

## CalQIC Presenter's Bio

**Twylla Abrahamson, PhD**, is currently employed by Placer County as a Deputy Director for Health and Human Services over the Children's System of Care, is the Compliance Officer, and shares oversight of the QI Manager position for the county as well. She was formerly employed as a Health Program Manager in Sacramento County Adult Mental Health Services, and prior to that spent 16 years with a Sacramento area full service non-profit mental health agency holding leadership positions in research and evaluation, quality improvement, IT, and program areas of mental health day treatment, residential services, outpatient, and wraparound. Twylla is a licensed psychologist and has also taught doctoral students at Alliant International University and the Professional School of Psychology for 19 years.

**Sergio Aguilar-Gaxiola, MD, PhD**, is Professor of Clinical Internal Medicine, School of Medicine, University of California, Davis. He is the Founding Director of the Center for Reducing Health Disparities at UC Davis Health and the Director of the Community Engagement Program of the UCD Clinical Translational Science Center (CTSC). He is a member of the National Advisory Council of the Substance Abuse and Mental Health Administration (SAMHSA) Center for Mental Health Services since 2019, board member of the California Health Care Foundation, board member of the Physicians for a Health California, and board member of Peer Health Exchange. He is a national and international expert on health and mental health comorbidities on diverse populations. He has held several World Health Organization (WHO) and Pan American Health Organization (PAHO) advisory board and consulting appointments and is currently a member of the Executive Committee of the World Health Organization (WHO) World Mental Health Survey Consortium (WMH) and its Coordinator for Latin America and the Caribbean.

Dr. Aguilar-Gaxiola's applied research program has focused on identifying unmet mental health needs and associated risk and protective factors to better understand and meet population mental health needs and achieve equity in health and mental health disparities in underserved populations.

Dr. Aguilar-Gaxiola is currently serving as co-chair of the Steering Committee of the National Academy of Medicine (NAM) Assessing Meaningful Community Engagement in Health and Health Care, a project of the NAM Leadership Consortium and the Robert Wood Johnson Foundation.

**Gale Berkowitz, DrPH**. Currently Gale Berkowitz is Deputy Director at Behavioral Health Concepts, providing leadership and technical support for reviewing the performance of mental health systems throughout California. She has accumulated over 20 years as a practicing evaluator and twelve years of leadership experience with philanthropic organizations, directing organization-wide evolutions of strategy, change management, evaluation and learning. Dr. Berkowitz is a regular reviewer for The Foundation Review. She completed her bachelor's degree at Johns Hopkins University and masters and doctorate in Public Health at the University of California, Berkeley.

**David R. Block, MD, MMM**, obtained his medical degree in 2004, completed his psychiatry residency in 2008, and earned a Master of Medical Management degree in 2016. Since completing residency training, he has been employed entirely in the public sector, holding both clinical and administrative positions in college mental health, managed health care, and community treatment settings with severely and persistently mentally ill individuals. Dr. Block also operates a small private practice in psychiatry, primarily focusing on the integration of pharmacotherapy and psychotherapy. He has published several articles and a few book chapters in the psychiatric literature. He has been a staunch

proponent of integrated care and improved quality in healthcare for the past decade. At San Bernardino County Department of Behavioral Health, Dr. Block splits his time between seeing patients, and working in the quality management division, focusing on a number of tasks, including: administrative management of individuals with multiple co-morbid, complex conditions (including eating disorders); inpatient psychiatric hospitalization chart reviews; electroconvulsive therapy 3<sup>rd</sup> opinions and reviews; and as a liaison to other allied psychiatric providers in the community. In his spare time, he enjoys cooking, travelling with his husband, and exercising the privileges of his private pilot license.

**Molly Brassil, MSW**, is the Vice President of Behavioral Health Policy at Harbage Consulting, where she oversees a team of policy consultants and leads a wide range of projects related to promoting effective behavioral health policy in California and nationally. Molly has nearly 15 years of health policy experience, focused primarily on delivery system improvement and integration in California's Medicaid (Medi-Cal) Program.

