

**Luke Queen, JD, DMin, MBA, MEd**  
**LPC-MHSP, ACS, BC-TMH, NCC, MAC, NCGC**

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**VITAE**

**WORK EXPERIENCE – INTELLECTUAL AND DEVELOPMENTAL DISABILITIES**

**A. Evergreen Life Services (2015 to Current)**

Regional Vice-President, Executive Compliance & Chief Security Officer

Initiated vision expansion related to the following:

- a. Chattanooga Division – Hamilton County, TN
- b. Children Residential Services – Statewide, TN
- c. Community Health Clinic – Greeneville, TN
- d. Kentucky Day Services – Madisonville, KY
- e. Developed/designed Corporate Compliance Database for ELS

**B. Life Bridges, Inc. (1989-1996, 2001-2015)**

a. Chief Executive Officer (2006-2013)

- i. Expanded financial funding by 50% to \$15 million annually (2008-2015)
- ii. Initiated ICF Residential Services (1993) and later expanded to 20 beds (2010)
- iii. Achieved \$4 million dollars in grants (2009-2013)
- iv. Initiated and opened 5 medical residential homes – 15 beds (2009-2015)
- v. Founding member of Life Bridges Health Clinic (1991)
- vi. Initiated name-change from Bradley/Cleveland Services to Life Bridges, Inc. (2010)

b. Chief Compliance Officer (2001-2006)

- i. Supervise amendments to agency policies & procedures
- ii. Initiate and maintain national accreditation standards (CARF)
- iii. Management adherence to DIDD & Department of Health Compliance Standards
- iv. Oversight of State quality assurance reviews, FAR & State licensure audits
- v. Responsible for adherence to HIPAA/HITECH Compliance Standards
- vi. Conduct internal investigations, including abuse and neglect
- vii. Primary oversight in handling of all complaints
- viii. Provide assistance with internal management-related challenges

c. Chief Information Officer & Technology Director (2001-2005)

- i. Initiated/developed the agency's I.T. Department which later expanded to 4 full-time I.T. staff
- ii. Initiated and continued oversight of electronic documentation system

d. Technology Development Consultant (1996-2001)

e. Director of ICF Services, (1993-1996)

f. Director of Specialized Clinical/Behavioral Services & Case Management/Social Services (1991-1996)

g. Residential Coordinator (1989-1991)

h. Direct Support Professional - Residential Services (1985-1989)

**C. Compliance Related Coursework - Graduate Studies (JD Law School and MBA in Health Services):**

HIPAA/HITECH Compliance, Labor Law, Legal Aspects of Health Care Administration, Law of Business Organizations, Administrative Law and Regulatory Policy

**D. E-Com Systems, LLC (1989 to Current)**

- Founding Corporate Member/Partner (2002-Current)
- Software Development and I.T. Programmer (1989-1999)
- Initiated and developed Tennessee's first IDD electronic documentation system for provider agencies (1989)

**WORK EXPERIENCE – CLINICAL MENTAL HEALTH /BEHAVIORAL SERVICES**

- **Licensed Clinical Mental Health Advisor**  
Health Connect America/Hamilton County Mental Health Court/Recovery Court  
(Hamilton County, Tennessee) - (2013-current)
- **Clinical Director/Behavioral Specialist (all psychiatric units)**  
Cumberland Hall Psychiatric Hospital  
(Hamilton County, Tennessee) - (1997 – 2001)
- **Crisis Response Specialist**  
Volunteer Behavioral Health, Southeast Tennessee – (1997-2001 PRN)
- **Licensed Mental Health Services Provider**  
State of Tennessee (1994-Current)
- **Clinical faculty and internship supervisor for masters/doctorate level graduate students** – Counseling Department, PTS Graduate School, Cleveland, Tennessee (1994 to current)
  - Currently helping to establish mental health clinics in the following – New Zealand, Fiji Islands, Australia, West Africa (2019-2020)
  - Professor for LPC-MHSP TN licensure track related to DSM-5/ICD-10 psychiatric disorders
  - Telehealth Clinical Supervision (2017-Current)
  - On-campus courses (1994-2008)
  - On-line courses (2008-current)

**OTHER EXPERIENCE**

- E. **Member** - Dementia Competent Care – Department of Intellectual & Developmental Disabilities Committee: Ground-breaking initiative to support people with Down's Syndrome who have been diagnosed with Alzheimer's Disease (2017-Current)
- F. **Board Chair** – Department of Intellectual & Developmental Disabilities (DIDD) - Middle Tennessee Policy & Planning Council (2015-Current)
- G. **Board Council Member** – Tennessee Technology Advisory Council for Department of Intellectual & Developmental Disabilities (2017-2020)
- H. **President** - Tennessee Community Organizations - TNCO (2011)
- I. **TNCO Technology Committee Member (Tennessee)** - (2005-2020)
- J. **Committee Chair** – National Accreditation Committee TNCO (2007-2020)
- K. **Member** - TNCO/TennCare Sub-Committee – (2010-2012)
- L. **Member** - Legislative Committee TNCO – (2005-2020)

## LICENSURE/CERTIFICATION

- LPC/MHSP Licensed Professional Counselor (Mental Health Service Provider)  
Tennessee Health Related Boards 1994-Current (LPC00000542)
- ACS – Approved Clinical Supervisor, Center for Credentialing & Education (2020)
- BC-TMH – Board Certified-TeleMental Health, Center for Credentialing & Education (2020)
- NCC – National Certified Counselor, NBCC (30092), 1996-Current
- MAC – Master Addiction Counselor, NBCC (30092), 1995-Current
- NCGC – National Certified Gerontological Counselor, NBCC (30092) 1995- Current
- Insurance Network Health Provider – BlueCross/BlueShield, United Health Care, Amerigroup, TennCare
- State Investigator (TN) - Abuse, Neglect, & Mistreatment (2001)
- State DIDD-Certified Provider Investigator (TN) – Abuse, Neglect, & Mistreatment (2022)

## EDUCATION

- **JD** (Health Law, Employment & Advocacy) – Taft Law School, 2021
- **MBA** (Health Services Administration), Keiser University, 2012
- **MEd** (Educational Psychology/Community Counseling), University of Tennessee, Chattanooga, TN, 1996
- **DMin** (Mental Health Counseling), Doctoral Dissertation/Clinical Research: Initiation of specialized community-based psychiatric & behavioral health supports for people diagnosed with an intellectual and/or developmental disability, Columbia Theological Seminary, Atlanta, GA, 1993 (LPC-MHSP TN Licensure Degree)
- **MDiv** (Counseling), Church of God School of Theology, Cleveland, TN, 1991
- **BA** (Psychology/Theological Studies/koine Greek), Lee University, Cleveland, TN 1987
- **AA** (General Studies), Tomlinson College, Cleveland, TN 1984

## REFERENCES

References available upon request.