

## GRHHN Spotlight:

Shannon Smith, Program Specialist



Staff at both GRHHN and at our Affiliated Care Management Agencies know who to contact when they need information – Shannon Smith.

Shannon is involved in nearly every aspect of GRHHN’s work and says she enjoys the diversity.

“I really enjoy doing a bit of everything here at GRHHN. I help support the Intake Department with referrals and staffing the phone line; I monitor the Intake email; I assist Care Management Agencies when needed and I also provide

administrative support to Peter Bauman, Senior Director at GRHHN,” Shannon explained.

Shannon has been with GRHHN nearly a year and a half and continues to take on new responsibilities, making her invaluable to the GRHHN team. Shannon supports the System Transformation and Community Investment (STACI) program. The program is facilitated by the Finger Lakes Performing Provider System (FLPPS) and targets high risk populations with the goal of reducing the cost of care and improving health outcomes and disparities in care.

Shannon’s role has provided her with a unique view of the dynamic changes that have taken place at GRHHN over the past 12-18 months.

“I’ve seen the growth of the Quality Team here at GRHHN with the use of the tele-dashboards as well as the growth and support of the Learning Management System (LMS). The trainings and support we provide to our Care Management Agencies has been incredible,” Shannon said.

Prior to GRHHN, Shannon worked for the ARC of Wayne as an Employment Habilitation Coordinator. She supported welfare to work initiatives and coordinated access to vocational rehab programs. Shannon received her Master’s degree in Nonprofit Management from Regis University.

Shannon is married and lives in Canandaigua with her dog Finn and cat Nala.

To reach Shannon Smith call 585-239-9303 or email her at [Shannon\\_Smith@flpps.org](mailto:Shannon_Smith@flpps.org)