

Project Manager

Summary of Qualifications

Works with business partners to identify and implement small to medium projects that support achievement of simple to complex unit or corporate goals. Projects may be business and/or technical (software implementation or application updates) in nature. Works with moderate guidance and is responsible for applying project management knowledge, skills, tools and techniques to project deliverables, processes, and systems. Operates within defined parameters using project management methodology. Primary duties may include; but are not limited to: manages the development of a prescribed planning document; develops project charter; partners with sponsors to secure project approval; develops communication management plan; defines project team roles and responsibilities, develops work plan structure and project schedule; develops deployment plan; leads project meetings; identifies, documents and prioritizes scope changes and facilitates approval process; maintains and updates all project documents; secures the appropriate skill sets for project; sets and manages expectations with resource managers and team members; provides performance feedback to team members and resource managers; maintains issue log; facilitates resolution of issues; executes communication plans; regularly reports status of reports; manages and monitors ROI throughout the project lifecycle; tracks and manages time and budget against plan; develops testing strategy; conduct project close-out activities; prepares and participates in quality review checkpoints; obtain/secure and archive necessary approvals; manage and update project plan. Ability to create an effective team environment, build strong relationships, solving problems and issues in a matrix environment and communicating effectively at all levels of an organization.

Labor Skill Set and Years of Experience

We require this position to have the following:

- Requires a BA/BS in a related field;
- 3 years professional project management experience required during which at least 2 years are spent leading and directing project tasks, or any combination of education and experience, which would provide an equivalent background.
- Project Management Professional (PMP) certification preferred.
- Experience working in a lead role on one or more projects required.

Elizabeth L. Croney, MSW, LCSW — Executive Administrator

Professional Experience

President, PCM Consulting, Inc.

2019–Current

PCM Consulting, Inc.

CM Consulting, Inc is a firm that provides child welfare, behavioral health, forensic, leadership and organizational consulting services for clients seeking high-quality strategies for addressing difficult problems. Elizabeth Croney, LCSW and Jim Clark, Ph.D. bring over 60 years of combined experience working with persons, groups, and organizations across the nation.

For Clinical Advancement KVC Health Systems

2018–2019

Executive Vice President

The Executive Vice President performs a broad range of responsibilities, which include assisting the KVC Chief Clinical Officer, CEO/President, and other KVC leadership in the professional representation of and advocacy for national and state-level policies applicable to KVCs programs and interests. This EVP also coordinates with internal leaders throughout the KVC Health System to communicate policies potentially impacting programs and practice and strategize as needed to ensure ongoing best practices.

- Assists in the development and coordination of KVC’ s state and federal government relations agenda
- Initiates and leads KVC’ s efforts to align and complement public policy positions and strategies across all KVC entities
- Identifies strategies to engage KVC leadership team members in public policy input, lobby campaigns and government relations
- Supports KVC leaders in their own lobbying decisions through advice and by assisting, as needed, with opening doors with elected officials and other decision makers Serves to inform and support the policies, programs, and services to external constituencies
- Conducts policy analysis and prepares comprehensive reports regarding state and federal legislative and administrative actions and their potential impact on KVC
- Recommends actions and strategies to KVC leadership to advance KVC’ s state and federal legislative agenda
- Identifies strategies to engage KVC employees and board members in public policy input, lobby campaigns, and government relations
- Participates in the annual state and federal legislation and issues informational packages to internal and external interest groups
- Monitors news media and government sources for potential changes in regulation and/or legislation to ensure KVC reacts effectively and advises its leadership of the resulting impact on their operations

KVC Behavioral HealthCare Kentucky, Inc.

2009–2018

President

Following acquisition and merger of Croney & Clark, Inc. with KVC Behavioral Health Services, Elizabeth Croney was appointed President of the newly formed KVC Kentucky Behavioral Health Services. KVC Kentucky currently serves 56 counties, and implements eight contracts with the Commonwealth of Kentucky Cabinet for \$8.6 million annually. Grants also include funding from the United States Department of Agriculture, Kentucky Office of the

Attorney General (for opioid treatment) Kentucky Office of Job Training, The Steele-Reese Foundation, and Kentucky Prevent Child Abuse. KVC Kentucky's 235 employees serve an average of 1,500 at-risk children each day.

External Relations & Public Policy Development

- Steering Committee, Commonwealth of Kentucky Performance-Based Contracting Initiative
- Executive Board, Children’s Alliance of Kentucky
- Education and collaboration with Governor, Cabinet Secretaries, Department Commissioners and their leadership staffs
- Education and collaboration with Kentucky Legislature, House and Senate leaders and chairs of key committee and subcommittees, including the Legislative Research Commission
- Education and coordination with Kentucky family court system
- Development and coordination with legal and lobbyist subcontractors
- Interagency liaison with all community partners and organizations
- Established KVC’s Evidence Based Practice (EBP) Learning Collaboratives, and led team that “scaled-up” and implemented the following EBPs across the state: Trauma Systems Therapy, Trauma Focused-Cognitive Behavioral Therapy, and Functional Family Therapy; agency-wide use of evidence-informed and best practice interventions.
- Developed partnership with University of Kentucky to establish and operate innovative MSW clinical track practicum site

Business Operations & Management

- Policy and business coordination with headquarter KVC Health Systems executive team
- Appoints, develops and coordinates KVC Kentucky leadership team
- Strategic planning for all aspects of business operations
- Development, monitoring, and implementation of \$12.7 million budget
- Oversight of licensing and accreditation processes
- Identifies and develops promising business and philanthropic opportunities
- Oversight and coordination of personnel hiring, management, and development
- Identification, development and oversight of state and federal grant procurement
- Purchase, rental, and oversight of KVC properties, vehicles, capital assets for one headquarter office suite and seven regional offices
- Oversight of implementation of USDA-sponsored KVC Telemedicine Project

Chart-On-Line

2004–current

President

- Established, funded, and led team for software development and testing of performance based contracted child welfare services
- Software currently used by KVC Kentucky and KVC West Virginia Clinical Services--Foster Care, FPP, and Diversion Services
- Co-innovated “Supervisor's Module” featuring dashboard and ‘real-time’ monitoring and analysis of statewide client progress towards goals and objectives. Chart-On-Line is currently used by 425 employees and performs IT management of over 5000 charts.

KVC Behavioral HealthCare West Virginia, Inc.

2011–2012

President

- Appointed to this post while continuing as President of KVC-Kentucky at request of the leadership of KVC Behavioral HealthCare, Inc.

