

Michael Panisak

Chief Financial Officer

PROFESSIONAL EXPERIENCE

Chief Financial Officer, CFG Health Systems, LLC

Proactively advises and educates management on all aspects impacting CFG's financial operations. Manages, plans and organizes the financial operations of CFG including: financial planning, budgeting, analysis and revenue cycle functions. Develops, interprets, coordinates and communicates policies on finance, accounting, budgeting, insurance, financial/accounting systems, internal controls and auditing. Facilitates organization-wide strategic financial planning and resources allocation. Communicates financial information to Senior Management as well as to Divisional Leadership. Manages CFG's Finance, Accounting and Billing staff. Organizes and maintains an effective system of accounting that is aligned with CFG's strategic plan. Presents recommendations to CFG's management with respect to costs, charges, rates, etc. Collaborates with Senior Management and Divisional Leadership on the creation and implementation of policies, operations and objectives.

Chief Operating Officer/Chief Financial Officer (Independent)

Responsible for fiscal operations, financial statement preparation and administration of accounting practices to the Board of Directors and the Finance Committee. Responsible for a 100% increase in EBITDA from prior year and delivered revenue growth of 7%. Managerial responsibility for Accounting, Payroll, Human Resources, Materials Management, Business Office, Reimbursement, HIM, IT, Dietary and Environment of Care. Advised CEO on business strategies, financial models, strategic revenue stream development and tactical partnership identification. Responsible for formulation of operating budget, establishing fiscal responsibility and performance indicators for all department directors. Proactively identified budget variances and recommended effective solutions to improve performance. Led HMS IT system implementation. Completed year-end audit and restored financial credibility. Established a 5 business day month-end close process. Developed daily dashboard and weekly forecasts for Management Team. Conducted daily rounds in all departments to monitor patient volume and insure appropriate staffing levels. Implemented internal controls to assure integrity of financial information. Interacted with all levels of staff to ensure management of expenditures and cost effectiveness. Responsible for all aspects of mergers and acquisitions and capital planning. Established policies and procedures that reflected superior customer service standards and allegiance.

Community Health Systems

- **Assistant Chief Financial Officer, WVHCS (Division of CHS) Community Health Systems (Fortune 500 Company)**
(392 Bed Hospital, 106 Bed Psychiatric Hospital, 50 Bed Skilled Nursing Facility, 80 Unit Retirement Home, Residency Program) \$1B in Revenue

- **Assistant Chief Financial Officer, Phoenixville Hospital (Division of CHS)**
(147 Bed Hospital, 25 Bed Outpatient Surgery Center) \$800M in Revenue
Led central financial planning and analysis team supporting CEO, CFO and SVP in acquisition of new hospital and other entities.
Transformed system from a non-profit to a for-profit institution.
Shortened month-end financial process from 14 to 5 days.
Achievement of operational efficiencies in clinical, ancillary and physician practices.
Directly supervised Accounting, Payroll, Materials Management, Business Office, IT and HIM.
Assisted in strategic long-term planning to meet current and future goals.
Prepared financial projections.
Identified/corrected financial reporting discrepancies to comply with external regulations.
Analyzed departmental operating budgets and conducted monthly meetings with managers.
Prepared ROI's for departmental requests.
Assessed feasibility of capital expenditures.
Conducted review of revenues and expenses to ensure operational efficiency.

Blue Mountain Healthcare System

- **Corporate Assistant Controller, Blue Mountain Healthcare System, Blue Mountain Healthcare System**
(105 Bed Hospital, 24 Bed Psychiatric Hospital, 70 Bed Hospital, 50 Bed Assisted Living) \$300M in Revenue
Supervised the fiscal operating results, financial reports and statements of the system.
Chairperson of cost containment to ensure proper utilization of financial resources in order to maintain profitability and enhance revenues without compromising quality of services.
Directed, coordinated and motivated staff to ensure established objectives and standards were met.
Directed and supported all activity associated with external auditors.
Researched and obtained a \$200K grant.
Led Siemens IT system implementation.
- **Controller, Palmerton Hospital, PA (Division of Blue Mountain Healthcare System)**
(70 Bed Hospital, 50 Bed Assisted Living) \$53M in Revenue
Approved all Capital Requests & Purchase Orders prior to processing.
Performed due diligence and feasibility study in reference to purchasing bonds.
Prepared annual Operational and Capital Equipment Budget.
Monitored progress of key metrics.
Led Meditech IT system implementation.

