



Sara Mae Warner

Manager | Program Creator | Community Engagement Specialist
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SKILLS

- 4 years clinical experience in an acute care setting providing medical, mental health or substance abuse-focused services to individuals with chronic medical conditions and/or severe and persistent mental illness
- 13 years case management and community health worker providing medical, mental health or substance abuse-focused services to individuals with chronic medical conditions and/or severe and persistent mental illness
- 9 years leadership experience in a healthcare or managed care setting
- Data analytics and review
- Social service and public health program creation, implementation, and evaluation.
- Budgeting
- Grant proposal, writing, tracking and evaluation.
- HEDIS, CAHPS, NPS, NOS, and STARS

EXPERIENCE

Manager, Community Support Services • Community Health Plan of Washington – Care Management Department • May 1st, 2022 - Present

- Responsible for the daily operation of the Community Supports team, including staffing and scheduling, training and mentoring.
- Ensures that member outreach is effective and completed within defined timeframes and according to established processes.
- Plans, designs, implements, develops, manages and evaluates community programs and services.
- Develops and manages in-house and contract Community Health Workers to ensure coverage in all IMC regions.
- Collaborates with the Director of Care Management, and Care Management leadership, to develop and implement strategic activities, develop tactical plans, drive performance and achieve targets.
- Collaborates with Manager(s), Medicaid Care Management, Medicare Care Management and Manager, Special Programs to ensure that Care Management Rounds are productive and collaborative through facilitation of meetings and providing input on cases.
- Responsible for a strong understanding of health plan benefits for CHPW line(s) of business.
- Responsible for operation of CCO Health Home coordination program, including daily oversight of staff to support this program.
- Reviews team performance in relation to established metrics and implements changes with other multidisciplinary teams to effectively drive continual process improvement.
- Creates and revises policies & procedures for all areas of responsibility.
- Works in collaboration with community health centers, community-based agencies, behavioral health services, primary care providers, and Health Homes to ensure that programs are coordinated to support members in receiving whole-person care.
- Participates in review of vendor oversight for community program vendors.
- Ensures that team members are adequately trained and meet competency standards to achieve member engagement targets and defined social needs outcomes. This includes onboarding new staff.



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- Ensures staff audits are completed according to internal policies and procedures in order to identify opportunities for improvement and alignment with program expectations. This includes completing staff audits as needed.
- Works closely with Business Analytics department, as well as other Health Informatics leaders to develop metrics, reports and dashboards to monitor productivity and quality measures.
- Collaborates with the Director, Care Management in the preparation of department budget. Makes budgetary recommendations and projections. Monitors, verifies, and reconciles expenditures of budgeted funds. Identifies cost savings opportunities within the department and/or operations.

Supervisor, Community Programs • Community Health Plan of Washington – Quality Improvement Department • June 15th, 2020 – May 1st, 2022

- Prioritizes daily workflows, assignments, and triage priorities to meet established performance metrics.
- Develop team metrics and implements workflows to achieve assigned metrics. Analyze Tableau data reports to monitor and track productivity.
- Assists Manager, Community Programs in the identification, implementation, and maintenance of standardized operations to ensure compliance standards are met.
- Works with management to establish efficiency and quality standards for the team; conducts routine audits and uses data to drive performance improvement.
- Reviews quality audits and shares results with staff in a timely manner; provides education and coaching to improve performance as needed.
- With CP Manager and HR business partner, creates performance improvement plans and formal corrective action planning as needed.
- Measures, tracks, analyzes and reports on department metrics as needed or as directed by the Manager of Community Programs.
- Assist in performing direct outreach to members for the purpose of select health and wellness campaigns.
- assists in creation and monitoring of yearly department learning plans and implements learning plan objectives with team.
- Create and monitor yearly program budget.



