

# **CONNIE MOM-CHHING, DM, MPA**

## **SUMMARY**

Healthcare Executive with bilingual/bicultural expertise, broad administrative skills and project management experience. Demonstrated ability to provide both short-range and long-term planning. Consistently delivers results, meets demanding deadlines and inspires others to reach personal and professional growths.

- Behavioral Health Administration
- Managed Care Operations
- Mergers, Transitions & Acquisitions
- Health Care Integration Strategies
- Grants/Projects Management
- Organizational Development
- Stakeholder Relations
- Cultural Diversity, Inclusion & Equity
- Cross-Cultural Leadership Development & Training
- Non-Profit Management
- Strategic Leadership & Planning
- Behavioral Health Consultation
- Health Care Policy Analysis

## **PROFESSIONAL EXPERIENCE**

**Community Health Plan of Washington (CHPW), Seattle, WA**  
**Director, Integrated Managed Care**

Feb 2016 – Present

Provides strategic direction for statewide rollout of integrated behavioral health, medical services, and support services. Oversees planning, development, and implementation of integrated services to include oversight of all regional offices' operations and regional leadership team. Serve as business owner with primary accountability for the relationships and contract terms of all the Behavioral Health Administrative Service Organizations in Integrated Managed Care regions to ensure successful operations of the regional crisis services delivery system and other contracted non-crisis services.

- Directs CHPW implementation of integrated services in multiple regional service areas to support regional systems of care integration.
- Provides strategic direction for cross system coordination, network development, clinical practice transformation, Medicaid and General Fund State funds management, quality management, health services, and integrated organizational structure development to support integrated care.
- Serves as the primary interface to centralize CHPW resources and oversees all regional offices and managers in integrated managed care regions.
- Ensures all local administrative operations meet regulatory, contractual and accreditation standards.
- Serves as the primary liaison to local organizations, such as Accountable Community of Health and Behavioral Health Administrative Services organization.
- Represents CHPW on local advisory boards, interlocal leadership structures, committees/workgroups and relays key information to CHPW leadership to ensure health plan is optimally responsive to local needs/or requests.

- Contributes to organizational, provider and community education/training development to support practice transformation.

**Columbia United Providers, Vancouver, WA**  
**Chief Behavioral Health Officer**

Feb 2015 – Jan 2016

Provided leadership and behavioral health operational consultation to executive leadership staff to ensure operational compliance with business, financial, quality management, human resource, compliance, provider network, information system, and contract performance requirements.

- Created, communicated, executed and sustained behavioral health strategic initiatives and goals within the health plan.
- Provided staff supervision and led the integration of physical health and behavioral health initiatives to align with federal and state health care reforms.
- Spearheaded the response submission to the Washington State Health Care Authority's request for proposal for Fully Integrated Managed Care Contract.
- Served as a tribal liaison to build and sustain effective working relationship with tribes.
- Provided technical assistance to providers' network in preparation for integrated care.
- Represented Columbia United Providers at local and statewide meetings and workgroups.

**Southwest Washington Behavioral Health, Vancouver WA**  
**Chief Executive Officer**

Oct 2012 – Feb 2015

Was responsible for overall operations and administration of Southwest Washington Behavioral Health (SWBH), a \$55+ million annual budget behavioral health managed care organization that represented Clark, Cowlitz and Skamania counties.

- Acted in the role of Regional Support Network (RSN) Administrator, overseeing the RSN operations.
- Provided leadership and oversight over behavioral health programs that SWBH has contracted with community mental health agencies and counties.
- Developed and implemented strategic plans, policies, procedures, standards to achieve organizational goals.
- Provided oversight of all SWBH operations through the supervision of the Executive Management Team, including the Chief Clinical Officer, the Medical Director, the Chief Operating Officer, and the Compliance Officer, by hiring, salary increases, disciplinary actions, terminations, and promotions.
- Provided the leadership to oversee and ensure operational compliance with business, financial, quality, and contract performance requirements.
- Provided guidance and support to the Governing Board, Board Committees, and Board Advisory Committees, including the RSN Mental Health Advisory Board, and reported regularly on activities and results.

