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Phil LeVota
Jackson County Executive

EXECUTIVE ORDER NO. 26-05

TO: MEMBERS OF THE LEGISLATURE
CLERK OF THE LEGISLATURE

FROM: PHIL LEVOTA
COUNTY EXECUTIVE

DATE: February 24, 2026

RE: APPOINTMENT TO THE COMMUNITY MENTAL HEALTH FUND BOARD

I hereby make the following appointment to the Community Mental Health Fund Board:

Crystal Hart-Johnson is hereby appointed to a new term set to expire 1/31/2029. The seat was previously vacant. Ms. Hart-Johnson's resume is attached.

2-24-26
Date



Phil LeVota
County Executive

CRYSTAL HART-JOHNSON

17004 East 44th Street South ~ Independence, Missouri 64055

Home: (816) 373-6613 ~ Cell: (816) 820-7706 ~ Email: crystal.h.whitmore@gmail.com

CAREER PROFILE

- Customer focused and intuitive leader with recognized ability for building strong client relationships with executive management and other key stakeholders throughout organizations, while demonstrating a passion for meeting client needs and objectives with solutions that produced win/win relationships.
- Sales and product development leader with outstanding results in creating and implementing strategic plans, exceeding quotas, preparing, negotiating and closing contracts, conducting client mergers and conversions, and expanding the company's competitive position while growing market share.
- Team leader that effectively engages people around key client projects and business plans. Seen as having strong problem solving and conflict resolution skills while managing resources, deadlines and multiple priorities to reach bottom-line results.

Expertise includes:

Loyal Business Relationships	New Business Development	Consultative Selling
Project Management	Strategic/Creative Planning	Contract Negotiations
Presentation/Facilitation	Financial Analysis/Budgeting/Forecasting	Event/Fundraising Management

PROFESSIONAL EXPERIENCE

Netsmart Technologies, Inc.

2016-Present

Client Alignment Executive/Strategic & Partner Accounts

- **Manage strategic relationships** with 27 clients across the U.S., ensuring retention and growth of \$12M in annual revenue; recently entrusted with 6 additional Kansas-based accounts due to proven success in client engagement and revenue protection.
- **Leverage deep market and solution expertise** to position Netsmart offerings effectively, creating new pipeline opportunities through collaborative planning sessions and consultative client conversations.
- **Drive early adoption of innovative solutions** by developing creative strategies that influence decision-makers and accelerate implementation timelines.
- **Recognized for leadership in strategic planning**, guiding key clients through initiatives from inception to delivery, ensuring alignment with organizational goals and measurable outcomes.
- **Design and execute impactful marketing campaigns** using platforms such as HighSpot and social media, introducing new products and services to increase client awareness and engagement.
- **Collaborate with account executives** to craft compelling sales proposals and brand strategies, delivering customized presentations to senior stakeholders including C-Suite executives and Revenue Cycle Management leaders.
- **Resolve client challenges proactively**, managing A/R issues and product adjustments to maintain satisfaction and strengthen long-term partnerships.
- **Champion client collaboration** by establishing new user groups in Kentucky, Alabama, and Kansas, fostering peer-to-peer engagement and knowledge sharing across organizations.
- **Negotiate and execute complex client contracts**, ensuring favorable terms and compliance while maintaining strong relationships.
- **Mentor and train new sales team members**, sharing best practices and providing guidance to accelerate onboarding and performance.
- **Consistently exceed performance expectations**, earning 100% Club recognition for three consecutive years (2022, 2023, 2024).

SPRINT CORPORATION

2013-2016

Wireless Benefit Manager/National Accounts

- Managed a newly created territory of underserved Enterprise National IL accounts that produced annual revenue of \$24M with a core of 14 corporate clients, such as Energizer Holdings, Emerson, Hy-Vee, Monsanto, and YRC Worldwide.
- Ranked #1 in the region for Gross Add (Unit) growth in 2014.
- Recognized consistently for creative approaches in growing sales; specifically increased gross adds for Koch Industries, the second largest ranked privately held company in the country.
- Developed and implemented innovative marketing campaigns, initiatives and tactics, including direct mail, email promotional blasts, print publications, flyers, posters, coupon books, and contests.
- Partnered with account executives on sales proposal creation and brand strategy to deliver customized presentations to key decision makers, such as the C-Suite and HR Department.
- Led projects and coordinated seminars as directed by manager of cross-industry participation for the local team; as well as worked trade shows and conferences.
- Implemented a new prospecting technique using the Dun & Bradstreet listings; utilized by peers to identify target leads for generating new revenue opportunities.
- Assisted in recruiting, training and developing new sales members.

