

MAY 04 2018

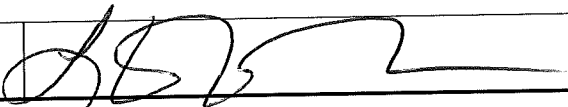
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CITY OF WINSTON-SALEM  
OFFICE OF THE MAYOR - ALLEN JOINES

**CITIZEN APPLICATION FOR ADVISORY  
BOARDS AND COMMISSIONS**

		Date:	May 2, 2018	
Last Name:	Allendorf		First Name:	Lanette
		Middle Initial:	G	
Gender:	<input type="checkbox"/> Male <input checked="" type="checkbox"/> Female	Race:	white	
		Birthdate:	10/24/1963	
Email:	lanettega@icloud.com		Home Phone:	n/a
Daytime Phone:	n/a	Cell Phone:	817-253-6244	
Home Address:	300 Bent Oak Drive Winston-Salem, NC 27107			
Live in Winston-Salem City Limits?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Live in Forsyth County?	
			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Are you a graduate of the City of Winston-Salem University?			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Year
Current Occupation/Title	Clinical Director, Managed Behavioral Healthcare			
Employer/Business Name	Carolina Behavioral Health Alliance			
Business Address (with zip code):	2150 Country Club Road 27104			
Supervisor's Name:	David Patterson			
Education:	<input type="checkbox"/> High School <input type="checkbox"/> College <input checked="" type="checkbox"/> Graduate School		<input type="checkbox"/> Other:	
Degree and Subject of Study:	MS Community Counseling, Applied Behavioral Analysis			
School Name/Years Attended:	Oklahoma State University, 1987-1991			
Applying for Board/Commission (enter one):	Wherever needed <i>Ending Homelessness</i>			
Why are you interested in serving on that Board/Commission?	To contribute to improving quality of life in Winston-Salem for ALL it's residents			
What Board or Commission are you currently serving?	n/a			
		Term Expiration Date:		
Are you willing to serve on any other Board/Commission? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				
If yes, please list:	Wherever needed <i>Coalition for Drug Abuse Prevention</i> <i>Medical Review Board, Citizen Police Review Board</i>			
Are you interested in serving in any other community volunteer activities? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No				
If yes, please list:	open			
Interests/Skills/Areas of Expertise/ Professional Organizations:	expert in healthcare insurance, behavioral health treatment, innovation to change, small business owner in process of development, organizational development, process improvement and efficiency			

<b>List two professional references below:</b>			
1.	Name:	David Patterson	Daytime Phone: 336-499-4000
	Address:	2150 Bent Oak Drive Winston-Salem, NC	
	Relationship:	supervisor	
2.	Name:	Shona Bates	Daytime Phone: 918-914-3448
	Address:	5711 Woodland Road Bartlesville, OK 74006	
	Relationship:	friend for 30+ years	
<b>AFFIRMATION OF ELIGIBILITY</b>			
Has any formal charge of professional misconduct, criminal misdemeanor, or felony ever been filed against you in any jurisdiction? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
If yes, explain.			
Is there any possible conflict of interest or other matter that would create problems or prevent you from fairly and impartially discharging your duties as an appointee to a Board/Commission? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
If yes, explain.			
I understand this application is public record, and I certify the facts contained in this application are true and correct to the best of my knowledge. I authorize and consent to background checks and to the investigation and verification of all statements contained herein. I further authorize all information concerning my qualifications to be investigated and release all parties from all liability for any damages that may result from this investigation. I understand and agree any misstatement or conduct will be cause for my removal from any board or commission.			
Signature of Applicant: <i>(Please print and sign.)</i>			Date: 5/2/2018

**PLEASE ATTACH RESUME**

**RETURN COMPLETED FORM TO:**

Mayor's Office, P.O. Box 2511, Winston-Salem, NC 27102

Website: <http://www.CityofWS.org/Government/PublicMeetings>

Email: [MayorsOffice@CityofWS.org](mailto:MayorsOffice@CityofWS.org) Fax: 336-748-3241 Telephone: 336-727-2058

