



Department of Managed Health Care

State of
California

Award # 1177118921734 Details

Submit Objection

Proceeding: 2004-0115 Access to Language Assistance (SB853)
Date Requested: 4/20/2007 6:28:42 PM
Amount Requested: \$65275

Contribution to the Proceeding: Thank you for the opportunity to apply for an award for the advocacy we have conducted for years on the language assistance regulations. We are proud sponsors of SB 853, which authorized the Department to undertake development of these regulations, and we are pleased that there is now a requirement for all health plans to provide interpreters and translated materials to their enrollees. Providing culturally and linguistically appropriate services is vital to ensuring access to quality health care services. Because of these new regulations, health plans will be held accountable for providing services to all their diverse members. This is a model for the rest of the country. The total amount we are requesting is \$65,275. This represents the provision of advice, technical assistance, research, community education and outreach, analysis and development of comments, and participation in meetings of CPEHN's Executive Director, Ellen Wu, and Policy Director, Marty Martinez. Our technical expertise strongly influenced the development of every aspect of the regulations. CPEHN was instrumental in the development of cultural and linguistic regulations for the Medi-Cal and Healthy Families programs, helped develop the cultural and linguistic portion of the HMO Report Card, and was the sponsor of SB 853. As such, we were with the Department every step of the way in ensuring a high quality regulation. CPEHN was established in 1992 and incorporated as a 501c3 nonprofit organization in 1998 in response to the need for a representative community-driven voice in health policy. Our mission is to improve access to health care and eliminate health disparities by advocating for public policies and sufficient resources to address the health needs of communities of color. CPEHN organizes multicultural efforts to develop and advance public policies that promote equal treatment and universal access to care. We bring together diverse communities and policymakers to share ideas and build effective advocacy efforts to improve the health of California. As you well know, the activities CPEHN has undertaken to support the Department in the development of these regulations are numerous. Soon after the bill was signed into law in 2003, CPEHN began meeting with Bobby Reagan, whom we were told would be the liaison with advocates on this issue. We provided Bobby with recommendations in writing, in meetings, and over the phone, on how to frame the development of the regulations, suggesting which sources to use as initial guides Medi-Cal requirements, CLAS, and assistance with complicated issues such as the needs assessment. We were eventually requested to continue providing information to Marcy Gallgher—who made several specific requests to us for information on how best to inform the regulations—and then to other Department staff. We researched current studies regarding cultural and linguistic access and provided them to Mark Sumner at his request. We provided the Department with valuable information on the intent of the statute and best practices for implementing that intent. Along with partner advocates, we developed a comprehensive set of recommended regulations, including a model needs

assessment that included the collection of race, ethnicity, and primary language data, and presented those model regulations to the Department. The model regulations included many suggestions that eventually ended up in the final regulations, touching on all aspects of the regulations, including translations of materials, provision of oral interpretation, quality assurance, monitoring and reporting. We were the principle advocacy organization that provided information and outreach to other advocacy groups throughout the state. We coordinated conference calls and meetings of advocates to come up with the best recommendations for the Department. We solicited input from provider organizations and conducted research to determine best practices and suggested regulatory language to best implement those best practices. We disseminated alerts to the community, informing them of the regulation and urging them to weigh in with the Department on suggestions for improvement. We also assisted the Department on outreach for the public hearings, including significant outreach to Limited English Proficient LEP communities, and provided information to the Department to help with the provision of interpreters for the hearings. Our outreach resulted in LEP persons weighing in in-person, and resulted in researchers such as Richard Brown of UCLA weighing in on the need for appropriate collection of race data, a provision which was included in the final regulations. We also assisted the Department with outreach for stakeholder meetings. Our efforts helped ensure the Department had advice and assistance from a wide array of experts, and heard directly from the communities that would most benefit from all of the hard work Department staff put into these regulations. Finally, with each draft of the regulations, including unofficial drafts issued prior to public release, CPEHN staff spent numerous hours analyzing the drafts, comparing them to existing requirements and best practices, requesting feedback from experts and our communities, and developing detailed comments to guide the Department's deliberations. We also worked diligently to answer follow-up questions and clarify our suggestions with Department staff. We hope the Department has found CPEHN's historic expertise in the issues of cultural and linguistic access to be enormously helpful in the development of these groundbreaking regulations. We enjoyed the process of working with the Department and look forward to continuing to collaborate on the implementation.

