



Advancing Recovery Collaborative: Learning Session #2

Speaker Biographies

Gloria Frederico, MFT

Acting Clinic Director, Oceanview-Merced-Ingleside (OMI) Family Center

Gloria Frederico, MFT has been employed by San Francisco Department of Health Community Behavioral Services for 20 years at The O.M.I. Family Center. Ms. Frederico is currently the Acting Clinic Director and has been a co-contributor to the development and implementation of a Three Phase Wellness and Recovery Treatment Model which is being tested and refined at the clinic. Prior to accepting this leadership role, Ms. Frederico worked for 16 years as the lead clinician on the Urgent Care Team. It was during this time that Ms. Frederico began to fully embrace the principles of wellness and recovery. Ms. Frederico had the honor of serving as Team Leader for "Team O.M.I." in the prior Advancing Recovery Practices learning collaborative. Ms. Frederico lives in San Carlos, California with her husband and 10 year old son. She is an avid San Francisco Giants fan and rarely misses a game!

Rick Goscha

Director of Training and Strengths Model Projects
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Rick is the Director of Training for the Office and received his doctorate in social welfare at KU. His professional experiences include case management, case management team leader, systems integration coordinator, and program director.

Charles Houston

Systems Navigator, Oceanview-Merced-Ingleside (OMI) Family Center

Since 2010, Charles Houston has worked at the Oceanview-Merced-Ingleside (OMI) Family Center in San Francisco where he serves in the roles of Systems Navigator, Administrative Support Person and Group Facilitator. There, Charles has taken the lead in the Therapeutic Socialization Program. As the Coordinator of that Program, Charles modified and enhanced the "Coffee Pot" program and created and developed the "Janitorial Program". Both programs have resulted in improved outcomes for consumers, e.g., an increase in their engagement in community activities. Charles has also facilitated Tobacco Free Project groups and co-facilitated Wellness Recovery Action Plan (WRAP) groups. As a member of Team OMI, Charles participated in a year-long training program through Advancing Recovery Practices (ARP): "A Quality Improvement Collaborative", sponsored by the California Institute for Mental Health. Charles is in his fifth year of recovery from drugs and alcohol and continues to reach out, encourage and support others in their recovery. Charles believes that "Everyone needs some type of recovery".



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Jerry Langley

Advancing Recovery Collaborative (ARC), Improvement Advisor

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Gerald J. Langley is a statistician, author, and consultant Associates in Process Improvement (API). He earned his B.S. degree (1973) in mathematics at the University of Texas at Austin, and his M.S. degree (1975) in statistics at North Carolina State University. He became a principle of Associates in Process Improvement (API) in 1985. Before joining API, he worked at Hewlett Packard Corporation as a statistician and manager. Langley's main focus in both his consulting work and his research is helping organizations make improvements more rapidly and effectively. His expertise with data and computers plays a key role in this work. He has published articles on sampling and survey design, modeling, and fundamental improvement methods. He is a coauthor of The Improvement Guide.

Langley has been the keynote speaker at numerous conferences and seminars, where his talks have ranged from technical applications in statistics to the more general area of accelerating improvement. Much of his work in the last 10 years has been focused on reducing health disparities in underserved populations. He has also contributed his time to the improvement efforts of several educational organizations, both at the state level and with individual schools. As a Senior Fellow of the Institute for Healthcare Improvement (IHI), Langley has served on the faculty of numerous improvement initiatives in areas such as improving medication safety, innovations in planned care, improving service in healthcare, and an initiative called the Triple Aim, which works with progressive health care organizations around the world to improve patient/family experience, population health, and reduce total costs, all at the same time. He has also supported a number of large scale improvement initiatives; the Health Disparities Collaborative sponsored by HRSA and Improving Patient Care for the Indian Health Service. He is currently designing and guiding the implementation of several pilot collaborative projects directed at improving care and outcomes for mental health services for the state of California.

Karin Kalk

Advancing Recovery Collaborative (ARC), Project Director

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Karin received her Masters degree in Health Administration from Duke University, her Bachelor of Arts degree in Animal Physiology from University of California, San Diego and has additional formal training in project management and IHI's Breakthrough Series improvement methodology. She is currently a full-time consultant supporting improvement initiatives in the public mental health system in California.