Assistant Controller, Gans Multimedia

Supervised accounts payable and accounting department.
Researched contracts to verify terms and conditions.
Coordinated the preparation of journal entries necessary to close the general ledger each month.
Prepared financial statements and reconciled bank accounts for multiple companies.

EDUCATION

Bachelor of Science, Accounting/Business Administration, Bloomsburg University



Ken Wolstenholme

Director of Information Technology Services

PROFESSIONAL EXPERIENCE

CFG Health Systems, LLC, Director of Information Technology Services

Plans and implements additions, deletions and major modifications to supporting infrastructure, company-wide, in coordination with corporate leadership.

Oversees the implementation and maintenance of network security at all levels of the organization.

Anticipates future network needs and identifies proactive solutions to satisfy both internal and customer needs.

Oversees the planning and management of the company's telephone system and manages company-wide upgrade efforts.

Manages all IT Department staff.

Holds departmental meetings to review strategic goals and initiatives and promote team-building, while working to provide opportunities for staff members' growth.

Provides day-to-day supervision, conducts performance appraisals and delegates work assignments for all IT personnel.

Assists in recruiting, hiring and providing appropriate training for IT support staff.

Oversees the development, design and implementation of new applications and changes to existing computer systems and software packages.

Responsible for the ordering, acquisition, inventory and disposition of all hardware and software.

Serves as primary contact with outside vendors in the generation of proposals, bids, contracts, agreements and other major vendor interactions for both systems operations and routine maintenance.

Maintains the integrity and continual operation of the IT network, including the teleconferencing infrastructure.

Ensures the continual functioning of mission critical operations.

Maintains security and privacy of the information systems, communication lines and equipment.

Develops, installs and monitors on-going user support systems, such as Help-Desk functions, training curricula and consulting services for CFG staff and managers.

Develops, reviews and certifies all back-up and disaster recovery procedures and plans.

Oversees the IT Department's budget and all IT-related purchasing.

Works with the Finance Department in budget development.

Holds responsibility for capacity planning and for scheduling vendor negotiations related to IT issues.

Apex IT Group, Technology Consultant

Provided vCIO services to over 20 clients.

Managed strategic planning for clients, the annual budget and oversaw Technology Steering.

Provided third-party IT vendor management.

Aligned clients' business requirements with technology in use.

Guaranteed customer satisfaction.

Met customer expectations.

Saladworks, LLC, IT Director

Managed all areas of IT, including: LAN/WAN infrastructure, Telecom, IDS, Cisco ASA Firewall, public and private websites, Windows servers, IT budget, PCI compliance, POS (Micros) support, network security, and IT strategic planning.

Upgraded Exchange 2007 to Exchange 2010.

Upgraded Windows 2003 domain to Windows 2008 R2 (64 bit).

Negotiated WAN services with greater bandwidth, at a lower cost.

Migrated from premise phone system to hosted VoIP.

Upgraded WAN circuit from bonded T1 to Comcast EPL.

Bancroft Neurohealth, Senior Director of MIS

Oversaw and managed the allocation of a \$1.6 million budget for the entire organization, including the E-Rate Funding process.

Streamlined daily operation of a 12-member MIS Department and ensured coordination and efficiency of 2,000+ staff members working in 90 locations throughout New Jersey, Delaware and Pennsylvania.

Directed and coordinated functions associated with routers, switches, MPLS, T1, DS3 and EPL (VON) lines, VoIP, and traditional Telecom systems.

Carried out additional responsibilities as the appointed Security Officer in charge of all standard network security issues, including HIPAA compliance.

Oversaw more than a dozen vendor and VAR contracts.

