

# Helen Mary Best, M.Ed.

6327 46<sup>th</sup> Avenue SW □ Seattle, Washington 98136 □ 206.251.5134 □ hbest@ticllc.org

## PROFESSIONAL EXPERIENCE

### **President – Treatment Implementation Collaborative, LLC; Seattle, WA; 5/1/11 – Present**

- President of a consultation firm designed to assist mental health systems with implementation of evidence based practices and treatments.
- Establish relationships, assess current services, support, goals, barriers and frameworks for implementing new treatments and programs.
- Develop and maintain relationships with trainers and consultants who work in collaboration with TIC, LLC.
- Design implementation and training plans to meet customer goals and objectives.
- Project manage every implementation and training initiative under way from first contact through training and evaluation.
- Work with partners to determine strategic plan and direction regarding company's purpose and mission.

### **Vice President - Behavioral Tech, LLC; Seattle, WA; 11/03 – 3/1/11**

**Director of Business Development: 1/01 – 11/03**

**Training and Events Manager: 1/99 – 1/01**

**Office Coordinator: 3/98 – 1/99**

Responsibilities as Vice President:

- Responsible for day to day operations of Behavioral Tech, LLC (BTECH) with offsite President.
- Member of the executive and strategic planning team which set direction and scope of company operations.
- Managed all aspects of business development initiatives with mental health agencies including proposals, contract negotiation, contract administration and project management.
- Created relationships with new contacts seeking guidance in learning/implementing DBT (and other evidence based treatments). Assessed needs, strengths and weaknesses of systems/clinicians, problem solving issues of implementation and matching needs with services/products provided by BTECH.
- Directly supervised members of logistics teams (Executive Assistant, Materials & Shipping Manager, Intensive Training Coordinator, Materials and Logistics Coordinator and Online Learning Program Coordinator).
- Maintained strong relationships with BTECH trainers, understanding individual strengths, areas of expertise, constraints and goals.
- Created and maintained a budget, including financial forecasts for agency trainings and implementation sequences.
- Supervised the Director of Marketing when bringing new products into the market. Consulted to scope of delivery, potential customers, target markets, etc
- Conducted outreach to international affiliates, created new relationships with clinicians/teams in other countries and worked with management team to ensure that international affiliate relationships were functional and maintained.
- Developed systems to support affiliate organizations, development of trainers and systems of operation in relation to BTECH. Affiliate organizations supported included: UK, Switzerland, Holland, Norway, Sweden, Australia, New Zealand.
- Represented Behavioral Tech at conferences by presenting and managing booth exhibits.

### **Interviewer - The School of Social Work, University of Washington; Seattle, WA; 1/98 – 1/99**

- Interview participants on sensitive and confidential information regarding HIV, sexual behavior and substance abuse.
- Responsible for the enrollment, retention and tracking of participants, data collection, and logistics coordination.
- Primary liaison between collaborating community agency and the research staff.

### **Field Operations Manager - Toll Free Cellular Inc.; Seattle, WA; 7/95 – 12/97**

- Developed and managed operational processes for field sales, establishing systems, procedures and controls.
- Responsible for the set up and establishment of 22 home offices, managing HR, IS, Operations, Sales and Marketing requirements to ensure the efficient and consistent roll out and orientation of new sales representatives.
- Represented the sales department's requirements in the launch and implementation of 9 new markets.
- Acted as primary contact at corporate headquarters for remote sales offices, providing communication, problem solving and support.

### **Inside Sales Representative - Starbucks Coffee Company; Seattle, WA; 7/94 - 7/95**

- Responsible for incremental sales to existing wholesale accounts.

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- Managed customer needs, in a high pressure, fast paced environment.
- Provided training, quality assurance and consultative education to current and potential customers.
- Corporate contact and direct support to Meida Coffee Company LTD., Starbucks' first joint venture in China.

## **Operations Manager - Uncle Russ Hong Kong, LTD.; Hong Kong; 3/94-7/94**

(Leave of Absence from Starbucks for International Experience)

- Responsible for daily operation and management of 4 retail locations and 15 direct reports, including hiring, training, scheduling quality assurance, and consistency.
- Implemented a public relations campaign to increase consumer awareness of specialty coffee and Uncle Russ HK LTD.
- Developed and managed compensation and incentive systems, employee performance reviews and corrective action plans.

## **Account Sales Representative - Starbucks Coffee Company; Seattle, WA; 11/93 - 3/94**

- Responsible for profitability of wholesale and restaurant accounts of the eastside territory (I-5 corridor to Idaho border), generating new sales and increasing business with current accounts.
- Manage marquis accounts, serving as marketing, sales and product consultant.
- Serviced and maintained 120 accounts, balancing brand equity and quality assurance.

