

PROFFESIONAL EXPERIENCE

School of Public and International Affairs, Virginia Polytechnic Institute Manager of Applied Research

**Richmond, Virginia
11.2018-Present**

Revises and develops learning and training material for university and state agency mentoring programs, including: curriculum design plans, training slides, handbooks, companion materials (handouts, course texts, etc.). Develops new programs in partnership with the SPIA Associate Director, with emphasis on a new area of work around cultural competency and inclusionary leadership programming. Supports research across all sponsored programs. Supports IRB applications and management of research initiatives. Leads program evaluation data collection and management for all SPIA leadership programs. Facilitates the work of graduate assistants and student wage workers who support various sponsored programs. Manages the online and social media presence of all SPIA leadership programs.

U.S. Committee for Refugees and Immigrants Director, Refugee Health Services

**Arlington, Virginia
01.2017-11.2018**

Responsible for executive leadership of grant and contract-related planning and implementation for new state program development. Responsible for the development, management and oversight of program budgets totaling more than \$30 million a year. Responsible for the development and implementation of a self-funded healthcare coverage plan for certain refugees, immigrants, and unaccompanied refugee minors in compliance with federal and state funding regulations currently operating in five states. Responsible for employee compliance with, and measurement and effectiveness of, all Business Standards of Practice including project management, data analytics, quality assurance, and other processes internal and external. Developed policies and procedures for a 24/7/365 public healthcare operation in all program states. Defines operational requirements, clarify roles and responsibilities and ensure on-time completion. Lead the contract-related planning and implementation for new state program products. Serves as the resident expert on healthcare policy, including federal and state Medicaid policies, health data management and security, self-funded health coverage models and culturally appropriate healthcare delivery. Liaises with federal and state agencies to coordinate and manage public-private partnerships. Presents at state, national and international conferences.

Virginia Department of Behavioral Health & Developmental Services Director, Office of Health Equity Advancement and Workforce Development *Health Equity, Cultural Competence, and Language Access*

**Richmond, Virginia
05.2008 – 01.2017**

Responsible for the development of ten workforce training curricula related to workforce development, health equity, cultural competence, and succession planning. Responsible for statewide training and technical assistance for the BHDS system to include forty community services boards and more than one thousand private providers of behavioral health and developmental services. Developed and delivered training on dozens of topics for public and private health and human service across the state of Virginia. Created the Refugee Cultural Navigator Qualification Program for use in public and private mental health settings. Implemented the Trauma-Informed Psycho-social Community Program and trained refugee leaders to deliver the intervention. Designed the Refugee Gatekeeper suicide prevention and Refugee Mental Health Orientation Training Programs. Implemented a protocol for the administration of the Refugee Health Screener-15 (RHS-15) into initial refugee health screening at local health district level. Authored of TOT curricula for statewide Intercultural Competence; TOT for Qualified Bilingual Staff (QBS) training; and mental health interpreting TOT curricula. Served as subject matter expert on national, state and local level program planning committees. Presented at state and national conferences.

Workforce Development and Succession Planning

Authored and implemented the SystemLEAD Leadership Development curriculum for the state behavioral health system. Authored and implemented the Human Capital Vision Plan for Central Office. Responsible for training and technical assistance related to state facility workforce development and succession planning. Authored departmental policy on workforce development and language access activities. Authored and presented the Health and Human Resources Leadership Succession Planning Model on behalf of the HHR Secretariat. Presented on workforce development and succession planning to agencies across the state of Virginia.

Telamon Corporation Deputy State Director

**Richmond, Virginia
08.1999 – 05.2008**

Responsible for the procurement, administration, and implementation of Department of Labor – Education and Training Agency funded programs as well as other workforce development programs. Responsible for oversight, management, and reporting for a budget totaling \$1.2 million. Responsible for the recruitment, management, and training development of a large multicultural and multilingual workforce. Provided Analyze proposed legislation, regulations, or rule changes for implications to immigrant workers.

EDUCATION:

Virginia Commonwealth University

Bachelor of Arts, Political Science, 1992

Virginia Polytechnic Institute and State University

Master of Public Administration, 2014

RESEARCH, AUTHORSHIP, AND CONFERENCE PRESENTATIONS

Author/Co-Author: Commonwealth of Virginia Health and Human Resources Secretariat Succession Planning: Train-the-Trainer Program; State Board of Behavioral Health and Developmental Services Department of Behavioral Health and Developmental Services POLICY 1023 (SYS) 89-01: Workforce and Service Delivery Cultural and Linguistic Competency; Departmental Instruction 312: Staff Development and Training; Agency Leadership Development Plan 2015, 2016, 2017; SystemLEAD Leadership Development Training Curriculum; Qualified Bilingual Staff- Interpretation Training for Non-Interpreters; Cultural and Linguistic Competence Facilitator Training of Trainers Curriculum (partner – VT); Community Mental Health Awareness Training Curriculum; Feeling Great! Refugee Mental Health English Language Classroom Module (partner – ODU); Trauma-Informed Cross-Cultural Psychoeducation: Mental Health Training for Refugee Community Leaders (partner – VCU)

Research/Professional Paper: Report to Secretary Hazel, Virginia HHR - Increasing Access to Services - Human Resource and Workforce Development Strategies; Behavioral Health Disparities Overview; ; "I work at a state psychiatric hospital- Minimal Training is Required": An Exploration by Self Perception of Cultural Competence in Virginia Mental Health Care Providers; A Review of Cultural and Linguistic Competency in the Virginia Behavioral Health and Developmental Services System (partner- VSU); DBHDS Vision 2020 Human Capital Strategy; An Exploration of Mental Health Needs and Perceptions in Virginia's Refugee Population

Conferences/Presentations: University of St. Thomas Refugee Mental Health and Wellness Conference, 2018; Virginia Commonwealth University, Broadening Wellness: Sustainable Approaches to Community Wellness, 2015; Northern Virginia Language Access Leadership Conference, 2016; 4th Annual Commonwealth of Virginia Children's Services Act Conference, 2015; Virginia Emergency Services Conference: Innovations & Changes, 2014; Virginia Association of Community Services Boards Annual Conference: Inspiring Recovery and Independence While Adapting to Change, 2010 and 2014;

RELAVENT EXPERIENCE:

- Twenty years' experience developing and providing professional and workforce development training in both non-profit and public sector arenas
- Fifteen years of hands-on involvement with the development and implementation of workforce development planning; strategic and team action planning, and organizational development planning in the public and private sector
- Bilingual in Spanish and English

CERTIFICATION AND PROFESSIONAL COURSES

- Qualified Administrator and Trainer of the Intercultural Development Inventory and the Intercultural Conflict Style Inventory
- Certified QPR-Gatekeeper Suicide Prevention Training Facilitator
- Qualified Mental Health Interpreter – University of Rochester Medical School
- National Faculty for KP National Diversity QBS TOT
- Building Bridges Community Health Interpreter

PROFESSIONAL ACTIVITIES:

- Member- National Network for the Elimination of Disparities in Behavioral Health Advisory Committee
- Board Member- Health Brigade Free Clinic
- Member- SAMHSA Region III Regional Behavioral Health Workforce Development Advisory Group
- Former Member- Minority Health and Health Equity Advisory Council- Virginia Department of Health
- Former Member- Latino Leadership Institute Advisory Committee
- Former Member- Campus-Community Leadership Team, Community Engagement Core, VCU Clinical and Translational Science Award
- Former Member- Early Childhood Mental Health State Initiative Grant Advisory Committee – VCU
- Former Member- Commonwealth of Virginia Suicide Prevention Plan Advisory Committee