Before joining Harbage Consulting in 2015, Molly spent four years as the director of public policy for the County Behavioral Health Directors Association of California (CBHDA), the trade association representing California's \$8 billion community behavioral health system. In her role with CBHDA, Molly led efforts to implement the Association's public policy agenda including leading advocacy efforts to inform California's implementation of the Affordable Care Act to ensure access to a robust continuum of behavioral health care. Molly also led efforts to identify an alternative structure for the delivery of substance use disorder services for Medi-Cal beneficiaries, including working intimately with state and county leadership to develop the terms and conditions for the "Drug Medi-Cal Organized Delivery System" pilot program – a section 1115 waiver that received approval from the Centers for Medicare & Medicaid Services (CMS) in 2015.

From 2006 to 2011, Molly served as a deputy director for the California Primary Care Association (CPCA), the trade association representing over 1000 community clinics and health centers in California. In her role with CPCA, she led the Association's regulatory affairs agenda including developing and implementing strategies related to financing, facility licensing, and compliance. Molly successfully worked with the state legislature and administration to develop and implement an alternative community clinic licensing process to enable and expedite the expansion of critical services to underserved areas. She also led efforts to promote behavioral health integration at community health centers.

Before entering the world of health policy, Molly spent several years working directly with vulnerable populations as a direct service provider including working in a community clinic, an at-risk youth outreach program, a supportive services program for individuals with developmental disabilities, and a diversion program for juvenile offenders.

Molly received her undergraduate degree in anthropology and global studies from the University of California–Santa Barbara and her master's degree in social work from Sacramento State University.

**Karen Capece, LCSW**, is a Licensed Clinical Social Worker (LCSW) and has over 15 years of experience in both behavioral health administrative and clinical roles and settings. Administrative experience includes quality management responsibilities that span the range of Specialty Mental Health Services and Substance Use Disorder treatment services in the Drug Medi-Cal Organized Delivery System. Clinical experience has primarily been in adult inpatient and crisis mental health service settings. Karen works for Alameda County Behavioral Health Care and holds the position of Division Director for the Utilization Management Program. For leisure, Karen enjoys Brazilian Jiu Jitsu and Muay Thai, which is enjoyed as a family affair.

**Catherine Condon, MPH**, is the County Alcohol and Drug Administrator with the Marin County Division of Behavioral Health and Recovery Services. She has served in various roles within Marin County Behavioral Health Administration for the past 17 years. In her current role, she oversees the operations, performance, staffing and resources for Marin County's continuum of substance use prevention, intervention, treatment and recovery support services. She is also responsible for leading Marin County's implementation of the Drug/Medi-Cal Organized Delivery System Waiver.

**Erika Cristo** is the Program Policy and Quality Assurance Branch Chief within the Department of Health Care Services (DHCS), Mental Health Services Division. The Program Policy and Quality Assurance Branch administers the Medi-Cal Specialty Mental Health Services Program, provides mental health subject matter expertise and technical assistance to county mental health plans and other programs. The Program Policy and Quality Assurance Branch is also charged with program, policy, and service implementation, including implementing the Pathways to Wellbeing services, and conducting legislative analysis. Prior to working as the Branch Chief, Ms. Cristo worked as a Health Program Specialist II within the Program Policy and Quality Assurance Branch responsible for complex analytical work and project management.

Before transitioning to DHCS in 2012, Ms. Cristo was the manager for the Medi-Cal Policy Unit at the former California Department of Mental Health (DMH) and held various other positions at DMH from 2001 through 2012. In these roles she worked most extensively with the Medi-Cal Specialty Mental Health Services Program.

Prior to working for the State, Ms. Cristo worked as a Program Analyst, also primarily with the Medi-Cal Specialty Mental Health Services Program, at the Yolo County Department of Alcohol, Drug, and Mental Health Services. She also worked as a Trainer at the Yolo County Department of Employment and Social Services where she trained Eligibility Workers on the Medi-Cal and CalWORKs Programs.

Ms. Cristo received a Bachelor of Arts Degree in Sociology, with a special emphasis in social welfare programs, from the University of California at Davis.

**Cammie Duvall, LMFT**, is a licensed Marriage & Family Therapist (LMFT 93542) with over 10 years of clinical experience, including Private Practice, Non-Profit Agencies, and Governmental settings. She has practical design and application experience in DMC-ODS implementation in both Marin and Alameda Counties where she has streamlined documentation practices, and improved charting quality & compliance.