## **Public Relations/Marketing Assistant - Starbucks Coffee Company; Seattle, WA; 6/93 - 11/93**

- Coordinated a variety of public relations and community outreach programs, on a national scale, to generate awareness and enhance Starbucks' image in local communities.
- Coordinated Starbucks' national sponsorship of the 1993 Kenny G *Breathless* Tour.
- Hosted the Grand Opening Celebration of the Starbucks Kent Roasting Plant.

## **Research Analyst - The Parenting Clinic, University of Washington; Seattle, WA; 2/91 - 6/92**

- Part of a team that developed a systematic coding system for a long-term research project dealing with conduct-disordered children and their parents. Identified communication patterns and formulated a complete problem-solving checklist. Non-paid, worked for credit.

## **EDUCATION**

**Masters of Adult Education** - Seattle University, Seattle, WA; December 2001

**Bachelor of Science of Psychology** - University of Washington; Seattle, WA; June 1992

## **RECENT PRESENTATIONS**

### **“Uptake and Implementation: What it Takes from Exploration to Implementation”**

Cluster Host: Helen Best, M.Ed.

Global Implementation Conference; Washington, DC; August 2011

### **“The Importance of an Effective Implementation Team – Learning from Failure”**

Helen Best, M.Ed. and Shari Manning, Ph.D.

Seattle Implementation Research Conference (SIRC); Seattle, WA; October 2011

### **“Bringing Implementation Science to Forensic Systems: Strategies for Successful Implementation of Evidence Based Practices”**

Helen Best, M.Ed., Michele Galietta, Ph.D., and Shari Manning, Ph.D.

International Association of Forensic Mental Health Services Annual Conference; Miami, FL; April 2012

### **“The Dialectics of Implementing Evidence Based Practices in Correctional Facilities”**

Helen Best, M.Ed. and Shari Manning, Ph.D.

John Jay College of Criminal Justice International Conference Global Perspectives on Justice, Security and Human Rights; New York, NY; June 2012

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## **SAMPLE MULTI-YEAR IMPLEMENTATION INITIATIVES WHICH I HAVE PROJECT MANAGED (2001-PRESENT)**

- Allegany County – PA (3 years)
- Value Options, Maricopa County – AZ (2 years)
- Florida Department of Children and Families (FDCF) – FL (2 years)
- NY Office of Mental Health – NY (2 years)
- Inner Harbour – Atlanta, GA (2 year)
- Shiawassee County Community Mental Health – MI (3 years)
- Three County Community Mental Health Services (Berks, Chester, & York Counties) – PA (2 year)
- Counties Manukau District Health Board – New Zealand (5 years)
- Ministry of Health Workforce Development Project (MHWDP) New Zealand – start of international affiliate organization (3 years)
- Pennsylvania State Hospitals – PA (2 years)
- St. Joseph's Healthcare Hamilton – Ontario Canada (7 years)
- Center for Child and Adolescent Mental Health Eastern and Southern Norway (R.BUP) – Development of Research teams for Randomized Controlled Trial of DBT for Adolescents – Norway (2 years)
- University of Oslo, Norway – start of international affiliate organization – Norway (5 years)
- Ministry of Children & Family Development (also listed as University of B.C and Simon Fraser University) (7 years)
- Mental Health & Substance Abuse Administration Michigan Department of Community Health – MI (4 years)
- Connecticut Department of Children and Families – CT (3 years)
- Office of Children's and Family Services – NY (5 years)
- Chester, Montgomery, Delaware Counties in collaboration with Magellan Behavioral Health and Community Care Behavioral Health (2 years)
- Selkirk Mental Health Center (3 years)
- Thunder Bay Children's Centre (2 years)

## **SAMPLE OF COLLABORATIVE IMPLEMENTATION INITIATIVES (2001-PRESENT)**

- Arizona Department of Health - AZ
- Sheppard Pratt Hospital - MD
- Porter Adventist Hospital - CO
- Park Center, Inc - IN
- Su Vida - NM
- San Francisco Dept. of Public Health - CA
- Summit Pointe - MI
- Oakland County CMHC - MI
- Beckman Center for Mental Health Services - SC
- St. Joseph's Regional MHC - London, ON
- Psykiatri Centrum Karolinska - Sweden
- Hillside, Inc - GA and NY
- National Education Alliance for Borderline Personality Disorder (NEABPD) - NY
- Fairfax-Falls Church Community Services Board, Office of Mental Health Services (CSB) - VA
- Community Based Care of Brevard - FL
- Washtenaw County Community Support and Treatment Services - MI
- Project Transition - PA
- Valley Mental Health/Primary Care Family Therapy - UT
- Onondaga County - NY
- Peachford Hospital - GA
- Clermont Counseling - VA
- Turning Point, Inc. - MI
- Loma Linda University - CA
- Westchester Jewish Community Services – NY
- Amberwing Child and Family Services – MN