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- Complete strategic goal setting and implements metric driven goal activities across team.
- Along with CP Manager, complete asset planning/hiring of positions needed to meet goals and assist members.
- Represents Community Programs team and Quality Department in various meetings and committees
- Consults on difficult cases, providing expertise to staff regarding complex needs of members in the community.
- Monitoring contracted vendors – including creation of contract metrics and implementation for company use.
- Create, present, and evaluate trainings to increase staff skills – (Motivational Interviewing, phone presence, HIPAA, 42cFR, Social determinants of health, peer services, community health workers, HEDIS, CAHPS...etc.)
- Complete all staff yearly performance reviews and recommend merit increases or decreases based on performance and department budget.
- Present training of program offerings to internal teams and external stakeholders to increase awareness of assistance for members available through health plan.

Administrative Support Supervisor • City of Seattle – human services department – Aging and disability services • February 6th, 2019 – June 12th, 2020

- Complete hiring process for admin team including creation of job description and posting packet, creation of interview questions, choosing resume review and interview panel members, serving as both SME for resume reviews and interview panels, complete reference checks and approval to hire.
- Orient and train new staff for the admin team body of work and cross trainings. coordinate department training opportunities.
- Monitor and supervise administrative TEAMWORK flow and assignments for the Seattle ADS office. Conducts individual staff and unit meetings. Coordinates work schedules to ensure coverage of assigned work.
- create and assign yearly team and staff goals
- Discuss and provide feedback on staff goal completion on a quarterly basis
- Assist the Seattle ADS staff with workplace organizational needs, including purchase of office furniture and equipment, space planning, telephone installation and other office supplies.



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- Serve as the ADS payroll, personnel, and telephone coordinator.
- Advise management of personnel and programmatic needs and issues, exercising judgment and using creative problem-solving.
- Provide administrative support to the Program Manager. Aid the Renton CMP administrative team and office as needed.
- Oversee client management databases and other systems that track client files.
- Coordinate with City IT staff to troubleshoot computer problems, order new computers and track replacement schedule.
- Coordinate with City IT and Telephone Coordination for cell phone ordering, upgrading, and management.
- Update administrative support team policies and procedures as needed to provide clear expectations and guidelines. Apprise staff of program and procedure changes.
- Manage City credit card purchasing for the Seattle CMP office and oversee accuracy and timeliness of billings for equipment and client specific funds.
- Proper handling of confidential information per HIPAA and 42 CFR laws.
- Attend department, division, and program meetings.

**STARS Member Navigator Supervisor – East Region • United HealthCare
• January, 2017 – December, 2018 (Position eliminated due to Segment financial/Stewardship decision)**

- Recruit, interview, hire, train, and provide leadership for 13-18 Member Navigators across NE region states.
- Monitor and coach productivity and performance on a weekly, monthly, and quarterly basis to ensure blue chip goals are achieved. All teams in DSNY, USNY, NJ, FL, RI, and MA have met or exceeded goals quarterly during duration of program.
- Participate in weekly Supervisory meetings with all leadership within the Member Navigator program.
- Create and implement tracking tools to monitor performance and allow for increased efficiency in reporting to senior leadership.
- Assist with creation and implementation of Policy and Procedure within the Member Navigator program.
- Provide support to Supervisory staff as needed/requested.



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- Provide education to outside programs regarding the best practice processes of the Member Navigator program.
- Conduct regular documentation auditing for all staff, provide feedback, and create plans to increase accuracy.
- Conduct semi-annual field visit ride along audits with all staff to ensure best practices are maintained in the field and give opportunity for developing skills.
- Provide regular follow up with members to ensure satisfaction with assistance provided.
- Provide support for navigators and members during execution of complex case needs.
- Meet regularly with company and State leadership to provide outreach updates within each market: this includes information on outreach and effectiveness, closing of gaps in care, and addressing social barriers for members.
- Provide feedback from members in the community to senior leadership in regard to their satisfaction with their health insurance provider.
- Utilize diplomacy and conflict resolution skills as necessary in conversation with members, direct reports, and senior leadership.
- Creating, planning, and executing ongoing training opportunities for direct reports and regional staff. This includes topics such as: Effective engagement of members, addressing barriers through community social services outreach, HEDIS measures/gaps in care, and effective communication.

