

Getting Ready for Managed Care – July 17, 2014

Elizabeth (Betsy) Benito is a leader and problem solver with 13 years of experience in homeless and housing policy. As the Director of the Illinois Program at CSH, Ms. Benito oversees all of CSH's training, lending, technical assistance, and systems change work throughout the state. She is responsible for setting the direction and annual goals for the Illinois Program, and fundraising to cover the Program's local costs. She also directly provides training, technical support, and advisement to numerous supportive housing providers and public funding agencies. Prior to joining CSH, Ms. Benito worked for the City of Chicago, Department of Family and Support Services, as a Projects Administrator focused on the community's Plan to End Homelessness (2005-2010), where her responsibilities included Project Development and Grants Management, Policy Planning and Implementation, and Monitoring and Evaluation. Before beginning her tenure at the City of Chicago, Ms. Benito was the Associate Director at the Chicago Alliance to End Homelessness, overseeing Project Development and Evaluation as well as Technical Assistance activities (2001-2005). Betsy received a Master of Arts at the University of Chicago's School of Social Service Administration and a Bachelors of Science in Social Work from Loyola University Chicago.



Jean Butzen is the founder of Mission + Strategy Consulting, an expert in nonprofit strategic restructuring. Ms. Butzen's interest in strategic restructuring began in 2005 when the organization she was leading, Lakefront Supportive Housing, completed a merger with Mercy Housing, based in Denver, CO. Ms. Butzen formed Mission + Strategy Consulting in 2006 to address the gap in strategic restructuring services throughout the Midwest. In addition to her consulting practice, Ms. Butzen lectures on the subject of nonprofit mergers and partnerships for numerous foundations, nonprofits, and university forums, and has blogged about strategic restructuring issues for the *Stanford Social Innovation Review*.

John Fallon has over 30 years of experience in the mental health field, which includes providing residential and outreach services to adolescents, children, persons who are homeless, as well as persons in correctional and health care settings. As a Senior Program Manager with CSH's Illinois Program, Mr. Fallon works as part of the Returning Home Initiative, a multi-million dollar national initiative to develop permanent supportive housing for homeless persons who frequently cycle through the criminal justice system. Prior to joining CSH, Mr. Fallon worked for 18 years at Thresholds, directing two specialized teams who helped place people from Cook County Jail back into the community, serving individuals who typically had a record of 50 arrests, 20 psychiatric hospitalizations, and decades of homelessness prior to program enrollment. Because of the program's success, it was awarded the American Psychiatric Association's Gold Achievement Award for small, community-based programs in 2001. John earned a Bachelor of Science in Psychology degree from the University of Illinois at Urbana-Champaign.

Gavin Farry, C.P.A., is the Thresholds' Chief Financial Officer. He plays an integral role in shaping the strategic planning and financial oversight for Thresholds and its affiliated companies. Mr. Farry has direct oversight over all financial accounting and reporting at Thresholds, as well as accounts receivable and payable, treasury, risk management and housing. In addition, Mr. Farry oversees numerous essential departments, including Talent

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Management/Human Resources, Information Systems and Facilities, and represents Thresholds on several committees as part of the Board of Directors. Before coming to Thresholds in 2009, Mr. Farry spent 11 years working in the private sector. He received an Executive MBA degree from University of Illinois.

Mark Furlong, MNA, LCSW, is Thresholds' Senior Vice President of Clinical Operations. Mark, who started his career at Thresholds in 1986, is responsible for all areas of clinical services provided at Thresholds. Mark has a lengthy background in Assertive Community Treatment (ACT), vocational rehabilitation, and outreach to homeless individuals with severe mental illness. He helped Thresholds design and launch programs for veterans and for people transitioning from long term care. He also helped to create Thresholds Peer Success Center, staffed entirely by people with personal mental health recovery stories. He currently oversees all clinical programming at Thresholds, with 25 unique programs, 70+ sites, 600+ clinical staff, and a \$60 million operating budget. Mark has a Master of Social Work degree from the University of Illinois at Chicago and a Master of Nonprofit Administration degree from North Park University. He has a passion for using partnership and better business practices to improve mission achievement.



Judith Gethner has both private sector and nonprofit professional experience; a leader with over twenty years in leading and coaching highly productive teams with proven ability to create start-up organizations, we well as be an agent of change. She is a strategic thinker able to use excellent community skills to motivate, break down barriers and work across an organization with an understanding of driving policy through grassroots organizing that results in measurable impact. Judith currently is the Executive Director of Illinois Partners for Human Service. Since her hiring, she has grown the statewide coalition from 70 nonprofit providers of human service to a formidable body of over 800 organizations throughout the State of Illinois. She holds a B.S. from Northern Illinois University and a M.A. from Northeastern Illinois University. She serves on the board at Illinois Consortium for 21st Century Schools and Chicago Grand Neighbors Association.

Debra Howard-Frye has been with Thresholds, Chicago's oldest and largest provider of comprehensive services for people with severe mental illness, since 1986. She is currently an Associate Director. She holds a Master's degree in Rehabilitative Counseling, and a Bachelor's degree in Social Work.