Was Project Manager in charge of acquiring a new EMR system for the entire organization and acted as liaison with the State of New Jersey in developing a State-sponsored HIE.

Upgraded three main locations from hosted PBX to premise-based VoIP system (Siemens HiPath 4500 and Cisco CME).

Spearheaded the successful consolidation of 38 separate technology budgets under a single budget and ensured cost-efficiency of all purchases made within the MIS Department.

Enabled the Department to receive salary reimbursement from the New Jersey DOE by restructuring MIS Technical Support staff.

Improved company-wide IT operations by instituting an MIS-wide work order tracking system, which was adapted as the core for all MIS operations.

Joined disparate EHR systems under a single, upgraded EHR (MS HEALTH CMHC5)

Firstrust Bank, Network Operations Manager

Oversaw a staff of six and managed IT infrastructure for 26 branch locations/offices throughout Pennsylvania and New Jersey.

Managed eight vendor contracts and maintained functional reliability of 28 servers responsible for running all of the company's critical applications.

Initially served as Network Administrator, but was promoted to AVP in 3.5 years.

Directed the merger of three, separate networks using two different network operating systems to a single Windows-based system.

Reduced operational costs and enhanced service by replacing an outsourced Help Desk with an in-house Service Desk.

Efficiently integrated purchased materials within the core network.

Vantage Custom Classics, Help Desk Manager

Led a department with four staff members while ensuring efficiency in supporting Windows and Novell network administration.

Functioned as a Network Engineer responsible for the proficient oversight of network switches and cabling.

Designed efficient technology for an additional site - including cabling, switches and the Server Room DMARC - upon company purchase of a second location.

Initiated the standardization of all desktops to Windows 98 to enable USB support and prepare users for Windows 2000, resulting in improved operations.

Department of the Air Force (USAF), Air Reserve Technician

Served as a Flight Line and Squadron Technician, supporting aircraft mounted computer systems, as well as desktop computers and terminals.

EDUCATION AND CREDENTIALS

Kennedy Western University, Agoura Hills, CA, BS – Management Information Systems

The Community College of the Air Force, Maxwell Gunter AFB, AL, AAS – Aircraft Computer Systems and Maintenance Technology

Non-Commissioned Officer Leadership School and Non-Commissioned Officer Academy,
McGuire AFB, NJ
Secret Security Clearance, 1987-1998

CERTIFICATION

ISACA: Certified Information Security Manager (CISM)
Microsoft: Microsoft Certified Technology Specialist (MCTS)
Microsoft: Microsoft Certified System Engineer for Windows 2008, 2003, 2000 (MCSE)
ISACA: Certified in Risk and Information Systems Control (CRISC)
CompTIA: Network+, A+

PROFESSIONAL TRAINING

Microsoft Systems Management Server (2003-2007)
Kronos WFC 6.0 Administration (2007)
Computer Associates International Course on Brightstor ArcServe Backup Windows (2002)
USAF Leadership and Performance Management Course (1997)

AWARDS AND HONORS

Microsoft "Early Achiever" Award (2003)
Letter of Recognition-USAF (1998)
Desert Storm Veteran (1997)
Department of the Air Force, Air Force Achievement Medal (1996, 1994)
USAF Certificate of Appreciation, Distinguished Graduate, NCO PREP School (1989)

AFFILIATIONS

CompTIA: Subject Matter Expert
ASAH (www.ASAH.org): Chairman, Technology Plan Committee



Luanne Ramsey

Executive Director of Recruitment

PROFESSIONAL EXPERIENCE

Executive Director of Recruitment, CFG Health Network - Marlton, NJ

- Develop, lead and execute talent acquisition strategies for all CFG operations
- Liaise with key internal stakeholders
- Develop strategic sourcing plans for open positions and build relevant pipelines
- Provide data analysis and create reports and metrics documenting Recruiting Team efforts
- Research competitive markets
- Establish vendor relationships and contracts and manage related budgets
- Assess and make recommendations on existing systems and processes, looking to streamline and improve current practices
- Build talent databases, company brand and recruitment resources across all corporate provider networks, increasing talent flow

