

Rich Dixon, BS

Business Development & Operations Director

As a detail-oriented, process-driven, Business Development & Operations Director, Rich brings vision to fruition and success to every endeavor. He is passionate about driving growth and operational excellence in every business venture by strategically maximizing potential and shaping a stronger tomorrow through mental health awareness. In his spare-time, he enjoys woodworking, home improvements/remodeling, watching true-crime stories with his wife, and fostering dogs.

Professional Background

Rich brings over 30 years of leadership and management skills stemming largely from his military tenure as a military officer and petty officer in the United States Coast Guard and a variety of other industries including retail, maritime, home improvement, and now mental healthcare.

Educational Background

Rich attained a Bachelor of Science in Criminal Justice with a Security Management minor from the University of Houston-Downtown. He also graduated from the United States Coast Guard (USCG) Officer Candidate School, USCG Aviation Electronics Technician "A" School, and the USCG Recruit Basic Training programs. Additionally, during and following his military tenure, Rich completed a variety of leadership, management, investigations, interviewing, and process administration courses.

Key Responsibilities

As the Business Development and Operations Director, Rich is committed to continuously reviewing operational processes, identifying shortfalls, and implementing corrective actions. Additionally, he facilitates the daily administrative tasks by working closely with the Administration Team to ensure client profiles are recorded accurately, eligibility and benefits are verified properly, and clinicians are assigned accordingly. Finally, Rich analyzes various measures to ensure productivity and growth of the business while ensuring HIPAA compliance.

Personal Philosophy

Rich knows first-hand the benefits of mental health awareness and is dedicated to making it a priority for all walks of life – no matter the age, gender, race, ethnicity, or sexual orientation through his drive to continuously improve the client's experience by providing a safe and comfortable environment where clients can discuss their challenges.

As the Business Development and Operations Director, Rich is devoted towards the vision of making Mosaic Tree Counseling the premiere mental health counseling service provider for the Greater Houston and surrounding areas.