

Position Profile

Executive Vice President and Chief Clinical Officer

Community Residences, Inc. (CRi)
Chantilly, VA



Choice. Respect. independence.

CRi, the region's premier clinical services provider for people with mental health needs and developmental disabilities, seeks a forward-thinking professional to lead its dynamic Clinical Services Department as the Executive Vice President and Chief Clinical Officer (the EVP & CCO). The EVP & CCO builds on CRi's major advances and programmatic growth over the past decade and provides services that meld integrity and advocacy with quality and compassion.

Organization History and Mission

CRI is the region's foremost provider of resources and services designed to support and promote independence for people with developmental disabilities and mental health needs. Founded in 1975 as Arlington Community Residences, Inc., CRI stood at the forefront of the community integration movement to create community-based alternatives for people with mental health needs and/or developmental disabilities to live and work in their community. Advancing choice, respect, and independence through targeted supports and programs that empower individuals with disabilities and mental health needs to live a high quality life, CRI's services are based on the values of self-determination, the power of community, and the importance of informed choice.

Programs

CRI offers a host of concurrent and interrelated services in each of the following programmatic areas:

- **Mental Health Services:** CRI embraces the philosophy that individuals can grow, change, and recover from mental health challenges through a full complement of evidence-based mental health services with a goal of recovery. Some of the supports provided include mental health assisted living, skill building, targeted case management, and therapeutic art.
- **Developmental Disabilities Services:** CRI offers a wide range of supports for individuals with developmental disabilities to realize their opportunity to live, work, and play in a community of choice and in a way that reflects his or her own vision for life. Programs include residential shared living homes (including intermediate care facilities), in-home support, skilled nursing, therapeutic recreation, behavioral therapeutic consultation, supported living, and day support programs.
- **Youth Services:** Through the Living Independently for Tomorrow (LIFT) program, CRI provides outreach and transitional living and support services for at-risk youth who are experiencing homelessness, precariously housed, and/or aging out of foster care.



Strategic Priorities

Approved in 2016 and updated in 2020, CRI is advancing a strategic framework that emphasizes rebuilding and redesigning its service model, rebuilding its infrastructure, and expanding the clinical service footprint. Its strategic goals are designed to:

- Refine the clinical service model with an enhanced agency infrastructure.
- Expand the clinical service foot-print and organizational and financial scale.
- Expand the impact of the philanthropy department and continue to expand awareness & outreach (external affairs).
- Ensure high functioning and performing CRI parent and affiliate boards that are focused on CRI's strategic framework.

CRI is governed by a 14-member board of directors. The organization's current revenue is \$47M, of which \$39M represents services that are primarily funded through Medicaid (approximately 65%), Program Management Reimbursements (10%), and County funds (10%) among other sources. Current staffing includes 500+ staff, full and part time. This position is a member of the Senior Leadership Team and supervises the Director of Nursing, three Senior Directors of Clinical Services, a Director of Social Work and Admissions, and a Clinical Analyst. CRI recently earned a renewed three-year CARF accreditation effective until June 30, 2023 for its day programs. For more information, please visit <https://mycri.org/>.

The Position

Reporting to the President and CEO, the EVP & CCO, will provide inspirational, innovative, and forward-thinking leadership, serving as an important thought-partner to the President and Senior Leadership Team and as a key spokesperson for clinical services delivery throughout the region. Primary responsibilities include:

Strategy and Planning

- Lead the vision and evolution of the clinical services practice toward the fullest realization of community integration and individual agency for individuals supported, building an ever-greater programmatic impact and footprint across the region.
- Ensure the provision of high-quality services while introducing and integrating new technologies, service models, and practices that sustain and enhance the quality, effectiveness, efficiency and success of CRi's programs.
- Spearhead new approaches including the introduction of new technology and integrated paths to effective clinical delivery services, leveraging the strengths of other programmatic areas.
- Ensure CRi is identified as the preferred/first choice by individuals, families and guardians in their selection of service providers, and receives a high level of recognition and recommendation from case managers and Managed Care Organizations.
- Collaborate across departments to ensure exceptional quality and utilization of the clinical services practice and leverage its strengths throughout the organization to achieve the goals for clinical vision.