*Note: Applications will be kept on file for two years from the date of application.*

# LANETTE ALLENDORF, MS, LPC, CCM

Winston-Salem, NC 27107  
817-253-6244 | [lanettega@icloud.com](mailto:lanettega@icloud.com)

## BEHAVIORAL HEALTH EXECUTIVE LEADER

Well-organized, challenge-driven licensed behavioral healthcare executive with a distinguished career leading behavioral health clinical operations, developing programs, managing budgets and ensuring regulatory compliance. Demonstrated ability in leveraging in-depth knowledge of quality improvement to overcome challenges and continually achieve positive clinical outcomes. Motivational team builder with repeated success in developing high functioning employees through training and mentoring. Effective communicator who builds positive connections within all areas of the organization, well-versed in accomplishing a wide breadth and depth of organizational objectives.

- Strategic Planning & Analysis
- Protocol Development
- New Business Implementation
- Subject Matter Expert
- Revenue & Profit Growth
- Data informed operations
- Project Leadership
- Budgeting
- Training & Mentoring

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## PROFESSIONAL EXPERIENCE

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CAROLINA BEHAVIORAL HEALTH ALLIANCE, Winston-Salem, NC

2017 - Present

### *Director, Clinical & Quality Operations*

- Established renewed open dialogue and collaboration with key client accounts resulting in identified opportunities for collaboration between medical and behavioral strategies and initiatives
- Aligned existing operational processes with regulatory and accreditation standards resulting in savings over \$1MM previously spent on out-of-network single case agreements
- Leading development of clinical modules for new operating system platform to drive improved data capture and reporting with increased efficiency
- Actionable clinical data analytics put in place to develop, implement, and monitor gained efficiencies both clinical and financial of behavioral health's role with medically complex cases
- Executive leader of corporate clinical operations including process improvement, personnel development, clinical strategic objectives & implementation, and interfacing with I.T., claims, customer service, and network development departments

ENVOLVE PEOPLE-CARE CENTENE, Austin, TX

2015 – 2017

### *Senior Director | Clinical Integration*

- Executive leader overseeing behavioral health integration strategies across managed care organizations' health plans located throughout 28 states ensuring compliance with HEDIS benchmarks and NCQA accreditation.
- Develop and implement clinical strategies initiatives to drive improved process efficiency and stronger clinical and financial outcomes resulting a reduction of \$9MM through right-sizing the frequency and intensity of care consistent with the member's medical needs.
- Oversee development, implementation, and monitoring of medication adherence initiatives to identify and engage parents of children with ADHD who are at risk of medication non-adherence thus not meeting national HEDIS measurements used by Centers for Medicare and Medicaid as a best practice standard of care.
- Work closely with members of the corporate state health plan leadership team to identify ineffective and/or inefficient clinical work protocols and processes.

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- Identified and implemented clinical operational improvements producing corporate administrative and cost of care savings of approximately \$11MM currently on track to be achieved by early 2017 and exceeded by mid-2017.

2003 – 2015

LIFESYNCH | HUMANA, Irving, TX

## ***Clinical Strategic Consultant & Product Development, 2014 -- 2015***

- Subject matter expert overseeing the first corporate application of telepsychiatry including alignment of physical and behavioral health care clinics' operations to deliver psychiatry services remotely to primary care clinic patients; Developed screening, referral, communication, and billing vital for successful program deployment; Early indicators determined to be 95% patient satisfaction, 80% referring physician satisfaction, and 85% of patients indicating they would use the services again and 40% scheduled follow up appointment
- Innovation engineering black-belt trained leader of innovative business processes and product improvements, thought leadership to identify game-changing opportunities, working with executive business sponsor to identify true strategic objective then guiding operational leaders and subject matter experts through plan-do-study-act innovation processes to cultivate leap innovations that meet the identified objectives
- Initiative sponsor of autism spectrum disorders center of excellence functional work group tasked with developing a best practices approach to meeting the clinical and life needs of individuals with an autism spectrum disorder