- Led major re-structuring, retrenchment, and “turn around” of all business operations of this agency: policy, practice, management, financial auditing and staffing, training and quality assurance
- Redesign and re-training of West Virginia leadership team
- Coordination with state officials to restructure service delivery, reporting, and audits
- Major workforce restructuring to enhance quality of service delivery
- Re-design of workforce training and supervision
- Oversight of all business and service delivery operations
- Development, monitoring, and implementation of \$8 million budget
- Education and collaboration with state government of West Virginia executive and legislative branches

Croney & Clark, Inc., Lexington, Kentucky

1999–2010

President

- Transformed and expanded a rural, successful two-person counseling practice to a privately-held, for-profit, child welfare and mental health agency with 75 employees across 17 urban and rural counties.
- Coordinated with Commonwealth of Kentucky Department of Mental Health to fund and implement “IMPACT Plus” as a Medicaid-funded, community-based, wraparound treatment program for mentally ill and at-risk children.
- Designed and oversaw service delivery approaches for children and their families in the home, school, and community environments across a catchment area of 17 Central Kentucky counties.
- Introduced use of evidence based “wrap around” services for child clients in Central Kentucky.
- In July 2003 collaborated with Partners for Youth and other community partners in the FACT (Families and Children Together) Program to develop and provide the case management services in this consortium.
- Partnered with the Kentucky Department of Juvenile Justice and Deep Springs Elementary in July 2004 for the PEACE grant, which provided therapy and case management in conjunction with school social work interventions for identified aggressive youth.
- Designed and operated the Elementary Day Treatment Program for Fayette County Schools from September 2002 through May 2004.
- In 2006 successfully designed and negotiated Kentucky’s first private sector, performance-based contract with the Department of Community Based Services to provide successful Diversion services for maltreated children at high risk of removal from their families, achieving significant diversion rates of 90% and above annually.
- In 2009 negotiated sale of Croney & Clark Inc. for merger with and acquisition by KVC Behavioral HealthCare, Inc. At the time of purchase the company had 75 employees and \$3.4M operational budget.

Private Practice, Elizabeth L. Croney, LCSW

1989–1999

Owner & Operator

- Established and operated private-sector clinical practice in rural Kentucky county
 - Individual psychotherapy for children, adolescents, and adults
 - Family and couples psychotherapy

- Established and operated state-licensed DUI Program, utilizing evidence-informed assessment, education, and treatment services
- Procured and operated service provider contract with Bourbon County School District for on-site school counseling services

University of Kentucky College of Social Work **1992–1994**
Adjunct Professor (part-time)

- Taught clinical and practice courses in the graduate and undergraduate programs; provided professional mentoring for students.

Stoner Creek Center, Bourbon Community Hospital, Paris KY **1989–1991**
Director

- Founding Director: Opened and managed inpatient adult and child psychiatric units for a rural general hospital. Supervised all clinical operations and provided clinical services to patients.
- Provided behavioral health liaison services for medical side of the hospital.

Bill Jett, LCSW, Private Practice **1987–1989**
Clinician

- Provided psychotherapy, psycho-education, and addiction counseling for children, adults, and families using individual, couples, and group formats.

Catholic Social Services, Lexington, KY **1986–1988**
Director, Refugee Resettlement Program

- Led program and provided services for refugee families resettling in Kentucky

Education

University of South Florida, Tampa FL

- B.A. Criminal Justice, 1984

College of Social Work, University of Kentucky, Lexington, KY

- Master of Social Work, 1986

Clinical Licensures/Certifications

Licensed Clinical Social Worker, Kentucky, #575 **1990–Current**

Honors & Awards

Prevent Child Abuse Kentucky, “Champion for Children” Award **2009**

Bourbon County Family Court, Kentucky, Recognition for Children’s Advocacy **2014**

University of Kentucky College of Social Work, Inducted into Alumni Hall of Fame **2014**

Peer-Reviewed Publication

- Clark, J. & Croney, E. (2006) “Ethics and accountability in child mental health supervision.”
- In T.K. Neill (Ed.). Helping Others Help Children. Washington, DC: American Psychological Press.
- Presenter & Co-Presenter, Representative Presentations, Workshops & Papers
- “Developing high-quality services for children and families: The KVC Kentucky approach” East China University of Science & Technology Shanghai, China-- May 15 (2018)
- “Wraparound Redesign in Child Welfare Family Preservation and Reunification Programing to Maximize Outcomes”.
- 31st Annual Research & Policy Conference Child, Adolescent & Young Adult Behavioral

Pradip D. Patel — Medical Director

Professional Experience

Academic Appointments

**Clinical Service, Division of General Pediatrics, University of Louisville,
 School of Medicine, Louisville, KY. 1995–1997**
Instructor in Pediatrics

**Division of General Pediatrics, University of Louisville,
 School of Medicine, Louisville, KY. 1997–2002**
Assistant Professor of Pediatrics (Clinical Services)

**Division of General Pediatrics, University of Louisville School of Medicine,
 Louisville, KY 2002–2019**
Associate Professor of Pediatrics

University of Louisville School of Medicine, Louisville, KY 2009 –2019
Professor of Pediatrics, Division of General Pediatrics

University of Louisville School of Medicine, Louisville, KY 2019–Present
Clinical Professor of Pediatrics

Other Positions and Employment

Norton HealthCare Suburban Hospital 2002–2012
Pediatrics Kids Express East

Norton Healthcare Kids Express East Suburban 2004–2012
Associate Staff Pediatrician

University of Louisville SOM 2010–Present
Medical Director

Academic Advisory Dean 2013–Present
Art of Wellness Senior Medical Student Elective
Track Leader

Anthem Kentucky Medicaid 2019–Present
Medical Director

Education

University of Illinois (Champaign-Urbana) Champaign, IL. 5/1988
 ▪ B.S.

Southern Illinois University, School of Medicine, Springfield, IL. 5/1992
 ▪ M.D.

**University of Louisville, School of Medicine, Department of Pediatrics,
 Louisville, KY** **7/1992–6/1995**
 ▪ Resident

Other Positions and Employment

Norton HealthCare Suburban Hospital Pediatrics Kids Express East **2002–2012**
Associate Staff Pediatrician

Norton Healthcare Kids Express East Suburban **2004–2012**
Medical Director

University of Louisville SOM **2010–Present**
Academic Advisory Dean

Art of Wellness Senior Medical Student Elective **2013–Present**
Track Leader

Anthem Kentucky Medicaid **2019–Present**
Present Medical Director

Clinical Licensure/Certifications

Kentucky Board of Medical Licensure **1993–Current**
DEA # **1995–Current**
Basic Life Support, Recertification **2012**
Board Certified in Pediatrics **1996**
Board Re-certified in Pediatrics **2013-2023**

Professional Societies

Kentucky Medical Association **1992–Current**
American Academy of Pediatrics **1992–Current**
Grater Louisville Medical Society **1992–Current**
Kentucky Chapter of the AAP **1995–Current**
Delegate to the Council on Medical Student Education in Pediatrics **2002–2014**

Honors, & Awards

- 2001 University of Louisville’s HSC Award for Curriculum Innovation through Technology, Office of the VP for Health Affairs and Senior Vice Provost for Academic Affairs, School of Medicine. This award recognizes Dr. Patel’s efforts to integrate PDAs into the 3rd year curriculum.
- 2004 Award Recipient: “Choosing a Path for a Career in Pediatrics,” third-year medical student program, sponsorship through The Kentucky Pediatric Society, May 2004, \$300.
- 2005 HSC Award for Technology Innovation in Curriculum for 2005. This award recognizes Dr. Patel’s efforts as Director of the Pediatric Clerkship Program to integrate the Computer-Assisted Learning in Pediatrics Project (*CLIPP*), into the Pediatric Clerkship.
- 2006 Educator of the Year Award, Department of Pediatrics, \$5,000.
- 2006 University of Louisville School of Medicine Outstanding Educator Award, \$2,000.

