

Stakeholder Advisory Committee: Harriet Markell

Subject: Online Form Submittal: Board and Commission Application
Date: Saturday, February 01, 2020 5:23:05 PM

Board and Commission Application

Step 1

Application for Appointment to Whatcom County Boards and Commissions

Public Statement

THIS IS A PUBLIC DOCUMENT: As a candidate for a public board or commission, the information provided will be available to the County Council, County Executive, and the public. All board and commission members are expected to be fair, impartial, and respectful of the public, County staff, and each other. Failure to abide by these expectations may result in revocation of appointment and removal from the appointive position.

Title	Ms.
First Name	Harriet
Last Name	Markell
Today's Date	1/28/2020
Street Address	2400 View Ridge Dr
City	Bellingham
Zip	98229
Do you live in & are you registered to vote in Whatcom County?	Yes
Do you have a different mailing address?	Field not completed.
Primary Telephone	9162079381
Secondary Telephone	9162079381
Email Address	harriet.markell@gmail.com

Step 2

1. Name of Board or Stakeholder Advisory Committee for Public Health, Safety, and

Committee	Justice Facility Needs Assessment
Stakeholder Advisory Committee for Facility Needs Assessment	Citizen: Behavioral Health Advocate
2. Do you meet the residency, employment, and/or affiliation requirements of the position for which you're applying?	Yes
3. Which Council district do you live in?	District 2
4. Are you a US citizen?	Yes
5. Are you registered to vote in Whatcom County?	Yes
6. Have you declared candidacy (as defined by RCW 42.17A.055) for a paid elected office in any jurisdiction within the county?	No
7. Have you ever been a member of this Board/Commission?	No
8. Do you or your spouse have a financial interest in or are you an employee or officer of any business or agency that does business with Whatcom County?	No
You may attach a resume or detailed summary of experience, qualifications, & interest in response to	Markell Resume 19-20.pdf

the following questions

9. Please describe your occupation (or former occupation if retired), qualifications, professional and/or community activities, and education

I am a retired mental health professional with experience providing direct services, developing and managing mental health programs in hospitals and non-profits, managing operational departments in a managed care environment, and conducting quality reviews of public sector managed mental healthcare plans.

My experience has been primarily in CA; however, I managed the public mental health system for King County when it contracted with United Behavioral Health and was the Director of the WA External Quality Review Organization for APS Healthcare in the mid-2000s. I also was Interim Executive Director for NW Youth Services last year, and so learned about the social and behavioral health service system in this area.

I am on the Board of Congregation Beth Israel and am Treasurer of Hillel of WWU.

I have a Bachelor's Degree in Sociology and a Masters Degree in Psychology.

10. Please describe why you're interested in serving on this board or commission

While I am mostly retired (though continue to do contract and consulting work in CA and WA), I cannot imagine leaving my life-time career behind - I wanted to be a social worker in the 7th grade! So, getting involved in related activities in my new home of 2.5 years makes perfect sense.

I have have followed the evolution of the behavioral health and social services system in Whatcom and the North Sound region - all in the context of state-level planning for an integrated healthcare system. Any program development must take that bigger picture into consideration.

I understand that this board's work is related to a specific initiative that has at its core the planning for reducing incarceration. Incorporation of a full continuum of behavioral health services, both in the jails and in the wider community, will be critical in achieving those goals, as will addressing the social determinants of health that play a central role in the eventual success of at-risk adults and youth.

I believe my experience in other environments - how they structure and fund services, my understanding of the broad picture, and the intricacies of funding and oversight would help ensure that the Advisory Board's contribution to this endeavor would be well-rounded.

References (please include daytime

Ellie Posel, Immediate Past President of NWYS Board of Directors: (360) 305-0995

telephone number): Greg Winter, Executive Director of Opportunity Council: mobile - (360) 220-3788 (out of town til 2/3)
Miriam Schwartz, President of Beth Israel Board of Directors: mobile - (360) 319-5197

Signature of applicant: Harriet Markell

Place Signed / Submitted Bellingham, WA

(Section Break)

Email not displaying correctly? [View it in your browser.](#)

Harriet D. Markell, M.A.

harriet.markell@gmail.com

916-207-9381

Professional Experience

Behavioral Health Concepts – California External Quality Review Organization (EQRO)

Quality Reviewer

3/18 - present

Lead team, including information technology and consumer/family member staff, conducting external quality review of managed behavioral healthcare plans for county mental health system in California. Evaluate quality of care related to access, timeliness, outcomes and quality improvement activities. Write comprehensive reports for each county mental health plan, submitted to the plan and state. Provide technical assistance to plans to support continuous quality improvement.