**Sarah Eberhardt-Rios, MPA**, is a Branch Director for Sutter County Health and Human Services, serving both Sutter and Yuba Counties in the Northern region of California and oversees psychiatric emergency, forensics and acute inpatient services. Sarah also lead the Integrated Systems of Care Division at the California Department of Health Care Services overseeing specialty health programs serving 1 million beneficiaries including multiple state waivers and California Children's Services. Prior to relocating to Northern California, Sarah spent ten years with the San Bernardino County Department of Behavioral Health and has significant leadership experience in quality management, workforce development, data analytics, public program performance management, Mental Health Services Act (MHSA) program development/administration as well as behavioral health integration at both the policy and practice level. Sarah's experience includes community development of affordable housing collaboratives and homeless services with a focus on integrating public behavioral health systems with other community/social service delivery systems. She has led several initiatives to improve care coordination with Medi-Cal Managed Care Plans with a focus on complex care and benefits coordination at both the

State and local levels. Sarah is regarded as a subject matter expert on health care reform, behavioral health parity and managed care structures in public health plans, including the administration of specialty mental health benefits. Ms. Eberhardt-Rios obtained her bachelor's degree in Biology from San Francisco State University in 2000 and her master's degree in Public Administration from California State University, San Bernardino in 2007 and is a super fun gal.

**Andrew Garrett, Esq.**, works with healthcare entities and providers, helping them to navigate the laws of their profession. He concentrates on medical confidentiality, behavioral healthcare, correctional healthcare, minors' access to healthcare, and child abuse reporting. He is perhaps most well-known for his extensive knowledge of 42 CFR Part 2, a federal regulation that gives heightened privacy protections to many substance use disorder records. Andrew is admitted to the State Bar of California. He holds a BA from the University of Arizona, and a JD from the University of California, Hastings College of the Law.

**Linda Garrett, JD**, has been providing risk management services to healthcare facilities and providers for over 30 years. As the loss prevention consultant for the CSAC Excess Insurance Authority Medical Malpractice Programs, she provides services to over 50 California public entity health, mental health, and correctional healthcare programs, as well as to several county hospitals in California. She trains providers and administrative staff on a variety of medical/legal topics including consent, charting, mandated reporting, involuntary mental health treatment, patients' rights, and federal and state medical confidentiality laws (including HIPAA/HITECH Act, and 42 CFR Part 2). Before working as a risk manager, Ms. Garrett practiced as a medical malpractice defense attorney for a law firm in San Francisco, California. She is a graduate of the University of California, Berkeley and UC Hastings College of the Law.

**Timothy E. Hougen, PhD**, is the Deputy Director for Children and Youth Collaborative Services (CYCS), Transitional Aged Youth (TAY), and Mental Health Services Act (MHSA) within the San Bernardino County Department of Behavioral Health. Dr. Hougen has historically served children, adolescents, families, and adults through a variety of mental health programs. The focus of these programs has been children and youth with serious emotional difficulties and adults with serious and persistent mental illnesses.

CYCS includes several different department operated programs, all of the children's contracted programs which include EPSDT Medi-Cal funding, and oversees the implementation of state-wide efforts (e.g., Continuum of Care Reform and Presumptive Transfer of Medi-Cal). TAY oversees the specialized provision of services at One-Stop TAY Centers, Crisis Residential Treatment, and Shelter Beds. MHSA provides administrative oversight to the various MHSA programs with a close focus on implementation of Prevention and Early Intervention Programs and Innovations Projects.

Dr. Hougen completed his bachelor's at the University of California at Santa Cruz; his master's and doctorate at Rosemead School of Psychology, Biola University; his internship at the University of Rochester, School of Medicine and Dentistry; and his fellowship at Catholic Charities in San Diego.

**Cynthia Hudgins** is the Chief over the Provider and County Monitoring Section in the Medi-Cal Behavioral Health Division of the Department of Health Care Services (DHCS). She has been with the State for five- and one-half years. Cynthia has been working in the Substance Use Disorder (SUD) field for over 30 years, beginning her career working directly with clients and families conducting assessments and coordinating admissions, then moving on to conduct formal interventions. After several years of direct services, Cynthia moved into SUD administration and then later completed her education with an MBA in Health Care Administration.

As the Executive Director of a non-profit SUD agency she secured the first Drug Medi-Cal Perinatal Residential Program license and certification in the State of California. After further expansion of services to include outpatient, intensive outpatient, residential detox and youth and family programs, she and her team went on to secure CARF Accreditation (Commission on Accreditation of Rehabilitation Facilities) for all programs.

