

JUANITA HARRIS-PRICE

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EXECUTIVE MANAGEMENT

Behavioral Health Care
Leadership

Children and Family Services

State and Local Government

Experienced **Executive** who has demonstrated the ability to lead and manage large teams of diverse professionals, in complex governmental, private and non profit entities. Solid track record with more than 25 years of hands on experience and expertise, in planning and implementing major initiatives aimed at improving the delivery, quality, access and cost efficiencies of social services and behavioral health.

CORE COMPETENCIES

Performance Improvement

Program Implementation

Cultural Competency Development

Policy and Legislative Development

Budget and Staff Management

Change Management

Joint Commission on Accreditation of Healthcare Organization and Medicaid/Medicare Certification

EDUCATION AND CREDENTIALS

Certificate of Achievement Lean Six Sigma Villanova University Philadelphia, PA

50 Professional Development Units

Masters of Education (Administration and Supervision) University of Toledo Toledo, OH

Bachelors of Education (Secondary Education) University of Pittsburgh Pittsburgh, PA

PROFESSIONAL EXPERIENCE

Department of Mental Health
Community Services Agency

Washington, DC

2001 –Present

Chief Executive Officer

*Duties and responsibilities include the daily administration of one of largest government operated community behavioral health and social services organizations in the Nation. Programs and services provided include the following: A **psycho-educational school program** for elementary and pre-school students, two on- site **pharmacies providing 20,000 prescriptions annually**, **multicultural services** for non and limited English speakers, behavioral health services for hearing impaired individuals, and **dually diagnosed clients** that suffer with substance abuse problems and/or with intellectual differences and mental illness. In addition, DCCSA also lends assistance to its clients in the areas of **supported housing, employment** and programs that encourage, assertive community treatment for children and adults.*

Key Accomplishments:

- Achieved **high-fidelity** practice ratings for Adult Services
- Achieved highest scores among District agencies in the area of **performance practice** for Adult Services
- Effectively **managed downsizing** multi-site, comprehensive mental health agency **from \$65 million** to \$36 million annual budget while improving staff performance and customer satisfaction.
- Monitor and oversee **300 mental health and related services professionals**, that facilitate the delivery of services for approximately **7000 clients**.
- Accomplished an **end to Federal Court Receivership** in collaboration with the Director of the Department of Mental and Mayor's Office of the District of Columbia
- Completed two multi-million dollar **capital construction projects** resulting in 60 thousand square feet of clinic space in prime real estate Washington DC locations.
- Instituted **fee-for-service claims management** process resulting in \$10 Million Medicaid/ Medicare and other claims billed annually
- Implemented **Employee False Claims Act** to detect and prevent fraud, waste, and abuse
- Implemented a **same day service** guarantee for people seeking mental health services.
- Implemented **electronic clinical record** and claims management system
- **Reduced pharmacy expenses** resulting in annual savings of approximately \$3 million

Mental Health Insurance Trust

Toledo, Ohio

1997-2001

President

Elected by trustees to provide leadership to a healthcare collaborative designed to jointly negotiate healthcare benefits as a single purchaser. Trust covered approximately 1200 lives and purchased medical and prescription plans for employees of behavioral health care and small social service organizations in Lucas County, Ohio.

Key Accomplishments:

- Negotiated affordable health care benefits for 1200 lives
- Expanded access to health care for employees of small non-profit organizations who could not afford as a single organization
- Elected by Chief Executive Officers of competing agencies to provide leadership and negotiate plans on behalf of their employees.

Connecting Point, Inc

Toledo, OH

1990-2001

Chief Executive Officer

Successfully governed and advanced organizational goals and objectives that ensured the delivery of various community based social services to 4000 children and families of Northwest Ohio. Managed programs supported through Federal programs Administration for Children and Families. Federal programs included(SAMSHA)., State and local program oversight included the Ohio Department of Mental Health, Lucas County Mental Health Board ,Lucas County Children Services Board, Lucas County Alcohol and Addiction Services Board and the United Way of Greater Toledo.

Key Accomplishments:

- Oversaw the administration of multiple programs designed to assist children and families which included: **mental health and substance abuse treatment, school based services**, teen parenting and **pregnancy prevention** programs, **violence intervention, therapeutic foster care** and client advocacy.
- Directed and monitored welfare -to -work employee assistance programs, residential crisis and runaway services.
- Spearheaded a capital construction campaign which culminated in the development of a million dollar state of the art office and residential complex.
- Achieved **JCAHO accreditation**, and all Federal, State, and Local certifications

North Coast Behavioral Health Center
Formally (Toledo Mental Health Center)

Toledo, OH

1986-1990

Chief Executive Officer

Managed and facilitated the daily operations of 460 bed state owned psychiatric hospital, serving twenty counties, which catered to diverse populations of civil, forensic, chronic and acute clients.

