

NEESHA ROBERTS

SENIOR EVALUATION SCIENTIST & DOCTORAL STUDENT

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CAREER PROFILE

Evaluation professional and licensed therapist with over a decade of experience in behavioral health, social services, and applied research. Skilled in designing and leading equity-focused evaluations that amplify staff voice, support systems-level learning, and drive continuous quality improvement. Draws on clinical expertise to foster psychological safety in interviews, focus groups, and community-led inquiry. Areas of strength include program design, participatory and culturally responsive methods and implementation fidelity.

SKILLS AND EXPERTISE

- **Hard Skills:** Program evaluation design and redesign (qualitative & quantitative) | fidelity assessment (eTMACT, SAMHSA standards) | measurement-based care | continuous quality improvement (PDSA cycles) | program standardization and gap analysis | participatory methods (CBPR) | logic model and outcomes framework development | literature reviews (traditional, rapid, scoping) | human-centered design | grant and continuation report writing | and data tools including R | [ATLAS.ti](#) | SmartSheet | and Adobe Acrobat.
- **Soft Skills:** Values-based leadership | 7+ years of team and program management | Staff advocacy | Strategic thinking | Cross-functional collaboration | Team mentorship | Reflective facilitation | Systems-level problem solving | Psychological safety cultivation | Equity-centered inquiry | Inclusive stakeholder engagement.
- **Areas of Expertise:** Behavioral health systems and culturally responsive | Crisis service delivery and standardization | Foster care and juvenile justice systems | Trauma-informed care models | Organizational learning | Multi-state program alignment.

PROFESSIONAL EXPERIENCE

DOCTORAL STUDENT

Aug 2025 - Present

Claremont Graduate University

As a doctoral student at CGU, I actively design and contribute to impactful, real-world evaluation and applied research via Claremont Evaluation Center.

- Participate in designing, implementing, and analyzing program evaluations tailored to stakeholder needs.
- Collaborate on applied research and evaluations within Claremont Evaluation Center's research labs.
- Conduct assessments, develop evaluation tools, and help organizations strengthen evaluation capabilities through tailored training and consultancy efforts.

PRIVATE PRACTICE THERAPIST

July 2025 - Present

Grow Therapy

- I maintain a part-time private practice via Grow Therapy.

SENIOR EVALUATION SCIENTIST (Mar 2024 – Mar 2025)

MANAGER, CLINICAL PROGRAM DEVELOPMENT (Jul 2022 – Mar 2024)

COORDINATOR, CLINICAL ADVANCEMENT (Sept 2021 – Jun 2022)

Centerstone Research Institute – Remote

Sept 2021 – Mar 2025

- Led federally funded evaluation efforts across multiple states, including Assertive Community Treatment (ACT) programs in Florida and Illinois, using fidelity assessments (eTMACT) to align services with SAMHSA standards and drive continuous quality improvement (CQI).

- Authored and reviewed key deliverables—such as continuation reports and evaluation summaries—for grants totaling \$5M+, translating findings into strategic guidance for state agencies and advisory councils.
- Directed the design and launch of clinical pilot programs, including initiatives on prolonged grief, violence prevention, and therapist productivity, integrating evidence-based strategies and participatory evaluation approaches.
- Spearheaded the Crisis Continuum Standardization Initiative, conducting multi-state gap analyses to align crisis response services with national best practices.
- Mentored doctoral interns and facilitated interdisciplinary collaboration across clinical, evaluation, and education teams to build internal capacity and advance trauma-informed practices.
- Contributed to grant development, program realignment, and external consultations, including the restructuring of mobile crisis services in alignment with SAMHSA 2025 guidelines (full report available on request).
- Supported early-stage implementation and staff engagement through curriculum design, staff listening sessions, and reflective feedback loops grounded in justice-oriented values.
- Led early-stage program design and redesign efforts by reviewing current operations against SAMHSA’s 2025 best practices for the crisis continuum, establishing a foundation for future implementation and systems improvement.

DIRECTOR OF CLINICAL OPERATIONS & PROGRAM DEVELOPMENT (Promoted from Clinical Director and Team Lead)

Nashville Collaborative Counseling Center – Hybrid, TN

July 2020 – September 2021

- Launched and scaled mental health services from the ground up in a startup environment by conducting community needs assessments and developing original, evidence-based clinical programs to address identified gaps in care.
- Designed and implemented an internal care coordination program to provide clients with structured support between therapy sessions, reducing drop-off and improving continuity of care.
- Created company-wide training programs, onboarding protocols, and clinical documentation procedures—establishing all foundational workflows, systems, and policies for the organization.
- Developed new protocols to improve documentation quality, usability, and compliance, tailored to support both clinical outcomes and operational efficiency.
- Implemented measurement-based care practices and led continuous quality improvement (CQI) efforts using PDSA cycles, real-time data feedback loops, and staff-driven service design.
- Supervised and mentored clinical teams, including licensed therapists and interns; facilitated regular case consultations and led reflective practice sessions to support high-quality care.
- Championed staff advocacy by introducing inclusive workflows, listening circles, and leadership practices that centered practitioner voice and built a values-driven organizational culture.
- Designed and launched a collaboration initiative to reduce service fragmentation and foster interdisciplinary teamwork, enhancing client outcomes and provider satisfaction.