Northwest Youth Services, Bellingham, WA

Interim Executive Director

12/18 - 5/19

Interim leadership of non-profit organization providing housing and services for 1000 homeless youth, ages 13-24, annually. Supported healing of team of 45 professional and peer staff experiencing significant transitional stress; conducted needs assessment for Board of Directors; implemented changes in management infrastructure, IT support, and clinical support services to address most urgent needs of staff and youth accessing services. Participated in search for new Executive Director and coordinated staff involvement in the process.

CA Council of Community Behavioral Health Agencies

3/16 – 1/17

Interim Executive Director

Provide leadership for all operations during search for new ED. Re-designed staff responsibilities; implemented new association management software; hired and trained communications manager; selected site and moved office to new location; revised financial reporting practices; played key role in selection of new ED; re-established liaisons with partner advocacy organizations and state-level departments.

Uplift Family Services, Campbell, CA

10/11 – 3/16

VP Business Development

For large, statewide children's behavioral health organization, design and manage process for strategic new business development. Implement new services/payors/populations per strategic planning results. Provide leadership for enterprise and business unit short- and long-term strategic planning. Ensure agency's administrative readiness for healthcare reform, including expansion of funding beyond Medicaid.

CA Council of Community Mental Health Agencies

2/08 – 10/11

Associate Director

Provide staff and policy support for advocacy organization comprised of community-based/county-contracted behavioral health agencies. Support activities of all organizational committees and operations; educate members and promote awareness of current policy issues; collaboration with other mental health advocacy organizations, State Dept of Mental Health, and County Mental Health Directors' Association regarding wide array of policy and budget issues, including development of models for primary care integration and IS improvements to conform to healthcare reform and parity requirements.

APS Healthcare, Olympia, WA

2005- 2007

Executive Director, Washington State External Quality Review

Provide oversight and direction to multi-disciplinary team conducting external quality review of managed behavioral healthcare plans for public mental health system in Washington State. Evaluate plan performance

against Balanced Budget Act requirements regarding service delivery, information system capabilities, and performance improvement projects. Write comprehensive reports for each plan and state-wide summary for Center for Medicare and Medicaid Services. Provide technical assistance to plans to bring into compliance and support continuous quality improvement.

Jewish Family Service Association, Cleveland, Ohio **2003 - 2005**

VP Professional Services

Operations and strategic planning and implementation for most client service programs in non-profit social service organization with \$21 million operating budget.

Managed Health Network, San Rafael, California **2002-2003**

A managed behavioral healthcare company, subsidiary of HealthNet, Inc., specializing in HMO, commercial managed care, and employee assistance products

VP Northern CA Region

Responsible for all aspects of initial and ongoing authorization of mental health and chemical dependency services for regional business unit serving 1.3 million HMO and 600,000 commercial/EAP members.

United Behavioral Health, San Francisco, California and Seattle, Washington **1992-2000**

A full service managed behavioral healthcare organization; subsidiary of United Health Group, covering health plan, employer based carve-out, and public sector Medicaid lives nation-wide.

King County Program Director: 1997 - 2000

UBH administrative contract for management of county-wide Medicaid prepaid mental healthcare system, covering 150,000 lives, with annual revenue of \$1,800,000.00. Included contractual oversight of 18 community mental health centers, claims payment, member advocacy, and authorization services for highest utilizers of service.

Director Provider Relations Department: 1995 - 1996

Responsible for network development, credentialing, and contract monitoring of 30,000 individual practitioners and 7500 facilities nationwide

Director New Business Department: 1994 -1995

Proposal development and production for commercial product sales and marketing; input to business opportunity decisions; planning and oversight of on-site marketing activities

Clinical Administrator, Care Management Dept: 1992 - 1994

Supervision of clinical team providing phone and paper-based utilization management of inpatient, residential, and outpatient mental health and chemical dependency services for children and adults.

Consulting Experience

- For a large community mental health agency, facilitated a process re-engineering effort related to evaluation and production of responses to government RFPs. Worked with senior leadership to assess current practice and design new process with focus on timeliness, accountability, and product quality. (2018)

Prior Related Experience

- Implemented and managed a Robert Wood Johnson Foundation grant to develop an early wraparound model for high need youth.
- Designed, implemented, and managed 14-bed inpatient adolescent psychiatric unit in medical surgical hospital.
- Supervised innovative in-home family therapy program for adolescents at risk of out of home placement.
- Substance abuse counseling with adults and adolescents in outpatient and school settings.
- Private practice in individual, couple, and family therapy.

Education

M.A., Psychology; California State University, Sonoma; Rohnert Park, CA
B.S., Sociology; Case Western Reserve University; Cleveland, OH

Professional/Volunteer Organizations

- Chair, Care Committee: Congregation Beth Israel, Bellingham, WA – Current
- Board Treasurer, Hillel of Western Washington University, Bellingham, WA- Current
- Board Member, Congregation Beth Israel, Bellingham, WA – Current
- President, Oregon Division American Association for Marriage and Family Therapy 1991-1992