



ORANGE COUNTY
BOARD OF SUPERVISORS

Nomination For Boards, Commissions & Committees

Agenda Date: 9/25/2012

Item # _____

To: Members of the Orange County Board of Supervisors

cc: Clerk of the Board of Supervisors

From: David Thiessen, Health Policy and Communication, HCA

It is my intent to appoint:

Name: Tricia Nguyen

Address: _____

City & Zip: _____

Day Phone: _____ Fax Number: () _____

E-mail address: _____

To the: Cal Optima Board of Directors
(Name of Board, Committee or Commission)

Position Slot, if applicable: Community Clinic Representative

Name of incumbent being replaced: Jim McAleer

Term Years: ☒ 4 or ☐ N/A

(Choose one) From 10/1/12 to 9/30/16

☐ Term Concurrent with Supervisor's Term of office

☒ Term Concurrent with position

Vacancy created by: ☒ Resignation ☐ Expiration of Term ☐ N/A
(Choose one)

Nomination to: ☒ Appoint ☐ Reappointment ☐ Newly Formed Committee

Qualifications: ☒ Attached (must be attached for appointments and reappointments)

Remarks: _____

Clerk's Initials: _____ For Clerk of the Board Use Only
File I.D. _____ Needs a COI ☐ Send Departure Letter ☐

Contact Name _____ Supporting Agency _____ ☐ Mail or ☐ Pony

Appoint/Complete: ☐ Term Years _____ ☐ Term Dates: _____ to _____
☐ CWS ☐ Other _____

Check one: ☐ Scheduled Vacancy ☐ Unscheduled Vacancy

Posted on _____ to _____
Certification of posting attached.

County of Orange CalOptima Board of Directors Application	HCA HUMAN RESOURCES JUL 13 2012 RECEIVED
--	--

Please check the box(es) for which position(s) you are applying

- ☐ Current CalOptima recipient
 ☐ For-profit business representative
☒ CalOptima recipient OR representative of a Community Clinic that serves CalOptima members

General Information: Please type or print clearly. Answer questions as completely as possible.
Attach a resume outlining your qualifications.

Name TRICIA NGUYEN Occupation/Title CEO

Home Address Street _____ City _____ State _____ Zip _____ Home Phone _____ Fax _____ Email Address _____	Business Address Street _____ City _____ State _____ Zip _____ Business Phone _____
---	--

Employment: List last two positions.

Vietnamese Com. of Orange County, Inc. Employer <u>Chief Executive Officer</u> Position <u>09/2008</u> <u>Present</u> From To	Nhan Hoa Clinic Employer <u>Executive Director</u> Position <u>04/2004</u> <u>01/2008</u> From To
--	--

Education: List related education.

UCLA
 School
MPH
 Degree/Major
9/97 6/99
 From To

UCR
 School
BA Psychology / sociology
 Degree/Major
9/93 6/97
 From To

CONTINUED ON REVERSE

Professional/Community Organization Membership: List relevant organizations.

Coalition of O.C. Com. Centere
 Organization
Consortium
 Type of Organization
Secretary, Member
 Offices Held

MECCA
 Organization
Consortium
 Type of Organization
Secretary, Member
 Offices Held

Briefly Explain: List your qualifications and why you wish to serve on the CalOptima Board of Directors. Include your experience with the Orange County health care delivery system, and any experience you have in intergovernmental and community relations and fiscal management principles for large organizations.

Please see attachment

Board Experience: Please describe any experience you have serving on a Board of Directors or similar Board

Please see attachment

Please attach additional sheets if needed and attach a resume outlining your qualifications. Include any other supporting information pertinent to applying for this position. Applications must be RECEIVED no later than 5:00pm on Friday, June 29, 2012. Mail or drop off applications to:

Health Care Agency - Human Resources
 405 W 5th St., Suite 300
 Santa Ana, CA 92701

Signature _____ Date _____

Briefly Explain: List your qualifications and why you wish to serve as CalOptima Representative of a community clinic that serves CalOptima members.

As the Chief Executive Officer of the largest community clinic in Orange County, I believe I will bring valuable insight and contributions as a CalOptima Representative for community clinics serving CalOptima members.

Asian Health Center is a community clinic that serves the community at large with special linguistic and cultural sensitivity for the large Vietnamese and Latino population. Orange County is home to the largest concentration of Vietnamese outside of Vietnam. One of the most prevalent disparities in the Vietnamese community is the lack of access to quality and affordable healthcare. My community has a high rate of uninsured and underinsured individuals and families. My commitment to addressing the healthcare needs of the Vietnamese community is personal, as I have been a resident and active part of this community since 1986 and witnessed the changing landscape and growing disparities, in particular to healthcare access. I have committed my personal and professional pursuits to actively improve healthcare access for my community. After earning my Masters in Public Health, I have been working in community based, county organized healthcare systems for over a decade at UC Los Angeles, County of Orange Health Care Agency Health Promotion Division, Nhan Hoa Clinic and the Vietnamese Community of Orange County, Inc. Presently I serve as the Chief Executive Officer of The Vietnamese Community of Orange County, Inc. (VNCOC). VNCOC operates the largest community clinic in Orange County that offers culturally and linguistically sensitive services to the Vietnamese and Latino communities in Orange County. VNCOC's Asian Health Center is also in the 1st District which reports the highest number of CalOptima members. I have led and expanded healthcare services through our clinic and believe my skill set, knowledge and experiences will further be a great asset to CalOptima as it navigates the upcoming changes in healthcare. I am also a family member of CalOptima consumer that currently is utilizing OneCare HMO for the past several years. My mother was diagnosed with Multiple Sclerosis and she is currently bed bound with asthma and hypertension as her other chronic conditions. I am very aware of all the services that CalOptima offers in order to take care of my mother.

