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# SHANNON DERRICK, LPCC, CCM

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## SKILLS

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- Program design, implementation, and oversight
- Leadership and team management
- Critical thinking
- Strong collaborator

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## WORK HISTORY

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### **Passport Health Plan by Molina Healthcare** – Louisville, KY

#### **Supervisor, Care Management** 01/2021 to current

- Lead a team of counselors, social workers, nurses, and certified community health workers focused on improving members' health. 14 direct reports.
- Responsible for program compliance and contractual expectations.
- Co-leading new initiative that addresses members' social determinants of health needs, specifically housing. Partnered with the Coalition for the Homeless and Louisville Metro Housing Authority to use 129 emergency housing vouchers and provide housing navigation services.
- Development and start-up of Supporting Healthy Moms and Babies, an initiative providing preventative care and supports for new mothers and babies.

### **Evolent Health (Passport Health Plan)** – Louisville, KY

#### **Clinical Trainer**, 01/2020 to 12/2020

- Member of the Clinical Management Team with a focus on providing a clinical foundation for new employees and enhancing learning for existing team members (approximately 90 team members).
- Provide individualized virtual and in person onboarding to new team members based on the employee's learning style. Training includes market specific processes, engagement skills, collaboration between departments, strategies to meet and exceed metrics, and call/documentation shadowing.
- Provide one-on-one performance improvement coaching to team members as requested by managers.
- Created an electronic new hire resource database, onboarding evaluation tool, specialized aids for new hires and multiple trainings to meet new and established staff needs.
- Responsible for large scale trainings and special projects including preparing for IPRO studies and developing and growing the behavioral health pilot program.

#### **Care Advisor**, 09/2018 to 01/2020

- Piloted the new Behavioral Health Care Management program that focuses on members with high utilization of emergency department services. Provided insight and recommendations for process improvement.
- Provided members comprehensive telephonic assessment and care management services to help improve overall wellness; including those with complex medical conditions, specific conditions (diabetes and asthma), behavioral health needs and multiple social determinants while meeting stretch goals.
- Success story published in employee newsletter highlighting the impact of addressing social determinates of health.

### **Home of the Innocents** – Louisville, KY

#### **Director/Associate Director, Aftercare**, 02/2016 to 8/2018

- Hired, trained and supervised a team of case managers, administrative supervisor/housing case manager, employment specialist, independent living specialist and interns to provide intensive case management and housing for approximately 65 young adults and their children experiencing homelessness. (FY 2016/2017 served 99 adults; 104 children)
- Partnered with the agency's grants team to seek diversified funding, maintain contractual obligations and full utilization of current funding which included over \$650,000 in HUD/state grants and \$195,000 in private grants and donor dollars.
- Lead the program in transitioning from permanent supportive housing to a new rapid re-housing program.
- Ensured program compliance with all standards and regulations including grant monitoring and audits for multiple funders/regulators such as HUD (Housing and Urban Development) and COA (Council on Accreditation).
- Provided vision and direction for program and work with community leaders to coordinate services, advocate for policy and protocol change, and advance services and funding within the community.
- Provided clinical supervision and oversight through individual/group supervisions, clinical assessment and chart review.
- Worked with the Continuum of Care Common Assessment Team to coordinate entry and referrals for program and community partners to provide better services.

#### **Clinical Supervisor, Aftercare, 01/2011 to 02/2016**

- Supervised, hired and oriented a staff of case managers and clinical interns providing service to clients who met the stringent HUD homeless definition or received Temporary Assistance for Needy Families (TANF).
- Provided clinical oversight of program including clinical review of approximately 60 charts quarterly, lead group and individual supervision, co-lead peer support and psycho-educational groups.
- Lead program development in collaboration with the Director of Community Based Services, finance department and grants team including seeking a new rapid re-housing grant.

#### **Clinical Specialist, Aftercare, 01/2010 to 12/2010**

- Assisted in securing one-year grant to provide clinical services and developed tools and protocol for the position.
- Provided counseling, assessments and safety planning to clients in the Aftercare Program around domestic abuse and sexual assault. Created and lead a six-week domestic violence survivor therapy group.

#### **Family Resource Specialist, Aftercare, 06/2004 to 12/2009**

- Provided case management to 18 – 24-year-old mothers who were receiving State benefits to help assist them in obtaining the skills needed for self-sufficiency. Included assessment, case planning and leading peer support groups.

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## EDUCATION

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**M.Ed.:** Community Counseling, 2003

**University of Louisville** - Louisville, KY

**Bachelor of Arts:** Communication, 2000

**University of Louisville** - Louisville, KY

- Graduated cum laude

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## CERTIFICATIONS

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- Licensed Professional Clinical Counselor since October 2007, prior supervisor of record
- Certified Case Manager since September 2020

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## ACHIEVEMENTS, COMMUNITY INVOLVEMENT AND TRAINING

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- Molina Valor Award recipient. Recognized by the CEO, executive team, and health plan leadership for advancing Molina's goals by achieving extraordinary results as a 2021 Valor Award recipient (13,600+ employees, 18 awards given across enterprise).
- Awarded Molina Spotlight Award for exceptional performance in 2021 with cash bonus.

- Represented Passport Health Plan and presented a collaborative presentation with Phoenix Health Care and St. Vincent de Paul at the 2019 Systems of Care Academy on the social determinant of homelessness, its impact on children and youth and creative strategies within Kentucky to improve it.
- Nominated by Mayor and appointed by the Louisville Metro Council to the Louisville Metro Domestic Violence Prevention Coordinating Council in March 2019 and will serve April 2019 through April 2022.
- Worked with the Coalition for the Homeless to seek successfully secure funding and start a pilot host homes program starting February 2018. This project has required local and national interagency collaboration, including forming a partnership with Point Source Youth (New York, NY).
- In 2017 was selected by community leaders to be a sponsor for the 100 Day Challenge to end young adult homelessness and help guide the multi-disciplinary team. Five cities nationwide participated in the challenge to come up with innovative strategies for fast solutions to youth homelessness. The Louisville team worked to house 100 young adults in 100 days and surpassed their goal by housing 112 in the 100 days. This was a 560% increase in the amount of youth and young adults currently being housed during that same time span the previous year. Success in the 100 Day Challenge significantly contributed to Louisville being awarded \$3.4 million HUD grant to help end youth homelessness in 2018.