

Refuge House — San Antonio Org Chart

Refuge House San Antonio, Inc. (Permit 891410) · current-state · generated June 16, 2026

SHARED LEADERSHIP — ACROSS BOTH AGENCIES

EXECUTIVE DIRECTOR

Michele Gorman, Ph.D.

Signs RH attestations & contracts; TBRI® Practitioner

DIR. OPERATIONAL DEVELOPMENT / CO-FOUNDER

Jeannie Duarte

CQI Coordinator (Fn #6); Security Lead

HR / QUALITY ASSURANCE DIRECTOR

Brittney Wilson

Functions #1 & #3; contracts; packet submissions

COMPLIANCE & CROSS SYSTEM (LCPAA)

Lindsay Reed, LCPAA

Function #8; Privacy Co-Lead; SA LCPAA



SAN ANTONIO SITE LEADERSHIP

TREATMENT DIRECTOR OF RECORD

Alia Cepeda, MS, LPC-S

MBH + IDD/Autism

PROGRAM DIRECTOR (ACTING) / LCPAA

Lindsay Reed, LCPAA

Acting SA Program Director — unified role with the LCPAA / Compliance & Cross System function (Fn #8); until further notice



SUPERVISORY

CASE MANAGER SUPERVISOR

Michelle Albert

In training; holds SA duty-based roles (Education Liaison, BSS, Crisis Mgmt Lead)



DIRECT CARE & COORDINATION

CASE MANAGER

Clarissa Chavera

CASE SPECIALIST

— none on roster —

Confirm whether SA needs a Case Specialist

REGIONAL YOUTH STABILITY COORDINATOR

Renee Strong (cross-site)

Dallas-based; covers SA Education Liaison fn cross-site



FAMILY DEVELOPMENT

FOSTER HOME DEVELOPER & TRAINER

Tamy Lovett



FUNCTIONS & SUPPORT (SHARED / CONTRACTED / CROSS-SITE)

INTAKE / PLACEMENT (FN #4)

Jacqueline Gee

Cross-site primary

EDUCATION LIAISON / SPECIALIST (FN #5)

Shared: CM Supervisor (Michelle Albert) + RYSC

SA Education Liaison — shared duty-based role

BILLING / CLAIMS (FN #7)

Tracy Corliss

REGISTERED NURSE (PART-TIME)

Ashley Bahena, BSN, RN

Both sites

BEHAVIOR SUPPORT SPECIALIST / MENTOR

SA direct-hire (Clinical Intern, Phase 1)

First SA hire onboarding



Shared (cross-agency)



Pending / onboarding



Cross-site coverage / confirm

San Antonio — coverage notes / possible gaps to confirm:

- **Program Director:** Lindsay Reed, LCPAA serves as **Acting** SA Program Director (unified role with the LCPAA / Compliance & Cross System function), until further notice.
- **Case-management depth:** only one SA Case Manager (Clarissa Chavera) and the CM Supervisor (Michelle Albert, in training); confirm capacity against the caseload point cap as placements grow.
- **Education Liaison** is a shared duty-based role between the SA CM Supervisor (Michelle Albert) and the RYSC; the RYSC remains cross-site.
- **Behavior Support Specialist / Mentor** — first SA hire onboarding (Phase 1 Clinical Intern); confirm timeline before MBH/IDD placements.

Generated from the T3C Professional Staffing Plan (plans/). Names & roles only. Dashed/amber boxes flag pending or cross-site coverage to confirm.