities (Later Metropolitan Family Services) - Rolling Meadows, Illinois**

1990 - 1991

**Counselor / BSW Internship (General Counseling Program)**

- Provided counseling for individuals, couples and families
- Handled crisis intervention cases
- Fully trained as a consumer credit counselor assessing clients and implementing a debt management program
- Developed financial counseling materials, including a personal consumer budget worksheet

**Parkside Medical Services - Mundelein & Park Ridge, Illinois**

1985- 1992

**Addictions Treatment – Adult and Adolescent**

- Counselor's assistant in treating multiple substance and process addictions for both adolescents and adults and receiving extensive training and mentorship.
- Co-facilitated group therapy sessions, crisis counseling and intake functions
- Strong case management experience and community resource referral
- Program development, including designing a new client orientation program and developing treatment activities (such as volunteer guest speakers and patient recreational groups)
- Coordinated all peer support groups and activities

**EDUCATION**

**University of Illinois at Chicago - Chicago, Illinois**

**May, 1992**

Masters of Social Work, concentrating in Employee Assistance Programs

**June, 1991**

Bachelor of Social Work

**Oakton Community College - Des Plaines, Illinois**

**June, 1989**

Associate of the Arts Degree

**PROFESSIONAL AFFILIATIONS**

**Employee Assistance Professionals Association (EAPA)**

- 2015-Present: At Large Director (U.S. Based) International Employee Assistance Professionals Association
- 2010-Present: Obtained "Certified Employee Assistance Professional" (CEAP) Credential
- 2005 – 2014: Executive Board Member of the Northern Illinois EAPA Chapter (NIEAPA): Served (in order) as Secretary, Vice President, President and Ex-Officio
- Past Program Chair: Responsible for planning all NIEAPA Chapter meetings
- Designed previous NIEAPA web site
- Participated in past NIEAPA Legislative and Public Policy Committee
- Sponsorship Co-Chair and Chair for the 1996 & 1997 NIEAPA Conference
- 2015 and 2016 Official Photographer for NIEAPA Conference (300 attendees)

**ACCOLADES / PUBLICATIONS**

- 2008: EAPA Member of the Year in the Northern Illinois EAPA Chapter (NIEAPA)
- 2011: As NIEAPA President, contributed toward earning EAPA Chapter of the Year
- "EAP's and the Male Paradox: A Concern for Men", *EAP Digest*, September/October 1993
- 2008-2012 Contributing writer: Northern Illinois EAPA Chapter (NIEAPA) Quarterly Newsletter
- Several articles focusing on related EAP / Wellness topics for various company newsletters