

July 9, 2025

Ann M. DiBiase, RN, BSN

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Dear Ms. Bessol and Ms. Machado,

I am writing to formally express my interest in serving on the Nevada Maternal and Child Health Advisory Board (MCHAB). As a registered nurse with extensive experience in Women's Services, particularly in Labor and Delivery, I am deeply committed to the Committee's vision to eliminate preventable maternal deaths, reduce severe maternal morbidity, and improve population health outcomes for women of reproductive age across Nevada.

For the past 25 years, I have had the privilege of caring for birthing individuals and their families during some of the most critical and vulnerable moments of their lives. My clinical background includes high-acuity obstetric care, emergency response to maternal complications, and interdisciplinary collaboration to ensure safe and evidence-based practices. I have witnessed both the triumphs and the preventable tragedies that underscore the urgent need for systemic improvement in maternal healthcare.

In my current roll, I am involved in initiatives within the hospital aimed at reducing disparities in maternal outcomes, promoting culturally competent care, and supporting continuous quality improvement within labor and delivery services. I bring not only a frontline perspective, but also a strong commitment to advocating for equitable care and elevating the voices of those often underrepresented in the healthcare system.

The opportunity to contribute to the MMRC would allow me to apply my clinical expertise, passion for maternal health, and dedication to evidence-based review toward meaningful change. I believe that the Committee's work is vital to shaping policies and practices that protect and empower all women in our state.

Thank you for considering my candidacy. I would welcome the opportunity to further discuss how my background and experience can support the Committee's critical mission.

Sincerely,

Ann M. DiBiase, RN, BSN

Ann DiBiase, BSN, RN-CLC

Las Vegas, Nevada

## CAREER PROFILE

A competent, skilled and results-driven professional with over 30 years of experience as a Registered Nurse, and a strong record of achievement in providing the necessary expertise to ensure patient safety, Expertise includes:

- Proven background at high levels of personnel development and training, team building, planning, organizing, and problem-solving, all of which realized significant contributions to bottom-line results.
- Effective decision-maker and critical thinker; able to quickly evaluate available alternatives in a logical manner.
- Languages - English / Conversational Spanish
- Excellent interpersonal communicating, listening and negotiating skills, coupled with the ability to establish and maintain rapport with fellow nursing staff, pharmaceutical and other medical supply representatives, medical practitioners., physicians, patients, families, and management.

People Oriented • Service Oriented • Results Oriented

## PROFESSIONAL EXPERIENCE

01/2025-present Centennial Hills Hospital Medical Center, Las Vegas Nevada

Quality and education for women's services

- Serve as a liaison between frontline staff and leadership for policy development and evidence-based practice integration
- Providing educational opportunities within the service line for continued growth and development
- Monitor and analyze quality metrics for opportunities for improvement within the trends to help guide performance improvement initiatives
- Facilitated root cause analyses and multidisciplinary debriefs following adverse events or near misses to promote a culture of safety and accountability
- Conduct regular audits and chart reviews to ensure adherence to AWHONN, ACOG, Joint commission, and CMS guidelines
- Collaborate with interdisciplinary teams to improve perinatal outcomes and patient experience

02/24 - 01/2025 Centennial Hills Hospital Medical Center, Las Vegas Nevada

Interim Manager Labor and Delivery/Post Partum

- Responsible for the daily operations of a 9 bed Antepartum, 12 Bed LOR, 36 Bed Postpartum unit.
- Completion of daily rounding, productivity, the selection and onboarding of staff for all applicable departments.
- Provide antepartum patient care and physician assistance utilizing independent judgement and critical decision-making.