Key Accomplishments:

- **Achieved downsizing** of hospital services and implemented State Operated Services program which supplemented community based services and provided continuity of care and employment opportunities for government employees, who would have otherwise faced termination.
- Supervised **500 mental health** and related services **professionals**.
- Achieved **JCAHO Accreditation**, Federal, State and Local certifications
- Implemented client right to refuse medication and smoke free environment policies

Assistant Superintendent/Clinical Service Director 1984-1986
Toledo Mental Health Center, Toledo, OH

Adjunct Professor 1989-1999
University of Toledo
Courses: “Death and Dying”
“African American Culture”

Adjunct Professor 1989-1999
Bowling Green University
Course: “Ethnic Studies”

Manager of Services for Minority Youth/ Legislative Liaison 1989-1999
Lucas County Mental Health Board Toledo, OH

Executive Director
Early Childhood Development Center Toledo, OH

Teacher – Secondary Education
Content Area: Comprehensive Social Studies
Schenley High School Pittsburgh, Pennsylvania

Varsity Softball Coach
Schenley High school Pittsburgh, Pennsylvania

Appointing Authority

DC Adult Literacy Advisory Board	State Office of Education/Mayor's Literacy Initiative, District of Columbia
Planning Council	Lucas County Commissioner
Private Industry Council	Lucas County Commissioner
Alcohol Drug Addiction Services	Lucas County Commissioner
Toledo Youth Commission, Chairperson	Mayor John McHugh
Ohio Families & Children First	Governor George Voinovich
President's Summit for America's Future Delegate	Chairperson, Gen. Colin Powell
Rotary International	Membership Selection
Mental Health Insurance Trust	President –Trustee Election
Ohio Association of Child Care Providers	Secretary –Trustee Election

AWARDS AND ACKNOWLEDGMENTS

Awarding Body

Resolution for Distinguished Service and Commitment to DC Residents	Council of the District of Columbia
Juanita H. Price Annual Leadership Award	Board of Directors, Connecting Point
J. Price Building named in honor of Juanita Price	Board of Directors, Connecting Point
Millennium Award "Leadership by Example"	Ohio Urban Minority Outreach
Accomplishments in the Field of Mental Health	Delta Sigma Theta Sorority, Inc
Recognition of Excellence Award	University of Toledo

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SPEAKING AND CONSULTING ENGAGEMENTS

“It’s a Tough Job but Somebody Has To Do It”

District of Columbia, Community Services Agency, Making a Transition

National Council Behavioral Health Organizations’ Annual Meeting
New Orleans, Louisiana

Leading Change: A Challenge for Today’s Leaders

National Council Behavioral Health Organizations’ Annual Meeting
Denver, Colorado

Coping with Workplace Stress

DC Department of Mental Health
Washington, DC

Cultural Competency: A Secret Weapon

Toledo Police Academy
Toledo, Ohio

Funding Traditional and Non-Traditional Services Training Institute

“Building Community Capacity for Cultural Competence”
National Technical Center for Children's Mental Health
New Orleans, Louisiana

Thriving in a Managed Care Environment: Case Studies of Community Based Organizations

The Second National Academy on Child Behavioral Health Care and Providers of Color

St. Louis, MO

Round Table on Financing Early Childhood Mental Health Services

National Technical Assistance Center for Children's Mental Health Georgetown University Child Development Center

Stowe, Vermont

Developing Local Systems of Care in a Managed-Care Environment

Re-tooling Community Based Organizations for Managed Care

National Technical Assistance Center for Children's Mental Health

Orlando, Florida

Developing Cultural Competence: Managed-Care and Culturally Competent Organizations

National Technical Assistance Center for Children's Mental Health
Georgetown University, Child Development Center
Orlando, Florida

Success in a Changing Health Care Environment: A National Academy for Developing Child Behavioral Health Care Providers of Color

"Readiness for Managed Care and Strategies for Organizational Change"
National Technical Assistance Center for Children's Mental Health
Georgetown University, Child Development Center,
Indianapolis, Indiana

Urban Issues:: Models for Promoting Community Development

Part I: The Family Perspective; Part II The Provider Perspective
National Technical Assistance Center for Children's Mental Health
Georgetown University Child Development Center
Indianapolis, Indiana

Lost and Found Today's Child in the Protective Services System

Behavioral Services for Adolescents in Crisis
Mercy College of Northwest Ohio
Toledo, Ohio

National Academy on Increasing Health Care Vendors of Color

National Technical Assistance Center for Children's Mental Health Georgetown University, Child Development Center
Washington, D.C.

Developing Cultural Competence

Medical College of Ohio
Toledo, Ohio