Task Performed

Activity Letter
Activity Date 4/20/2007
Amount Billed: \$1
Other Parties Involved: Statement of activities will be emailed.
Subject Matter and Work Description: Detailed activities will be emailed.
Time Spent: 1.01 hours

Contact Information

Organization CPEHN
Name Martin Martinez
Phone 510-832-1160
Extension
Email mmartinez@cpehn.org
Date Created 3/2/2004 7:07:03 PM

Address

Address Type Mailing Address
Address 654 Thirteenth St.

Suite
City, State, Zip Oakland, CA, 94312-
Address Type Physical Address
Address 654 Thirteenth St.
Suite
City, State, Zip Oakland, CA, 94612-
Governing Body
Title Policy Director
Name Martin Martinez
Address 654 Thirteenth St.
City, State, Zip Oakland, CA, 94612-



CPEHN

California Pan-Ethnic Health Network

April 20, 2007

BOARD OF DIRECTORS

Denise Adam-Simms
Executive Director
California Black Health Network, Inc.

Lupe Alonzo-Diaz
Executive Director
Latino Coalition for a
Healthy California

Alice Chen, MD
Medical Director
San Francisco General Hospital

James A. Crouch, MPH
Executive Director
California Rural
Indian Health Board

Calvin Freeman
Principal
Calvin Freeman & Associates

Donzella Lee, MPH, CHES
Director of Operations
Los Angeles Free Clinic

Beatriz Soles, MPH

Dong Suh, MPP
Associate Director
Asian Health Services

Ho Luong Tran, MD
Chief Executive Officer
Asian & Pacific Islander
American Health Forum

Antronette Yancey
Associate Professor
Department of Health Services
UCLA School of Public Health

PROGRAM STAFF

Ellen Wu, MPH
Executive Director

Martin Martinez, MPP
Policy Director

Molly Bergstrom
Program Director

Pam Flood
Director of Operations

Department of Managed Health Care
Consumer Participation Program

980 9th Street, Suite 500

Sacramento CA 95814

cpp@dmhc.ca.gov

Fax: (916) 322-3968

Re: Application for Award: **2004-0115 Language Assistance Programs**

To Whom It May Concern:

Thank you for the opportunity to apply for an award for the advocacy we have conducted for years on the language assistance regulations. We are proud sponsors of SB 853, which authorized the Department to undertake development of these regulations, and we are pleased that there is now a requirement for all health plans to provide interpreters and translated materials to their enrollees. Providing culturally and linguistically appropriate services is vital to ensuring access to quality health care services. Because of these new regulations, health plans will be held accountable for providing services to all their diverse members. This is a model for the rest of the country.

The total amount we are requesting is **\$65,275**. This represents the provision of advice, technical assistance, research, community education and outreach, analysis and development of comments, and participation in meetings of CPEHN's Executive Director, Ellen Wu, and Policy Director, Marty Martinez. Our technical expertise strongly influenced the development of every aspect of the regulations. CPEHN was instrumental in the development of cultural and linguistic regulations for the Medi-Cal and Healthy Families programs, helped develop the cultural and linguistic portion of the HMO Report Card, and was the sponsor of SB 853. As such, we were with the Department every step of the way in ensuring a high quality regulation.

CPEHN was established in 1992 and incorporated as a 501c(3) nonprofit organization in 1998 in response to the need for a representative community-driven voice in health policy. Our mission is to improve access to health care and eliminate health disparities by advocating for public policies and sufficient resources to address the health needs of communities of color. CPEHN organizes multicultural efforts to develop and advance public policies that promote equal treatment and

universal access to care. We bring together diverse communities and policymakers to share ideas and build effective advocacy efforts to improve the health of California.

