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OFFICE OF THE  
SECRETARY

MURIEL BOWSER

MAYOR

SEP 21 2017

The Honorable Phil Mendelson  
Chairman  
Council of the District of Columbia  
John A. Wilson Building  
1350 Pennsylvania Avenue NW, Suite 504  
Washington, DC 20004

Dear Chairman Mendelson:

In accordance with section 2 of the Confirmation Act of 1978, effective March 3, 1979 (D.C. Law 2-142; D.C. Official Code § 1-523.01 and pursuant to section 217 of the District of Columbia Health Occupations Revision Act of 1985, effective March 10, 2004 (D.C. Law 15-88; D.C. Official Code § 3-1202.17), I am pleased to nominate the following person:

Ms. Jennifer Novak  
636 14th Place NE #2  
Washington, DC 20002  
(Ward 6)

for reappointment as a marriage and family therapist licensed in the District member of the Board of Marriage and Family Therapy, for a term to end January 3, 2021.

Enclosed, you will find biographical information detailing the experience of the above-mentioned nominee, together with a proposed resolution to assist the Council during the confirmation process.

I would appreciate the Council's earliest consideration of this nomination for confirmation. Please do not hesitate to contact me, or Steven Walker, Director, Mayor's Office of Talent and Appointments, should the Council require additional information.

Sincerely,

A handwritten signature in black ink, appearing to read "Muriel Bowser", written over a large, stylized flourish that extends downwards and to the right.

Muriel Bowser

  
Chairman Phil Mendelson  
at the request of the Mayor

A PROPOSED RESOLUTION

IN THE COUNCIL OF THE DISTRICT OF COLUMBIA

Chairman Phil Mendelson, at the request of the Mayor, introduced the following resolution,  
which was referred to the Committee on \_\_\_\_\_.

To confirm the reappointment of Ms. Jennifer Novak to the Board of Marriage and Family  
Therapy.

RESOLVED, BY THE COUNCIL OF THE DISTRICT OF COLUMBIA, That this  
resolution may be cited as the "Board of Marriage and Family Therapy Jennifer Novak  
Confirmation Resolution of 2017".

Sec. 2. The Council of the District of Columbia confirms the reappointment of:

Ms. Jennifer Novak  
636 14th Place NE #2  
Washington, DC 20002  
(Ward 6)

as a marriage and family therapist licensed in the District member of the Board of Marriage and  
Family Therapy, pursuant to section 217 of the District of Columbia Health Occupations  
Revision Act of 1985, effective March 10, 2004 (D.C. Law 15-88; D.C. Official Code § 3-  
1202.17), for a term to end January 3, 2021.

Sec. 3. The Council of the District of Columbia shall transmit a copy of this resolution,  
upon its adoption, to the nominee and to the Office of the Mayor.

Sec. 4. This resolution shall take effect immediately.

## Jennifer “Niki” Novak, LMFT, LPC

### Summary of Qualifications

- Strong training skills, including curricula development, public speaking, presentations, and coaching
- Clinician with strong clinical experience and commitment to recovery-focused practice and evidenced-based models
- Superior communication skills: written and verbal

### Professional Experience

#### Director of Evidence Based Practices

##### *Green Door Behavioral Health (January 2016-Present)*

- Identify and prioritize training needs of employees across programs
- Develop, implement, and monitor training across departments according to agency training plan
- Organized and launched Relias Learning Management System (LMS) in June 2016, developing new hire and annual training curricula
- Manage, schedule, and coordinate onsite/offsite trainings through Relias Learning Management System (LMS)
- Evaluate and track training outcomes
- Chair training committee and lead monthly meetings
- Work in collaboration with Billing, QI, and Compliance to develop and implement behavioral health Quality Assurance processes as required by Department of Behavioral Health (DBH)
- Provide short-term therapy for adults in individual, group, or family therapy
- Provide individual and group clinical supervision to counselors and interns weekly

#### Marriage and Family Therapist

##### *DC Counseling and Psychotherapy (July 2012-Present)*

- Practice individual, couple, and sex therapy
- Utilize Bowen family therapy theory in addition to cognitive behavioral therapy and motivational interviewing techniques

#### Director of Training and Quality Improvement

##### *Pathways to Housing DC (March 2014-January 2016)*

- Managed and coordinated Pathways to Housing DC Staff Training Program
- Designed and created training materials and presentations for Pathways to Housing DC Staff Training Program
- Conducted monthly orientation trainings to on-board new staff
- Coordinated and lead quarterly and yearly trainings for existing staff of 90 employees
- Developed and monitored employee training check-list to ensure compliance with DBH standards of care
- Supervised the QI Department to ensure that services provided to consumers, across all teams and programs, were consistent with quality standards, appropriately documented, securely stored, monitored, and evaluated to promote compliance, innovation, and excellence
- Coordinated internal and external quality audits (note review, claims, supervision), conducted in partnership with Quality Assurance (QA) Specialists
- Supervise team of QA Specialists
- Oversaw delegation of routine auditing and oversight per DBH Claims Audit Tool, and clinical care guidelines
- Chaired quarterly Critical Incident Review and participated in Safety Committee, ensuring compliance with tracking and investigating Incident Reports (MUI, UI, MRR)
- Attended Quarterly Quality Council meetings and oversaw coordination with DBH on Quality Improvement Initiatives
- Conducted individual therapy and crisis management through participation in on-going Leader on Duty rotation