## ***Director Clinical Programs, 2012 – 2014***

- Oversaw the clinical and financial responsibilities of nationally managed behavior health units (MBH), Employee Assistance Programs and case management programs. This included managing a \$24MM budget and monitoring services for 4MM patients.
- Supervised a staff of 4 direct reports and 325 indirect team members consisting of managers, front line leaders, clinical advisory staff and specialists, and administrative assistants, oversee hiring, disciplinary, evaluation, and mentoring of all aspects of assigned organizational chain.
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- Worked closely with key corporate medical leaders developing strong business relationships resulting in the assignment to joint committee projects and work groups for behavioral health subsidiary and corporate office.

## ***Interim Chief Operating Officer, 2010 – 2012***

- Held full responsibility for operational oversight and a budget of \$20.3MM along with providing leadership to a staff of over 300 employees including executive clinical guidance, pharmacy support services, and integrated medical behavioral health programs.
- Reduced administrative costs in two clinical programs (utilization and case management) by 10% through critical analysis of role qualifications, implementing technology solutions to increase productivity, and improving daily operational reports to inform day-to-day operational decisions.
- Led development of formal approach and interventions of member engagement team to drive highly effective and cost efficient use of human capital resources by identifying and utilizing experts in fields of solution-focused therapy, motivational interviewing, assertive sales training, positive psychology, and voice training.
- Expanded integrated medical behavioral program to serve over 25,000 members while achieving high return on investment and savings per participant per year.

## ***Director of Clinical Innovations, 2006 -- 2010***

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- Executive accountability for two innovative clinical products which addressed high cost medical conditions by reducing avoidable emergency room utilization and improving patient hospital admission and readmission rates.
- Commandeered full implementation of integrated medical behavioral strategies across multiple Medicare and commercial markets, redesigning clinical systems, implemented a member engagement team to improve overall process efficiencies and increase active engagement of members in clinical programs
- Successfully developed and implemented a single contact clinical program comprised of four programs which traditionally operated in separate operational siloes (utilization management, case management, health coaching, and employee assistance program) resulting in lower administrative operational costs and improved clinical outcomes when compared to prior individual programs' outcomes.

### ***Senior Director Clinical Operations, 2005 – 2006***

- Oversaw the clinical utilization management for 2.2MM individuals ensuring patients received the right care in the right setting at the right intensity of services to produce successfully short and long term clinical outcomes.
- Led the ideation, development and implementation of integrated medical behavior health care management program which reduced utilization of emergency room services, shortened inpatient hospital stays, reduced physical health outpatient services, and improved appropriate use of outpatient behavioral health services by Medicare members with severe medical conditions with proof of concept pilot demonstrating a return on investment of \$3.4:1 and reducing cost of care per participant per year by \$2000 compared to nonparticipants.
- Served as peer leader with accountability for engagement and cross-departmental interaction among directors, tasked with removing operational silos of department leaders and bringing team of 10 department directors together in joint, collaborative operational improvement initiatives.

### ***Director Clinical Operations, 2003 – 2005***

- Directed all behavior health management responsibilities across all levels of care for approximately 1.3MM members including Medicare, Medicaid and Commercial lives throughout the country.
- Successfully grew clinical associates, from 30 to 100 associates, with increase in covered members from 350,000 to 1.3MM, through effectively collaborating and partnering with national healthcare companies.

### **ADDITIONAL EXPERIENCE:**

*Behavioral Health Services Supervisor | Senior Clinical Consultant, Community Care Managed Health Systems of Oklahoma*  
*Coordinator of Aftercare Services, Grand Lake Mental Health Center*

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### EDUCATION & CREDENTIALS

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**Master of Science in Applied Behavioral Studies, Oklahoma State University, Tulsa, OK**  
**Bachelor of Science in Psychology, Abilene Christian University, Abilene, TX**

**Certified Case Manager (National Certificate), Case Management Society of America**  
**Licensed Professional Counselor, Texas**  
**Innovations Engineering Blue Belt, Eureka Ranch, Cincinnati, OH**