As you well know, the activities CPEHN has undertaken to support the Department in the development of these regulations are numerous. Soon after the bill was signed into law in 2003, CPEHN began meeting with Bobby Reagan, whom we were told would be the liaison with advocates on this issue. We provided Bobby with recommendations in writing, in meetings, and over the phone, on how to frame the development of the regulations, suggesting which sources to use as initial guides (Medi-Cal requirements, CLAS), and assistance with complicated issues such as the needs assessment. We were eventually requested to continue providing information to Marcy Gallgher—who made several specific requests to us for information on how best to inform the regulations—and then to other Department staff. We researched current studies regarding cultural and linguistic access and provided them to Mark Sumner at his request. We provided the Department with valuable information on the intent of the statute and best practices for implementing that intent. Along with partner advocates, we developed a comprehensive set of recommended regulations, including a model needs assessment that included the collection of race, ethnicity, and primary language data, and presented those model regulations to the Department. The model regulations included many suggestions that eventually ended up in the final regulations, touching on all aspects of the regulations, including translations of materials, provision of oral interpretation, quality assurance, monitoring and reporting.

We were the principle advocacy organization that provided information and outreach to other advocacy groups throughout the state. We coordinated conference calls and meetings of advocates to come up with the best recommendations for the Department. We solicited input from provider organizations and conducted research to determine best practices and suggested regulatory language to best implement those best practices. We disseminated alerts to the community, informing them of the regulation and urging them to weigh in with the Department on suggestions for improvement. We also assisted the Department on outreach for the public hearings, including significant outreach to Limited English Proficient (LEP) communities, and provided information to the Department to help with the provision of interpreters for the hearings. Our outreach resulted in LEP persons weighing in in-person, and resulted in researchers such as Richard Brown of UCLA weighing in on the need for appropriate collection of race data, a provision which was included in the final regulations. We also assisted the Department with outreach for stakeholder meetings. Our efforts helped ensure the Department had advice and assistance from

a wide array of experts, and heard directly from the communities that would most benefit from all of the hard work Department staff put into these regulations.

Finally, with each draft of the regulations, including unofficial drafts issued prior to public release, CPEHN staff spent numerous hours analyzing the drafts, comparing them to existing requirements and best practices, requesting feedback from experts and our communities, and developing detailed comments to guide the Department's deliberations. We also worked diligently to answer follow-up questions and clarify our suggestions with Department staff.

We hope the Department has found CPEHN's historic expertise in the issues of cultural and linguistic access to be enormously helpful in the development of these groundbreaking regulations. We enjoyed the process of working with the Department and look forward to continuing to collaborate on the implementation.

Sincerely,

Martin Martinez, MPP
Policy Director

CPEHN Contributions of Ellen Wu to Language Access Regulations

Date	Activity	Hours	Hourly Rate	Amount Billed
2/5/2004	Meeting with advocates to discuss best strategies for implementation.	2	300	600
3/23/2004	Meeting with Marcy Gallagher, Andrew George, and James Tucker.	2	300	600
7/2/2004	Helped developed draft needs assessment to send to Marcy Gallagher.	5	300	1500
7/30/2004	Meeting with Barbara Reagan, Marcy Gallagher, Mark Sumner, and Warren Barnes.	3	300	900
8/18/2004	Meeting with Cindy Ehnes, Bobby Reagan, Ed Mendoza, Marcy Gallagher, and Andrew George.	3	300	900
8/19/2004	Developed and sent sample recommended regulations to DMHC.	8	300	2400
10/7/2004	Researched finding on C&L studies and sent to DMHC at request of Mark Sumner.	2	300	600
11/4/2004	Reviewed letter to DMHC.	1	300	300
11/10/2004	Meeting with Mark Sumner, Elaine Paniewski, and Brian Bartow.	3	300	900
6/16/2005	Conversation with DMHC staff on our comments.	1	300	300
8/5/2005	Reviewed comments on draft regulations.	2	300	600
9/9/2005	Reviewed comments on draft regulations.	2	300	600
9/13/2005	Participated in DMHC stakeholder meeting.	5	300	1500
9/23/2005	Reviewed comments on draft regulations.	2	300	600
1/23/2006	Outreach for public hearings and press conferences.	3	300	900
2/3/2006	Revived email to CPEHN network on draft regulations: educated our communities and urged them to comment.	2	300	600
2/16/2006	Testified at Oakland hearing and press conference.	5	300	1500
3/1/2006	Reviewed comments on draft regulations.	2	300	600
8/7/2006	Reviewed communication to our email network on the regulations and status, and the need for them to weigh in.	2	300	600
9/25/2006	Reviewed comments on second draft regulations.	2	300	600
11/27/2006	Reviewed communication to our email network on regulations.	2	300	600
12/3/2006	Reviewed comments on third draft of regulations.	2	300	600
12/19/2006	Reviewed letter to Cindy Ehnes on regulations, meeting request.	1	300	300
12/21/2006	Conference call with Cindy Ehnes and advocates.	1	300	300
totals		63	\$300.00	\$ 18,900.00

