

Harriet A. Patterson, MPH

Albany, CA 94706

EDUCATION

San Francisco State University (California), *Certificate in Nonprofit Management* expected July 2012
University of Auckland (New Zealand), *Master of Public Health with First Class Honors* 2002
Awarded the *John McLeod Prize in Public Health* for outstanding student achievement. Coursework in Health Promotion, Statistics, Health Policy, Epidemiology, Child Health and Research Methods.
Princeton University (New Jersey), *A.B. History*, Certificates in Women's Studies and French 1998
Université de Provence (France), Junior Year Abroad 1996-97

WORK EXPERIENCE

Patient Services Manager, The Leukemia and Lymphoma Society--Greater SF (San Francisco, CA) 2011-present

- Serve as member of the senior leadership team and lead Mission-focused activities for organization
- Develop annual outreach plan for Northern California health care professionals and hospitals
- Conduct inservice trainings, information sessions, and workshops for health professionals in California
- Develop patient and health professional education programs including workshops, webinars, and conferences
- Maintain database records of all patient and professional interactions, programs, and services provided
- Manage chapter-wide volunteer program including recruitment, training, placement, and recognition
- Supervise staff, interns, and volunteers in patient services department and manage annual budget

Director of Patient Services, National Brain Tumor Foundation/ Society (San Francisco, CA) 2005-Nov 2010

- Served as a member of the senior management team pre-, during, and post-merger of two \$3+million orgs
- Served as senior program director during growth of organization from \$1.2 M to \$10M over 8 years
- Built strategic relationships and collaborations for the organization
- Developed, pilot tested, implemented, and evaluated national program models
- Developed innovative and responsive programming for cancer patients and health professionals
- Managed grants program including grant writing, building relationships with funders, and report writing
- Managed Patient Services section of NBTF Website and did strategic planning for web content development
- Coordinated and led caregiver workshops at large medical centers across the United States
- Conducted inservice trainings and outreach visits at medical centers across the US to build relationships
- Presented research and trainings at national conferences for health professionals
- Developed patient publications including brochures, booklets, and fact sheets
- Supervised patient services department staff of seven and graduate student interns
- Served as spokesperson with media and represented organization locally, nationally and internationally
- Launched social media presence for organization including building online patient community, developing a daily blog, creating a Facebook presences, and developing multimedia peer support programs
- Created, managed, and tracked departmental budget (\$750,000-\$1 million)

Program Manager, National Brain Tumor Foundation (San Francisco, CA) 2003-2005

- Developed and updated bilingual health education resources for cancer patients including 15 fact sheets, 6 brochures, and 2 major booklets
- Served as Consulting editor and contributing writer to national *Search* newsletter (circulation 30,000)
- Responsible for writing, managing and updating all web content in patient services
- Developed, conducted health education programs via teleconference and webinar for up to 700 people
- Developed and implemented targeted marketing and outreach plan to promote organization and programs to health professionals and hospitals
- Managed and oversaw all Patient Services programs in the US including toll free phone line (10,000 callers per year), web site (60,000 hits per month), publications, multimedia conferences, and financial assistance program

Program Assistant and Researcher, Debnam House Community Center (Wilmington, DE) Winters 2001, 2002

- Developed and conducted Qualitative research project in low-income, urban neighborhood; Gathered community data for needs assessment through community meetings and interviews
- Co-led new family food program: Planned and led meetings, taught nutrition lessons to members, communicated with food bank, placed food orders, interacted with parents/members

- Managed publicity for annual benefit concert, nearly doubling audience size
- Designed flyers and informational mailings for program participants and board members
- Planned daily after school program activities for children aged 5-13 years

Rotary Ambassadorial Scholar, Rotary Districts of Delaware and New Zealand

2000

- Addressed 19 Rotary Club meetings throughout New Zealand as keynote speaker
- Represented the Ambassadorial Scholar program at regional events of 50+ attendees
- Initiated community projects, including work as a volunteer at Starship Children's Hospital, a Classroom assistant for a primary school, and a project assistant for Refugee Education Project

Director of Volunteer Programs, Association to Benefit Children (New York, NY)

1998-2000

- Worked directly with homeless, low-income, and special needs families in East Harlem
- Managed program of 300+ annual volunteers at seven program sites
- Directed agency's AmeriCorps*VISTA program including recruitment, training and supervision of VISTA members
- Wrote annual grant applications for nationally-funded programs, including Ameri*Corps
- Researched and produced report on asthma needs of New York City's homeless children
- Organized multi-tier, community-wide volunteer recruitment (schools, corporations, websites, etc)
- Screened, interviewed, and placed all prospective volunteers at seven program sites
- Acted as liaison between Program Directors and Executive Staff
- Conducted trainings for staff on managing volunteers

Village Health Worker, Operation Crossroads Africa (Kenya)

Summer 1997

- Assisted daily in the health clinic with lab work, recording vital signs, and dispensing medication
- Worked with local community to develop a village health fair
- Developed and implemented an HIV/AIDS education program in local secondary schools
- Assisted with English and math classes at village primary school

Selected Publications and Presentations

"Nobody can afford a brain tumor: The Financial Impact of Brain Tumors..." Report (2007) NBTS:
http://www.braintumor.org/assets/docs/Nobody_Can_Afford_a_Brain_Tumor.pdf

"A needs assessment of brain tumor patients, survivors, and loved ones" Report (2009). NBTS:
http://www.braintumor.org/assets/docs/Needs_Assessment_Report_2009.pdf

Invited Speaker/Faculty: "Quality of Life Education Day at Society for Neuro-Oncology conference, New Orleans, LA, October 2009. "The Other Health Professional: Caregiver Educational Programs"

Invited Speaker/Faculty: "International Neuro-oncology Updates: A CME Program for Physicians sponsored by Johns Hopkins School of Medicine" Baltimore, MD, September 2008.