Cynthia is passionate about providing one of California's most vulnerable populations with high quality SUD services and is excited about the direction DHCS has taken with the DMC-ODS Waiver pilot and Medi-Cal Healthier California For All.

**Dawn Kaiser, LCSW, CPHQ** recently became the Director of Quality Management for Santa Clara County. Prior to joining Santa Clara she served for 5+ years as a Division Director for Marin County Behavioral Health and Recovery Services overseeing multiple functions including the integrated (MH/SUS) Access and Quality Management work groups, as well as Information Technology. Prior to working for the County of Marin, Dawn spent four years as a Lead Reviewer, performing External Quality Reviews for California Mental Health Plans through a contract with DHCS. She also worked for a decade for the University of California San Francisco (UCSF), first as a clinician, and then as a member of a mental health services outcomes research lab. Dawn's professional interests are grounded in public sector mental health with an emphasis on health equity and quality management.

**Rama Khalsa, PhD**, is the Director of Drug Medi-Cal EQRO and has worked in behavioral health for the past 25 years in County Mental Health and Substance Use Disorder Services. She was Director of Behavioral Health from 1986 to 2001 in Santa Cruz County overseeing a full range of addiction treatment services as well as prevention. Dr Khalsa also served as Health Agency Director from 2001 to 2012 in Santa Cruz County adding Public Health, Primary Care and Emergency Medical Services. She has assisted through the California Healthcare Foundation with projects linking substance use disorder treatment and primary care systems as well as health plans.

**Tracy Lacey, LMFT**, is a Senior Mental Health Services Manager overseeing the Mental Health Services Act (MHSA) programing for Solano County Behavioral Health a Division of Solano County Health & Social Services. Since 2015 Tracy has been in the role of the MHSA Coordinator responsible for community program planning, as well as the execution and oversight of the MHSA Three-Year Plan. The MHSA Plan ensures funding and support for the County Behavioral Health system to provide a continuum of care for the lifespan with services that are equitable, timely, and promote wellness and recovery for all consumers served.

Tracy has 20 years of experience in the human services field including both behavioral health and child welfare. She has been in leadership positions in a quality improvement unit, an adult forensic Full Service Partnership (FSP) program, a non-profit Children's mental health outpatient clinic, and a treatment foster care program. As a direct service provider Tracy has had the opportunity to work in various milieus within the behavioral health field including: a youth residential treatment facility, a police youth diversion program, schools, outpatient clinics and in private practice. Her work experience in the human service field—both working for non-profits and government—has greatly contributed to her passion for social justice and health equity. Tracy received her undergraduate degree in Psychology from Sonoma State University and a Master's in Counseling Psychology from Dominican University. She is a Licensed Marriage and Family Therapist (LMFT).

**Justina Larson, LMFT**, is a Licensed Marriage and Family Therapist who has worked in the field of Utilization and Quality Management for the past 8.5 years. She works for Shasta County Health and

Human Services Agency as the Clinical Program Coordinator and Quality Assurance Coordinator for the Mental Health Plan. Her passion is collaborating across branches, departments and agencies to foster high quality service delivery and support the agency in responding positively to change. Most of Justina's experience delivering mental health services in the community was as a Child and Family Team facilitator using the Wraparound approach to support families with high needs children to keep children and youth in their homes and communities. Her interests outside of work include art, hiking with her dogs, friends and family, reading, and music.

**Azahar V. Lopez, PsyD, CHC**, is a licensed clinical psychologist who has worked in the public sector behavioral health system in Orange County for the past 20 years. She has provided direct clinical care to children and youth populations and developed and supervised MHSA funded prevention and early intervention programs. Most recently, she has worked in quality assurance and performance improvement in behavioral health/Authority and Quality Improvement Services (AQIS), managing and overseeing the operations of the Substance Use Disorder (SUD) support unit, which provides regulatory compliance support, quality assurance and utilization review monitoring and managed care implementation for the Drug Medi-Cal, Organized Delivery System and other publicly funded SUD programs.

Dr. Lopez holds certification in healthcare compliance from the Health Care Compliance Association (HCCA) and co-chairs the South Waiver Accountability Group of county Q/I coordinators in the southern region.

Dr. Lopez also has experience teaching and presenting, both in the educational setting and at the work place, as well as in statewide and national conferences. Prior experience includes work as a learning and performance consultant and leadership program management and facilitation. Dr. Lopez is a board-certified executive coach.

