
Jennifer Lantz

6680 Harvest Moon Lane, Whitestown, IN 46075

(219) 798-9984

j.lantz@gotoipmg.com

Director of Development

Industries: Case Management ▪ Quality Compliance ▪ Stakeholder Relations

Director with 28 years experience in the Case Management industry. Highly entrepreneurial and efficient at building and maintaining stakeholder relationships. Strong interpersonal skills to ensure top quality customer service. Ability to lead others to achieve organizational objectives and to oversee an expansive, virtual workforce. Consistent peak performer and visionary leader with advanced skills in strategic planning, change management, and development and launch of new service delivery systems. Solid business acumen combined with strong relationship management and talent for revitalizing, building, and developing teams that achieve high quality outcomes.

Professional Experience

EMPLOYER; IPMG

2006 to Present

Indiana's preeminent statewide provider of case management, care management and wraparound facilitation services. IPMG envisions the individuals and families we support will live quality, self-determined lives as integral and valued members of their communities. IPMG's best practice standards ensure that our employees practice integrity, creativity, and responsiveness in partnership with the persons served. The individuals we serve benefit from our unconditional commitment to support them in their pursuit of greater independence.

Director of Development (2020 to present)

- Explore and research new opportunities for services and revenue
- Develop programmatic plans and objectives
- Develop policies and procedures for implementation
- Manage budget constraints
- Implement programs to highest level of performance

Executive Director (2015 to 2020)

- Oversee and direct Case Management Operations, ensuring best-in-class service delivery
- Monitor statewide trends and patterns on case management, as well as industry research to provide guidance on the positioning of IPMG
- Collaborate with other departments to provide statewide updates and communication to IPMG employees based upon trends and issues identified
- Lead/chair workgroup committees
- Facilitate CARF re-certification under the advice of the Board of Directors
- Act as point person with the State of Indiana regarding case management needs and intervention.
- Collaborate with Division Directors on policy and process changes at the state level

- Manage all Division of Aging and Division of Disability and Rehabilitative Services requests
- Contribute to senior leadership meetings and provide updates

Senior Director of Quality (2014 to 2015)

- Monitor statewide trends and patterns on developmental disabilities and case management, as well as industry research to provide guidance on the positioning of IPMG
- Collaborate with other departments to provide statewide updates and communication to IPMG employees based upon trends and issues identified
- Lead/chair workgroup committees
- Facilitate CARF re-certification under the advice of the Board of Directors
- Act as point person with the State of Indiana regarding case management needs and intervention
- Manage all BQIS and State requests
- Contribute to senior leadership meetings and provide updates

Director of Quality Compliance (2012 to 2014)

- Set standards of service and monitoring, measuring, and reporting case managers compliance to ensure “best in class” performance
- Oversee and direct Quality Compliance, ensuring high level of service deliver to Medicaid Waiver individuals
- Serve as the lead Quality Compliance Officer per requirement of the Division of Disability and Rehabilitative Services
- Establish and implement and oversight and accountability process to ensure quality service delivery to individuals
- Link individuals to quality compliance case managements as movement occurs within the case management staff
- Transfer individuals to the Field or Intensive support teams as appropriate
- Conduct regular meetings with the Quality Compliance team, identify case management trends and patterns and engage the team in problem solving
- Attend senior management meetings; provide regular updates on case management performance against a predetermined set of quality standards
- Provide communication and training to case managers based on upon quality review
- Manage and direct the quality compliance staff

Manager of Case Management Processes (2010 to 2012)

- Monitored compliance with state and federal guidelines
- Conducted quality review of case management documentation
- Analyze data for trends and patterns
- Trained on areas of quality that required improvement
- Populated, utilized, and maintained a case management support center
- Served as communication liaison between IPMG and the Division of Disability and Rehabilitative Services

Case Manager Supervisor (2006 to 2010)

- Provide quality management oversight to ensure completion of all case management job tasks per policies and procedures
- Spearheaded cross-functional initiative to achieve cohesiveness with all supervisors
- Assessed quality trends for each Case Manager
- Managed a team of 20 Case Managers
- Coordinated and produced training

EMPLOYER; ICM CONSULTANTS**1997 to 2006**

Provider of Case Management services for individuals with Intellectual and Developmental Disabilities.

Case Manager

- Coordinated services for individuals that enabled them to receive a full range of appropriate services in a planned, coordinated, efficient and effective manner
- Assessed and secured Medicaid resources for individuals
- Researched and developed natural and community resources for individuals

Employer; LCEOC**1993 to 1997**

Provider of Case Management services for individuals that were aging or physically disabled.

Case Manager

- Coordinated services for elderly and physically disabled individuals that enabled them to receive a full range of appropriate services in a planned, coordinated, efficient and effective manner
- Developed and coordinated senior nutritional center activities
- Secured natural and community resources for individuals

Professional Associations

Commissioner - Governor's Commission on Aging (COA)

STARS Board Member-Prevent Child Abuse Indiana (PCAIN)

The Arc of Indiana

ESOP Association

National Center for Employee Ownership (NCEO)

National Association of Case Management (NACM)

Indiana Association of Rehabilitation Facilities, Inc. (INARF)

Indiana Chapter of the Association of Supported Employment (In APSE)

American Association on Intellectual and Developmental Disabilities (AAIDD)

Education

PURDUE UNIVERSITY

Bachelor of Arts in Sociology, Minor in Psychology