12/23 - 02/24 Centennial Hills Hospital Medical Center, Las Vegas Nevada

Staff Nurse Ante Partum/Labor and Delivery

- Daily care of patients requiring management of high risk pregnant women

1/21 - 4/7/24- OPTUM-United Health Group, Las Vegas, Nevada

RN-OB Home Visit Nurse and Home Care Director-Nevada and Washington

Responsibilities include:

- Monitor staff compliance with ongoing education, training programs, and competency evaluations, document results and implement corrective actions as needed.
- Maintain competency on all services provided according to policy.
- Function as liaison with the Governing Board and Professional Advisory Board.
- Participate in the provision of patient care as necessary.
- Ensure interventions respect and encourage the patient's ability to make choices.
- Coordinate care with the patient services centers, pharmacists, and other healthcare professionals to promote the continuum of care or service.
- Provide procedures and a system for staff communication that ensures coordinated implementation of plans of treatment and utilization of necessary services for
- Provide home care for obstetrical patients. Utilize clinical assessment to initiate the nursing process

3/10 – 7/21 SUMMERLIN HOSPITAL MEDICAL CENTER, Las Vegas, Nevada

Manager, Educator, Clinical Supervisor Antepartum Registered Nurse

- Provide antepartum patient care and physician assistance utilizing independent judgement and critical decision-making.
- Daily care of patients requiring management of high risk pregnant women.
- Oversight of unit productivity and daily operations of the units.
- Leadership roles include involvement and performing Administrative Rounds, active participation in Staff Meetings and development of policies such as Skin-to-Skin Contact and exploration of Baby Friendly Hospital Initiative and actively involved in HCAHPS improvement committee.

## EDUCATION

Hawaii Pacific University

Honolulu, Hawaii

Bachelor of Science - Nursing, [REDACTED]

Continuing Education / Specialized Training

- Certified Lactation Counselor, Perinatal Fitness Instructor, BLS Instructor
- BLS, ACLS, NRP, AWHONN Advanced Fetal Monitoring-all current
- Certification in Limited Ultrasound

## ACTIVE LICENSES

Nevada

New York

Arizona

620 Lake Avenue  
Silver Springs NV, 89429



Fax: 775-577-5093  
Phone: 775-577-5009

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**HUMAN  
SERVICES**  
CHILDREN'S  
SERVICES

July 10, 2025

Barbara Bessol  
Nevada Department of Health and Human Services  
Bureau of Child, Family and Community Wellness 4150  
Technology Way, Suite 210  
Carson City, NV 89706 Dear

Ms. Bessol,

I am writing to express my interest in serving as a member of the Nevada Maternal and Child Health Advisory Board (MCHAB). As Division Manager of Children's Services at Lyon County Human Services, I have spent the last several years deeply engaged in programs and partnerships designed to improve outcomes for children and families across rural Nevada. I am passionate about contributing to systems-level strategies that ensure all children are given the opportunity for a healthy start and supported development.

My educational background includes a Bachelor of Science in Human Development and Family Studies from the University of Nevada, Reno, and a Master of Science in Child and Developmental Psychology from Southern New Hampshire University. I hold certifications as a Parent Project Facilitator, a Parents as Teachers Model Provider, and a Child Passenger Safety Technician. I bring over a decade of hands-on experience working with families, providing direct services, developing community partnerships, managing grant-funded programs, and collaborating with public health and education systems.

As a rural provider, I understand the unique challenges and resource limitations faced by families outside urban centers. I believe it is critical that rural voices are represented in statewide decision-making, and I would be honored to provide insight,



"To enhance the well-being of individuals and families across the lifespan"

620 Lake Avenue  
Silver Springs NV, 89429



Fax: 775-577-5093  
Phone: 775-577-5009

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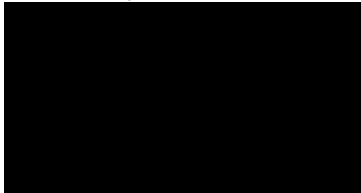
**HUMAN  
SERVICES**  
CHILDREN'S  
SERVICES

contribute to policy discussions, and support efforts to expand and improve maternal and child health services across all Nevada communities.

I would be proud to serve on the Advisory Board and support the Division of Public and Behavioral Health in its mission to promote the health, growth, and development of Nevada's children. Thank you for considering my application. I have attached my resume for your review and would welcome the opportunity to contribute my experience to this important work.