**Assertive Community Treatment Team Leader**

*Pathways to Housing DC (April 2012-March 2014)*

- Provided clinical supervision and managed multidisciplinary staff in developing person-centered treatment plans, completing Medicaid documentation and achieving productivity
- Successfully managed team operations in a fast-paced environment while ensuring a high degree of service to clients
- Oversaw and managed client representative payee accounts in accordance to individual budgets
- Monitored current literature in psychology, psychiatry, behavioral health, public health and the social sciences in an ongoing basis to implement best practices
- Developed systems utilized by team to prioritize needs of highly vulnerable consumers
- Conducted individual therapy and crisis management—generating a minimum of 2 hours of Medicaid billable services daily
- Prepared daily written documentation of services using an electronic health record database
- Utilized strong analytical skills to analyze, evaluate and improve the efficiency of internal administrative procedures and resolve complex matters regarding ACT program operations
- Coordinated services between agency departments and community resources/providers in order to best serve clients while implementing housing first mission

**Assertive Community Treatment Assistant Team Leader**

*Pathways to Housing DC (January 2012-April 2012)*

- Assumed team leader duties in the absence of team leader
- Provided outreach, counseling, crisis management, case management, and advocacy to consumers as lead member of interdisciplinary ACT team within a housing first framework
- Conducted individual and group therapy—generating 4.5 hours of Medicaid billable services daily

**Assertive Community Treatment Family and Social Specialist**

*Pathways to Housing DC (May 2011-January 2012)*

- Provided outreach, counseling, crisis management, case management, and advocacy to consumers as a member of interdisciplinary ACT team within a housing first framework
- Maintained administrative and clinical documentation in electronic medical record in accordance with HIPAA and DBH standards
- Conducted individual and group therapy—generating 4.5 hours of Medicaid billable services daily

**Education**

Chestnut Hill College, Philadelphia, Pennsylvania

Masters of Science: Clinical and Counseling Psychology~ Concentration: Marriage and Family Therapy

St. Mary's College of Maryland, St. Mary's City, Maryland

Bachelor of Arts: Psychology~ Minor: Women, Gender, and Sexuality

**Certifications and Affiliations**

Licensed Marriage and Family Therapist (LMFT) #000173, Washington DC

Licensed Professional Counselor (LPC) #14426, Washington DC

American Association of Marriage and Family Therapists (AAMFT) (Present)

- Student member since 2011
- Clinical Member 2014
- Approved Supervisor in Training 2016

Department of Behavioral Health Officer Agent

- Certified to complete involuntary commitment application (FD-12)





Executive Office of the Mayor - Office of Talent and Appointments  
John A. Wilson Building | 1350 Pennsylvania Avenue, Suite 600 | Washington, DC 20004

## Jennifer Novak



Jennifer Novak, LMFT, LPC is a licensed Marriage and Family Therapist and licensed Professional Counselor with DC Counseling and Psychotherapy and a current member of the Board of Marriage and Family Therapy.

Ms. Novak is experienced in treating a wide range of psychological concerns using a holistic approach to create a supportive environment in assisting clients in various stages of their lives. In previous roles, Ms. Novak has acted as a director and team leader in behavioral health facilities, providing intensive and evidence-based therapy. More recently, Ms. Novak used an integrated approach including CBT, mindfulness, motivational interviewing, and trauma informed practices. She is a member of the American Association for Marriage and Family Therapy (AAMFT) and has a Clinical Fellow

A Ward 6 resident, Ms. Novak received a Bachelor of Arts in Psychology with a Minor in Women, Gender, and Sexuality from St. Mary's College of Maryland and a Master of Science in Clinical and Counseling Psychology with a Concentration in Marriage and Family Therapy from Chestnut Hill College.



GOVERNMENT OF THE DISTRICT OF COLUMBIA  
Executive Office of Mayor Muriel Bowser



Office of the General Counsel to the Mayor

**To:** Alana Intrieri, Steve Walker  
**From:** Betsy Cavendish  
**Date:** September 11, 2017  
**Subject:** Legal sufficiency review of Resolutions nominating Jennifer Novak and Sylvia Rosario as members of the Board of Marriage and Family Therapy

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**This is to Certify** that this office has reviewed the above-referenced legislation and found it to be legally unobjectionable. If you have any questions in this regard, please do not hesitate to call me at 202-724-7681.

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Elizabeth Cavendish