- 2007 Promising Medical Educator Scholarship Award, Southern Group on Educational Affairs (SGEA), \$500.
- 2009 Special Achievement Award, American Academy of Pediatrics recognizing efforts towards the KY Chapter of the AAP's Walking Works Program
- 2012 Inductee to the Gold Humanism Honor Society (GHHS)
<http://www.flickr.com/photos/76771583@N05/8249201449/in/photostream>
- 2013 Kingery F, Allen W, Patel PD, Naanyu; PhotoVoice in Kenya: Using a Community-Based Participatory Research Method to Identify Health Needs. Research: Louisville; 1st Place Medical Student Award, September 2013.
- 2015 Bajorek A, Kingery F, Patel PD, Miller KH; HEART2Heart: Integrating Humanism in Medicine Discussion Series & Replicable Model. Research!
Louisville; 3rd Place Greenberg Medical Education Award, Sept 2013.
- 2015 Thompson J, Couch S, Liu G, Nota F, Patel PD. Access to Digital Technology Among Hispanic Families Coming to Urban Pediatric Primary Care Clinics; Research: Louisville 1st Place Jewish Hospital & St. Mary's Foundation Clinical Research Faculty Award, Oct. 2015.

Ciara Pierce, MBA, MSW – Quality Improvement Director

Summary of Qualifications

Licensed Clinical Social Worker who brings seven years of child welfare experience and five years of experience in managed care. Strong knowledge across all aspects of the child welfare system, regulations, and policy. Background includes overseeing care coordination and streamlining workflows for program staff at the Georgia health plan, the sole entity exclusively serving Members in Foster Care, Juvenile Justice, and receiving Adoption Assistance. Previous experience includes roles as a Social Services Case Manager for the Department of Children and Families in Georgia. Holds a Master of Business Administration from Western Governors University, a Master of Social Work from Clark Atlanta University, and a Master of Pan-African Studies from the University of Louisville.

Professional Experience

Amerigroup Georgia Managed Care Plan, Inc., Atlanta, GA **2014–Present**
Team Lead, Care Coordination (2015–Present)

- Leads and contributes to cost-saving projects including Emergency Room (ER) redirection, telehealth, respite, post-discharge management aftercare, and contact information to promote improved health outcomes for Members
- Streamlines workflow for program staff to meet internal and contractual requirements and improve performance measure outcomes for NCQA, HEDIS®, and Bright Futures
- Creates and updates policies and procedures to adhere to corporate and contractual standards
- Trains staff on various processes and initiatives to improve engagement, audit results, and Member outcomes
- Partners with external organizations and agencies to develop programs and services for Members including Respite, Hemophilia of Georgia (HoG), and Taking Care of Me/Baby and Me Family Planning

Behavioral Health Care Manager I (2014–2015)

- Identified and analyzed Member health care trends to determine appropriate individual and group level interventions
- Coordinated medical and BH services for Adoption Assistance and Foster Care Members
- Determined need for higher levels of care to prevent acute and residential overutilization
- Educated Members on crisis stabilization resources, diagnoses, and community services

Department of Family and Children’s Services, Atlanta, GA **2014**
Social Services Case Manager

- Investigated allegations of child abuse and neglect in families and institutions
- Assessed levels of risk to safety of children and families using various tools of assessment
- Collaborated with the Department of Juvenile Justice and BH Providers in delivering services and support
- Offered recommendations to courts regarding levels of risk to children in custody of an agency to determine the best intervention
- Educated families on parenting and lifestyle practices that increase their protective capacity and the safety of their children

Education

Western Governors University, Salt Lake City, UT

- Master of Business Administration

Clark Atlanta University, Atlanta, GA

- Master of Social Work

University of Louisville, Louisville, KY

- Master of Pan-African Studies

Kentucky State University, Frankfort, KY

- Bachelor of Art, Political Science and Liberal Studies

Clinical Licensures/Certifications

Georgia Licensed Clinical Social Worker

Georgia State University

- Lean Six Sigma Greenbelt

Athena Forum Institute

- Integrated Case Management Certification

Volunteer Experience

Atlanta Humane Society, Atlanta, GA

2018–Present

Next Generation Men & Women, Atlanta, GA

2019

Behavioral Health Director

Summary of Qualifications

The SKY Behavioral Health Director is a Kentucky-licensed Behavioral Health practitioner dedicated full-time to the Kentucky SKY program and will be actively involved in all programs or initiatives relating to Behavioral Health Services for Kentucky SKY Enrollees.

- Ensure Anthem’s Behavioral Health operations comply with the terms of the SKY Contract.
- Responsible for the development and management of Anthem’s programs and initiatives related to Behavioral Health, including Behavioral Health case management, and Behavioral Health Provider collaboration.
- Manage a team of clinicians charged with promoting quality Member outcomes, optimizing Member benefits, and promoting effective use of resources. Confirm adherence to medical policy and Member benefits in providing service that is medically appropriate, high-quality, and cost-effective
- May manage authorizing inpatient admissions, outpatient services, focused surgical and diagnostic procedures, Out-of-Network services, and appropriateness of treatment setting by using the applicable medical policy and industry standards, accurately interpreting benefits and managed care products, and steering Members to appropriate Providers, programs, or community resources
- Apply clinical knowledge to work with facilities and Providers for care coordination
- May manage appeals for services denied
- Hire, train, coach, counsel, and evaluate performance of direct reports

Labor Skill Set and Years of Experience

We require this position to have the following:

- LCSW or LPC or equivalent
- 5 years of acute care clinical experience or any combination of education and experience that provides an equivalent background
- Strong oral, written, and interpersonal communication skills, problem-solving skills, facilitation skills, and analytical skills

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Utilization Management Manager

Summary of Qualifications

Responsible to lead multiple teams of clinicians charged with promoting quality member outcomes, to optimize member benefits, and to promote effective use of resources. Primary duties may include, but are not limited to: Ensures adherence to medical policy and member benefits in providing service that is medically appropriate, high quality, and cost effective. Areas managed may include utilization management, case management, disease management and demand management. May also manage appeals for services denied. Hires, trains, coaches, counsels, and evaluates performance of direct reports.

Labor Skill Set and Years of Experience

We require this position to have the following:

- Requires 5-7 years acute care clinical experience; or any combination of education and experience, which would provide an equivalent background.
- Current active unrestricted RN license to practice as a health professional within the scope of practice in applicable state(s) or territory of the United States preferred.
- Prior management experience required.
- For URAC accredited areas, the following applies:
 - 5-7 years of experience in a health care environment including management experience or of any combination of education and experience, which would provide an equivalent background.
- BS degree preferred.
- Current active unrestricted RN license to practice as a health professional within the scope of practice in applicable state(s) or territory of the United States required.
- For URAC accredited areas the following applies:
 - Requires strong oral, written and interpersonal communication skills, problem-solving skills, facilitation skills, and analytical skills.

Care Coordination Team

Our Care Coordination team (CCT) will live and work in the communities where we serve Members, and will meet Members, caregivers, and families in the communities to find the best solutions, resources, and supports that are trauma-informed and culturally and linguistically responsive. Using High Fidelity Wraparound principles, we will match Members to a Care Coordinator with the training and experience to best meet that Member's needs. Our Care Coordinator will lead the multidisciplinary care team to engage other staff in support of the Member, understanding their needs may change over time and adjusting the team to address these changing needs. For Members who have complex needs or are at risk, we have chronic care management to help address all of their medical, behavioral, and social needs through more intensive supports aligned with the Member's and caregiver's needs, goals, and preferences. A designated member of the CCT will maintain open and collaborative communication with the DCBS Social Service Worker (SSW) related to the care and needs of the Member.

