

RCHN Community Health Foundation

Outreach and Enrollment Projects: Sharing Strategies and Outcomes webinar June 29, 2015

Participants Bios

Thu Quach, Ph.D. is the director of Community Health and Research at Asian Health Services, a federally qualified health center in Oakland, California, providing culturally competent health care to over 24,000 patients in English and 12 Asian languages. As an epidemiologist, she has focused much of her work on examining the influence of environmental and socio-cultural factors on the health of the Asian Americans and Pacific Islanders population. In addition to AHS, she also works at the Cancer Prevention Institute of California, where she leads research studies on environmental health issues affecting disadvantaged populations, including occupational chemical exposures for Vietnamese nail salon workers. Dr. Quach received a Masters in Public Health at U.C.L.A. and a Ph.D. in Epidemiology at the U.C. Berkeley.

Eduardo “Eddie” Herrera is the Coordinator for Outreach & Enrollment Programs at the Community Health of South Florida Inc. responsible for designing and implementing a data collection system that enabled CHI to document and collect more accurate and clear data in assisting clients with health insurance enrollments. Eduardo attended Regis University in Colorado and graduated with a B.S in Neuroscience. He is currently working on his Master of Business Administration with a focus in healthcare from Florida International University. While in Colorado, Eduardo worked at the Office of Disability Services at Regis University and at Growing Home, Inc. a non-for-profit organization helping homeless families become productive members of society.

Darcy Shargo is the Chief Operating Officer for the Maine Primary Care Association, where she has been for a total of nine years. As COO, Darcy leads all internal efforts to plan, integrate, and deliver training and technical assistance to Maine’s FQHCs. Prior to this role, Darcy was a Health Policy Advocate for Consumers for Affordable Healthcare, providing research and analysis to the Maine CDC Cardiovascular Health Program, and she served as an Executive Director for a crisis services agency. Darcy has her BS from Cornell College in Mount Vernon, IA and her Master of Fine Arts in Writing from Goddard College in Plainfield, VT.

Ashley Mills is the Outreach Coordinator at the Maine Primary Care Association. She primarily facilitates networking between Federally Qualified Health Center staff that provide outreach and enrollment support to their communities, and provides training, technical assistance, and other support to health centers in developing outreach and enrollment strategies at their FQHCs. Ashley has a Bachelor’s degree in Social and

Behavioral Sciences from the University of Southern Maine, and is now studying for her Master's in Health Administration at Saint Joseph's College.

Jeb Murphy, MA is the Director of Communications and Data Coordination at Maine Primary Care Association (MPCA). In his current role at MPCA, Jeb has assisted with the Outreach and Enrollment efforts in Maine, which provides support to the statewide staff of Certified Application Counselors employed at Maine's Federally Qualified Health Centers. Mr. Murphy's educational background focused on mass communication with a concentration on writing. Jeb's previous work includes promoting animal rights and wellness as the Statewide Coordinator for the Maine Federation of Humane Societies, and working as an Outreach and Education Coordinator in the field of sexual assault awareness.

Lane Jacobs is the Outreach Program Manager for the Missouri Primary Care Association. She provides leadership and facilitates technical assistance and training for Missouri's 29 Community Health Centers. Ms. Jacobs came to the MPCA with nearly 30 years of experience in a variety of health care settings, with an emphasis on program development during the last 20 years. Ms. Jacobs received both of her educational degrees from the University of Missouri-Columbia. She holds a Bachelor of Health Science, Health Services Management, and a Master of Public Administration with an emphasis on health care policy. She also received a Congressional Fellowship on Women and Public Policy and served as a legislative aid in 1989-1990. In December 2012, Ms. Jacobs received her Certified Professional in Healthcare Quality (CPHQ) credential and her Patient Centered Medical Home Certified Content Expert (PCMH-CCE) credential in 2014.

Antonio Pagan, LMSW is the Senior Director of Planning at Morris Heights Health Center in the Department of Fund Development, Planning and External Affairs. Prior to joining the team at Morris Heights Health Center, Tony was the Senior Program Officer for the International Center for AIDS Care and Treatment Programs (ICAP) of the Columbia University Mailman School of Public Health. Tony has a B.A. in Psychology from Columbia College of Columbia University and an M.S.W. in Social Work from the Columbia University School of Social Work.

Lisa Olson, MSW currently serves as the Director of Policy and Programs for the Wisconsin Primary Health Care Association (WPHCA). In this role, Lisa leads a team focused on outreach and enrollment efforts while directly providing Wisconsin's 17 Community Health Centers with state and federal policy analysis with a specific focus on implementation of the Affordable Care Act. The Association team facilitates a Certified Application Counselor peer learning network, providing training and technical assistance to the 50+ Certified Application Counselors working for Community Health Centers. Lisa earned a Masters degree in Social Work – Social Policy and Administration from the University of Wisconsin-Madison.