CPEHN Contributions of Marty Martinez to Language Access Regulations

Date	Activity	Hours	Hourly Rate	Amount Billed
2/2/2004	Letter to Bobby Reagan outlining issues to think about in developing regulations.	4	250	1000
2/5/2004	Meeting with advocates to discuss best strategies for implementation.	2	250	500
2/11/2004	Meeting with Bobby Reagan and Andrew George.	2	250	500
3/18/2004	Discussion with Marcy Gallagher.	0.5	250	125
3/22/2004	Call among advocates on implementation	1	250	250
3/22/2004	Phone conversations (two) with Marcy Gallagher.	0.5	250	125
3/23/2004	Meeting with Marcy Gallagher, Andrew George, and James Tucker.	2	250	500
4/12/2004	Spoke with Leanne Gassaway at CAHPS to assist Marcy Gallagher in scheduling a stakeholder meeting on regs.	1	250	250
4/16/2004	Email to Marcy Gallagher.	1	250	250
6/14/2004	Email to Marcy Gallagher answering questions she requested CPEHN assist her with.	1	250	250
6/21/2004	Sent in request for meeting with Cindy Ehnes.	0.5	250	125
7/2/2004	Developed and sent to Marcy Gallagher our version of an appropriate needs assessment.	5	250	1250
7/6/2004	Call with Marcy Gallagher.	0.5	250	125
7/30/2004	Meeting with Barbara Reagan, Marcy Gallagher, Mark Sumner, and Warren Barnes.	3	250	750
8/5/2004	Call with Marcy Gallagher about her questions about latino community's concerns around SB 853.	0.5	250	125
8/18/2004	Meeting with Cindy Ehnes, Bobby Reagan, Ed Mendoza, Marcy Gallagher, and Andrew George.	3	250	750
8/19/2004	Developed and sent sample recommended regulations to DMHC.	8	250	2000
10/7/2004	Researched finding on C&L studies and sent to DMHC at request of Mark Sumner.	5	250	1250
10/20/2004	Email to Mark Sumner.	2	250	500
10/26/2004	Talked with Mark Sumner.	0.5	250	125
11/4/2004	Letter to DMHC.	4	250	1000
11/10/2004	Meeting with Mark Sumner, Elaine Paniewski, and Brian Bartow.	3	250	750
11/13/2004	Email to Mark Sumner and Brian Bartow about SB 853 needs assessment and why race/ethnicity need be collected.	2	250	500
11/14/2004	Follow up email to above.	0.5	250	125
6/2/2005	Developed and sent in comments to DMHC about the unofficial first draft of SB 853 regs.	10	250	2500
6/16/2005	Conversation with DMHC staff on our comments.	1	250	250
8/1/2005	Advocates discussion of draft regulations.	1	250	250
8/3/2005	Call with DMHC about SB 853 -(1 hour); follow up email to DMHC (1 hour)	2	250	500
8/5/2005	Sent in comments on draft regulations.	10	250	2500
8/15/2005	Call with DMHC on our comments.	1	250	250