For all our CCT staff, the following qualifications are preferred:

- Child welfare (including lived) experience or any combination of education and experience, which would provide an equivalent background
- Knowledge of local social support services/organizations, demonstrated understanding and sensitivity of child welfare population including impact of trauma and trauma based approaches

Behavioral Health Clinician

Summary of Qualifications

The BH Clinician will be responsible for performing Care Coordination through face-to-face visits and telephonically for Members and caregivers (children, adolescents, and young adults) with BH, physical health, and substance use disorder (SUD) needs.

This position uses appropriate screening criteria knowledge and clinical judgment to assess Member physical health and BH needs. Our BH Clinician will conduct assessments to identify individual needs and develops care plans to address objectives and goals as identified during assessment. This role will monitor and evaluate the effectiveness of the care plan and modify the plan as needed. The BH Clinician is responsible for supporting Member and caregiver access to appropriate quality and cost effective care. This role will collaborate with Providers and DCBS SSWs and will coordinate with both internal and external supports to meet the needs of our SKY Members.

Labor Skill Set and Years of Experience

- Master's degree in social work, counseling, or a related BH field or a degree in nursing required
- Three years of clinical experience in social work counseling with broad range of experience with complex psychiatric and SUD treatment (or a combination of education and experience that offers an equivalent background)
- Current active unrestricted license as an RN, LCSW, LMHC, LPC, LMFT, or Clinical Psychologist to practice as a health professional within the scope of licensure in the Commonwealth of Kentucky required (LAPC, LAMFT, LMSW as allowed by applicable State laws)

- Experience in case management and telephonic and/or in person coaching with Members with a broad range of complex psychiatric/SUD and/or medical disorders preferred

Nurse Case (Care) Manager

Summary of Qualifications

The Nurse Case Manager will be responsible for performing case management within the scope of licensure for Members with medically complex and special health care needs by assessing, developing, implementing, coordinating, monitoring, and evaluating care plans designed to optimize Member health care across the care continuum. Performs duties telephonically for discharge planning. Required to perform home visits per Individual Health Plan (IHP) requirements or Member needs. Required to complete nursing consultation with SSWs, Fictive Kin, Members, and caregivers. Required to convene recurring meetings to develop and update the IHP for medically complex children on their caseload.

This position will ensure Member access to services appropriate to their health needs. The Nurse Case Manager will conduct assessments to identify individual needs and a specific care plan to address objectives and goals as identified during assessment. The Nurse Case Manager will implement the care, case, and IHP plans by facilitating authorizations/referrals as appropriate, and will coordinate with internal and external resources to meet identified needs. This position will monitor and evaluate effectiveness of these plans and modify as necessary. The Nurse Case Manager collaborates with the Medical Director, BH Director, and other clinical leadership on the development of care plans. This role will coordinate internal and external resources to meet identified needs, participating as needed with DMS, DCBS, and DJJ. The Nurse Case Manager will bring together the MDT for rounds discussion. The position is available as a mentor and resource to support the CCT to support development of Member care plans.

Labor Skill Set and Years of Experience

- At least three years of case management experience, condition specific clinical experience, home health/discharge planning experience; disease management experience, broad clinical knowledge base of disease processes (or a combination of education and experience that offers an equivalent background)
- Current, unrestricted RN license in the Commonwealth of Kentucky required
- Associate's or bachelor's degree in nursing preferred
- Certification as a Case Manager (CCM) preferred
- Prior managed care experience preferred

Behavioral Health Specialist

Summary of Qualifications

The BH Specialist will ensure effective psychosocial intervention, positively impacting a Member's ability to manage his or her BH needs with the support of the caregiver in collaboration and with the oversight of the Nurse Case Manager or other licensed clinician to assure whole-person health needs are met. Together, with direction and oversight from the Nurse Case Manager, the BH Specialist will focus on the BH and psychosocial needs of our SKY Members to improve his or her clinical and psychosocial outcomes.

Our BH Specialist will utilize available community, Provider, DMS, and sister agency resources needed to address Member's care plan goals in the management of the Member's whole person health needs. This position will assist Members and caregivers in utilizing available resources to

meet their personal health needs and help them to develop their own capabilities. This role will conduct assessments to identify individual needs and a specific care plan to address objectives and goals as identified during assessment. The BH Specialist will provide guidance and resources to Members and caregivers seeking alternative solutions to specific social, cultural or financial problems that impact their ability to manage their health care needs. This position will implement plans in support of case decisions in conjunction and under the supervision of the Nurse Case Manager or other licensed clinician. Responsibilities may include gathering clinical information necessary for conducting any UM review activities. This role acts as liaison between medical and BH management operations and other internal departments to support ease of administration of SKY benefits. The BH Specialist will facilitate and coordinate BH resources as individual Member needs are identified.

Labor Skill Set and Years of Experience

- Bachelor's degree in social work or related behavioral field required
- At least five years of BH care experience required (or a combination of education and experience that offers an equivalent background)

Family and Youth Peer Support Specialist

Summary of Qualifications

Our Family and Youth Peer Support Specialist will be responsible for Care Coordination and/or care management activities focused on the wellness and recovery of SKY Members. This position will identify opportunities for engagement of Members and their caregivers and families in forming a supportive, recovery network. This role collaborates with CCT as a Member advocate in discharge planning education, resolution of barriers, and service transitions. The Family and Youth Peer Support Specialist will act as a resource for the MDT on decision making and problem solving.

This position will initiate and maintain contact with assigned individuals and Providers to determine Member's response to services. This role may serve as an advocate for Members by interacting with Providers and other community resources. The Family and Youth Peer Support Specialist may perform telephonic and/or face-to-face outreach to Members as needed to support the CCT.

Labor Skill Set and Years of Experience

- Associate's degree required; bachelor's degree or master's degree preferred
- Two years of experience in health services or BH field or in a peer support services role, knowledge of care coordination and case management concepts (or a combination of education and experience that offers an equivalent background)
- Peer Specialist Certification required

Care Coordinator

Summary of Qualifications

The Care Coordinator will be responsible for the overall management of Member's care plan within the scope of position, as required by the Commonwealth of Kentucky and Contract. This position will develop, monitor, and revise the Member's care plan to meet the Member's needs, with the goal of optimizing Member health and well-being across the care continuum. This position will perform telephonic and/or face-to-face history and program needs assessments using a tool with pre-defined questions for the identification, evaluation, coordination, and

management of Member's care planning needs. Through using screening tools and other information about the Member, the Care Coordinator will work with the Member, caregiver, DCBS SSW, DJJ SW, Providers and others to identify needs, develop goals, and coordinate services.

This role will manage non-clinical needs of Members with chronic illnesses, comorbidities, and complex child welfare issues such as multiple placements, lack of stability/permanency, and Juvenile Justice involvement to ensure closure of gaps in psychosocial and health care needs. The Care Coordinator will establish short and long term goals in collaboration with the Member, caregivers, family, natural supports, Providers, child welfare worker, and DJJ worker (if applicable). This position will identify Members that would benefit from community social support services/organizations and connects Members with available resources and value-added services.

