



MICHAEL D. SANDERS
Jackson County Executive

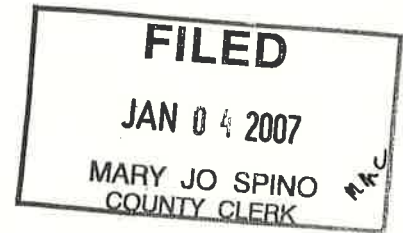
Executive Order #07-07

TO: MEMBERS OF THE LEGISLATURE
CLERK OF THE LEGISLATURE

FROM: MICHAEL D. SANDERS
JACKSON COUNTY EXECUTIVE

DATE: JANUARY 4, 2007

RE: APPOINTMENT TO COMBAT COMMISSION



I hereby appoint Dr. Susan Wilson to the COMBAT Commission to fill the vacancy occasioned by the resignation of Nancy Seelen, for a term to expire January 20, 2008. ~~A copy of Dr. Wilson's resume is attached.~~ **OK**

Michael D. Sanders, County Executive

Date: 1/4/2007



SUSAN B. WILSON

1257 SW Summit Crossing Drive
Lee's Summit, MO 64081

(816) 686-0807
drsusanke@aol.com

SUMMARY

Results oriented, visionary Senior Management Professional with 16 years progressive leadership experience including P & L and operational responsibility, business development, training, and contract negotiation. Strong communicator adept at gaining support for ideas, proposals, projects, and solutions to achieve business objectives. Effective problem solver with a passion for empowering individuals and teams to achieve optimal performance. Highly skilled at establishing rapport and credibility with diverse groups.

AREAS OF EXPERTISE

- Operations Management
- Organizational Development
- Team Building and Coaching
- New Business Development
- Training and Curriculum Development
- Government and Media Relations

KEY COMPETENCIES

- Proven track record meeting and exceeding financial, strategic, and operational objectives.
- Outstanding at identifying unmet market needs, building customer rapport and developing new services.
- Exceptional communication skills throughout all levels of organization using written, verbal and presentation formats.
- Catalyst for change and growth through inspiring the development of a highly effective team of leaders.

PROFESSIONAL EXPERIENCE**SPOFFORD****2006-present**

Provider of therapeutic and prevention services for children, families and schools.

Vice President

Lead administrative and clinical operations, including program development, school-based initiatives, therapeutic and nursing services, quality management, and admissions.

WILSON AND ASSOCIATES**1993-present**

Management consulting, coaching and organizational development

Senior Consultant

Provider of management consulting services including project/program management and evaluation, leadership development/coaching, grants management and fund development.

SWOPE HEALTH SERVICES, Kansas City, MO**1997-2005**

Hybrid organization specializing in innovative community based healthcare solutions

Vice President, Behavioral Health

Managed a staff of 185 and directed a \$14 million urban community mental health center. Provided clinical, administrative, and fiscal oversight. Acted as legislative and government liaison. Provided business and fund development for expansion and led quality improvement and accreditation initiatives.

- Developed and implemented new business development and funding strategy resulting in revenue growth of \$6.5 to \$14 million in a five year period.
- Implemented new documentation tracking system, resulting in a 40% decrease in financial losses due to poor or missing records.

- Led a team effort to revamp employee service recognition program resulting in improved employee morale.
- Led organizational turn-around efforts resulting in dramatic improvements in efficiency, accountability, and overall financial performance.
- Authored numerous grant and contract funding proposals, resulting in a 96% funding success rate.
- Implemented productivity system reducing wait times, improving customer service, and enhancing contract performance with overall productivity rates increasing by 60%.
- Designed and implemented new outcome metrics establishing a reputation for accountability and reliability among program funders and consumers.

SAINT LUKES HEALTH SYSTEM, Kansas City, MO*Comprehensive, multi-site health system***1993-1997****Director, Behavioral Health Services**

Managed a behavioral health delivery system for adolescents, adults and families. Led managed care contracting, government relations and program development activities. Provided leadership in key organizational initiatives including accreditation, board and staff education, and organizational efficiency.