CPEHN Contributions of Marty Martinez to Language Access Regulations

8/16/2005	Talked with Debra Mullins from DHS on the interaction of the regulations and Medi-Cal; emailed additional comments to Suzanne Chammout.	2	250	500
8/23/2005	Email to DMHC regarding establishing a literacy level in the regulations.	3	250	750
9/9/2005	Developed and sent in comments on draft regulations.	10	250	2500
9/13/2005	Participated in DMHC stakeholder meeting.	5	250	1250
9/23/2005	Developed and sent in comments (jointly with LIF and NHELP) on draft regulations.	10	250	2500
10/4/2005	Call with LIF and NHEL to discuss regulations.	1	250	250
10/6/2005	Call with DMHC.	1	250	250
12/22/2005	Call with Suzanne Chammout.	1	250	250
1/18/2006	Call with Lynn Randolph and outreach strategizing for public hearings and press conferences.	3	250	750
2/3/2006	Sent email to CPEHN network on draft regulations: educated our communities and urged them to comment.	6	250	1500
2/5/2006	Phone calls to CBO's, outreach for hearings. Gathered information on interpreters for the hearings.	5	250	1250
2/14/2006	Testified at LA hearing and press conference.	8	250	2000
3/1/2006	Developed and sent in comments on first public draft of regulations.	10	250	2500
5/19/2006	Advocates call with DMHC.	1	250	250
5/23/2006	Advocates call about DMHC.	1	250	250
6/15/2006	Conference call with Suzanne Chammout.	1	250	250
6/22/2006	Advocates call on regulations.	1	250	250
8/2/2006	Call with DMHC staff.	1	250	250
8/7/2006	Developed and sent communication to our email network on the regulations and status, and the need for them to weigh in.	6	250	1500
9/25/2006	Developed and sent in comments on second draft regulations.	10	250	2500
11/27/2006	Developed and disseminated communication to our email network on regulations.	6	250	1500
12/3/2006	Developed and sent in comments on third draft of regulations.	10	250	2500
12/19/2006	Developed and sent in letter to Cindy Ehnes on regulations, meeting request, emails to Suzanne Chammout, and researched OAL requirements.	3	250	750
12/21/2006	Reviewed OAL process, conference call with Cindy Ehnes and advocates.	3	250	750
totals		185.5	\$250.00	\$ 46,375.00

ELLEN WU

3971 Barner Avenue • Oakland, CA 94602 • (510) 336-9589

Comment [AC1]: Page: 1

EXPERIENCE

Executive Director

California Pan-Ethnic Health Network, Oakland *July 2001 – Present*
Responsible for overall management, including fiscal oversight, supervision of staff, implementation of programmatic goals, fundraising, relationship building with government and private sector policy making institutions, and maintaining and expanding a statewide multicultural health constituency.

Adjunct Faculty

San Francisco State University *Fall 2004, 2005, & 2006 Semesters*
Developed course curriculum and assignments for over 40 students in upper division health policy class.

Consultant

Community Health Center Network, Oakland *December 2000 – July 2001*
Proposal development for foundation, county, and federal grants. Initiated and negotiated provider contracts. Facilitated new managed care software selection and procurement.

Project Manager

CareScience, San Francisco *July 2000 – November 2000*
Developed an on-line software evaluation application to reflect clinics' technology needs. Wrote web content for clinic secure site. Implemented and provided technical assistance to help clinics use on-line vendor selection tools. Coordinated Task Force.

Program Officer

Tides Foundation, San Francisco *May 1999 – July 2000*
Managed \$20 million grant, funded by The California Endowment, to strengthen community clinics' information systems throughout the state. Developed and implemented grantmaking process. Coordinated Steering Committee, project consultants, and technical assistance.

Director of Health Education and Cultural/Linguistic Services

Alameda Alliance for Health, San Leandro *November 1995 – April 1999*
Established and managed department with responsibilities for health education programs, cultural and linguistic services, and outreach activities for Medi-Cal managed care and Healthy Families health plan. Developed and monitored budget of over \$750,000 and supervised three staff. Created and implemented department policies and procedures. Assessed organizational, member, provider, and community needs for better utilization of resources and increased efficiency. Partnered with members, community based organizations, providers, and advocacy groups to ensure appropriateness and accessibility of services. Identified areas for contractual compliance and creation of standards in conjunction with California Department of Health Services.