STARS Member Navigator – Team Lead, WA State • United HealthCare • April 6th, 2015 – January 22nd, 2017 (Promotion to Supervisor)

- Assisting DSNP members with identifying and closing gaps in care through coordination with their primary care physicians and community resources - completing assessments to determine the members' barriers to care.
- Coordination of community resources (food assistance, medical equipment, utility assistance, transportation assistance, pharmacy costs, Extra help) to ensure member safety and quality of life.
- Scheduling and Meeting with members in their home to assess barriers not readily known through telephone contact.



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- Training of new staff for the Navigator program within WA state and the Western Region as a whole.
- Creating and implementing tracking tools, home visit tools, and assessment tools for national program use.
- Creating and implementing standards of practice/best practice within the national Navigator program.
- Assisting management with productivity and metric reporting for Western Region
- Assisting management with staff field auditing in Washington State.
- Assisting management with interviewing of new staff within Washington State and Western Region as whole.
- Providing feedback and data regarding program impact to WA State health plan management.
- Proper handling of confidential information per HIPAA and 42 CFR laws

Supervisor • ResCare home care • July 2014 – April 2015 (Accepted telecommuting position with UnitedHealth Care)

- Provide supervision to 45 - 55 employees who provide in home care giving services to adults.
- Monitor care giving services provided to a caseload of up to 65 clients from care givers.
- Recruit, hire, train, and provide supervision to employees working with clients on assigned caseload.
- Regularly communicate with clients, their families, and community resource managers (Case Managers, Doctors, Lawyers..etc) for continuation of client care.
- Receive, evaluate, and open new cases referred from the State of Washington to ResCare.
- Run an interactive computer system to monitor staff schedules and mileage for errors.
- Conduct bi-annual home visits with clients and their families to ensure satisfaction with services.
- Complete incident reports as necessary.



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- Complete bi-monthly payroll reports, check for errors, and submit to appropriate department for payment to employees.
- Participate in marketing initiatives in the community through regular contact with community members, spreading the word about ResCare Home Care's ability to assist clients in our area.

**Residential Case Manager • Juneau Alliance for Mental Health, Inc •
September 2011 – August 2014**

- Providing direct care to clients in a residential or supported living setting. This includes assistance with skill development in their homes or in the community that promote independent life skills outside of the residential program.
- Creating person centered treatment plans that include the client's needs and their wants as to their goals, as well as input from the natural supports that the client utilizes to meet their goals.
- Assessing clients for agitation, abnormal psychological stressors/triggers, and for higher levels of care.
- Providing clients with access to meetings with various community resources and assisting clients to access those resources appropriately - including teaching of skills and practicing of skills to assist them in accessing these resources independently.
- Corresponding with agencies in the community on the behalf of clients to ensure client safety and well - being. This includes connecting clients with medical providers, employment opportunities or agencies that assist with employment opportunities (Department of Vocational Rehabilitation), agencies that provide guardianship, payee, and conservator services, and agencies that promote client safety (Adult Protective Services) - among others.
- Training all residential staff on utilization of Electronic Health Record to ensure compliance, as well as assisting with training staff on completing accurate documentation per state and federal regulations.
- Maintaining a high level of organization and being able to prioritize tasks in a fast-paced environment with frequent interruptions.



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EDUCATION

ASSOCIATE OF APPLIED SCIENCE – MENTAL HEALTH/SOCIAL WORK •
MAY 2009 • OAKLAND COMMUNITY COLLEGE - MICHIGAN

GPA: 3.49/4.00 scale

CURRENTLY ENROLLED AT SOUTHERN NEW HAMPSHIRE UNIVERSITY – B.S.
in COMMUNITY HEALTH EDUCATION.

GPA: 3.97/4.00 scale

LEADERSHIP

- 9+ years of providing management, supervision, coaching, training, corrective action, and learning opportunities to direct reports in various roles.
- Facilitation and co-facilitation use educational groups: including Mental Health, Substance Abuse, Life Skills, and Employment.
- Identifying agency training needs, creating curriculum/training materials, and implementing all material across multiple departments and staff.
- Planning, creation, implementation, facilitation, and evaluation of community support and education programs.

SMW

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