"Reaching Spanish-speaking families impacted by a brain tumor diagnosis: A review of the literature and results from a qualitative investigation" Co-author. Presented in 2007: American Psychosocial Oncology Society Meeting, Austin, TX.

"Lessons from the Field: A Follow up study of a National Brain Tumor Family Caregiver Training Program." Presented in 2007 at American Association of Neuroscience Nurses Conference, Orlando, FL.

"How to Understand Medical Research" in NBTF's *Search* Newsletter, Summer 2003. Reprinted in the *Endless Water* Newsletter (Diabetes Insipidus Foundation), Spring 2004.

"The Role of Oncology Social Workers in Supporting Family Caregivers" in the *AOSW Newsletter*, Fall 2004.

Cancer Support Community invited teleconference presenter: "Brain Tumor Fact or Fiction?" 2009.
<http://cancersupportcommunity.org/Multimedia/Internet-Radio/radio-2009/Episode-29-Brain-Tumor-Fact-or-Fiction.html>

**Supplemental Questionnaire
Berkeley/Albany Mental Health Commission**

1. Please explain why you are interested in serving on the Albany/Berkeley Mental Health Commission.

I am committed to helping create effective and responsive services for our communities and want to ensure that the needs of Albany residents are represented in the Commission. During my professional tenure working with vulnerable populations of all kinds, a common need and service gap was among mental health services. In my current work as a cancer patient advocate, I have seen first hand the tremendous impact mental health services can make for people in crisis and I am committed to helping ensure services are thoughtfully and efficiently planned and directed so as to have the greatest impact on community members.

2. Are you involved in any other community activities? If so, which ones?

My husband and I are active in our local Albany neighborhood. Since moving to the neighborhood 3 years ago, we have begun an annual block party for our block which last year drew over 40 people. We have also been involved in local emergency preparedness activities. We have taken part in classes at Albany Adult School and Berkeley Adult School, been part of the Adult Sports League programs, and have taken part in community building events like Skill Share workshops, One City, One Book, and workshops with the Poet Laureate of Albany. Beyond our local involvement, we are supporters of community theater in the Bay Area, the Sierra Club, and Habitat for Humanity.

3. What, in your opinion, are the most important mental health issues in Berkeley and/or Albany?

4. What do you recommend doing about them?

Two of the most pressing issues are lack of access to care and stigma.

Lack of access to services is rooted in many things—lack of insurance coverage for service, lack of money, lack of transportation to treating facilities, fragmentation of healthcare services, lack of provider availability—and frequently affects vulnerable communities the worst. It is critical, then, to increase community awareness of services, to ensure adequate providers are available for appointments, and that linkages are created with other health care providers so patients can more readily find needed services.

Regardless of service availability, if we don't work to reduce the stigma associated with seeking mental health services, we will not succeed. It is critical to work on awareness-raising with the general public about mental health, to work with physicians and other health professionals on assessment and referral, and to create continuity across all age groups in terms of discussing mental health issues and identifying mental health concerns earlier.

5. It is important that Berkeley Mental Health be responsive to the needs of our culturally diverse community. What knowledge or experience do you have that could help provide insight on how to make Berkeley Mental Health even more inclusive of our under-served communities?

I have worked as a Director of Programs at a large national cancer foundation for the past 10 years. In this role, I worked to develop culturally relevant health education workshops for specific cultural groups, created culturally-appropriate printed materials, and conducted needs assessment surveys to identify needs for under-served communities within our target population. As a public health professional, I have devoted my career to helping deliver services to marginalized or under-resourced communities and would bring this same focus and dedication to my work on the Albany/Berkeley Mental Health Commission.

6. What unique contributions (work experience, education, attributes, and training) do you have to make Mental Health Commission?

I received my Bachelor's in History and a Certificate in Women's Studies at Princeton University. I received a Graduate Rotary Fellowship and earned my Master of Public Health degree from the University of Auckland in New Zealand.

I have worked for a large social services agency in New York City ("Association to Benefit Children") which had a mobile mental health crisis team, transitional housing for families, and early childhood program. I worked for a newly developing Community Center in an under-resourced neighborhood of Wilmington Delaware and was responsible for needs assessment research and service planning. I worked for 10 years as a cancer program director, planning services for patients throughout large and diverse regions.

I have experience in needs assessments, survey research, and program evaluation. I have experience in program development and service planning. I have worked in the non-profit sector for 14 years and am currently finishing up my Certificate in Nonprofit Management (Leadership and Strategic Management). I have presented nationally and internationally to health professionals at conferences and over the radio and web.

I have attached a copy of my CV.