

## **MELISSA MANDRELL**

*University of New Hampshire Institute on Disability*

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### **EXPERIENCE**

#### **Project Director, October 2005-present**

Institute on Disability, University of New Hampshire

- Provide coordination, management and support for implementation of projects that:
  - Support access to person-centered long-term care options for individuals with disabilities and older adults so that they are able to live and participate in the community of their choice.
  - Increase access to high quality integrated primary/behavioral health (IBH) care for individuals in rural areas and medically-underserved populations by enhancing and expanding the recruitment and cross-disciplinary training and field experiences of UNH Master's level social work and occupational therapy students to work in primary care and integrated behavioral health/primary care settings.
  - Coordinate training and technical assistance with community-based organizations to increase business acumen to support development of contracts with healthcare entities to provide services and supports.
- Previous projects include:
  - Inventory and organize research, projects, and courses related to behavioral health at the university under the College of Health and Human Service's Behavioral Health Initiative.
  - Technical assistance and training to ServiceLink Aging and Disability Resource Centers
  - Support of NH DHHS to re-balance Medicaid spending between institutional and community based long term care/services and supports
  - Enhancement of services to informal caregivers through consultation, education and technical assistance, in partnership with DHHS Bureau of Elderly and Adult Services
  - Assessment of services provided by NH community mental health centers to consumers of public mental health services
  - Development of core competency standards for staff at community mental health centers who work with children with emotional and behavioral challenges
  - Implementation of Alzheimer's Disease Innovation grant involving multiple partners and projects to increase dementia-capable care network in New Hampshire
  - Support of Medicaid Real Choice Grant to integrate affordable housing with long term supports, in conjunction with NH DHHS and NH Housing Finance Authority

#### **Care Coordinator, June 2005-October 2005**

Easter Seals of New Hampshire

- Provided case management for individuals and their families
- Supervised Family Support Coordinator in development of support groups and peer to peer counseling
- Assisted in strategic planning for program development

#### **Project Director/Assistant Administrator, November 1999-June 2005**

Children's Mental Health Services, State of New Hampshire Bureau of Behavioral Health

- Developed and implemented statewide policy and programming and coordinated activities among multiple state, local and family agencies
- Project director for CARE NH, a grant initiative for system of care development
- Provided technical assistance to children's program directors at community mental health centers
- Ensured compliance with federal and state mandates for a variety of programs
- Wrote and monitored progress of children's portion of federal mental health block grant
- Consulted with families receiving services in mental health system

**Senior Psychiatric Social Worker, September 1996-October 1999**

**Interim Director, Social Work Department, February 1997-July 1997**

New Hampshire Hospital

*As Senior Psychiatric Social Worker*

- Assessed and provided clinical support for patients staying on neuropsychiatry unit
- Coordinated evaluation by multidisciplinary team; advocated for patient and family needs

*As Interim Department Director*

- Supervised department of thirty social workers and case managers
- Participated on Hospital Executive Committee during JCAHO and HCFA reviews
- Developed and implemented policies and procedures

**Administrator/Research Assistant, November 1991-September 1996**

Mental Health Clinical Research Center, The University of Iowa

- Screened and recruited research participants; provided clinical assessment, support and education to participants and families
- Led collaboration of inpatient care team and research assistants to assure integration of patient treatment and research protocols
- Coordinated and reviewed all grant applications for individuals affiliated with center
- Managed all financial aspects of five federal grants totaling over \$2 million annually
- Supervised personnel activities for 40 employees, including hiring and evaluations

**Manager of Donor Choice Program, June 1989-August 1991**

**Community Planning Intern, June 1988-May 1989**

United Way of Southeastern Pennsylvania

- Oversaw agency funding eligibility process
- Interpreted board policies relating to agency eligibility
- Supported volunteers in evaluation of small nonprofit agencies for funding
- Researched and wrote policy papers recommending directions for future allocations

**Program Development Intern, September 1987-May 1988**

Jewish Family and Children's Services, Philadelphia, PA

- Developed information directory for people with developmental disabilities and their families
- Supported parents' group in writing successful grant proposal

**Paralegal, June 1985-August 1987**

Wiley Rein & Fielding, Washington, DC

- Conducted legal research on diverse topics
- Organized and analyzed large volume of legal documents
- Trained and supervised project assistants

## **PROFESSIONAL MEMBERSHIP/SERVICE**

**Board Member, Disabilities Rights Center, Concord NH, July 2017-present**

*Treasurer, June 2018-September 2019*

*Board Chair, October 2019-present*

**Member, New Hampshire Chapter, National Association of Social Workers**

*2017 NH Social Worker of the Year*

**UNH College of Health and Human Services**

*Excellence in Collaboration Award with Will Lusenhop, Department of Social Work, May 2018*

## **EDUCATION**

**Bryn Mawr College Graduate School of Social Work and Social Research**

*Master of Social Service, May 1989: Concentration in Advocacy, Planning and Program Development*

*Master of Law and Social Policy, May 1989*

**Swarthmore College**

*Bachelor of Arts, June 1985: Special Major in Women's Studies and Religion*