FOSTER CARE REGIONAL CLINICAL MANAGER

Omni Community Health – Nashville, TN

Feb 2018 – Feb 2020

- Oversaw clinical operations across five offices in Middle Tennessee, supervising therapists and ensuring quality of care for foster youth and justice-involved adolescents impacted by trauma and violence.
- Delivered direct clinical services and reflective supervision rooted in trauma-informed, culturally responsive practices, emphasizing healing and systems awareness.
- Led an internal advocacy project using comparative market analysis to surface staffing and service disparities, and facilitated a conflict resolution initiative to unify foster care program models across locations.

FOSTER CARE COUNSELOR

Youth Villages – Nashville, TN

Oct 2015 – Feb 2018

- Delivered trauma-informed therapy and case management services to children and families in the foster care system, emphasizing culturally responsive and developmentally appropriate interventions.

- Collaborated with multidisciplinary teams to coordinate care, advocate for client needs, and support long-term placement stability.
- Applied a justice-oriented lens to therapeutic work by addressing systems of harm, advocating for equitable access to services, and tailoring interventions to account for racial, developmental, and familial contexts.

Additional Experience in Advocacy, Evaluation, and Systems

2019 - 2015

Contributed to justice-focused, trauma-informed, and community-based initiatives across nonprofit, institutional, and academic settings.

Roles included:

- **Freelance Writer, Causevox (Remote)** | Jul 2013 – Sep 2015
Developed content strategies for nonprofits, emphasizing equity-centered storytelling and participatory communications.
- **Live-In Housing Coordinator, Restore NYC (New York, NY)** | Apr 2012 – Sep 2012
Provided trauma-informed care to survivors of sex trafficking in a residential setting.
- **Victim Advocate, Rape Crisis Center (Mobile, AL)** | May 2012 – Apr 2013
Delivered crisis intervention and trained law enforcement on survivor-centered practices.
- **Aftercare Fellow, International Justice Mission (Chennai, India)** | Jul 2011 – Jun 2012
Led outcome evaluations and supported U.S.-India collaboration on anti-trafficking efforts.
- **Graduate Intern, Juvenile Court & Detention Unit (Mobile, AL)** | May 2010 – Jul 2010
Conducted counseling and evaluation projects for justice-involved youth.
- **Graduate Assistant, University of South Alabama (Mobile, AL)** | Jan 2009 – Aug 2010
Supported research on HIV prevention and youth justice within academic and public health contexts.

EDUCATION

Doctorate of Evaluation & Applied Research	May 2028
Claremont Graduate University	
Master of Science in Community Counseling	May 2021
University of South Alabama	
Bachelor of Arts in Theology	May 2007
University of Mobile	
Certificate in Journalism	Aug 2014
New York University	

LICENSURE & CERTIFICATIONS

Licensure

- Licensed Professional Counselor (LPC), Tennessee — Nov 2017– Present; and in DC August 2025 – Present
- Board-Approved Clinical Supervisor, Tennessee — Jan 2023 – Present
- Nationally Approved Clinical Supervisor — July 2022 – Present

Certifications

- Level 2 Prolonged Grief Therapist — Oct 2022–Present
- Mindfulness-Based Stress Reduction Facilitator — Sep 2020–Present
- Certified TF-CBT Therapist — Dec 2017–Present
- Building Strong Brains Facilitator (Trauma-Informed Care) — Mar 2021–Present
- Human Subjects Research (IRB Ethics Certification) — Feb 2022–Present

HONORS, AWARDS & FELLOWSHIPS

- Bright Spot Award — Centerstone Research Institute, 2023
- Staff Ambassador — Centerstone Research Institute, 2022 & 2023

- Aftercare Fellowship — International Justice Mission, 2011
- Hayes Research Fellowship — University of South Alabama, 2011
- Graduate Student of the Year — University of South Alabama, 2010

SELECTED PUBLICATIONS

Delivered 10+ national and academic publications on grief, trauma, and evaluation (AEA, Vanderbilt, Florida Behavioral Health, Blueprint Series)

Recent engagements include:

- “Shaping Workplace Culture that Empowers” – AEA 2024 Think Tank
- “Evidence-Based Practices for Prolonged Grief” – Vanderbilt University, 2023
- “Community Reflection on Supporting Emergence” – AEA Presidential Strand 2024