Training Coordinator

Education Programs Associates, Campbell *September 1993 – November 1995*
Developed agendas, curricula, and evaluation tools for Comprehensive Perinatal Services
Program provider trainings. Created and administered needs assessment survey. Editor of
statewide provider newsletter. Managed project and trained health care providers for
Northern California Cancer Center Cross-Cultural Communication Skills.

Health Educator

Valley Community Clinic, North Hollywood *July 1992 – August 1993*
Managed Teen Clinic. Developed and administered non-traditional follow-up care study.
Conducted focus groups to identify barriers to accessing care. Conducted pre- and post-test
HIV counseling sessions.

EDUCATION

Master of Public Health - University of California, Los Angeles
Community Health Sciences Department, June 1993

Bachelor of Arts - University of California, San Diego
Communication Department, June 1990

APPOINTMENTS AND AFFILIATIONS

- LEADING Organizational Change: Advancing Quality Through Culturally Responsive Care Advisory Committee, UCSF Center for the Health Professions and California Association of Public Hospitals and Health Systems and the California Health Care Safety Net Institute
- California Hospital Assessment and Reporting Task Force, California HealthCare Foundation
- California Health Interview Survey (CHIS) Advisory Board, UCLA Center for Health Policy Research
- Member-at-Large, Society for Public Health Education Northern California Chapter, 1996-1998
- Chair, Local Health Plans of California Health Education Subgroup, 1998 - 1999
- Vice-Chair, Cultural and Linguistic Standards Task Force, California Department of Health Services, 1996 - 1998

PRESENTATIONS

- “Advocacy – Using Your Voice,” Second Annual Conference of Certified Application Assistants, Community Health Workers, Promotoras and Health Assistants, August 5, 2005
- “Linguistic Access to HMO Services – Where Are We?” HMO Consumer Advocacy Symposium, Office of the Patient Advocate, May 17, 2005
- “Application of CHIS Data: An Advocate’s View,” Southern California Public Health Association and California Public Health Association-North Joint Annual Conference, April 4, 2005
- “Advocating for Public Policies to Eliminate Health Disparities,” UCSF Symposium, February 4, 2005
- “California’s Multicultural Health Advocacy Efforts,” New York Coalition Meeting, October 14, 2004
- “California’s Multicultural Health Advocacy Efforts,” State Minority Health Conference, Department of Health and Human Services, Office of Minority Health, July 19, 2004
- “Language Access,” Medical Leadership Conference, California Academy of Family Physicians, May 17, 2004
- “Data Needs to Eliminate Racial and Ethnic Disparities,” National Committee on Vital and Health Statistics, Subcommittee on Populations Hearing, November 14, 2003
- "A Basic Lesson in Colors and Numbers: Why Ward Connerly's Proposition 54 Would Set Back Racial and Social Equality," Golden Gate University School of Law, September 18, 2003
- “Diverse Patients, Disparate Experience: The Use of Standardized Patient Satisfaction Surveys in Assessing the Cultural Competence of Health Care Organizations,” Department of Health and Human Services Office of Minority Health National Leadership Summit on Eliminating Racial and Ethnic Disparities in Health, July 2002
- “Developing a Culturally and Linguistically Appropriate Member Satisfaction Survey,” American Public Health Association Annual Conference, November 1998
- “Responding to the Community,” National Conference on Quality Health Care for Culturally Diverse Populations, presented by U.S. Department of Health and Human Services’ Office of Minority Health, New York Academy of Medicine, and Resources for Cross Cultural Health Care, October 1998

Martin Martinez, MPP

77 Hermann St. Apt #2., San Francisco, CA 94102

Phone: (415) 637-6488 E-mail: martymartay@yahoo.com

Summary of qualifications

Wide experience with all the elements of policy advocacy, including successfully sponsoring legislation, coalition building, education of grassroots constituencies, researching and developing policy briefs, and media-relations. I have staged press conferences, been interviewed in print and on television, and participated in radio debate. I am also experienced with many aspects of non-profit work: providing direct services, outreach to hard-to-reach communities, fundraising, and program development and management. I have served on several community boards, at times as a founding member of an organization, and have participated in the hiring and supervision of staff and several strategic planning processes. I am accustomed to tight deadlines, coordinating large coalitions, managing multiple projects and planning logistics for large events. I have expertise on many issues related to health policy, civil rights, and other issues of concern to diverse communities.

