KARLA CRUZ, MPA

Objectives

To obtain a position where I can utilize my professional experience and education to contribute to the fulfillment of the organization's mission and goals.

Professional Experience

Program Manager ▪ January 2020 – present
California Health Collaborative ▪ 1680 West Shaw Ave ▪ Fresno, CA 93711

- Oversee and manage implementation of substance abuse prevention in a county-wide program
- Supervise program staff to ensure effective implementation of program activities
- Manage implementation of program activities
- Initiate and monitor program expenditures in compliance with funding

Administrative Services Manager ▪ May 2020 – present
California Health Collaborative ▪ 1680 West Shaw Ave ▪ Fresno, CA 93711

- Recommend changes to policies or procedures to improve operations
- Assists the CEO with managing the budget for Administrative Services which includes maintenance, telecom, supplies, postage, shipping, and capitalized equipment expenses.
- Collaborates with CHC leadership and program departments to develop policies and procedures for a safe, orderly, and respectful work environment.
- Collaborates with the CEO to develop a site safety plan, safety committee and to conduct frequent safety and security drills.
- Oversee the daily administration and management of administrative service functions and supervises the office assistants and department interns including hiring, training, performance feedback and coaching

Care Navigator ▪ January 2019 – December 2020
California Health Collaborative ▪ 1680 West Shaw Ave ▪ Fresno, CA 93711

- Providing direct patient care through case management
- Interacting with the patients by conducting patient intakes, creating patient medical records and files, and providing referrals for the patient for other medical services
- Providing health education on PMADs to:
  - Medical Providers, Behavioral Health Providers, community professionals such as WIC employees, Lactation Consultants, Nurses, and CPHWS
- Providing social support and health education to mothers and their families including:
  - education on rest, hygiene, nutrition, coping mechanisms, and use of the NURSE model
- Working closely with Medical Providers and Behavioral Health Providers by:
  - Educating medical office staff, and pre-screening patients using the PHQ9/ EPDS screening forms
- Assisting the Psychologist and Marriage and Family Therapist with mental health screening of patients and other items as needed

Administrative Analyst ▪ August 2017 – May 2020
California Health Collaborative ▪ 1680 West Shaw Ave ▪ Fresno, CA 93711

- Assisting the with the annual accounting audit and accounting manual revisions
- Assisted with bank reconciliations, credit card data entry, accounts payable and accounts receivable
- Managed various agency vendor accounts and was the daily point of contact for different vendors
- Reduced office expenditures by negotiating more cost-effective supply contracts

Administrative Support Specialist ▪ July 2016 – August 2017
California Health Collaborative ▪ 1680 West Shaw Ave ▪ Fresno, CA 93711

- Keeping records of all Board resolutions, meeting minutes, agendas, and packet information
- Updated the IIPP and collaborated with the contracted safety consultant to identify areas of improvement
- Served as a daily point of contact and managed relationships with different vendors, property management, and other individuals needing general information regarding the agency

Program Coordinator ▪ June 2016 – April 2017
California Health Collaborative ▪ 1680 West Shaw Ave ▪ Fresno, CA 93711

- Development and management of effective collaborative partnerships within the tri county areas
- Effective recruitment of specific target population for participation in focus groups
- Assistance with grant writing and development of a new project proposal for a new funding cycle
- Knowledge of curriculum development for publication and innovative product development

City Clerk/Assistant to the City Manager ▪ June 2015 – April 2016
City of Corcoran ▪ 832 Whitley Avenue ▪ Corcoran, CA 93212

- Created, developed, and implemented a records retention and destruction schedule and program
- Prepared the agenda and minutes for City Council Meetings
- Actively monitored City Manager's Department and City Council budgets including processing various invoices and monitoring spending

Personnel duties included:

- Educating employees regarding policies, procedures, and benefits
- Researched and analyzed different employee benefits and secured a cost-effective health benefit plan saving the City approximately $12,000
- Ensured the compliance of new and updated personnel laws and legislation by reviewing and analyzing current City policies, Memorandums of Understanding, and other government documents.
- Revised and updated City personnel policies to reflect current labor laws
- Administered all health benefits, work related injury reports, and leaved of absences for City employees
- Knowledge of insurance policies and different insurance claim procedures
- Knowledge of union labor negotiations and different union codes

Program Coordinator ▪ March 2014 – July 2015
California Health Collaborative ▪ 944 Whitley Avenue, Suite B. Corcoran, CA 93212

- Planning and implementation of program activities including individual, group and community presentations as well as clinical in-service trainings.
- Assistance with compliance of grant procedures and regulations as stipulated in grant funding applications
- Knowledge of needs assessments, data collection, research, and evaluation and reporting requirements required for a state funded program
- Assistance with program budget monitoring of yearly budgets to ensure proper and efficient spending
- Development of different working relationships with community members, community organizations, and different community stakeholders to ensure support for the program's goals and objectives

Health Educator ▪ June 2012-March 2014
California Health Collaborative ▪ 944 Whitley Avenue, Suite B. Corcoran, CA 93212

- Assisted with implementation of a program curriculum in different community settings
- Educated at risk youth and adults about sexually transmitted infections (STIs) and teen pregnancy prevention.

Skills

- **Languages:** Spanish, English
- **Office Programs**: Springbrook, Quickbook, Intaact, Adobe Acrobat Pro, Office Suite, Excel, Canva

Certificates

National Provider Identifier (number available upon request)
February 2019- Paneled with Medi-Cal/ Medicare

Solera Health INC/ Centers for Disease Control
January 2019 ▪ Certificate in National Diabetes Prevention Program Lifestyle Coach

California Department of Social Services
January 2019▪ California Child Abuse Mandated Reporter (CERT-00078226)

Compliance Train
January 2019▪ HIPAA- Texting and Emailing

Research Foundation for Mental Hygiene
January 2019▪ Suicide Prevention Certification (C-SSSRS)

California State University, Fresno
March 2018 ▪ Certificate in Advanced Grant Writing

California State University, Fresno
February 2018 ▪ Certificate in Basic Grant Writing

Education

California State University, Fresno
May 2015 ▪ Master of Public Administration

California State University, Fresno
May 2012 ▪ Bachelor of Science- Health Science

Boston Reed College
May 2011 ▪ Certified Medical Assistant