DELUXE CORPORATION

1992-2011

Senior Account Manager/Client Specialist

Lenexa, Kansas

MO, KS, IA, AR, SE-IL

2011

- Selected as 1 of 6 Client Specialist Leaders out of 80 sales staff due to the exceptional ability to learn and implement new solutions to the marketplace. Collaborated with team of 9 Account Managers to execute strategies and grow revenue for 800 financial institutions. Hybrid role was unique and created due to restructuring for high performing account managers.
- Sold and directed successful effort to maximize market presence, resulting in revenue growth of 5% in new product solutions in 6 months.
- Negotiated pricing, implemented and executed contracts with C-Suite executives, leading to increased revenue, strengthened relationships and repeat business.
- Trade shows: led the planning of events and budget management, responsible for all administrative tasks, such as the ordering of promotional materials, handling registration and hotel reservations, and coordination of staffing and strategy workshops for clients.

Senior Account Manager

Lenexa, Kansas

Metropolitan Kansas City, SE-KS, NW-MO

1996-2010

- Results included 30% increase in territory billing to \$5M+ from the sale of products and services to clients (i.e. checks, small businesses, fraud and risk management, and card solutions).
- Negotiated, implemented and executed contracts for financial institutions in territory. Retained 100+% of client relationships. Negotiated and closed 100% of client contracts in territory annually (100 – 115 contracts per year).
- **Deluxe Pinnacle Award, 2009 and 2007:** Top 5 in sales force recognized for most new growth solution sales and over 100% account retention and sales quota with no loss of business to competition.
- Responsible for client consultation and leading team efforts for client mergers and conversions. Project management initiatives and collaboration included but was not limited to managing team members from IT, Customer Service, Client Programs and Services, and Billing, which successfully and timely addressed the client's restructuring needs.
- Facilitated training to the client's staff in the areas of customer service, customer experience, communication and relationship selling, which resulted in increased customer retention and revenue growth for the financial institution.
- Liaison to the Community Bankers Association of Kansas (CBAK) and negotiated contracts to retain their endorsement.

Account Manager

Lenexa, Kansas

NW-MO, SE-KS

1992-1996

- Managed client relationships and provided bank products and services. Trained financial institution staff in the areas of customer service, communication and relationship selling. Negotiated, executed and implemented contracts for financial institutions.
- Results included increasing territory billing 10% to \$3M+ by understanding client's needs and selling products accordingly.

- **Deluxe Excellence in Sales Award, 2004, 2003, and 2002:** Recognized for 100+% account retention and sales quota with no loss of business to competition.

Prior career history available upon request

EDUCATION

- **Doctoral Exams Passed – ABD, *Business Management***, Webster University, St. Louis, MO
- **MA, *Business Management***, Webster University, St. Louis, MO
- **BA, *Sociology***, University Missouri at Kansas City, Kansas City, MO

PROFESSIONAL DEVELOPMENT

- Sales Training: Consultative Selling, Value Selling, Relationship Selling, SPIN Selling and Insight Driven Selling
- Microsoft Office Suite – Word, Excel, Power Point, Teams and CoPilot
- Sales Force, Gainsight, ChatGPT, HighSpot
- QPR Gatekeeper Certified
- Mental Health First Aid Certified

PROFESSIONAL AFFILIATIONS

- Kansas Mental Health Coalition
- Women in Technology – Kansas City Chapter
- Urban Financial Services Coalition GKC - Board of Directors - Founding Chairman (past)

COMMUNITY ORGANIZATIONS

- Board of Directors, Crime Stoppers, 2008 – Present
 - Arrowhead Event Committee and Junior Crime Stoppers Committee
- St. James UMC – Allies for Racial Justice, Small Groups Facilitator, Volunteers in Mission – 2020-Present
- Board of Directors – Board Treasurer, Board Secretary, KC Healthy Kids, 2010 – 2013 & 2023-2024
- Leadership Council – Chairman, UNCF 2014 - 2015
- Board of Directors, KCPT Public Television, 2008 - 2014
 - Committees: Leader Search, Strategic Planning, Finance and Legislative, Audit, Fundraising
- Citizens Academy Graduate - FBI

HONORS

- Values Matter Recognition – Netsmart 2021
- 1998 Up and Comers Award Recipient - Kansas City Business Journal
- Power Elite Class of 1998 Recipient - Ingram's Magazine
- 100 Most Influential African Americans Award - Kansas City Globe
- Excellent Service Award Recipient - Niles Home Board of Directors