Education

- Masters of Public Policy, 1996 - Goldman School of Public Policy (GSPP), **University of California at Berkeley**. ?Earned full Woodrow Wilson Fellowship.
- Bachelor of Arts, 1993 - **Swarthmore College**, PA.
- Summer Fellowship Program, 1992 - Woodrow Wilson School of Public Policy and International Affairs, **Princeton University**, NJ.

Professional experience

Policy Director, 2001-present - California Pan-Ethnic Health Network (CPEHN). Oakland, CA. Statewide multicultural health policy organization.

- Responsible for setting the overall policy agenda of the organization and managing the Policy Advocacy Program. Issues areas include: cultural and linguistic access, racial and ethnic health disparities, obesity in communities of color, the need for more and better data and research, access to care, and the Medi-Cal Managed Care and Healthy Families Program.
- Performed direct advocacy work at the state level, both with administrative agencies and with the legislature.
- Served on numerous governmental and policy advisory bodies, including: the Department of Health Services Council on Multicultural Health; the Office of the Patient Advocate Cultural and Linguistic Work Group; the Medi-Cal Managed Care Advisory Group; the Department of Consumer Affairs Task Force for Cultural and Linguistically Competent Physicians and Dentists; the Medi-Cal Roundtable.
- Assisted Executive Director in program and fund development, drafting proposals and managing grant objectives.
- Supported the Board of Directors, organized the Public Policy Advisory Committee and network of multicultural health organizations.
- Coordinated CPEHN's sponsorship of legislation.
- Organized for or against statewide propositions. Was a leader in the defeat of Proposition 54 in 2003.
- Monitored and advocated for budget items through the legislative and administrative process.
- Coordinated community forums, drafted policy briefs and reports, and directed media relations.

Policy Coordinator, 1996-2001 - AIDS Project East Bay (APEB). Oakland, CA. At the time the largest AIDS services organization in the East Bay, providing services to over 1,000 clients with HIV, and prevention messages that reached over 20,000 persons annually.

- Monitored and advocated on HIV and health issues through entire legislative and budget processes, and through administrative agencies. With partners, secured \$8 million in state funds for HIV prevention in communities of color, expanded needle exchange programs, and advocated for legislation to establish unique identifier systems to track HIV cases.
- Assembled statewide coalitions to advance priorities and testified before legislative committees.
- Coordinated large-scale "Lobby Day" events that involved transporting several hundred individuals from around the state to advocate in Sacramento.
- Taught advocacy 'classes.' Trained individuals how to advocate and tell their stories to policymakers.
- As a member of APEB's development committee, researched grants and wrote proposals. Essentially raised my own salary from grant sources for over three years. Participated in many fundraising trainings.
- Produced the APEB newsletter.
- Over years of employment, would supplement FTE hours providing direct services, such as housing case management, HIV testing and counseling, prevention and outreach work.

Internships

- Analyst, University of California, Office of the President, Office of Financial Support. 1995.
- News Reporter, Asbury Park Press, large-circulation NJ newspaper. Periodic 1988-91.
- Researcher, AIDS Law Project of Pennsylvania. 1991.
- Constituent Services Intern, Office of New Jersey State Senate President John F. Russo. 1989.

Community activities

- California Public Health Association North (CPHA-N). 2002-present. Legislative Chair for the Governing Council of this Northern California affiliate of the American Public Health Association.
- California Health Interpretation Association (CHIA). 2003-present. Board member of this organization dedicated to building the interpretation profession.
- The Lambda Letters Project (LLP). 1998-present. Provide legislative analyses for this statewide grassroots network, which generates hundreds of letters a month from community members to their legislators.
- The California HIV Advocacy Coalition (CHAC). 1998-2001. Co-founding steering committee member of statewide coalition of HIV and health care advocates.
- Equality California. 1998-2001. Co-founding regionally-elected board member of the largest CA organization lobbying for gay, lesbian and transgender rights.
- Volunteer for numerous political campaigns.

References -- Available upon request.