**Steve Lownsbery, MFT**, County of Santa Clara clinical therapist beginning as an adolescent specialist then to Quality Assurance and now County Clinical Standards Coordinator of the system of care in Substance Use Treatment Services. Integral part of the development of and implementation of DMC-ODS 1115 waiver with attention to clinical issues, processes and outcomes. Supporting clinical focus by monthly clinical discussions with providers. Ongoing care coordination with providers, addressing critical mental health and substance use issues. Collaborates with mental health in developing integrative screening, assessment and trauma focused tools. Design tiered professional training program and developmental tracks for credentialed and licensed personnel. Spearheaded revamping DMC-ODS quality assurance monitoring procedures and tool. Current focus is on Netsmart EHR build.

**Jennifer Ludford, MPA**, is an analyst for Placer County Health and Human Services Systems of Care on the Quality Management team. She has been working with data and providing outcomes for leadership decisions for 15 years for Placer County, with nearly 6 years in HHS Quality Management. Her previous experience with the County Executive Office, Risk Management division involved working with data to evaluate risk that affected Placer County. She currently works closely with DHCS, program leadership, IT, Fiscal, and outside vendors to ensure quality and compliance while supporting the needs of stakeholders. In 2017, Jennifer was part of the successful transition from an episodic electronic health record model to a client base model, and in 2018 she was the lead on the Network Adequacy Certification for the Placer/Sierra Mental Health Plan.

**Theresa Ly, MPH**, is a SUD Program Specialist supporting the implementation of DMC-ODS in Alameda County. She is operational lead over multiple modalities and services within DMC-ODS including the beneficiary access line, residential treatment, recovery residence and withdrawal management,

supporting the onboarding, technical assistance and monitoring of service providers. She has been in this role at Alameda County for nearly 2 years.

**Carla Minor** is Section Chief (Staff Services Manager II) of the Network Adequacy Monitoring Section (NAMS). As the Section Chief, Carla oversees the functions of the NAMS. Her primary responsibility is directing the monitoring county-administered Medi-Cal behavioral health plans and programs and ensuring that they are in compliance with all federal and state laws and regulations and contractual requirements.

Carla has been with the Department of Health Care Services (DHCS) since the transition of the former Department of Mental Health (DMH) in 2012, where she began working at DMH in 1998. During the span of her 20 years of dedication to the public mental health system, Carla has played an integral role in the oversight of community mental health programs. She has expertise in a variety of subject matters including program compliance, analytics, Ombudsmen services, policy, the Short-Doyle/Medi-Cal claiming system, and provider enrollment.

**Tianna D. Nelson, PhD, LMFT**, is a Licensed Marriage and Family Therapist who has been working for Santa Clara County for over 30 years. She completed graduate work in the Administration of Justice and Counseling Psychology, receiving degrees from UC Berkeley, San Jose State University, and Santa Clara University, and, doctoral work in Human and Organizational Development at Fielding Graduate University, with an emphasis in adolescent development and systems theory. Her work history includes co-occurring care in the adult correctional system, the juvenile justice system, the state prison system, alternative placements for youth, and private practice. In 2014, her efforts transitioned to focusing on Quality Assurance and Improvement in behavioral healthcare, where she is now a Behavioral Health Division Director. Tianna has piloted, developed, and maintained programs for “at risk youth,” won both county (Glen Hoffman and Unsung Hero) and state awards (Portrait of Success), and most recently, was invited as a national expert to Washington DC by the Office of Juvenile Justice and Delinquency and the American Institute for Research to consult among the leading experts in the field of Juvenile Drug Court Research and Practice.

**Lisa Nosal, LMFT**, has worked in county behavioral health programs since 2013, first as a clinician and now as the Utilization Review Manager for Sonoma County Behavioral Health. In her role, she trains, reviews, and oversees all elements of Medi-Cal and Medicare documentation for the county’s mental-health services. Building on her previous experience as clinical supervisor for several treatment teams, as well as her experience as a clinician, she is working to build a culture in which documentation is seen as an essential component of quality clinical care, not simply a bureaucratic requirement. Her trainings focus on the clinical reasons behind documentation requirements so that clinicians can build the skills and insight needed to provide – and then document – high-quality, clinically appropriate services. She holds an M.A. in Counseling Psychology from the University of San Francisco and a B.A. cum laude in English and American Literature and Language from Harvard College.