Sincerely,

Jenna Dykes



"To enhance the well-being of individuals and families across the lifespan"

# Jenna Dykes



**CAREER OBJECTIVE:** To be a part of an agency in which morals, values, and ethics are displayed while collaborating with clients and colleagues. To contribute to the community in a respectful and empowering demeanor.

**EDUCATION:** University of Nevada, Reno August 2008-December 2012  
Bachelor of Science in Human Development and Family Studies  
Southern New Hampshire University September 2013-September 2015  
Master of Science in Child and Development Psychology

**CERTIFICATES:** Car Seat Passenger Safety Technician Certified (expires October 2026)  
Model Certification in Parents as Teachers  
Parent Project Facilitator Certified

## WORK/VOLUNTEER

**EXPERIENCE:** Lyon County Human Services (775) 577-5009  
*Division Manager* *May 2020-Present*  
Manage and supervise specific grant-funded programs.  
Supervisor daily operations, provide professional development and reflective supervision.  
Develop and implement goals, objectives, policies, procedures and work standards  
Work in close collaboration with community agencies to assist families and strengthen services.  
*Senior Case Manager- Differential Response* *December 2018-May 2020*  
Partners with the Department of Children and Family Services, Differential Response works with Priority 3 abuse and Neglect cases.  
Provides case management for families in need of resource connections throughout the community.  
Allows families to work with Department of Children and Family Services in a more flexible approach.  
*Case Manager/Parent Educator* *March 2018-December 2018*  
Developmentally appropriate activities are created to work with caregivers and children ages prenatal to five years old.  
With families resources are shared in order to provide more than adequate care for the children.  
Create group connections for families to provide social support and peer resources.  
Caughlin Preschool (775) 746-3444  
*Lead Teacher* *October 2015- March 2018*  
Throughout the day, care is provided to preschool aged children.  
Develop and create developmentally appropriate curriculum that has the potential for all learning styles.  
Create appropriate routines to ensure that students are provided with enough time for physical activities, literacy, mathematics, dramatic play and sensory learning.  
Renown Regional Medical Center *August 2012- July 2013*  
*Pre-professional Internship, through the Certified Child Life Specialist (CCLS)'*  
Providing assistance to the CCLS while educating parents and families about their child's illness and hospitalization.  
Helping children cope with their stay at the hospital, procedures they may go through, and their illness through developmentally appropriate information.  
Building supportive and trusting relationships with patients and their families.



Dear Barbara and Karissa,

I'm writing to express my interest in joining the Nevada Maternal and Child Health Advisory Board as a representative of SafeNest, the largest domestic and sexual violence victim service provider in the state. I've attached my resume for your review.

As you can see, I have over 10 years of experience serving victims of interpersonal violence in various capacities, both as a client-facing advocate where I worked directly with victims in applying for Orders of Protection, safety planning, danger assessments, needs assessments, and referrals to other community services, as well as in leadership roles in Nashville and Las Vegas where I coordinated the citywide response to this epidemic of interpersonal violence, most recently as the Vice President of One Safe Place in Las Vegas: a one-stop-shop for victims to receive all the services they need to achieve safety and healing. In addition, I also have experience working in the realm of reproductive healthcare where many victims of violence, both minors and adults, sought assistance for unplanned pregnancies and testing for and treatment of contracted sexually transmitted infections resulting from sexual assaults.

Given the critical nature of this board's important work, it would be an honor and a privilege to be able to contribute in an advisory manner, particularly from the perspective of interpersonal violence as it overlaps so significantly with maternal and child health. A victim and their children are most at risk of homicide when they leave or separate from a violent partner. They are at the second-highest risk of homicide during pregnancy. Additionally, we know that kids who experience a high number of Adverse Childhood Experiences (ACEs) are at increased risk of complex illnesses, suicidal ideation, and early death later in life. And, for many child health experts, witnessing domestic violence or abuse of a partner or caregiver constitutes child abuse in and of itself.

