

Eva M. Williams, PhD, MSW, CPHQ

Transformational Leader – Health Care

Guiding and mentoring teams with a commitment to innovation, growth, and programmatic excellence

Dynamic mission-focused leader with 25+ years of progressive management experience focused on enhancing opportunities for improving health and wellbeing of vulnerable and high-risk populations.

Led innovative operational and clinical systems initiatives using data analytics to mitigate risk and improve quality outcomes.

Areas of Expertise: Population Health ▪ Health Program Development and Operational Oversight ▪ Team Leadership ▪ Health Disparities/Health Equity/SDOH ▪ Regulatory Compliance ▪ PACE ▪ Strategic Planning ▪ System Redesign ▪ Proposal Writing & Contracts ▪ Operational Management ▪ Marketing ▪ Policy Development ▪ Quality Monitoring ▪ Legislative Advocacy ▪ Public Policy ▪ Performance Improvement ▪ Financial Management ▪ Budget Development ▪ Executive-Level Presentations

PROFESSIONAL POSITIONS

CENTENE/'Ohana Health Plan ▪ Kapolei, HI ▪ 2021 - Present

Vice President, Population Health

Driving solutions that embraced holistic, pro-active, data-informed strategies to keep health plan members healthy across all stages of life.

Key Achievements:

- Operational and strategic leadership for the HI market's Population Health Management model (PHM)
- Oversight of clinical HBR initiatives
- Data analytic extract and dashboard design oversight
- Marketing and communication deliverables to showcase PHM as a market differentiator
- PHM liaison for new and renewal business bids /RFIs/RFPs
- Improving the member's experience through strategic alignment of outreach and engagement strategies
- 90+ Employee Engagement score for 2022
- Leading health plan initiative to become a person-centered organization
- Representing HI on regional and national committees focused on improving community impact & engagement

CENTENE/HEALTH NET, Inc. ▪ Glendale, CA ▪ 2017- 2021

Vice President, Population Health (2019 – 2021)

Drove solutions that embraced holistic, pro-active, data-informed strategies to keep health plan members healthy across all stages of life.

Key Achievements:

- Operational and strategic leadership for the CA market's Population Health Management model (PHM)
- Oversight of clinical HBR initiatives
- Data analytic extract and dashboard design oversight
- Marketing and communication deliverables to showcase PHM as a market differentiator
- PHM liaison for new and renewal business bids /RFIs/RFPs
- Improving the member's experience through strategic alignment of outreach and engagement strategies

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- 90+ Employee Engagement score for 2020 (83 in 2019)
- NCQA PHM accreditation
- Orchestration of HBR effort to reduce avoidable ER for 2020 by \$11M – exceeded target by \$4M
- Designed the CA market member outreach and engagement re-design to improve the member experience and G&A cost effectiveness

Director, Public Programs & LTSS (2017-2019)

Strategic leadership and team development focused pilots and initiatives to ensure our most vulnerable members are connected with needed social supports and services. Cost/Quality improvement initiatives focused on reducing hospital length of stay and reducing avoidable in-patient admissions and ER utilization for health plan members. System redesign efforts have led to improved workflows and targeted talent deployment resulting in improved efficiency and increased cost avoidance opportunities.

Key Achievements:

- Led cost avoidance initiative through system redesign resulting in a significant reduction in untimely referrals to the California Children's Services program. Project is on track to exceed previous target of \$3.2M in cost avoidance.
- Recognized for proven track record of engaging project management on large cross unit workgroups.
- Successfully developed team of 30+ including managers and individual contributors thereby reducing turn over and improving engagement leading to Best-in-Class employee engagement scores mirroring those of Best Places to Work organizations.
- Led a highly successful targeted member outreach campaign to contact 70k members within a 4.5-month period.