- Completely revamped program to address changes in funding environment, resulting in documented improvements in quality and a 25% reduction in cost.
- Led initiative to improve organizational performance on managed care contracts resulting in a 35% increase in contract procurement and repeat business.
- Co-led a turn-around team that restructured and re-staffed a facility to produce a \$1 million cost reduction.
- Developed and procured funding for new treatment and prevention programs.

CRITENTON, Kansas City, MO*Behavioral health organization serving youth and families***1989-1992****Clinic Director, Director of Outpatient Services**

Established and marketed a new clinic location. Directed practice management for five outpatient mental health clinics and school-based day treatment programs. Led account management activities to ensure the satisfaction of key referral sources.

- Successfully procured new contracts and funding streams.
- Implemented program to reduce accounts receivables by 60 days.
- Established new organizational unit improving cash flow.
- Partnered with business office to reduce claims errors and improve timely receivables.

EDUCATION

Ph.D., Clinical Psychology, University of Pittsburgh, Pittsburgh, PA

M.S., Clinical Psychology, University of Pittsburgh, Pittsburgh, PA

M.B.A., University of Missouri, Kansas City, MO

B.S. (Cum Laude), Psychology, University of Pittsburgh, Pittsburgh, PA

Executive Coach Certification, in process

SPECIAL AWARDS

Mental Health Leadership Award, Comprehensive Mental Health Services, 2002

Who's Who in The Midwest Award, 2000

100 Most Influential African Americans in Kansas City Award,

Kansas City Globe, 1998, 1999, 2000
Who's Who in American Women Award, 1999
Up and Comers Award, Kansas City Chamber of Commerce, 1999

PROFESSIONAL AND CIVIC INVOLVEMENT

Member, University of Missouri Kansas City (UMKC) Board of Visitors, 2004-Present
Board Member, Prime Health Foundation, 2003-Present
Member, Mayor's Task Force on Race Relations, 1996-1998
Member, Mayor's Commission on Human Rights, Kansas City, Missouri, 1993-1995

CONSULTING, TRAINING, AND TEACHING SUMMARY

- 2000-present** **Kansas City Chiefs (NFL)** Designed and presented workshops for elite athletes and family members including Managing Success: Essential Coping Skills, Communication and Healthy Family Relationships, and Personal Development for Women.
- 1992- Present** **Conference Presenter** for a variety of local and national conferences: Department of Mental Health (DMH), Georgetown Child Development Institute, National Association of Community Mental Health, Menninger Workshop Series, and the Central Exchange.
- Sample Topics:** Managing Diversity, Front Line Supervisor Training, Developing Effective Organizations, Key Frameworks for Understanding Organizations, Primary Care-Behavioral Health Integration Programs: Essential Principles for Start-Up, Building Effective Teams, Essentials of Emotional Intelligence for Emerging Leaders.
- 1997-2005** **Swope Health Services** Developed and presented staff training workshops including Quality Improvement, Managing Change and Transition, Understanding and Responding to Terrorism, Improving Organizational Effectiveness and Efficiency
- 2000-2004** **Partnership for Children, Freedom School** Designed and presented an eight hour parenting institute, resulting in record participation.

Other Consulting, Training and Media Experience

- **Organizational Consultant**, Worked with three area school superintendents to design and implement organizational change efforts.
- **Fund development consultant**. Provided consulting services to Samuel U Rodgers Health Center in mental health and federally qualified health center (FQHC) programming.
- **Trainer**, Kansas City Missouri School District, Staff Development Department. Topics included Stress Management, Managing Diversity, Student Support Services, and the At-Risk Child.
- **Assessment**—Familiarity with a variety of tools including FIRO-B, Meyers-Briggs, CPI.

- **Consultant/Facilitator**, Swope Ridge Nursing Home, Samuel U. Rodgers Health Center. Designed and implemented a staff development program aimed at improving employee performance and retention.
- **Instructor**, Webster University and University of Missouri, Kansas City Medical School
- **Consultant/Trainer**, Federal Aviation Administration. Developed and implemented diversity training programs for upper and middle management using a train-the-trainer model.
- **Guest columnist**, Kansas City Star
- **KPRS Radio**, Consulting psychologist and on-air segments for Generation Rap Radio Program.
- **Local media** Interviewee for television segments (KCTV-5, KMBC-9, KSHB-41, WDAF-4)