Corporate Human Resources Director, Reliant Senior Care, LLC – Crum Lynne, PA

- Provided direct leadership to a team of twelve and indirect leadership to 38 HR staff members, including three Regional Directors and one PR Director
- Provided payroll oversight across the entire business enterprise
- Developed a three-year strategic HR plan for 23 locations and 2,700 employees
- Saved the company \$240,000 in the first year of employment
- Orchestrated centralized payroll functions company-wide, improving SOX compliance
- Initiated a Talent Acquisition Department
- Sourced, selected and implemented an ATS system (ICIMS)
- Reduced external staffing costs to \$0 in one year
- Centralized hourly nursing staffing contracts
- Reviewed and revised existing contracts
- Launched an internal software system for nursing staffing/scheduling that significantly decreased incidental and regular overtime hours and established parameters for hours worked in compliance with ACA requirements
- Established a 24-hour HR hotline for employee suggestions and concerns
- Oversaw benefits and the open enrollment process across six different open enrollment periods
- Served as the primary resource for the Executive Team in benefits matters and the main point of contact for benefits brokers
- Reduced benefit costs by more than \$30,000 by eliminating reimbursement for employees electing to waive the company benefits offered
- Oversaw communications, contract negotiations, contract renewals, grievances, arbitration and NLRB charges for eight different unions
- Served as primary responder/defense for all PHRC/EEOC matters
- Worked with legal counsel on all labor disputes
- Provided oversight for worker's compensation, reducing the number of claims filed by assessing preventable accidents
- Provided all OSHA prevention/loss reviews and reports
- Developed a plan for reducing unemployment costs and claims
- Ensured compliance with FMLA, COBRA and industry-specific regulatory boards
- Established a third party vendor for FMLA administration
- Trained line leaders and managers in the performance evaluation process

Designed and delivered training that covered sexual harassment, PIPs, ACT 102, corrective actions and adequate documentation for all regional HR Directors
Developed employee engagement programs
Negotiated with relevant parties to avoid unionization and decentralization

Talent Acquisition Manager, Wesley Enhanced Living – Philadelphia, PA

Coached hiring managers, building competence in their BEI interviewing techniques
Created and oversaw recruitment strategies
Developed plans for accessing passive talent sources
Oversaw recruitment metrics, reports for Senior Management, vacancy rates and turnover rates
Drove branding initiatives to establish the company's footprint on social media and with recruitment sources
Provided training on new hire orientation, benefits review, policy interpretation, the performance review process, corrective actions, PIPs and terminations
Oversaw management of external vendors, significantly reducing direct hire fees in the first eight months on the job
Oversaw company-wide recruitment and advertising budgets
Implemented an electronic recruitment database (ADP)
Provided workforce design
Conducted unemployment and worker's compensation quarterly reviews
Made all executive hires
Developed new policy
Revised the Employee Handbook
Participated in special projects, as requested

Independent Consultant, Dave Fleck and Associates - Bridgewater, NJ

Functioned as Vice President

Independent Consultant, Modern Think – Wilmington, DE

Facilitated business development opportunities for an employee survey company in the higher education industry

Business Owner, Ramsey Search Associates – Fairless Hills, PA

Sole proprietor of an HR direct hire staffing firm

Executive Recruiting Direct Hire Manager, SNI Company – Philadelphia, PA

Oversaw business development

Business Development Director, The Rosen Group – Cherry Hill, NJ

Generated over \$800,000 in new revenue in one year

Independent Contractor, Johnson and Johnson (ITS Division) – New Brunswick, NJ

Assisted in design and deployment of a large-scale restructuring of the company's consolidated data centers
Partnered with the global team
Provided support to VPs and multiple Division Directors in redesigning their business units
Collaborated with internal counsel to craft severance packages

Recruiter/Generalist/Employee Relations Manager/HR Manager, Robert Wood Johnson University Hospital– Hamilton, NJ