CORPORATION FOR SUPPORTIVE HOUSING ▪ Los Angeles, CA ▪ 2015-2017

Director - LA Program

Strategic and operational leadership of CSH's work including oversight and coordination of all projects, business development efforts, and the expansion of potential partnerships within the Los Angeles metropolitan area. Developed and managed hub office budget of \$2.4M, oversaw grant and contract administration and supervised and developed staff including program managers and senior program managers.

Key Achievements:

- Built and maintained impactful relationships with state, county and federal oversight agencies, advocacy organizations, and other important stakeholders.
- Increased fund development by \$1.5M+ with new grants and contracts in FY2016
- Established trust and rapport with individuals at the foundation level; these positive relationships resulted in \$1M in grants and funding.
- Utilized grant-funded dollars to engage non-profit community by implementing pilot programs
- Maximized public resources through successful financial modeling, deal structuring, cost alignment, and policies.

MILWAUKEE COUNTY DEPT. OF FAMILY CARE (a 3-party contract MMP) ▪ Milwaukee, WI ▪ 2008-2015

Chief Clinical Officer – Family Care

Led clinical, quality, and operational efforts within a multi-region managed care program for frail elders and individuals with developmental disabilities, physical disabilities.

Supervised management-level clinical staff, new business, policy development, geographic expansion, quality data analytics, risk management strategies, cost/quality alignment, IT/infrastructure development, and relationships with governmental oversight agencies and stakeholders.

Key Achievements:

- Developed highly collaborative relationships with state, county, and federal oversight agencies, advocacy organizations, and other important stakeholders.
- Initiated successful geographic and programmatic expansions, including marketing and community networking to develop, grow, and retain new business.
- Worked with COO and senior team members to standardize/centralize processes, develop tools, and support organizational needs; these new operational and clinical systems improved 30+ quality metrics by 28% in 3 years.
 - Hired, managed, and mentored clinical directors and managers to achieve and maintain system-wide clinical standards and performance metrics; managed six direct reports.
- Developed IT enhancements to enable real-time data that accurately tracked performance; this helped managers to pinpoint team CMs that were excelling or underperforming.
- Contributed to the successful geographic and programmatic expansion; this included marketing and community networking to develop and grow new business.
- Instrumental in securing savings of \$5M for FY2014 by implementing innovative operational and clinical systems changes using data analytics to mitigate risk and improve quality outcomes.
- Elevated and improved relationships within the state by maximizing use of the enterprise data system to improve programmatic quality.
- Served in a leadership and mentoring role with 4-6 direct reports and 20 dotted-line supervisor reports (w/ 400+ social work and RN care managers); implemented accountability initiatives to ensure high-quality care.

PREVIOUS POSITIONS

AURORA HEALTH CARE ▪ Milwaukee, WI ▪ 2002-2008

Social Worker/Care Manager – Community-Based Case Management

- Served in a part-time field care management role alongside advanced practice nurses for individuals with chronic health conditions. Led and co-led various workgroups and quality improvement projects.

THE BROOKDALE FOUNDATION ▪ New York, NY ▪ 2001-2002

Program Officer

- Oversaw grant administration, program assessment/evaluation, as well as conference planning and coordination in the area of aging and dementia care.

NEW YORK FOUNDATION FOR SENIOR CITIZENS ▪ New York, NY ▪ 1996-2000

Program Director & Director of Social Services – The George Daly House Transitional Homeless Shelter

- Supervised 35 staff, both clinical and non-clinical as well as MSW field student; oversaw shelter operations and programming; fiscal and programmatic contract coordination of social and health services for 88 homeless adult residents.

COMMUNITY CARE, INC. ▪ Milwaukee, WI ▪ 1994-1995

Intake Coordinator – Program of All-Inclusive Care for the Elderly (PACE)

- Conducted assessment and intake coordination for eligible individuals at two PACE centers in Milwaukee County; this included initial home visit, case presentation at multidisciplinary team meetings, scheduling center-based assessment visits, and marketing program and services for potentially interested parties.