Mark Ishaug serves as the Chief Executive Officer of Thresholds, Chicago's oldest and largest provider of comprehensive services for people with severe mental illness. Ishaug's 25 years of leadership in healthcare advocacy and service provision have included success in building public/private partnerships and dismantling stigma and discrimination among vulnerable populations. As mental health services are now bolstered by more effective community interventions in addition to the life-changing medications, Ishaug's work is focused on bringing mental health policy in

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line with established best practices in the field. Ishaug previously served as the President and CEO of the AIDS Foundation of Chicago, where he grew the agency significantly – more than doubling its budget and staff. He also served as the CEO of AIDS United, a national AIDS advocacy organization. Ishaug serves on the board of directors of the Old Town School of Folk Music and the Commission to End Hunger. He has been honored with the South Side Help Center Leadership Award, the ACLU of Illinois John Hammel Award, and as the AIDS Legal Council Advocate of Year, among others. Ishaug holds an MA in Political Science from Northwestern University and a BA from the University of Notre Dame.



Michael Kinne brings over 20 years of experience to the Whitaker Kinne Group. He was trained in the field of clinical gerontology and health care administration at Baylor University and the University of Southern California. Mr. Kinne focuses exclusively on the Medicare and Medicaid programs and their specialty population sub-groups. Mr. Kinne is viewed nationally as a content expert in the outreach, education, care, and service delivery to complex/vulnerable populations. Mr. Kinne held senior

executive roles with Fortune 500 Health Care Companies for 19 years. These roles include President of Centene Corporation's Illinois Medicaid Health Plan, Corporate Vice President of Specialty Populations and Product Development for Amerigroup Corporation's Medicaid/Medicare Division, Corporate Vice President of Product Development & Marketing for Aetna's Medicare Division, Chief Marketing Executive for WellMed Medical Management (a \$1 billion provider group recently sold to United Healthcare), and Corporate Vice President of Sales & Marketing for PacifiCare Health Systems (acquired by United Healthcare).

Ronald A. Lampert has a BA and an MSW in Social Work Administration, both from the University of Michigan in Ann Arbor. Mr. Lampert has worked in the managed behavioral health Industry for 25 years. He has held management and executive positions in CIGNA, United Health Care, New Directions a Blue Cross subsidiary and Health Alliance Plan an HMO in Michigan. Mr. Lampert was the Director for the Louisiana Behavioral Health Partnership and was the lead in developing the contract and RFP for the State of Louisiana's Secretary of Health and Hospitals along with the governor's office for the privatization of Medicaid and block grant funding for behavioral health. Known for innovations in behavioral health delivery systems of care he continues to be consulted by government and private industry for his ideas on managed care and provider innovation. Mr. Lampert resides in Highwood Illinois.



Barbara A. Otto has been the Executive Director (subsequently CEO) Health & Disability Advocates since 1994. HDA is a driving force behind building smarter systems of health, disability employment, education and income supports for vulnerable people across the nation, state, and metropolitan Chicago. Ms. Otto is a policy analyst with expertise in health care and Social Security, and has most recently been for been working organizations to address the unique needs of the small

business community. She is the originator of the award-winning *Illinois Health Matters*, which

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provides unbiased, timely information and data about health care reform in Illinois, and the innovative virtual hiring system for people with disabilities, *Think Beyond the Label*. She is the founder of HDA Consulting and provides consultation to states, private and nonprofit health concerns. In 2011, Ms. Otto was appointed by President Obama to the Advisory Group on Prevention, Health Promotion and Integrative Public Health. She is a member of the National Academy of Social Insurance (NASI), and is an author of several publications. She is a graduate of Marquette University, and holds certificates from both the Harvard Kennedy School of Government and the Harvard Business School.



Joel I. Shalowitz, MD, MBA, FACP is Clinical Professor of Health Industry Management and Director of the Health Industry Management Program at Kellogg as well as a Professor of Medicine and of Preventive Medicine at Northwestern University's Feinberg School of Medicine. He is also Visiting Professor of Health Industry Management at the Schulich School of Business at York University in Toronto. Dr. Shalowitz received his ScB and MD degrees (Sigma Xi) from Brown University and his MBA degree (Beta Gamma Sigma) from Northwestern University. He also

completed post-graduate internal medicine training at Northwestern. He is a Diplomate of the American Board of Internal Medicine and a Fellow of the American College of Physicians. His areas of special interest are health insurance, ambulatory care management, quality improvement and international healthcare systems. In 2011, Professor Shalowitz was a Fulbright Senior Specialist at Scuola Superiore, Santa'Anna. In 2004 he was a Fulbright Scholar at the Schulich Business School, York University in Toronto and in 2007 he was a Fulbright Senior Specialist and Visiting Professor at Keio University Medical School in Tokyo. Recent publications include: *Strategic Marketing For Health Care Organizations: Building A Customer-Driven Health System* (Jossey-Bass, 2008) with Philip Kotler and Robert J. Stevens.