Eliminated vacancies and high turnover rates in three areas

Developed nursing externships and internships, recruitment of foreign nurses and similar programming
Significantly reduced the use of external nursing agencies and related spending
Oversaw advertising and the budget for the Recruitment Department
Established contracts with recruitment vendors
Served as a presenter for new hire orientations
Managed tuition reimbursement
Assisted the Benefits Department
Created employee awards
Designed employee applications
Oversaw JCAHO preparedness efforts
Ensured regulatory compliance
Developed HR policies
Communicated new HR policies to Department Heads and union leadership teams
Revised the Employee Handbook
Managed labor contracts, employee grievances, arbitration and contract renewal
Performed corrective actions and employee terminations
Provided training for all Department Heads that focused on documentation, corrective actions, sexual harassment and performance management
Served as the point of contact for external counsel concerning wrongful discharge cases
Oversaw unemployment compensation
Assisted the Benefits Manager with provision of FMLA, COBRA and worker's compensation
Developed cultural programming
Initiated a Diversity Committee that received national recognition and was honored by the local SHRM chapter
Wrote the "Staffing" and "Diversity" sections of the company's Malcom Baldrige application
Served as Ambassador to the NIST office

EDUCATION

SPHR program and certification, Villanova University, Villanova, PA
Nursing, Bucks County Community College, Newtown, PA



Matthew C. Konstance

Director of Human Resources

PROFESSIONAL EXPERIENCE

Director of Human Resources, Center for Family Guidance, P.C. /CFG Health Systems, LLC

Directs and leads all Human Resources and recruiting-related needs to an organization comprised of five companies with a total of over 850+ employees.

Develops, implements, establishes and revises policies, procedures and practices.

Oversees labor relations with bargaining units.

Participates in collective bargaining.

Acts as liaison between the company, insurers and attorneys regarding legal issues, such as malpractice and employee suits.

Counsels managers on matters such as hiring, discipline and performance evaluations.

Employee relations.

Develops, monitors and enforces position control to ensure that managers remain compliant with established budgets.

Develops and implements recruitment and retention policies, practices and procedures.

Ensures that all representatives of the organization are educated on and remain compliant with all local, State and federal employment laws.

Negotiates with insurance brokers to obtain the most cost-effective benefits packages and presents packages to Senior Management for review.

Director of Human Resources, Suray Promotions, Inc.

Charged with building a dedicated Human Resources Department.

Developed company's initial policies & procedures.

Identified and implemented payroll/HRIS system.

Recruitment .

Identified and procured contacts for health insurance, dental insurance, life insurance, workers' compensation and 401(k).

Director of Human Resources, Southern Jersey Family Medical Centers, Inc.

Acted as a one person HR Generalist for a staff of over 150.

Provided all recruitment and retention activities.

Developed and conducted new hire orientations.

Conducted benefits enrollment and counseling.

Employee relations.

Developed, implemented, established and revised policies, procedures and practices.

Established a Position Control procedure to ensure that all managers remained compliant with budgets.

Provided counsel to managers regarding hiring, discipline and performance evaluations.

Negotiated with insurance brokers to obtain the most cost-effective benefits packages and presented packages to Senior Management for review.

Director of Human Resources, The Lester A. Drenk Behavioral Health Centers, Inc.

Built a comprehensive Human Resources Department from what was once the part-time responsibility of an Executive Assistant into a fully functional resource servicing over 250 employees.

Provided all recruitment and retention activities.
Developed and conducted new hire orientations.
Conducted benefits enrollment and counseling.
Employee relations.
Developed, implemented, established and revised policies, procedures and practices.
Established a Position Control procedure to ensure that all managers remained compliant with budgets.
Provided counsel to managers regarding hiring, discipline and performance evaluations.
Negotiated with insurance brokers to obtain the most cost-effective benefits packages and presented packages to Senior Management.

Broker Commissions Coordinator, Independence Blue Cross

Oriented new brokers to IBC's processes.
Trained existing brokers on IBC's policies, procedures and practices.
Processed monthly payments to insurance brokers.

