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# Ivonn Ellis-Wiggan, J.D., Psy.D.

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## Education

Executive Certificate in Leadership and Management, Currently Enrolled, University of Notre Dame, Mendoza College of Business  
Cultural Competency Trainer Certification, 2004, National Multicultural  
Doctorate of Psychology, 1999, Widener University  
Juris Doctorate, 1999, Widener University School of Law  
Health Services Administration Certification, 1996, United States Air Force

## Present Position

### **Associate Project Director, Technical Assistance Partnership (2005–Present)**

Dr. Ellis-Wiggan was recruited to the newly created Associate Director position after just one year in the role of Regional Technical Assistance Coordinator. She utilizes her expertise in organizational management to provide support to the Project Director in the management, coordination and operation of a 5-year technical assistance project. Dr. Ellis-Wiggan manages and provides support to a geographically dispersed team of 24 employees. She serves as the task leader on the Continuous Quality Assurance Initiative. Dr. Ellis-Wiggan also administers a \$1.2 million budget.

- Utilized \$40,000 in carryover funds to cover out-of-pocket health insurance premiums, which significantly boosted morale.
- Directed community representatives' development of a deep understanding of federal regulations and compliance governing transformation efforts.
- Played a significant role in community representatives identifying stakeholders as partners and in using data as a means for increasing buy-in/building relationships among community partners during the transformation project.
- Developed contracts with an IT service, designed communications procedures, and management processes for project tracking.
- Facilitated monthly virtual calls with each community's representatives, which fostered collaboration across the organization.
- Provided technical assistance to 11 communities across the Northeastern United States region; assisted communities in the planning and execution of a major transformation project utilizing local and national resources

### **Health Services Administrator (Major 0–4), United States Air Force, New Jersey National Guard (1982–Present)**

Dr. Ellis-Wiggan led a high performance team in management of medical logistics, quality improvement, patient administration, and medical facility maintenance. She directed teams in the expert delivery of overall health services operations. Dr. Ellis-Wiggan ensured sound financial management as well as control of human resources functions.

- Developed financial plans and budget estimations to ensure delivery of comprehensive health services programs.

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- Utilized legal expertise in interpretation and execution of all policies governing health services programs.
  - Liaised with civilian, military and other federal operations to stay abreast of current/emerging trends and activities as related to the Medical Squadron.
  - Mitigated risk and ensured continuity through ongoing execution of emergency, disaster and defense plans; evaluated and managed to confirm readiness training.
  - Collaborated with the organization's multidisciplinary team on international medical missions in Albania, Japan and South Korea.

## Professional Experience

### **Clinical Director/Director of Operations, Partners for Kids and Families, Inc. (2001–2004)**

Dr. Ellis-Wiggan managed overall care coordination business operations. She developed and implemented operational policies and procedures through a team of 23 masters' level and bachelors level employees. She also trained all communities on transformation initiatives.

- Designed innovative care and quality initiatives which were adopted by other Care Management Organizations across the State of New Jersey.
- Built relationships and consensus with families, youth, local agencies, governmental, and non-governmental organizations in advancement of excellent care. Partnered provider organizations in implementation of evidenced based practices.
- Administered a service delivery budget and developed innovative therapies that increased customer satisfaction, resulted in better outcomes for customers and expanded services menu, and boosted the bottom line. Streamlined processes for delivering the newly developed services to children, youth, and their families.
- Created and conducted the agency's annual training curriculum to ensure service excellence.
- Evaluated trends in service delivery and effectiveness; analyzed data to drive decisions for service expansions.
- Utilized legal expertise in the development of Medicaid approved clinical guidelines as well as in development and management of service contracts.
- Trained local and national communities on cultural competency.
- Consulted with new Care Management Organizations and start up provider agencies to provide technical assistance.

## Professional Presentations

Ellis-Wiggan, I. (2008 March). *Considerations when working with biracial and multiracial youth: A sharing of ideas, resources and lessons learned.* Workshop at the Joint Meeting for Adolescent Treatment Effectiveness meeting, Washington, D.C.

Ellis-Wiggan, I. and White, K (2003 October). *Cultural Competency: Raising Awareness.* Eight hour training series delivered to New Jersey System of Care stakeholders