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Karin is currently serving as Director and Improvement Advisor for multiple collaborative improvement projects offered by the California Institute for Mental Health (CiMH) and convened to improve health outcomes of individuals with serious mental illness. She was recently Improvement Advisor for CiMH's Care Integration and Advancing Recovery Practices Collaboratives, which sponsored by California Departments of Health Care Services (DHCS). Prior to these, she was Project Director for ICSC, a collaborative pilot project supported by CiMH and co-sponsored by Los Angeles County Department of Mental Health, DHCS and the California Department of Mental Health (DMH) to improve outcomes for individuals with mental illness. She is also management consultant to Santa Clara County Mental Health Services' on the redesign of its adult and children's' systems of care, including both county-operated and contracted community clinics. Since 2001, Karin has been providing consulting services throughout California in both private and public managed care and service delivery organizations; these services have included project management, quality/process improvement, and service system design.

Prior to this work in the mental health field, Karin was Vice President and General Manager for ForHealth, Inc., a venture-capital funded company offering a specialized medical program for long term care residents through full and partial risk arrangements with senior health plans. Before joining ForHealth, she served as Vice President of Operations for AHI Healthcare Systems, a publicly traded managed care company serving over 200,000 members throughout the country.

Sharon Kuehn

Social Inclusion Program Manager, Peers Envisioning & Engaging in Recovery Services (PEERS)

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Program Manager Sharon Kuehn works with Social Inclusion Campaign staff and community allies to provide excellent outreach, spirituality, and empowerment activities to change hearts and minds around mental health. In guiding the Social Inclusion team in its endeavors, she plans projects, timelines, and agendas, facilitates meetings, writes proposal and outreach materials, and executes out a variety of organizational and administrative duties. Before coming to PEERS, Sharon served as a member of the Alameda County BHCS Consumer Relations Team and as the Executive Director of the California Network of Mental Health Clients. She has worked with WRAP since 1999, and has "followed PEERS' impressive growth over the years and is honored now to be a member of an innovative, multi-cultural team."

Mental health issues have challenged and gifted Sharon since her teen years when she was attending Stanford University. She says her worldview expanded when she "stepped out of school, hitchhiked around the US, and lived in Hippie Communes in upstate New York." In the process, she learned about business by managing a gourmet vegetarian restaurant in New York and about the mental health system through forced treatment at the state psychiatric hospital at Willard.



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Sharon's leadership in the California and national consumer movement has included developing the first consumer-run training contract through the statewide Mental Health Co-Op, leading the Mental Health Managers in Recovery, serving as a lead consultant in the development of Recovery Training content for the California Institute for Mental Health, and representing the statewide client voice as the Executive Director of the California Network of Mental Health Clients. She was recipient of the statewide Howie the Harp Award for consumer advocacy leadership in 2006 and awarded the willing to "Move Mountains" Award by ILC of Santa Barbara County in 2007. Sharon loves the ocean, swimming, snorkeling, body surfing, and all things that involve water and sun. She makes her home in Santa Cruz, where she can hear the sound of the surf from her bedroom window.

David Pilon, Ph.D., C.P.R.P.

President and CEO, Mental Health America Los Angeles

David Pilon received his doctorate in Social Psychology from Harvard University in 1981. He is a licensed psychologist and is currently serving as the Chief Executive Officer and President for Mental Health America of Los Angeles. In 1989, he was the lead writer for the grant writing team that produced the successful bid to design and implement the Village Integrated Service Agency in Long Beach, California. He has consulted in the design and transformation of mental health programs and systems throughout the United States, New Zealand and Japan. He is a past president for the California Association of Social Rehabilitation Agencies and currently serves on the Evaluation Committee of the Mental Health Services Oversight and Advisory Commission.

Dr. Pilon has presented numerous workshops on ethics and leadership issues in psychosocial rehabilitation as well as on the development of outcome measures for social rehabilitation programs. From 1999 through 2007, he served as the lead evaluator coordinating the collection and analysis of data documenting the effectiveness of the Integrated Services for the Homeless (AB34) program serving nearly 5000 people who are mentally ill and had been incarcerated and/or homeless.