Labor Skill Set and Years of Experience

- Bachelor's degree in social work, social science, or related field required
- At least two years of experience working with a social work agency; child welfare (including lived) experience (or a combination of education and experience that offers an equivalent background)

Emily Baumann, MSSW, LCSW – Behavioral Health Clinician

Summary of Qualifications

Licensed Clinical Social Worker and Case Manager who brings eight years of experience as a therapist and program director with children in Foster Care, adoption services, and experiencing homelessness. Prior to joining Anthem, served as Adoption Program Director/Therapist for St. Elizabeth Catholic Charities and Family Consultant at Home of the Innocents providing case management for children ages 2 to 18 in a therapeutic foster care setting. Skilled in working with youth of all ages. Holds a Master of Science in Social Work from the University of Louisville.

Professional Experience

Anthem Kentucky Medicaid Care Plan, Inc., Louisville, KY **2016–Present**
Behavioral Health Case Manager

- Provides evidence-based, Member-centric assessment, planning, facilitation, and support throughout the continuum of care for Members requiring BH care through direct telephonic or face-to-face contact and collaboration with the Member, physician, and others involved in managing the Member’s health
- Empowers Members and families by providing information and education that promotes condition-specific self-care management and facilitates Member behavior change through regular case management contact either telephonically or through in-person visits
- Educates and involves the Member’s family and other case management team in coordinating appropriate services that effectively utilize health plan benefits and/or other resources
- Addresses gaps in care and care transition issues to mitigate or prevent potential readmissions
- Using an interdisciplinary approach, consults with Medical Directors, BH department, Social Workers and/or the Pharmacy department
- Demonstrates awareness, respect for diversity, and sensitivity to individual learning and linguistic needs

St. Elizabeth Catholic Charities, New Albany, IN **2011–2016**
Adoption Program Director/Therapist (2013–2016)

- Provided birth parent counseling and facilitated adoptive placements
- Completed home visits, home studies, and post-placement supervisions for adoptive families
- Maintained agency membership with Indiana and Kentucky Adoption Coalitions
- Organized Adoption Program Public Relations, including adoption fairs and awareness events
- Maintained Adoption Program licensing in both Indiana and Kentucky
- Coordinated babysitting, labor coaching, and other volunteers

Residential and Adoption Specialist/Therapist (2011–2013)

- Assisted residents with benefits, education, employment and other applicable resources
- Coordinated babysitting, labor coaching, and other volunteers
- Completed home visits, home studies, and birth parent counseling for adoption program
- Facilitated adoptive placements
- Maintained caseload of three to four outreach therapy clients, providing individual, family, marital, and grief counseling
- Organized and implemented Adoption Program Public Relations by participating in adoption fairs and adoption awareness

Case Manager (2011)

- Provided case management for homeless women and children in transitional and maternity housing programs
- Assisted residents with benefits, education, employment and other applicable resources
- Assisted Residential and Adoption Director with adoption program, including home studies, home visits, and adoptive placement

**The Women’s Health Research Study, University of Louisville, Louisville, KY 2010–2011
*Researcher***

- Facilitated research questionnaire with study participants (previously victimized women on parole or probation with the Kentucky Department of Corrections)

**Home of the Innocents, Therapeutic Loving Foster Care, Louisville, KY 2009
*Family Consultant***

- Provided case management for children ages 2-18 in therapeutic foster care setting
- Completed monthly paperwork and home visits; provided continual contact between Foster Parents, social workers, and birth families; developed and updated treatment plans

**Home of the Innocents, Louisville, KY 2008–2009
*Resident Counselor***

- Facilitated daily routine and counseling of residents ages 6-17 years old

Practicum and Internship Experience

**Seven Counties Services, Family Connections Program, Louisville, KY 2010–2011
*Practicum***

- Provided individual, family, and group therapy to clients ages 6-17 including treatment plans, case notes, discharge summaries, letters to court and school, attendance at school and other applicable meetings; co-led high school and middle school therapy groups

**Home of the Innocents, Therapeutic Loving Foster Care, Louisville, KY 2009–2010
*Practicum***

- Provided individual, family, and group therapy for foster children ages 2-18, including treatment plans, case notes, letters to court and schools, and attendance at school and other applicable meetings
- Facilitated communication between birth parents, Foster Parents, and social workers

Toliver Elementary, Danville, KY 2008

**Comprehensive Care Center, Danville, KY 2006–2007
*Internship***

- Observed routines, helped in classroom, accompanied counselor on home and school visits
- Planned and participated in after school program for children ages 5-12 with behavioral, emotional, family, and mental health issues

Education

University of Louisville, Louisville, KY

- Master of Science, Social Work (MSSW)
 - Specialization in Marriage and Family Therapy (MFT)

Centre College, Danville, KY

- Bachelor of Science, Psychology and Sociology

Clinical Licensures/Certifications

Indiana and Kentucky LCSW

Volunteer Experience

Kentucky Association of Marriage and Family Therapy, Louisville, KY,

Student Volunteer Coordinator **2010–2012**

- Organized volunteers for Kentucky Association of Marriage and Family Therapy conference

Rotaract Club, Centre College, Danville, KY, Co-President **2007–2008**

- Founding member of community service organization at Centre College

Big Brothers Big Sisters, Danville, KY, Big Sister **2005–2008**

- Facilitated activities to foster positive decision making for a nine year old “Little Sister”

Child Development Center of the Bluegrass, Lexington, KY, Volunteer **2007**

- Assisted with activities, meals, and care for preschool children with developmental disabilities

Comprehensive Care Center, Danville, KY, After School Program Volunteer **2006–2007**

- Assisted with after school program for children ages 5-12 with behavioral, emotional, family, and mental health issues

Lisa Monroe-Caudill, LCSW – Behavioral Health Clinician

Qualifications

Licensed Clinical Social Worker with 20 years of experience as a clinician and treatment coordinator working to better the lives of children and families in the child welfare system. Deep and extensive experience as a clinical therapist, case manager, and clinical supervisor providing services to children and adolescents for organizations that include Maryhurst, Inc., Bellewood Presbyterian Homes for Children, and School-based Counselor for Our Mother of Sorrows School. Holds a Master of Social Work from Spalding University, is licensed in Kentucky, and approved as a Social Work Clinical Supervisor. Keenly understands child welfare and the system of care; has been a foster/adoptive parent, which has informed her social practice on a personal, family level.