EDUCATION

Master of Science in Human Resource Management, Holy Family College, 2002
Bachelor of Arts in Management/ Marketing, Holy Family College, 1997

ORGANIZATIONS

Society for Human Resources Management (SHRM)
Board of Directors, Medford Lakes Colony Club



Jeanine P. Miles MS, LPC

Director of Business Development and Training

PROFESSIONAL EXPERIENCE

Director of Business Development and Training, CFG Health Systems, LLC,

Develop and implement various new healthcare/behavioral health programs throughout New Jersey and Pennsylvania including outpatient, school based programs, partial hospital, community based partial care and correctional and juvenile justice programs.

Fiscally responsible for multi-million dollar contracts.

Responsible for entire organization's public relations and marketing efforts, generating growth of over \$12 million in patient services and new contracts for organization.

Management of Development including: grant writing, responding to requests for proposals and research.

Management of eight programs and 12 Program Directors in Staffing, Retention, Program Development and Policy and Procedures.

Created and implemented Employee Orientation Guide and Policies and Procedures for entire organization.

State Wide Mental Health Director, Correctional Medical Services (CMS)

Developed and implemented new mental health program for 14 state correctional facilities.

Liaison to the NJ State Department of Corrections.

Statewide public speaking and education engagements.

Developed and implemented statewide policies and procedures.

Budgetary responsibilities - \$10 million minimum.

Long-range planning.

CQI .

Responsible for overall operations and staffing of approximately 250 full-time equivalents.

Director/Director of Clinical Operations, Rainbow Healthcare Associates

Adult Intensive Outpatient Mental Health Program, South Jersey Behavioral Health Resources

Adult Behavioral Health Program, Allegheny – Rancocas Hospital

Managed the development and implementation of partial hospital program from inception including building construction, staffing, training, policies and procedures.

Marketing, public relations, community education, public speaking.

Managed care contracts - Medicare & Medicaid billing.

Budgetary responsibilities.

Long-range planning

Quality Assurance/Program Evaluation.

Executive Director, Danbury Regional Commission on Child Care, Rights and Abuse, Inc

Management of programs and the development of new services.

Grant writing, fundraising, public relations and long-range planning.

Development of policies and procedures.

Liaison and direct reporting relationship with the Board of Directors.

Managed the development and administration of the annual budget.

Recruitment, staffing, training, retention, employee policies and procedures.

Director of Adult Services, St. Luke's Community Services Inc.

Gilead House

Women's Housing Program and Adult Transitional Living Program

Managed budget of \$1.2 million.

Managed staff of 30 employees including recruitment, training, staff development and retention.

Managed grant writing

Oversaw day-to-day operations of each of the three programs.
Budgeting/implementing and coordinating organizations policies and procedures.

Social Worker, Wilton Meadows Health Care Center

Provided social services to the elderly and their families.
Conducted individual and group counseling.
Case Management (including Medicare and Medicaid procedures), admissions and discharges.

Residential Counselor, Options, Mental Health Association of Connecticut

Provided mental health services to individuals with emotional, psychological and economic difficulties associated with chronic mental illness in a residential setting.
Case Management, education and life skills training.
Economic development.

Medical Social Worker, Medical Center of Delaware

Assisted patients with emotional, psychological and economic difficulties associated with serious illness and consequent hospitalization.
Provided case management and supportive counseling to patients and families.

EDUCATION

LPC Licensed Professional Counselor
Master of Science, Counseling
Western Connecticut State University, Danbury, CT.
Bachelor of Science, Human Resources , University of Delaware





THE STATE OF NEW JERSEY

DEPARTMENT OF LAW & PUBLIC SAFETY

DIVISION OF CONSUMER AFFAIRS

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Steve C. Lee
Director

License Information

Accurate as of December 01, 2016 11:09 AM

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Name: JEANINE PELLICANO MILES

Address: MARLTON,NJ

Profession/License Type: Marriage and Family Therapy,Professional Counselor

License No: 37PC00210700

License Status: Active

Status Change Reason:

Issue Date: 5/24/1999

Expiration Date: 11/30/2018

For more information contact the New Jersey State Alcohol and Drug Counselor Committee (973)504-6369