**Lindsey O’Leary, LMFT**, is the Program Manager for Quality Improvement in Monterey County. Lindsey leads an integrated, cross-functional quality management team of clinicians and IT specialists to support quality delivery of Mental Health Services and Substance Use Disorder Services. Lindsey has supported the implementation of the Drug Medi-Cal Organized Delivery System in partnership with county staff and contracted providers over the past several years.

**Jeremy Peterson** is a Staff Services Analyst for Napa County Mental Health Administration. Previously he held Human Resource positions for the Department of Defense and twelve years as a medic in the California Army National Guard. His experience in multiple healthcare roles, database utilization,

interpreting regulatory guidance, and communication in multi-level government; enables opportunity for local agencies to engage with a distinct analytical perspective.

**Kristie Preston, LMFT**, is a Licensed Marriage and Family Therapist with over 20 years of experience working in the behavioral health field. Kristie has spent the last 15 years working in public sector managed care in both clinical and administrative roles, and she is currently the Director of Clinical Operations for Optum Public Sector San Diego. She leads an extensive clinical group of experts who manage the San Diego Access and Crisis Line, Utilization Management of inpatient and outpatient Specialty Mental Health services, Residential Substance Use Disorder Services, Long Term Care, and Treatment and Evaluation Resource Management which is a Board of Supervisor's mandated program. Of special highlight is her leadership in the successful implementation of an intensive case management program under the Low Income Health Program prior to the Medicaid Expansion in 2014. Kristie's clinical experience includes working in an adult inpatient setting and providing outpatient services to youth and their families. Kristie enjoys photography, being outdoors, and camping with her family.

**Eileen Quinn-O'Malley, MA, LMFT** is currently a Behavioral Health Program Coordinator (BHPC) with the County of San Diego Health and Human Services Agency, Behavioral Health Services Children Youth and Families. Eileen graduated with her BA in Sociology at San Diego State University and MA in Marriage and Family Therapy at United States International University. Eileen has over twenty years of clinical experience working primarily with nonprofit organizations serving children, youth and families.

Eileen's experience in the mental health field began as a childcare worker in a nonprofit group home while working toward her master's degree. In 2000, Eileen obtained her MA in Marriage and Family Therapy and obtained a program therapist position in the group home setting then promoted to program manager overseeing the group home's mental health clinic. In 2008, Eileen transitioned to a nonprofit agency providing community-based therapy to children, youth and caregivers in foster home settings and then transitioned to managing a County contracted mental health clinic at the County of San Diego Children's Shelter. In 2016 she moved to the County of San Diego in her current position as a BHPC which entails supporting/monitoring County contracts and working on special projects; with one of them being implementation of the Child and Adolescent Needs and Strengths (CANS) and Pediatric Symptom Checklist (PSC-35) for County of San Diego Children's System of Care.

Eileen advocates that every person can transform their lives in a positive direction when they are surrounded by supportive individuals who instill hope. Behavioral health professionals can be instrumental in assisting others with this transformation when they have a clear understanding on how to best support and guide this change. Instilling hope for what is possible is the starting point and using tools to guide the change is the action phase. Eileen is thrilled to be one of the leads with the CANS roll out because this tool can initiate and measure change in a collaborative and transparent manner to obtain the desired transformation.

**Tammy Ramsey** is a Senior Health Care Program Analyst with County of Santa Clara Behavioral Health – Substance Use Treatment Services (SUTS). Tammy has been integral in the implementation of the County of Santa Clara's DHCS ODS Waiver, specifically in leading the submission process of the NACT and SUTS's provider directory. Prior to joining BHSD – SUTS, Ms. Ramsey worked at the inpatient hospital for over 15 years, during which time she oversaw implementation of the Designated Public Hospital Project. Ms. Ramsey has extensive experience with healthcare operations and regulatory compliance.

