

# William Anthony Ward, MBA, MSW

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## Education

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<b>Wake Forest University</b> Degree – Master of Business Administration (2005) <b>Honors:</b> Full Tuition Scholarship	<b>Winston-Salem, NC</b>
<b>University of North Carolina at Chapel Hill</b> Degree - Master of Social Work (2001) Specialization - Management and Community Practice	<b>Chapel Hill, NC</b>
<b>University of North Carolina at Greensboro</b> Degree - Bachelor of Science in Social Work (2000) Minor - Psychology <b>Honors:</b> Magna Cum Laude	<b>Greensboro, NC</b>

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## Professional Work Experience

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<b>Trillium Health Resources</b> <b>Regional Vice President (Mid-State)</b> (01/2024 – present)	<b>Greenville, NC</b>
<ul style="list-style-type: none"><li>• Responsible for the leadership and operational support of the constituent counties, including Guilford, Randolph, Montgomery, Anson and Richmond counties, engaging stakeholders and ensuring community needs and concerns are addressed appropriately</li><li>• Primary staff lead for Mid-State oversight Boards including Regional Advisory Board, composed of County Commissioner representatives and other community leadership appointed by constituent counties and Consumer and Family Advisory Committee fulfilling the requirements outlined in NC General Statute</li><li>• Community collaboration to establish and maintain community relationships with local elected officials, legislators, agency directors and other community stakeholders through Community Advisory Councils and participation on external councils, boards and committees</li><li>• Oversight of local operations in support to the region to direct the daily operations of reporting staff, including Director of Community Engagement and Empowerment, Community Liaison and Executive Assistant.</li></ul>	
<b>Sandhills Center</b> <b>Chief Executive Officer</b> (07/2024 – 12/2024)	<b>West End, NC</b>
<ul style="list-style-type: none"><li>• Responsible for all operations of \$500 million organization, including clinical and administrative functions, with supervision of up to 8 executive staff with indirect supervision of more than 350</li><li>• Direct report of Sandhills Center Board of Directors including County Commissioner representatives from 11 constituent counties and other appointed community leaders</li><li>• Responsible for working with Sandhills Center Board of Directors, NC DHHS staff and community leaders to explore and shape strategic response to recommended LME/MCO consolidation efforts and for maintaining organizational operations throughout the process</li></ul>	

**Sandhills Center****West End, NC****Deputy Director/Chief Operating Officer (07/2012 –06/2023)**

- Responsible for operations of \$500 million organization, including Clinical Operations, Finance/Information Systems, Provider Network/Quality Management and Community Relations including supervision of up to 5 executive staff with indirect supervision of more than 200 ensuring consistent application of organizations policies, procedures and practices
- Direct report and key advisor to Chief Executive Officer and regular presenter to Board of Directors assisting in providing organizational leadership in implementation of the 1915 (b)/(c) Medicaid waiver in transition from Fee for Service operation to Managed Care model, merger efforts with Guilford County into Sandhills Center, Local Business Plan development and implementation
- Establish and maintain strong community connections with local elected officials, NC General Assembly members, provider directors and others to engage the community and influence behavioral health operations
- Design team member for new 4 new administrative office buildings, construction of 3 Adult and Child Facility Based Crisis Centers with Behavioral Health Urgent Care operations to expand access to care and address unmet health needs
- Responsible for identifying opportunities for organizational improvement and leading staff to achieving those improvements along with ensuring continual strong performance around key data measures along with compliance with Federal, State and National Accreditation requirements

**Guilford Center – Guilford County’s Department of Behavioral Health****Greensboro, NC****Director (10/11 – 07/12)****Mental Health Administrator II (01/10 – 10/11)****Provider Relations Manager (01/07 – 12/09)****Administrative Officer (12/04 – 12/06)**

- Led the agency’s response to State requirements for entering 1915 (b)/(c) managed care environment, including working with Guilford County Board of Commissioners and Guilford Center Board of Directors to identify a merger partner, preserving as much local control and local presence as possible for the County
- Responsible for the divestiture of all remaining direct services to contracted community providers
- Direct and indirect supervision of all staff including administrative and direct service work
- Chair of Benefit Plan Workgroup with responsibility for strategic planning, allocation of funding to contracted community and development of concepts for future funding
- Served as Corporate Compliance Officer to manage activities of agency’s ethics and regulatory compliance program
- Responsible for planning, assessing and improving the availability of community services to meet the mental health, developmental disability and substance abuse needs of Guilford County community members, adding 31 service options
- Co-chaired agency’s initial URAC Accreditation process resulting in successful 3 year accreditation for Health Call Center, Health Utilization Management and Health Network

**United Way of Greater Greensboro****Greensboro, NC****Community Investment Specialist (05/2001 – 12/2004)**

- Managed \$3.6 million portfolio of children and leadership initiatives
- Administered two local mental health grant programs and one federal emergency grant program and ensured agency compliance with fiscal standards
- Recruited, trained and placed volunteers in opportunities that matched their individual talents and interests
- Supervised director of youth philanthropy

**University of North Carolina at Greensboro**

**Greensboro, NC**

**Undergraduate Research Assistant (08/1999 – 05/2000)**

- Assisted tenured faculty in researching the role of faith coordinators in welfare reform
- Published research report

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## **Internships**

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**United Way of Greater Greensboro**

**Greensboro, NC**

**Master of Social Work Internship (06/2000 – 05/2001)**

- Helped administer Moses Cone~Wesley Long Community Health Improvement Fund
- Assisted in writing a successful \$250,000 proposal
- Worked with the Juvenile Crime Prevention Council in writing Guilford County's strategic plan

**University of North Carolina at Greensboro's Center for the Study of Social Issues High Point, NC**

**Community Outreach Partnership Center Intern (08/1999 – 05/2000)**

- Coordinated the center's case management program
- Researched and inventoried community services

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## **Memberships, Honors and Special Skills**

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### **Professional**

- Six Sigma Green Belt Certified
- Certified Employment Mediator for Guilford County
- Completed Microsoft Certified training in Access and Crystal Reports

### **Educational**

- Member of Alpha Delta Mu National Social Work Honor Society and Phi Alpha Society
- Selected Department of Social Work's Outstanding Researcher
- UNC-G University Marshal