Resume/Professional Experience

Anthem Kentucky Medicaid Care Plan, Inc., Louisville, KY **2017–Present**

Behavioral Health Case Manager I

- Conducts clinical assessment and case management for Members in the Foster Care system
- Facilitates access to appropriate quality and cost-effective care to meet the needs of Members
- Empowers Members and families by providing information and education that promotes condition-specific self-care management and facilitates Member behavior change through regular case management contact either telephonically or through in-person visits
- Educates and involves the Member’s family and other case management team in coordinating appropriate services that effectively utilize health plan benefits and/or other resources
- Addresses gaps in care and care transition issues to mitigate or prevent potential readmissions
- Using an interdisciplinary approach, consults with Medical Directors, BH department, Social Workers and/or the Pharmacy department
- Demonstrates awareness, respect for diversity, and sensitivity to individual learning and linguistic needs

Maryhurst, Inc., Louisville, KY **2012–Present**

Clinical Manager

- Provided individual and group LCSW supervision to therapists throughout the agency
- Provided clinical oversight to the therapeutic foster care program
- Coordinated training and development opportunities for clinical staff

Bellewood Presbyterian Homes for Children, Louisville, KY **2010–2012**

Clinical Therapist

- Provided individual, group, and family therapy for clients in the therapeutic foster care program, independent living program, and Housing and Urban Development grant-funded program for homeless young adults and their families
- Conducted a comprehensive assessment and created treatment goals based on the assessment
- Worked with foster families to better understand and deal with the unique needs of the children placed in their homes
- Provided clinical supervision for the team via weekly clinical meetings and individual supervision

Maryhurst, Inc., Louisville, KY

2004–2010

Clinical Therapist (2007–2010)

- Conducted a comprehensive assessment and created treatment goals for clients based upon the assessment
- Provided individual, group, and family therapy for adolescent girls with emotional and behavioral issues who were removed from their homes due to abuse and/or neglect issues
- Coordinated community resources for families in need of supportive services
- Trained staff on the effects of trauma on family systems, child development, and treatment Providers

Treatment Coordinator (2004–2007)

- Served as the primary treatment contact for family, Department of Community Based Services, and internal systems within the agency
- Coordinated community resources for families
- Collaborated with Department of Community Based Services to ensure that barriers to family success were addressed in order to facilitate reunification for each child
- Trained staff on effects of trauma on family systems, child development, and treatment Providers

Our Mother of Sorrows School, Louisville, KY

2001–2004

School-based Counselor

- Provided individual, group, and family counseling, administered classroom prevention programs, and provided referrals to community resources
- Supervised graduate level social work student interns
- Performed administrative duties in the absence of the principal

Maryhurst, Inc., Louisville, KY

1998–2002

Therapeutic Support Counselor, Wraparound Program (1999–2002)

- Provided in-home counseling to families in which the children were at risk of being removed from the home by Department for Community Based Services due to abuse or neglect issues in order to assist the family with maintaining custody of the children
- Provided supportive counseling to children in the custody of Department for Community Based Services to help maintain their current placement and prevent disruptions

Assistant Admissions Coordinator (1998–2000)

- Conducted initial psychosocial assessments and administered psychological testing to clients being admitted to Maryhurst

Assistant Programs Coordinator, Therapeutic Summer Program (1998)

- Assisted in the creation of a therapeutic summer programming model, which provided services for youth ages 8-16, most of whom were in the Foster Care system or at risk of being removed from the home with the goal of helping clients maintain their current placements

Education

Spalding University, Louisville, KY

- Master of Social Work
- Bachelor of Arts, Psychology

Clinical Licensures/Certifications

Kentucky LCSW

Social Work Clinical Supervisor

Volunteer Experience

Western Middle School, Louisville, KY

1994–1998

Volunteer Coordinator of After-School Program

- Coordinated an activities-based program for youth identified as needing additional support through the service-learning programs at Spalding University

Corryn Knott, LCSW, MSSW — Behavioral Case Manager

Summary of Qualifications

Over twelve years of management and supervisory experience in the social services arena. Demonstrated ability to work in high stress environments and meet deadlines. Proficient in working with diverse individuals with diverse needs. Experience has been focused in providing services for youth/families and connection to services to improve outcome measures.

Professional Experience

ANTHEM, INC Louisville, KY **2018 – present**

Behavioral Health Case Manager I

- Responsibilities include clinical assessment and case management for Anthem Medicaid members in the foster care system in the state of Kentucky in order to ensure access to appropriate quality and cost-effective care to meet the needs of members

OUR LADY OF PEACE HOSPITAL Louisville, KY 2014-2018

Therapist-Mental Health II, INBC 3 South Unit

- Responsible for case coordination and therapeutic needs for 12 patients while admitted to inpatient psychiatric treatment. Primary population contained adolescents whom were diagnosed with a developmental delay. Served as primary contact for parents, DCBS, and outside resources. Cared for individual needs and provided group therapy. Participated in a multi-disciplinary treatment team. Assisted in hospital wide needs for varies adult and child/adolescent units including group therapy, individual processing, and unit support.

MARYHURST, INC. Louisville, KY

2008 – 2014

Quality Improvement/Family Treatment Homes

July 2014 – September 2014

Interim Program Manager

- Monitoring critical incidents for over 100 clients and leading internal case reviews to ensure best treatment, assisting program to provide leadership and guidance through a time of transition. Working within foster care to provide in home services to foster families and monitoring individualized treatment plans for 30 clients.

Community Based Programs

2011 – July 2014

Program Manager

- Management of 20 professional staff, serving 23 clients, strategic and clinical planning, ensuring financial performance, organizational policy adherence, regulatory compliance, and supervision, hiring, training and retention for professional staff. Maintain a home-like environment for clients and aiding them to gain skills to be able to become successful in a community family home.

Risking Connection Trainer, All Mayhurst Programs

2011 – Present

- Certified as a trainer within the agency in promising practice for Trauma Informed Care based on building and maintaining relationships, co-lead three days New Employee Orientation in philosophy and practice, ongoing training and certification for staff members

Family Treatment Homes

March 2010 – June 2010

Interim Program Manager

- Management of 5 professional staff, leading the team through crisis situations, creating and maintaining a positive work environment, lead program through OIG's annual licensing visit and Counsel of Accreditation visit

Family Treatment Homes

2008–2011

Treatment Team Coordinator

- Responsible for case coordination for up to 16 clients in foster homes in Jefferson and surrounding counties, in home case management with foster and biological families to link to resources to be able to provide care for the child in their home, development and maintaining Individualized Treatment Plan while working with Psychiatrist's to formulate best treatment modalities

HOME OF THE INNOCENTS, Louisville, KY

2007–2008

Therapeutic Child Support, Impact Plus

- Intensive In Home services to assist families in understanding, treating, identifying, or coping with the client's behavioral health disorder to reduce or eliminate out of home placement

Education

University of Louisville, Louisville, KY

- Masters of Science of Social Work, MSSW

University of Louisville, Louisville KY

- Bachelors of Science in Criminal Justice

Deborah Meador, RN — Nurse Case Manager

Summary of Qualifications

Professionally trained, registered nurse with experience as a case manager serving children in Foster Care with medically complex needs. More than 20 years of nursing and health care experience, with a previous history that includes Triage Nurse at Hospice of the Bluegrass and Certified Hope and Palliative Nurse at DMH Hospice.