**Saumitra SenGupta, PhD**, is the Executive Director of the California External Quality Review Organization (CalEQRO). Dr. SenGupta has worked in mental health services research in California and nationally for over 20 years. He has served in a number of capacities including on the faculty of the University of Arizona Medical School and as a research psychologist in San Francisco Mental Health. Dr. SenGupta is an expert in quantitative and qualitative research methods and utilizing information systems data for mental health services research. He has served as the Principal Investigator of several federally funded mental health initiatives as well as on numerous NIMH and SAMHSA review panels. Dr. SenGupta also served as an elected board member of the American Evaluation Association (AEA) and was the founding chair of the San Francisco Bay Area Evaluators (SFBAE). He has been on the editorial board of the American Journal of Evaluation for over 20 years.

**Susanne Snowden, LCSW**, is a Licensed Clinical Social Worker and works for Napa County Health and Human Services as the Utilization Review Coordinator in the Alcohol and Drug Services (ADS) Division. Susanne began working for ADS in December of 2018. Her primary area of focus with ADS has been on the implementation of the Medi-Cal Organized Delivery System waiver (DMC-ODS) for Napa County adult and youth SUD services.

Before joining Napa County ADS, Susanne worked for ten years as a mental health clinician, in different roles with various populations, both with Napa County Health and Human Services, and non-profit service providers. Susanne is passionate about serving the underserved, and she enjoys devising policies and procedures to effectively provide quality behavioral health services to our most vulnerable populations.

**Julia Soto, LCSW** has 10 years of professional experience working in behavioral health across multiple county systems. Currently, Julia is the Behavioral Health Quality Assurance supervisor for Placer County. She has been with Placer County since 2014 and has overseen multiple programs and recently supported the implementation of Placer County's Drug Medi-Cal Organized Delivery System. She has experience working with multiple populations including elderly veterans and youth in group homes. She has working knowledge and understanding of both the MHP and DMC-ODS needs and requirements.

**Chantal Stendardo, LCSW**, has over ten years' experience providing and overseeing county mental health services, including full service partnerships, co-occurring services, and has been an active participant in the development of quality improvement work plans for both mental health and substance use disorder services.

**Tamara Weaver, MPA, LCSW**, is the Chief Quality Management Officer for San Bernardino County, Department of Behavioral Health (DBH). She became a Licensed Clinical Social Worker in 2009 who also received her MPA in 2016. She has worked for DBH for 16 years starting as a case manager, moved up to a Clinical Therapist, then Clinic Supervisor prior to her current administrative role. Her various assignments included Cultural Competency, Training, Adult and Children Outpatient and Forensics. She worked in a rural setting and completed the National Health Service Corps. Additionally, she is an Adjunct Professor for Brandman University teaching master's Level Social Work Policy courses. She is the founder and President of a non-profit, Rae of Hope, Inc. for pregnancy/infant loss. In 2018 she became an Amazon Best Selling Author for her contribution in the book *Kindness Crusader*. She enjoys boating and traveling with her husband and three children.

**Wendy Wheelwright, LMFT**, has been a skilled clinician within Community Mental Health for the past 20 years. She is currently the Project Manager for HOPE Sonoma, a program to support the emotional recovery of disaster survivors. Additionally, she serves as the Quality Improvement Manager for

Sonoma County Behavioral Health Division, overseeing system level policy and process improvements. Previously, she served as the Workforce Education and Training Coordinator, facilitating staff development, credentialing, and clinical fidelity of specialty programs. Prior to assuming her role at Sonoma County, she worked with Progress Foundation overseeing the start-up, day-to-day operation, and expansion of the Crisis Residential Unit from a single 6-bed program to multiple 10-12 bed programs. Wendy also has extensive experience as a Forensic Therapist, working with mandated treatment programs, Probation, CPS, and Victim Assistance. She maintains a small private-practice in Santa Rosa, specializing in Trauma-Based Disorders. Wendy has a strong passion for teaching and currently holds a faculty position with the University of San Francisco, teaching in the master's in counseling program on weekends and evenings.

**Paula Wilhelm** joined CBHDA in the spring of 2017. As Director of Policy, she is responsible for leading policy analysis and administrative advocacy efforts to advance CBHDA's priorities for county behavioral health services. Areas of focus include the Medi-Cal Specialty Mental Health and Drug Medi-Cal programs, substance use disorder services and drug policy, California's 1915(b) and 1115 Medicaid waivers, and the implementation of federal managed care and parity regulations. Paula helps to staff the Association's Medi-Cal Policy and SAPT committees. Prior to joining CBHDA, Paula spent four years on staff at Women's Community Clinic of San Francisco and earned master's degrees in Public Health and Public Policy from UC Berkeley.