Finally, as a Spanish-speaking Latina, making sure that policy-making organizations and expert panels such as this one take into consideration the experiences of immigrant and/or non-English speaking populations is a great priority to me to ensure all Nevadans are included in initiatives to improve maternal and child health.

Thank you so much for your time and attention, and I hope to join your prestigious board in our shared mission of building a healthier and safer future for Nevada.

Sincerely,

Megan Lopez

[Redacted signature block]





**Megan Lopez**

she/her

## Contact

[Redacted contact information]

[Redacted contact information]

[Redacted contact information]

## Languages

Spanish: Native

English: Native

## Skills

- Team leadership and supervision
- Program coordination
- Policy implementation and advocacy
- Staff training and development
- Process improvement
- Stakeholder collaboration
- Diversity, equity, and inclusion
- Crisis intervention and trauma-informed care
- Compliance and regulatory adherence (CLIA, OSHA)
- Strategic planning and public policy
- Patient and victim advocacy
- Community engagement and partnership building
- Hiring, talent acquisition, and workforce development
- Gender and international development
- Nonprofit management

## Education

**London School of Economics & Political Science (LSE), London, UK**

MSc in Gender, International Development, and Globalization

*Merit Honors*

**Middle Tennessee State University (MTSU), Murfreesboro, TN**

BSc in International Relations

*Cum Laude*

## Work Experience

### \*SafeNest

May 2025 - Present

*Vice President of One Safe Place - Las Vegas*

- Head the development of One Safe Place in Las Vegas through strategic planning, including coordinating and overseeing the work of the Steering Committee and relative Working Groups, collaborating with contracted architects and design firms, and implementing all policies and procedures for operation
- Build relationships with partner agencies across the city to improve services for victims of interpersonal violence and families and expand the work of One Safe Place to include on-site medical care, food assistance, therapy animals, and other client needs
- Oversee the work and growth of multiple departments, including Education and Prevention, Victim Advocacy, and Abusive Partner Services through streamlining processes, implementing and expanding university internship programs, and quantitative data analysis
- Lead operations and continuous improvement of services both from SafeNest staff and partner agency staff through qualitative and quantitative data analysis, budget review, and staff management

### Planned Parenthood of the Rocky Mountains (PPRM)

#### \*Feb 2023 - Mar 2025

*Health Center Manager (HCM), Las Vegas*

- Led all health center operations, including patient care, staffing, financial performance, auditing, and compliance with CLIA, OSHA, PPFA, and state regulations
- Managed and developed a unionized team of 11, improving morale and retention through team-building initiatives, structured hiring processes, and wellness programs
- Spearheaded operational improvements, including a staff rotation system that evenly distributed workloads and reduced internal tensions
- Enhance staff engagement by implementing interactive wellness check-ins, a staff decompression room, and recognition incentives tied to patient survey feedback
- Served as Manager on Duty for multiple locations, trained new managers, and contributed to hiring processes across the affiliate
- Led facility upgrades, oversaw remodels, and piloted initiatives such as a verbal registration form and a new supply ordering system

(cont'd)

# Megan Lopez

Planned Parenthood of the Rocky Mountains (cont'd)

Feb 2023 – Mar 2025

✧ *Health Center Manager (HCM), Las Vegas*

- Assisted in front desk operations when short-staffed or otherwise needed, including checking patients in/out, scheduling patients, answering phones, interpreting for Spanish-speaking patients, and collecting payment or billing insurance
- Founded the Las Vegas Abortion Care Collaborative, fostering relationships between providers to enhance care, security, and patient support
- Achieved 100% staff satisfaction in work culture (Press Ganey, 2023), and increased patient donations from 10% in 2023 to 123% in 2024 while improving Google review scores from 2.6 to 2.9

Metro Nashville Office of Family Safety (cont'd)