He is the co-creator of the Milestones of Recovery Scale and has served on the Performance Measurement Advisory Committee (PMAC) for the California State Department of Mental Health. He is the Principal Writer for the California Institute of Mental Health's Full Service Partnership Performance Measurement Toolkit. In 2004 he received United States Psychiatric Rehabilitation Association's (USPRA) Armin Loeb Award for outstanding research in the field of psychiatric rehabilitation.



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Alfred “Al” Rowlett

Chief Operations Officer, Turning Point Community Programs

Chief Operations Officer, for Turning Point Community Programs (TCP) joined this non-profit mental health agency in 1981 as a rehabilitation counselor. Al has oversight of TCP operations in Stanislaus, Sacramento, Merced, Yolo, Nevada, Placer and El Dorado counties. He earned a B.A. from Ottawa University in Kansas, a MBA from Golden Gate University in San Francisco, a Masters in Social Work from California State University, Sacramento and is also a Licensed Clinical Social Worker (LCSW) and a Certified Psychiatric Rehabilitation Practitioner (CPRP). In 2010, Al was re-elected to the Elk Grove Unified School Districts (EGUSD) Trustee Board; EGUSD is the 5th largest school district in the State of California. Al also became a Network Facilitator for CiMH Full Service Partnership Networks. Al serves on several boards including Child Abuse Prevention Center (CAPC), California Institute of Mental Health (CIMH), and is a Commissioner for the United States Psychiatric Rehabilitation Association (USPRA) Certification Program. Al has led numerous committees, Webinar on Psychosocial Rehabilitation, Immersion Trainings and discussions in equity, cultural competence, stigma and leadership to assist practitioners, teachers and members of the community.

John Travers, CPRP

Mental Health America of Los Angeles – Wellness Center, Long Beach

John Travers is the Director of Program Services at the Wellness Center, Long Beach a consumer directed program of Mental Health America of Los Angeles. He coordinates both consumer operated self help support and clinical activities performed by licensed professionals. John has facilitated workshops and institutes, both nationally and internationally, and continues to provide training to community groups and services providers throughout the state. As a Community Integration Coordinator for the Village Integrated Services Agency, John focused his efforts on encouraging individuals to explore, discover or remember an identity other than their present “label of differentness” in order to realize a life beyond the mental health system.

John has been influenced and inspired by the writings of Paul Carling (“Return to Community: Building Support Systems for People with Psychiatric Disabilities”), Dr. Mark Ragins (“Building a Road to Recovery”), Community Activators Bruce and Gina Anderson and Dr. Daniel Siegel’s work in Interpersonal Neurobiology and Attachment Theory (“The Developing Mind” “Healing Trauma” and “The Mindful Brain: Reflection and Cultivation of WellBeing”). Mr. Travers is a Certified Psychiatric Rehabilitation Practitioner (CPRP #159970), and a Certified Chemical Dependency Counselor (CCDC #23251). He graduated the Los Angeles County Department of Mental Health Peer Advocacy Program in 1997.



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Mertice Gitane Williams

Consultant and Trainer in Wellness/Recovery Practices

Mertice "Gitane" Williams is an African-American native of the Bay Area. She is a gifted presenter and facilitator. Gitane speaks from her experience and brings cultural sensitivity, spirituality and a self-help perspective to her professional endeavors. Her area of expertise consists of, but is not limited to, leadership in the Consumer Self-Help Movement with over 20 years experience in her professional career as a Wellness Recovery Educator, advocate, community liaison, case manager and program manager in community-based and for-profit organizations. As an advocate at The Homeless Action Center, Gitane worked successfully with DR and SSI programs, assisting clients in applying for benefits. She has been promoting self-help for mental health clients since her return to work, relinquishing her SSI benefits, in 1995. She is a qualified Vocational and Wellness Recovery Specialist. For the last five years, Gitane has facilitated WRAP and Vocational Trainings for the Mental Health/ Department of Rehabilitation Co-op throughout the State of California. Gitane has also done consultation on Cultural Competency, including presentations on Healing Racism.