

# LISA S. ELLIOTT, MBA, LCSW

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## SKILLS

- Organizational and Clinical Leadership
- Project Management
- Strategic Planning
- Program Development and Activation
- Six Sigma Yellow Belt
- Budget Planning and Management
- Managed Care
- Physical Health and Behavioral Health Integration
- System Integration
- Data Analysis

## EXPERIENCE

### 2008 – PRESENT: COMMUNITY CARE BEHAVIORAL HEALTH

#### 2018 – PRESENT

##### CLINICAL MANAGER

Department Head of the company's largest Care Management contract comprised of 100 clinicians. Address high medical treatment utilization while meeting and exceeding performance standards and adhering to budgetary guidelines. Provide thought leadership and facilitate internal and external workgroups with various stakeholders to address supply chain issues, service delivery, and process development.

- Develop clinical and business strategies to manage multimillion dollar budget for a 270k+ person Medicaid membership contract
- Develop and implement new programs and initiatives to improve service delivery and outcomes
- Completed a 19-month Executive MBA in Healthcare program earning Dean's List recognition
- Used Six Sigma principles to improve acute inpatient preauthorization process

#### 2013 –2018

##### ASSOCIATE CLINICAL MANAGER

Used reinvestment dollars to implement new programs to serve members at high risk for hospitalization. Focused on Integrated Care of physical health and behavioral health to promote whole health wellness.

- Completed an 18-week Project Management course
- Provided leadership and supervision to 3-person management team supporting 30 clinicians
- Developed an Internship Program for MSW students from the University of Pittsburgh and provided Field Instruction to 10 students

#### 2011 –2013

##### TEAM LEADER

Managed the daily operation and workflow of the precertification process for acute levels of care. Ensured that quality guidelines were achieved, and authorization timelines met contractual obligations. Trained new staff on Care Management processes, policies, and procedures.

- Selected to join implementation team for newly acquired New York contract

2008 –2011

**CARE MANAGER**

Provided precertification authorization for acute behavioral health services based upon medical necessity criteria. Provided intervention for crisis and Employee Assistance Program calls.

- Developed standardized documentation templates used by Care Management department
- Assigned task of effectively reducing recidivism for inpatient mental health admissions

2006 – 2011

**CLINICAL THERAPIST/EAP THERAPIST, PRIVATE PRACTICE**

Owned psychotherapy practice specializing in intrafamilial sexual abuse.

- Secured contract with Gateway and Pittsburgh Public School District to provide Student Assistance Programming

**EDUCATION**

APRIL 2022

**EXECUTIVE MASTER OF BUSINESS ADMINISTRATION (MBA), HEALTHCARE UNIV. OF PITTSBURGH**

APRIL 2002

**MASTER OF SOCIAL WORK (MSW), DIRECT PRACTICE UNIV. OF PITTSBURGH**

MAY 2000

**BACHELOR OF ARTS (BA), PSYCHOLOGY THIEL COLLEGE**

**COMMUNITY SERVICE**

MARCH 2022 – PRESENT

**BOARD OF DIRECTORS, THE CITIZEN SCIENCE LAB**

Provide governance to Pittsburgh’s first community life sciences laboratory

JANUARY 2017 – PRESENT

**BOARD OF DIRECTORS, ENVIRONMENTAL CHARTER SCHOOL AT FRICK PARK**

Currently serve as Vice Chair. Elected to serve as President for August 2022-June 2023 academic school year

AUGUST 2015 – PRESENT

**FIELD INSTRUCTOR, UNIVERSITY OF PITTSBURGH**

Provide robust hands-on learning environment for graduate students earning their Master’s in Social Work

AUGUST 2011 – SEPTEMBER 2018

**BOARD OF DIRECTORS, HILLTOP COMMUNITY CHILDRENS CENTER**

**AWARDS**

- UPMC Superstar- 2018
- UPMC ACES- 2018