Professional Experience

Anthem Kentucky Medicaid Care Plan, Inc., Louisville, KY **2013–Present**

Nurse Case Manager I (2018–Present)

- Provides case management for Members with complex and chronic care needs, including assessing, developing, coordinating, and monitoring care plans to maximize Member health care and outcomes across the care continuum
- Conducts assessments to identify individual needs and a specific treatment plan to address objectives and goals as identified during assessment, facilitating authorizations and referrals as appropriate
- Coordinates access to services and internal and external resources to meet identified Member needs
- Monitors and evaluates the effectiveness of these treatment plans, modifying as necessary, and collaborating with the Medical Director, BH Director, and other clinical leadership

Nurse Medical Management (2013–2018)

- Conducted medical reviews for outpatient services (radiology, pain management, DME, home health, physical therapy, surgical procedures)
- Assisted manager with operations, trained new staff, and made referrals to case management

Hospice of the Bluegrass **2012–2014**

Triage Nurse/On-call Nurse/Inpatient PRN Nurse

- Triage and managed patient needs, dispatched nurses, and helped with admissions, symptom management, and case management for adults and medically fragile children

DMH Hospice, Decatur, IL **2003–2011**

Hospice Care Coordinator (2009–2011)

- Managed office, supervised staff, and collaborated with hospice medical director on patient appropriateness; also monitored documentation and provided education to Nursing facilities and resident doctors with SIU school of medicine on hospice services

Certified Hospice and Palliative Nurse (2003–2009)

- Oversaw care for terminally ill patients, including assessment, medication management, and education for families; made sure documentation met State, federal, and insurance guidelines

Aspen Ridge Nursing Home, Decatur, IL **2001–2003**

Assistant Director of Nursing

- Assisted Director of Nursing with daily operations including staffing, infection control monitoring, wound and skin monitoring, reporting, and safety and fall monitoring

Cedarwood Healthcare, Decatur, IL **1999–2001**

Director of Nursing

- Managed staff, including hiring, termination, competencies, education, and scheduling

Education

Richland Community College, Decatur, IL

- Associate of Science, Nursing

Clinical Licensures/Certifications

Kentucky Registered Nurse (RN)

CPR Certification, City of Hope National Medical Center, End-Of-Life Training

Diane Glenn, MSN, APRN, FNP-C, SANE, CFN — Nurse Case Manager

Summary of Qualifications

Clinical professional with a 25-year tenure in health care, case management, and nursing. Licensed advanced practice registered nurse (APRN) family nurse practitioner who has worked with pediatric and adult patients across multiple health care settings (in home, office, and inpatient). Previously, one of three original nurse consultants for DCBS through the Commission for Children with Special Health Care Needs (CCSHCN) and Nurse Service Administrator for Kentucky’s Foster Care program. Specialized knowledge and skills serving children, particularly those with medically complex needs.

Professional Experience

University of the Cumberlands, Williamsburg, KY **2019–Present**
Adjunct Professor

- Online nursing instructor

St. Elizabeth Physicians, Brighton Recovery Center for Women, Newport, KY **2019–Present**
Advanced Practice Registered Nurse

Anthem Kentucky Medicaid Care Plan, Inc., Louisville, KY **2015–2018**
Nurse Case Manager

- Provided case management for Members with complex and chronic care needs, including assessing, developing, coordinating, and monitoring care plans to maximize Member health care and outcomes across the care continuum
- Conducted assessments to identify individual needs and a specific treatment plan to address objectives and goals as identified during assessment, facilitating authorizations and referrals as appropriate
- Coordinated access to services and internal and external resources to meet identified Member needs
- Monitored and evaluated the effectiveness of these treatment plans, modifying as necessary, and collaborated with the Medical Director, BH Director, and other clinical leadership

Kentucky Cabinet for Health and Family Services, Louisville, KY **2009–2018**
Nurse Administrator

- Nurse service administrator for the Foster Care program

Commission for Children with Special Health Care Needs, Louisville, KY **2007–2009**
Nurse Consultant Inspector

- Nurse consultant for Kentucky’s Foster Care and medically fragile programs

St. Elizabeth Medical Center, Edgewood, KY **2002–2007**
Nurse Consultant Inspector

- Staff nurse on medical and surgical units

Kenton County Kentucky School District, Board of Education 2002–2003
Forsyth County Georgia Board of Education, Cumming, GA 2000–2002
School Nurse

- Special needs school nurse liaison for district and earlier, for Mashburn Elementary

St. Elizabeth Medical Center, Edgewood, KY 1995–2000
Harrison Memorial Hospital, Cynthiana, KY 1994–1995

Staff Nurse

- Staff nurse on medical and surgical units

Education

University of the Cumberlands, Williamsburg, KY

- Master of Science, Nursing (MSN)
- Bachelor of Science, Nursing (BSN)

Maysville Community College, Maysville, KY

- Associate Degree in Nursing

Clinical Licensures/Certifications

American Academy of Nurse Practitioners

- Family Nurse Practitioner (FNP-C)

American Heart Association

- Advanced Cardiovascular Life Support Provider

American Heart Association

- Basic Life Support Provider

Certified Forensic Nurse (CFN)

Advanced Practice Registered Nurse (APRN)

Kentucky Registered Nurse (RN)

Ohio Registered Nurse (RN)

Sexual Assault Nurse Examiner (SANE)

Volunteer Experience

Kentucky Coalition for Nurse Practitioners and Nurse Midwives, *Member and Past Board*

Student Representative 2017–Present

Medical Reserve Corp, *Volunteer* 2009–Present

Owen County, KY, *Election Poll Officer* 2009–Present

Amanda Blackburn, LMFT, LCADC — Prior Authorization/Pre-Certification Coordinator

Summary of Qualifications

Licensed Marriage and Family Therapist and licensed Certified Alcohol and Drug Counselor with 15 years of relevant experience that includes direct patient care (providing therapy, assessments, and case management) and psychoeducation within school systems to support children in Foster Care with problematic behaviors and their caregivers. Strong knowledge across a broad range of assessment tools, therapeutic processes, and techniques. Adept communicator, accustomed to working with individuals from a wide range of socioeconomic, cultural, ethnic, educational, and other diverse backgrounds. Earned a Master of Arts from the Chicago School of Professional Psychology and a Certificate in Marriage and Family Therapy from the University of Louisville. Mentor for the Kent School of Social Work Post-Graduate Marriage and Family Therapy Program. Member of the National Board for Certified Counselors and American Psychological Association.

Professional Experience

Anthem Kentucky Managed Care Plan, Inc., Louisville, KY **2018–Present**
Behavioral Health Care Manager I

- Uses appropriate screening criteria, knowledge, and clinical judgement to assess Member needs to access medically necessary BH care
- Performs psychiatric and SUD or substance use disorder assessment
- Coordinates and implements case planning and monitoring to promote effective use of health benefits and community resources for Members
- Ensures that Members are directed to the appropriate level of care

Aetna, Louisville, KY **2015–2017**
Utilization Management Clinician

- Leveraged clinical experience and skills in a collaborative process to assess appropriateness of treatment plans across levels of care
- Provided triage and crisis support to Members
- Identified Members at risk for poor outcomes and facilitated referral opportunities to integrate with other products, services, or programs
- Coordinated with Providers and other parties to facilitate optimal care/treatment

University of Louisville Physicians Group, Louisville, KY **2009–2015**
Chemical Dependency Counselor

- Provided individual, group, and family therapy to participants diagnosed with SUD issues and other underlying mental health concerns
- Provided outpatient counseling and psychotherapy treatment using a multidisciplinary approach, including Cognitive Behavioral Therapy (CBT) and a 12-step treatment program combined with Suboxone, for patients with addiction, alcohol, and SUD issues
- Created comprehensive, individualized treatment plans, developed discharge plans, and coordinated follow-up care (monitoring and assessing progress of each individual)

The Brook Hospital, Louisville, KY **2011–2013**
Therapist

- Provided psychological treatment using a harm reduction approach

- Conducted group therapy to participants diagnosed with SUD issues and other underlying mental health concerns
- Led chemical dependency psychotherapy and education groups in an inpatient psychiatric facility for the military and civilian population with dual diagnoses
- Conducted ongoing reviews of patient progress using data-management tools to establish and maintain case records