**Clark County Regional Support Network, Vancouver, WA**  
**Regional Support Network Administrator**

May 2008 - Sept 2012

Was responsible for the overall operations and administration of the \$31 million annual budget Regional Support Network (RSN) and development of plans, policies, procedures, standards,

personnel and information system functions for RSN, as approved by the Director or Board of County Commissioners (BOCC).

- Provided general direction, administration and leadership for long range planning of the RSN, including prevention, treatment and support services relevant to the areas of mental health and mental health and substance abuse.
- Overseen the managed care function for Mental Health and Co-Occurring (mental health and substance abuse) to include funding; monitored provider network quality and capacity; and managed the appropriate allocation of resources in resources in accordance with county, state, and federal regulations.
- Worked closely with County managers, providers, and other stakeholders in the development and implementation of systems.
- Supervised the Clinical of Operations Manager, Quality Manager, and Consumer and Stakeholder Affairs Manager.
- Facilitated the department's Executive Team, RSN's Provider Business, and Cultural Competency Committee meetings. Served as member of the department's Executive Team and Management Team and the primary representative for the RSN and department at relevant local, statewide, and tribal meetings.
- Communicated with the BOCC through presentations, written materials, and direct interactions.

### **Consumer and Stakeholder Affairs Manager**

2005 – 2008

Planned, developed, organized, coordinated and evaluated the services and activities of the community mental health services program. Provided oversight of relationships of consumer and family advocacy organizations, community mental health agencies, and cross-system partners, and other responsibilities relating to Mental Health Federal Block Grant compliance and oversight.

- Served as member of the department's Management Team and RSN's Executive Team and provided staff supervision.
- Participated in contract negotiation, development and administration with government and outside agencies; recommended and assisted in the implementation of goals and objectives; established schedules and methods for managing programs; and implemented policies and procedures.
- Conducted research and analysis necessary to plan, develop and implement programs and services, participated in annual administrative review, and assisted in preparation for annual certification and Mental Health Federal Block Grant review.
- Chaired the Cultural Competency, Enrollee and Stakeholder Services, and Ethnic Minority Advisory Committee meetings, a statewide subcommittee of the Washington Department of Social and Health Services. Served as a member of Clark County Diversity Advisory Committee.

### **Project Manager**

2000 - 2002

Was responsible for the overall management of a Substance Abuse and Mental Health Services Administration (SAMHSA) Community Action Grant/Supported Education Project activities and supervision of project support staff.

- Worked with the collaborators to expand the community core work group, coordinate the activities of the consultants, collaborators, and disseminate information regarding training, seminars, and core work group meetings.

- Provided facilitation to meetings of the core work group/Supported Education Advisory Group.
- Managed a budget of \$300,000 during the 2-year project period.
- Assisted with data collection, grants preparation, compliance documents, and other reports necessary to request, obtain, and manage Federal, State and local funds.

**Program Coordinator**

1999 - 2000

Planned, developed, evaluated and coordinated the services and activities of the community mental health services program. Provided oversight of daily operation of the office and supervision of support staff.

- Served as a member of the RSN Leadership Team.
- Participated in fiscal planning, contract negotiation, development, and administration with government and outside agencies.
- Coordinated the annual medical audit and administrative review conducted by the State Mental Health Division from 1999-2003.
- Prepared grants, compliance documents, and other reports necessary to request, obtain, and manage Federal, State and local funds.
- Participated in the development and implementation of a multi-disciplinary process of planning and program development, which involves managers, coordinators, advisory boards and community organizations.
- Worked with citizen advisory boards appointed by the Board of County Commissioners to recommend policy and program action on mental health service programs. Served on various committees and taskforces at local and state levels.

**EDUCATION**

Doctor of Management in Organizational Leadership  
University of Phoenix, AZ

Masters of Public Administration, Lewis & Clark College, Portland, OR

Bachelor of Arts, Industrial/Organizational Psychology and French  
Western Washington University, Bellingham, WA

Faculte D'Avignon, Avignon, France  
Studied French language, literature, culture, traditions, politics, and economics.