Management

- Ensure a focused and productive team approach and excellent integrated service delivery through a compassionate and motivational supervisory style that recognizes individual and collective strengths and inspires teams.
- Develop and monitor annual goals and objectives with defined metrics, processes, and deliverables to ensure achievement within budget.
- Oversee a clinical services department budget of \$38M+ and review annual budget submissions for programs as required.
- Ensure consistency and compliance with all clinical policies and procedures and contribute to an ongoing refinement of these systems that reflects current best practices.
- Identify and mitigate risks that may affect health, safety and integrity of those served and employed by the organization and represent CRi in negotiations and proceedings related to clinical services.



Relationship Building

- Build and fortify existing relationships with a wide and diverse array of clients, families, stakeholders, funders, and business partners, representing CRi at external meetings as appropriate and advancing its mission through active advocacy and partnership.
- Provide regular and productive updates to the President and Senior Leadership. Advance a collaborative and transparent communicative approach to elevate an understanding and support for Clinical Services throughout the organization.
- Engage and collaborate with staff, board members, individuals, families and stakeholders to inform and develop clinical services best practices and advance departmental and overall organizational goals.

Skills and Attributes

Successful candidates will share a commitment to CRI's mission and values.

Mission | CRI is dedicated to providing personalized resources to people with mental health needs or developmental disabilities.

Vision | CRI envisions a world where all people have choice, respect and the resources they need to live a fulfilling life with dignity and purpose.

Values |
Community. Sense of belonging in connected communities.
Empowerment. Set personal goals. Make positive choices. Whole person support.
Excellence. Professional. High quality, Best we can be.
Integrity and Transparency. True to people and families. True to staff. True to ourselves.
Innovation. Boldly taking initiative and advocating to advance lives.
Responsible Stewardship. Innovative, ethical, and determined to use resources wisely.

Candidates will bring a variety of experiences and attributes to CRI, including:

- Significant experience in leading the clinical team of a direct support organization and providing services to adults with intellectual disabilities and/or chronic mental health needs.
- Demonstrated business-savvy experience designing, implementing, managing and growing complex and innovative community-based, clinical, and direct care services covering a wide geographical area.
- Ability to introduce and foster engagement with new approaches and directions to advance clinical service delivery and ensure a high level of quality, building on past successes.
- Strong clinical and analytical background, along with financial acumen that address utilization management, data analysis, and trending.
- Strong knowledge and track record of compliance with Medicaid, state and other regulatory requirements for provision of behavioral health, mental health, youth, and developmental disability services.
- Strong written and oral communication and presentation skills, with ability to simplify and communicate complex and technical information for internal and external stakeholders.
- Visionary mindset with strong knowledge of and experience in planning and change management, utilizing an inspirational leadership style.
- Compassionate, approachable, and thoughtful disposition to support collaborative decision-making and an orientation toward empowerment, emphasizing professional development and recognition.
- Approachability with an open door policy.
- Ability to develop, implement, and support a positive working environment as well as systems and operations committed to advancing cultural diversity, equity, and inclusion.
- High emotional intelligence, humility, and integrity.
- Care and kindness for others; compassion and the ability to suspend judgment.

LCSW and MSW or an advanced degree in a related field required.

Application Process

To apply, upload resume, cover letter, and salary requirements by [clicking here](#). For other inquiries, contact Adrienne O'Rourke at Adrienne.orourke@marcumllp.com. Resume review begins immediately.

CRi provides equal employment opportunities without regard to race, color, ethnicity, religion, sex, pregnancy or recent childbirth or related medical condition, gender identity and expression, sexual orientation, national origin, ancestry, age, disability, the use of a guide or support animal because of blindness, deafness or physical handicap of any individual, citizenship, veteran or military status, genetic information, marital status, familial status, domestic or sexual violence victim status, possession of a GED instead of a high school diploma, or any other protected characteristic under applicable federal, state or local laws.



About Raffa – Marcum's Nonprofit & Social Sector Group

On behalf of CRi, Raffa – Marcum's Nonprofit & Social Sector Group is working with the Board of Directors to advance the search. Founded in 1984 and recently merged with Marcum, Raffa is, and always has been, a mission-driven professional services firm seeking to do more for nonprofits and socially conscious companies like CRi. Learn more about our work at <http://marcumllp.com/industries/nonprofit-social-sector>.