Transformations, LLC, Louisville, KY

2010–2011

Therapeutic Child Support

- Worked within the school system to support foster children and their caregivers, and to address problematic behaviors
- Provided family education to increase the understanding, treating, identifying, or coping with the child’s BH disorder, monitoring the child’s progress toward transition
- Trained parents or guardians, assisting with the development of strong behavior management skills and provided in-home support for children with complex emotional needs
- Worked with families to stabilize their homes and communities and promote positive changes

Heartland Alliance for Human Needs and Human Rights, Chicago, IL

2007–2009

Senior Mental Health Worker

- Provided individual and group therapy with individuals from diverse cultural and ethnic backgrounds and problems including HIV/AIDS, various Axis I and II diagnoses, and trauma
- Completed comprehensive psychosocial assessments in collaboration with the treatment team with special emphasis on participants’ current functioning, strengths, and abilities
- Assessed, identified, and responded to emergency or crisis needs of program participants
- Developed and implemented new chemical dependency group program components targeting engaging and maintaining participants for long-term treatment at Heartland Alliance to assure participants’ needs were met

Lutheran Social Services of Illinois, Chicago, IL

2006–2009

Therapeutic Stabilization Worker

- Provided in-home short-term intensive services for children ages 3 to 18 diagnosed with developmental disability, mental illness, or SUD, or were exhibiting problematic and uncontrollable behavior
- Developed and implemented intense and individualized behavioral treatment packages aimed at controlling and extinguishing problem behaviors, crisis intervention, and improving communication between parent and child
- Provided psychoeducational services and discharge planning for parents and caregivers

Practicum and Externship Experience

Haymarket Center, Chicago, IL

2006–2009

Therapy Practicum Extern

- Practicum involved conducting therapy with individuals from diverse cultural and ethnic backgrounds who presented with Axis I and Axis II diagnoses and trauma
- Conducted therapy, including group therapy three times a week, with expectant mothers
- Performed assessments of immediate needs of the participants and developed individualized treatment plans

Education

The Chicago School of Professional Psychology, Chicago, IL

- Master of Arts, Forensic Psychology

Eastern Kentucky University, Richmond, KY

- Bachelor of Science, Psychology/Criminal Justice

University of Louisville, Louisville, KY

- Certificate, Marriage and Family Therapy

Clinical Licensures/Certifications

Kentucky Licensed Marriage and Family Therapist (LMFT)

Kentucky Licensed Certified Alcohol and Drug Counselor (LCADC)

Affiliations

National Board for Certified Counselors, *Member*

American Psychological Association (APA), *Member*

Volunteer Experience

Kent School of Social Work, Louisville, KY, *Mentor*

2010–Present

Andrew Fox, MSW — Provider Relations Liaison

Summary of Qualifications

Seasoned professional with more than 20 years of experience that across all aspects of Provider Relations and Network Development. Background includes 18 years as a Provider serving the community with BH and SUD services. Strong operations and clinical acumen that includes overseeing quality improvement programs and serving as a senior social worker for kids in the Juvenile Justice system. Holds a Master of Science in Social Work from the University of Louisville.

Professional Experience

Anthem Kentucky Managed Care Plan, Inc., Louisville, KY **2014–Present**
Behavioral Health Network Relations Consultant

- Builds strong relationships with Behavioral Health/Substance Abuse (BH/SA) Providers to support them, link them to resources, ease administrative burdens, and help facilitate improved outcomes
- Monitors Provider outcomes through HEDIS Measures and strategizes with them on opportunities to improve performance
- Collaborates with BH/SA Providers regarding program development and implementation, strategic and tactical implementation of startup programs
- Represents Anthem at meetings with Commonwealth partners, including DMS and DCBS
- Conducts new Provider orientations and provides ongoing education to Providers regarding prior authorization/medical necessity for services, billing guidance, claim resolution, and remittance analysis

Family Ark, Jeffersonville, IN **2013–2014**
Intake and Quality Improvement Supervisor

- Coordinated the agency's Quality Improvement (QI) Program, which oversees all QI program requirements, schedules, trainings, activities, follow-up, and all document control
- Distributed and coordinated feedback from surveys to be presented to agency administrative team members, along with clients, stakeholders, employees, and agency governance officials
- Served as the public relations/liasion between the agency and referral sources and/or community accepting client referrals and coordinating initial interviews and intakes
- Assigned and tracked case files of new clients and assisted with data collection and analysis of quality of care/clinical outcomes
- Coordinated foster home assignments with Foster Parent Specialists and led staff trainings

Maryhurst, Inc., Louisville, KY **2001–2012**
Program Manager – Euphrasia (2010–2012)

- Oversaw three campus-based programs, which served seriously emotionally disturbed adolescent girls, including girls who were highly aggressive/assaultive and had a history of SUD and sexual reactive behaviors as well as lower-functioning children
- Redesigned programs and enhanced daily treatment structure
- Provided staff with specific training to meet the special needs of our clients
- Continuously evaluated program effectiveness, including staff development and training
- Supervised treatment teams consisting of a supervisor, clinical therapist, and treatment coordinator for each program and led them through a treatment planning process

- Provided direct supervision of IL and Aftercare programs, which assisted children on transitioning to self-sufficiency once they left Maryhurst

Director of Community-Based Services (2007–2010)

- Planned and implemented programming for community-based programs, including program design, staff planning, and integration of all community-based programs with other parts of the agency
- Developed and monitored division budget with special attention to revenues and expenses
- Oversaw processes for professional development of community-based leadership staff

Program Manager—Bishop Flaget Program (2003–2007)

- Maintained responsibility for appropriate placement opportunity to meet the special needs of youth, which included assessing their current and future needs for those participating in one of the community-based programs
- Developed strategies to create needed programming and evaluated program effectiveness
- Oversaw the implementation, maintenance, and efficiency of the program, including staff development and training

Program Supervisor—Euphrasia Program (2001–2003)

- Provided direct supervision of all staff within an assigned dorm in order to provide a therapeutic milieu conducive to the residents' individual treatment goals
- Actively aided in the development and evaluation of staff
- Facilitated communication between departments and other agencies

**Department for Human Services, Jefferson County Youth Center,
Louisville, KY**

1996–2001

Senior Social Worker — Juvenile Home Incarceration Program (1998–2001)

- Counseled individuals, families, and youth who faced complex issues or severe family dysfunction to determine the appropriate intervention designed to improve their well-being
- Performed home and school visits, served as a liaison with the court, made referrals to community resources, and performed goal setting for improved behavior

Social Worker — Juvenile Home Supervision Program (1996–1998)

- Interviewed, counseled, and assessed the needs of individuals and families
- Conducted site interviews, prepared correspondence, and maintained case records and files
- Monitored youth's behavioral progress at school and at home
- Referred individuals and families to numerous community resources

Education

University of Louisville, Raymond Kent School of Social Work, Louisville, KY

- Master of Science, Social Work

University of Kentucky, Lexington, KY

- Bachelor of Arts, Social Work

Clinical Licensures/Certifications

Certified Risking Connection Trainer

American Heart Association, Certified First Aid/CPR Trainer

Maryhurst, Inc., Louisville, KY, Supervisor Certification Training

Certified Safe Crisis Management Trainer