COMMUNITY SUPPORT PROGRAM ▪ Racine, WI ▪ 1994

Program Coordinator – Peer Education, Assessment, Care, and Empowerment (PEACE) Program

- Recruited and trained peers within CSP to serve as volunteer telephonic peer support workers. Developed and coordinated a peer-run respite bed within a community-based SRO-style building.

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EDUCATION & CREDENTIALS

Ph.D., Social Work ▪ UNIVERSITY OF WISCONSIN ▪ Madison, WI ▪ 2012

M.S.W., Social Work (MFT) ▪ UNIVERSITY OF WISCONSIN ▪ Milwaukee, WI ▪ 1994

***Certifications:** Certified Professional of Healthcare Quality (CPHQ) ▪ 2015-2018

CV/Resume Addendum

Academic Work Experience, Internships, Articles and Published Reports, and Invited lectures

ACADEMIC WORK EXPERIENCE

Project/Research Assistant, University of Wisconsin - Waisman Center

June 2004 – 2011

Project: Integrated Employment for Persons with Developmental Disabilities

Project: Consumer Directed Care

Principal Investigator: Jacquelyn Wenkman, Ph.D., Waisman Center

Research Assistant, School of Social Work, University of Wisconsin

March 2006 – October 2006

Project: Assessing the Psychosocial Needs of Elders in Hospice Care.

Principal Investigator: Tracy Schroepfer, Ph.D.

Project Assistant, School of Social Work, University of Wisconsin

January 2003 – June 2003

Project: Wisconsin's Family Care Long-Term Care Pilot Program: Care Managers' Perspectives on Progress and Challenges.

Principal Investigator: Stephanie Robert, Ph.D.

Teaching Assistant, School of Social Work, University of Wisconsin

August 2002 – May 2004

Courses taught:

Social Work 640: Social Work with Racial and Ethnic Groups

Social Work 441: Generalist Practice with Individuals, Families, & Groups.

Social Work 453: Alcohol and Other Drug Abuse

FIELD PLACEMENT/INTERNSHIPS

Psychotherapy Intern

Outpatient Psychiatry, Aurora Health Care, Milwaukee, Wisconsin

September 1993 – May 1994

Responsibilities: Clinical assessment and individual/group therapy for adults with wide range of mental health and medical needs; member of 3 clinical interdisciplinary teams.

Social Work Intern

Women's Health Services, Aurora Health Care, Milwaukee, Wisconsin

September 1992 – May 1993

Responsibilities: General medical social work assessments and discharge planning for the women's health services in-patient unit located within a large urban teaching hospital.

ARTICLES AND PUBLISHED REPORTS

Emirbayer, Mustafa, and Eva M. Williams (2005). Bourdieu and Social Work. *Social Service Review*, 79 (4): 689-724.

Williams, Eva M., Shannon Munn, Deb Wisniewski, and Ann Sievert. (2008). *Managed Care & Integrated Employment: Lessons from the 2007 DHS/Pathways to Independence Managed Care Integrated Employment Grant*.

Rosenberg, Leigh, Eva M. Williams and Ann Sievert. (2005). *Consumer Directed Support: Lessons learned from Wisconsin's Family Care Program*.

INVITED PRESENTATIONS/LECTURES

"Welcome Address"

2016 DMH Housing Institute, Los Angeles, June 14 2016

"Wisconsin's Long-Term Care System"

Social Work (422) Social Policy, University of Wisconsin-Madison, June 23, 2010

"Social Work with Older Adults in the Milwaukee Community"

Cardinal Stritch College, AGAPE Community Center, Milwaukee, March 14, 2007

"Self-Direction and Managed Care in Wisconsin"

Long-Term Care Reform Conference, Wisconsin Dells, October 10, 2006

"Careers in Social Work with Older Adults"

Soc Work (205) Introduction to the Field of Social Work, University of Wisconsin, December 13, 2005