Sept 2014 – Feb 2023

✧ *High Risk Programs Coordinator*

- Led citywide multidisciplinary teams, including the High Risk Intervention Panel, Sexual Assault Response Systems Taskforce, and Strangulation Response Committee
- Implemented daily flagging of domestic violence cases for firearms and strangulation presence, earning the 2021 Innovative Domestic Violence Program Award
- Part of working groups that created and designed the largest Family Justice Center in the country
- Developed education materials, trainings, and resources on strangulation, high-risk indicators, safety planning, firearms, and human trafficking
- Created and coordinated Nashville's first Strangulation Response Summit and Interpersonal Violence Summit, producing annual reports
- Led the implementation of Nashville's citywide Strangulation Response Protocol to enhance victim safety and law enforcement response
- Co-founded the Equity Learning Collective and trained citywide staff on diversity, equity, and inclusion
- Established staff wellness programs, including Social Fridays, a book club, and high-risk case debriefs

✧ *Resource Coordinator*

- Recruited, hired, trained, and supervised all college-level interns while managing community volunteer projects and donations

✧ *Bilingual Victim Advocate*

- Assisted victims in filing Orders of Protection and accessing resources such as shelter, medical care, and counseling
- Provided court advocacy, liaising with judges, District Attorneys, police, and court personnel to support victims throughout legal proceedings

AVAZA Language Services

Jan 2012 – Sept 2014

✧ *Onsite Interpretation Manager*: coordinated interpreters at all in-person interpretation appointments across Nashville hospitals, schools, and public service agencies

✧ *Human Resources Manager*: recruited, screened, hired, trained, supervised, and terminated all local and national freelance interpreters

✧ *Interpreter*: interpreted in-person and over-the-phone for Spanish-speaking clients in medical, school, and public welfare contexts

## Personal & Professional Development

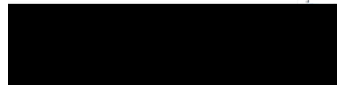
✧ Ongoing mentorship by Diane Lance, OFS Department Head and former Child Sex Abuse prosecutor

✧ Founder of Everything and Everyone monthly book club in Las Vegas

✧ Small business owner: [www.theathenaworkshop.etsy.com](http://www.theathenaworkshop.etsy.com)

✧ Travel: USA, Canada, Puerto Rico, Panama, Honduras, El Salvador, Guatemala, St. Lucia, St. Maarten, Bahamas, England, Wales, France, Italy, Netherlands, Czech Republic, Greece, Norway, Austria, Japan

**Sheri Garland, BSN, RN**  
Director of Inpatient Services  
Humboldt General Hospital



**July 25, 2025**

**Nevada Department of Health and Human Services**  
Bureau of Child, Family and Community Wellness  
4150 Technology Way, Suite 210  
Carson City, NV 89706  
[bbessol@health.nv.gov](mailto:bbessol@health.nv.gov)

To Whom It May Concern,

I am writing to express my interest in serving on the Nevada Maternal and Child Health Advisory Board (MCHAB). With over a decade of experience in maternal and child health, and a strong background in both urban and rural healthcare settings, I believe I can offer a meaningful and practical voice to the Board's mission of enhancing services that support the health, growth, and development of Nevada's children.

I currently serve as the Director of Inpatient Services at Humboldt General Hospital in Winnemucca, where I oversee obstetrical, pediatric, and other inpatient services. My previous experience includes working in Women and Children's Services at Carson Tahoe Health and at Saint Mary's Regional Medical Center in Reno prior to the closure of its Maternal Child units. Through these roles, I have developed a comprehensive understanding of maternal and pediatric care delivery systems, as well as the unique challenges faced by families and providers in both metropolitan and frontier communities.

In addition to my clinical and leadership experience, I have previously served on the Infant Death Review Board and Child Death Review Board in Washoe County and held a board position with Safe Kids of Washoe County. These experiences have strengthened my commitment to improving outcomes through prevention, education, and evidence-based policy. I am especially passionate about ensuring that rural populations have equitable access to high-quality, family-centered care across the maternal-child health continuum.

I would be honored to contribute my insights, leadership, and dedication to the important work of the MCHAB. Thank you for considering my application. I have attached my resume for your review and welcome the opportunity to serve Nevada's families through this advisory role.