### **LEADERSHIP POSITIONS IN THE COMMUNITY**

2010-Present	Board of Director, Cambodian American National Organization, Chicago, IL. Board President (Jan 2018-Current); Vice Chair (Jan 2014-Dec 2017)
Jan 2020 - Present	Board of Trustees, Southwest Washington Accountable Community of Health Vancouver, WA
2016-Present	Board President, Khmer Buddhist Organization of Pacific Northwest Vancouver, WA
2014-2015	Board of Director, Southwest Washington Regional Health Alliance, Vancouver, WA.
2010 – 2015	Member, Eldercare Alliance/Southwest Washington Area Agency on Aging and Disabilities, Vancouver, WA.
2013	Member, Cambodian Leadership Conference Planning Committee. Building Leadership for our Young Generation. Tacoma, WA.
2010-2012	Member, Department of Social and Health Services: Healthcare Disparities Study Workgroup, Olympia, WA.
2004 -2010	Former Chair (2004-2007) & Member, Mental Health Division/ Mental Health Planning and Advisory Council's Ethnic Minority Advisory Committee, Olympia, WA.
2009	Washington Delegate, National Policy Summit to Eliminate Disparities in Mental Health Care, New Orleans, LA.
2007 - 2008	Member, Clark County Diversity Advisory Committee, Vancouver, WA.
2006	Member, Cultural Competency Task Group, Washington Transformation Grant Project, Olympia, WA.
2002 - 2005	Member, Columbia River Mental Health Services/Grant Oversight Committee: Accessing Healthcare and Human Services Occupations (3 year grant), Vancouver, WA.
2000 - 2005	Member, Columbia River Mental Health Services/Grant Oversight Committee: Hope, Vocations, Progress (5 year grant), Vancouver, WA.
June 2004	Member, Division of Vocational Rehabilitation/Mental Health Division Taskforce
2003 -2004	Member, Department of Social and Health Services' Coordinated Services Initiative/Oversight Committee, Vancouver, WA.
1998 - 2000	Member, Community Outreach Project Committee Vancouver Police Department, Vancouver, WA.

## PRESENTATIONS

- 2019 Host, *Bridging Cambodian American Generations*, National Cambodian American Conference, Vancouver, WA.
- 2017 Presenter, *Jumping into Integrated Whole-Person Care: Identify Opportunities and Challenges in Integration of Behavioral Health and Primary Care Systems*, Behavioral Health Management Congress, Las Vegas, NV.
- Presenter, *Fully Integrated Managed Care, Accountable Communities of Health and Medicaid Transformation*; Northwest Regional Primary Care Association Fall Primary Care Conference, Seattle, WA.
- 2016 Host, *Driving Toward Whole Person Health*, Community Health Plan of Washington, Seattle, WA.
- Presenter, *Update on Medicaid Integration in Southwest Washington*, Washington Behavioral Health Conference, Yakima, WA.
- 2015 Panel Presenter, *SW Washington and the Vision for Early Integration for Medicaid*, State of Reform, Spokane, WA.
- Panel Presenter, *WA State Innovation Plan*, State of Reform, Seattle, WA.
- 2013 Presenter, *Towards Understanding Cambodian American Leadership Culture*, Cambodian Leadership Conference, Tacoma, WA.
- 2009 Presenter, *National Policy Summit to Eliminate Disparities in Mental Health Care*, Olympia, WA.
- Presenter, *Cultural Competency in Community Mental Health Care: Clark County's Story*, 21<sup>st</sup> Annual Washington Behavioral Healthcare Conference, Vancouver, WA.
- Panel Presenter, *Get Ready for the Aging Boom*, Forum on Aging, Washington State University, Vancouver Campus, WA.
- 2008 Presenter, *Cultural and Linguistic Competence for Peer Support Counselors*, Vancouver, WA.
- Presenter, *Toward Cultural Competence in Human services*, Vancouver, WA.
- Presenter, *Community Support Paradigm vs. Recovery Paradigm*, Vancouver, WA.
- 2006 Presenter, *Cultural and Linguistic Competence in Human Services*, Educational Opportunities for Children & Families: All-staff In-Service Training, Vancouver, WA.
- Panel Presenter, *Mental Health Transformation Work Group on Cultural Competence*, 7<sup>th</sup> Mental Health Specialist Conference, Toppenish, WA.