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Core Competencies

- Cross-Sector Engagement, Collaboration Support and Facilitation
- Large Scale Systems and Social Change Strategy and Implementation
- Strategic Development and Foresight
- Organizational Governance and Strategy Alignment
- Organizational Equity Transformation and Culture Development
- Trauma-Informed Conflict Management and Transformation



Education

Master's Degree in Public Health

University of Minnesota School of Public Health, Minneapolis, Minnesota.

Honors: Degree granted with distinction; Delta Omega Honor Society.

Juris Doctorate Degree

University of Minnesota Law School, Minneapolis, Minnesota.

Honors: Order of the Coif; Dean's List each year; Law Review note and comment editor; Recipient of Judge Edward Devitt Trial Advocacy Award.

Bachelor of Arts Degree (English)

Oberlin College, Oberlin, Ohio.



Employment History

January 2011-Present

Founder, Collective Action Lab

Serving cross-sector collaborations seeking large scale systems and social change. Select initiatives:

- Dementia Friendly America – fostering dementia friendly communities across the nation.
- Mill City Kids – increasing awareness about historical trauma and structural racism as a precursor to any type of systems reform.
- Silos to Circles Connected Communities – working to connect, coordinate, and navigate resources in ways that foster health and well-being for older adults living in rural Minnesota.
- FORESIGHT – seeking to equitably envision and bring about a new future for health and well-being in the United States.

February 1997-December 2010

Principal, Seeking Mastery, LLC

Serving health, long term care, disability and other community nonprofit organizations in strategic and long-range planning, process facilitation, policy development, governance, grant writing, program design, organizational culture design and conflict management.

December 1994-January 1997

Vice President, Center for Healthy Aging, Medica Health Plans/Allina Health System

Supporting Medicare division of managed care health plan, including developing and implementing strategic plan, managing program budget of over \$4 million, developing policy, serving as provider and government liaison regarding Medicare regulatory issues, and overseeing multi-disciplinary team of over 50 individuals: social workers, nurses, customer service and regulatory compliance staff.

July 1993-November 1994

Director, Government Programs Development and Associate General Counsel, Medica Health Plans/Allina Health System

Providing administrative and legal advice regarding Medicare, Medicaid and public health programs as they relate to managed care.

October 1991-June 1993

Health Care Lawyer, Popham, Haik, Schnobrich & Kaufman, Ltd.

Providing legal counsel to managed care and direct service organizations on health care policy, administration and regulation, with special emphasis on Medicare and Medicaid programs.

September 1988-August 1991

Health Care Lawyer, Briggs and Morgan, P.A.

Providing health care administrative legal counsel to physician, hospital, clinic and long term care providers.



Community Commitment

2005-Present

Volunteer Consultant

Annually offering 10% of professional services on a pro bono basis.

January 2017-2018

Board of Directors, Marnita's Table

An organization committed to closing gaps across class, race and culture through the Intentional Social Interaction approach.

August 2013-November 2014

Board of Directors, Ecumen

A nonprofit organization providing senior housing and services.

August 2003-2008

Board of Directors (including Founding Chair), Bright Water Montessori School

A Montessori charter school located in North Minneapolis.

January 1996-December 2004

Board of Directors (including Chair), Metropolitan Area Agency on Aging

A federally authorized agency facilitating community-based services for at-risk elders.



Custom Methodologies

Olivia draws from many disciplines when supporting organizations, including:

Governance

Customized governance orientation and effectiveness program drawing from Dennis Pointer's and James Orlikoff's *The High Performance Board* and Richard Chait's *Governance as Leadership*.

Strategy and Foresight

Unified approach to strategy, outcomes measurement and organizational alignment, drawing from Robert Kaplan's and David Norton's *Strategy Focused Organization* and *Balanced Scorecard*; and strategic foresight, drawing from Richard Lum's *Four Steps to the Future*.

Collective Action, Community Engagement and Participatory Research Disciplines

Community collaboration support using disciplines outlined in collective impact, authentic community engagement and human-centered design approaches (see collectiveactionlab.com/what-we-do).

Organizational Culture, Values and Conflict Transformation

Cohesive communication and conflict management, drawing from D. Stone's, B. Patton's, and S. Heen's *Difficult Conversations*; values development, drawing from Patrick Lencioni's *The Advantage: Why Organizational Health Trumps Everything Else In Business*; and inclusive and equitable cultural norms, drawing from Kenneth Jones' and Tema Okun's *Dismantling Racism: A Workbook for Social Change Groups*.



Accolades

Gerontologist of the Year

Minnesota Gerontologist Society

AARP Hometown Hero

AARP Minnesota

[View Article](#)

Public Health Innovator Award

University of Minnesota School of Public Health

[YouTube Video](#)

Women in Health Care Leadership Award

Women's Health Leadership Trust