Sincerely,

A handwritten signature in dark ink that reads "Sheri Garland, RN". The signature is fluid and cursive.

**Sheri Garland, BSN, RN**  
Director of Inpatient Services  
Humboldt General Hospital

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# ***SHERI GARLAND, BSN RN***

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## *PROFESSIONAL SUMMARY*

Patient focused nursing leader with experience in interdisciplinary team dynamics within multiple clinical environments. Well versed in planning and directing daily responsibilities to optimize staffing and delivery of safe patient care within productivity guidelines. Skilled communicator with the ability to align nursing services with patient needs. Compassionate, personable, and well-trained in-service recovery.

## *Work History*

<b>Director Of Inpatient Services</b> Humboldt General Hospital – Winnemucca, NV	<i>10/2022-current</i>
<b>Manager of Nursing: Acute Care Services</b> Humboldt General Hospital – Winnemucca, NV	<i>09/2023-10/2023</i>
<b>Manager of Nursing: Women’s and Children’s Services</b> Carson Tahoe Regional Medical Center - Reno, NV	<i>11/2022-08/2023</i>
<b>Director of Nursing: Maternal Child Health Services</b> Saint Mary’s Regional Medical Center - Reno, NV	<i>10/2021-11/2022</i>
<b>Health Supervisor: Camp Nurse/School Nurse</b> Davidson Institute - Reno, NV	<i>12/2015-08/2024</i>
<b>Certified Nursing Assistant Instructor</b> Majen Certification Training	<i>02/2021-09/2022</i>
<b>House Supervisor: Nursing Administration</b> Saint Mary’s Regional Medical Center - Reno, NV	<i>11/2019-10/2021</i>
<b>Division Supervisor: Maternal Child Health</b> Saint Mary’s Regional Medical Center - Reno, NV	<i>12/2014-11/2019</i>
<b>Staff Nurse: Emergency Department</b> Northern Nevada Medical Center - Reno, NV	<i>05/2016-01/2018</i>
<b>Float Pool Staff Nurse: Maternal Child Health</b> Saint Mary’s Regional Medical Center - Reno, NV	<i>06/2014-12/2014</i>
<b>Staff Nurse: Emergency Department</b> Humboldt General Hospital - Winnemucca, NV	<i>08/2012-05/2014</i>

*Education*

<b>Capella University</b>	<i>11/2022</i>
<ul style="list-style-type: none"><li>Bachelors in Science-Nursing</li></ul>	
<b>Nurse Leadership Certification Program</b>	<i>05/2020</i>
<ul style="list-style-type: none"><li>Duke Education/Dignity Health Global Education</li></ul>	
<b>Associate of Science in Nursing</b>	<i>05/2012</i>
<ul style="list-style-type: none"><li>Carrington College</li></ul>	

*Certification*

- Advanced Cardiac Life Support-ACLS Certification
- Pediatric Advanced Life Support-PALS Certification
- Basic Life Support-BLS Certification
- Neonatal Resuscitation Program-NPR Certification
- STABLE Program

*Community Involvement*

<ul style="list-style-type: none"><li>Northern Nevada Nurses of Achievement</li></ul>	Committee Member
<ul style="list-style-type: none"><li>Care 24 Peer Support Program</li></ul>	Previous Committee Leader
<ul style="list-style-type: none"><li>RISE Clinical Ladder Committee</li></ul>	Previous Committee Leader
<ul style="list-style-type: none"><li>Child Death Review/Fetal Infant Mortality Review</li></ul>	Previous Community Member
<ul style="list-style-type: none"><li>Washoe County Maternal Child Coalition</li></ul>	Previous Community Member
<ul style="list-style-type: none"><li>Nevada Nurses Foundation Volunteer</li></ul>	Previous Volunteer
<ul style="list-style-type: none"><li>Safe Kids of Washoe County</li></ul>	Previous Board Member

**Shannon M. Lepe, MBA, BS**

[REDACTED]  
July 03, 2025

To Whom It May Concern,

I am writing to express my sincere interest in serving as a board member on the Maternal and Child Health Advisory Board (MCHAB). With over a decade of experience in behavioral and community health leadership—and my current role as Director of Clinical Operations with EMPOWERED Northern Nevada—I am deeply committed to improving maternal health outcomes, particularly among individuals navigating stimulant or opioid use during and after pregnancy.

At EMPOWERED, I lead programs that deliver trauma-informed, wraparound services for pregnant and postpartum individuals affected by substance use. Our mobile and community-based model ensures access to care for those who are often overlooked, stigmatized, or unreachable by traditional systems. I work closely with clinical teams, community stakeholders, and public health entities to build trust, drive engagement, and ensure ethical, person-centered approaches to care. Our efforts emphasize harm reduction, family preservation, and culturally responsive support, all within an equity-driven framework.

Beyond operational oversight, I bring policy insight from my prior role managing Nevada's statewide crisis response system under federal SAMHSA guidance. I understand the nuances of program implementation, systems coordination, and accountability to vulnerable populations. This, combined with my ongoing doctoral studies in forensic psychology, sharpens my ability to evaluate outcomes, influence policy, and advocate for sustainable, data-informed solutions.

I am passionate about reducing disparities in maternal and child health, especially among those contending with behavioral health challenges or systemic barriers. I would be honored to lend my experience and voice to MCHAB's important work.

Thank you for considering my candidacy. I welcome the opportunity to further contribute to the health and wellbeing of mothers, children, and families across Nevada.

Sincerely,

Shannon M. Lepe

## **Shannon M. Lepe, MBA, BS**

PhD Candidate, Forensic Psychology (Expected 2027)



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### **Objective**

Mission-driven healthcare and behavioral health leader with extensive experience in program management, crisis response, and community-based service delivery. Passionate about advancing equitable access to maternal and child health services through data-informed policy, cross-sector collaboration, and culturally responsive care.

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### **Professional Experience**

#### **Director of Clinical Operations**

*EMPOWERED Northern Nevada* — Aug 2024–Present

- Lead clinical operations for mobile and distributed care programs
- Oversee quality assurance, compliance, and interagency partnerships
- Provide trauma-informed services to pregnant and postpartum individuals affected by stimulant or opioid use
- Improve access and engagement for underserved populations

#### **Manager of Client Services**

*FISH, Carson City, NV* — Dec 2023–Aug 2024

- Directed shelter operations and case management teams
- Implemented behavioral health programs and housing initiatives
- Collaborated with coalitions and task forces to expand services

#### **Program Manager, Crisis Response System**

*State of Nevada Contractor* — Aug 2022–Jul 2023

- Managed \$50M+ behavioral health portfolio aligned with SAMHSA standards
- Led 988 implementation and rural crisis response coordination
- Developed KPIs, compliance protocols, and stakeholder engagement

#### **Manager, Outpatient Services & Quality Assurance**

*WC Health, Reno, NV* — Apr 2017–Aug 2022

- Scaled behavioral health programs and expanded intensive outpatient services
- Directed Medicaid billing, audits, and EHR compliance
- Supervised clinical teams and managed grant-funded initiatives

#### **Lead Case Manager / QMHA**

*Yunique Counseling* — Oct 2015–Mar 2017

- Delivered community-based interventions for individuals with SMI
- Supervised case managers and maintained clinical documentation

#### **Qualified Mental Health Associate**

*Independent Contractor* — May 2011–Oct 2015

- Provided PSR and BST services for Medicaid-eligible clients
  - Supported crisis interventions and coordinated care
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## **Education**

- PhD Candidate, Forensic Psychology – Walden University (Expected 2027)
- MBA, Healthcare Administration – Western Governors University
- BS, Psychology – Walden University

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## **Certifications & Training**

- Certified Contracts Manager – NV State Purchasing (2023)
- Grant Writing Certification – Grants Writing USA (2023)
- Public Health Program Evaluation (2023)
- FEMA ICS, CPR/AED, CPI Nonviolent Crisis Intervention