Non-profit Board Experience: List your experience and in what capacity you served

I have over eight years of non-profit board experience with the Coalition of Orange County Community Centers and Multi-Ethnic Collaborative of Community Agencies serving several board roles as treasurer and secretary for the organizations. I am also a part of the finance sub-committee of the Coalition to ensure the financial integrity of the organization. I have been a part of the planning committee that formed Multi-Ethnic Collaborative of Community Agencies that developed strategic/marketing plans, fund development, staff development, and HR for the newly developed non-profit.

TRICIA T. NGUYEN

SUMMARY OF QUALIFICATIONS

Results proven operations director with 10+ years of leadership experience and track record of success in improving business development, profitability, service, and quality for health care business. Strong and decisive operations leader with excellent analytical, organizational, team building, and planning skills. Maintain uncompromising focus on high quality standards and bottom-line profit improvement. Core knowledge/skills areas include:

Budgeting and Financial Management
 HR Functions/Recruitment/Performance Management
 New Business Development
 Staff Training and Development
 Full Profit and Loss Responsibility

Quality Assurance/Improvement Management
 Key Programs and Operations Management
 Facilities/Operations Revamping
 Work Flow Planning
 Safety Standards Compliance

PROFESSIONAL EXPERIENCE

Vietnamese Community of Orange County, CA
Chief Executive Officer

09/2008—Present

Responsible for administrative, financial, and operations of the Vietnamese Community of Orange County, Inc. (a non-profit organization since 1979) as the Chief Executive Officer. The Vietnamese Community of Orange County, Inc. (VNCOC) is a 501- (c)3 private, non-profit, community-based organization dedicated to providing comprehensive health, human, and economic development support services to Vietnamese Americans and immigrants in order to enable them to become active participating citizens in the main-stream society through empowerment and capacity-building. It is estimated that over the course of the last 30 years, over 200,000 people have benefited from the programs/services of the agency.

The VNCOC provides a variety of social, economic and cultural services, addressing the needs of the community over their complete life cycle from children to seniors. All services and programs are appropriately staffed and served by professionals who are bilingual and bicultural.

I oversee four facilities: the Asian Senior Center (Main office and headquarters) in Santa Ana; the Little Saigon Social and Cultural Services Center in Westminster; the "Phu Dong" Early Childhood Development Center in Garden Grove; and the Asian Health Center in Santa Ana. The VNCOC serves over 5,000 residents each year through the following services:

- Asian Health Center, a Federally Qualified Health Center, Look-Alike (FQHC): provides comprehensive primary medical and dental care, health education and prevention, vaccination, women's health, and assist patients with MSI application;
- Asian Senior Center Programs: Senior Health Outreach and Prevention Program, Daily Activities Program, Cultural Events and Field Trips, Lunch Program, Citizenship Program, Government Food Program, Non-Emergency Transportation Program, English as a Second Language Program, computer class, Respite care for caregivers;
- Little Saigon Social and Cultural Services Center Programs: services focused on youth & families, domestic violence, TEAM (Telecommunications Education & Assistance in Multiple-languages), and social service/economic development;
- "Phu Dong" Early Childhood Development Center: provides a bilingual/bicultural staff and program for early childhood care giving and developmental learning for children ages 2-6. "Phu Dong" is the name of a mythical child-hero in ancient Vietnamese history. According to legend, the child, after being given a sumptuous meal, stretched and in an instant grew into a colossus who then rode a flame-blazing horse

into battle and restored peace and prosperity to the county, plus saving the helpless adults from destruction and famine.

Nhan Hoa Comprehensive Health Care Clinic, CA
Executive Director

04/2004 – 01/2008

Responsible for strategic planning, capacity building, coordination of wellness programs, budgeting, quality assurance and improvement, evaluation, reporting, and quarterly presentations to executive staff and board of directors along with an annual performance evaluation. Administrative and fiscal responsibility of \$2.5 million annual operating budget, 23,000+ visits, managed 40+ staff & contractors and \$100,000 monthly payroll. Responsibilities included public relations, program management, grant and proposal writing, and fundraising. Also facilitated sponsorship of annual health fairs with over 1,000 participants, event planning for annual clinic celebration of over 300 guests, orchestrated the development of programs and strategies to impact the health of Asian and Pacific Islanders, and directed over 20 collaborating agencies and partnerships serving the Asian and Pacific Islander communities. Also oversaw the development of promotional materials for clinic events and activities and performed cost benefit and trend analysis.

Selected Contributions and Accomplishments

- Expanded the comprehensive health services that include women's health, primary care, mental health, vision, dental and health education from just primary care.
- Designed and instituted organizational changes that drove positive business growth from \$1 million to \$2.5 million in annual operating budget.
- Designed and implemented business plan and needs assessment
- Negotiated and implemented a cost reduction program with business vendors resulted in \$300,000 savings each year.
- Developed, maintained, and complied with audit standard protocols and procedures for a licensed community clinic.
- Proposal writing, management, and report writing on average of 20 proposals per year ranging from \$5,000 to \$500,000, attainment of approximately \$1,000,000.
- Developed and facilitated first fundraising efforts to local businesses in donations of \$30,000 annually.
- Increased work force from 21 staff to 43 staff and developed and implemented new customer service protocol.
- Handled all phases of accounting including budgeting and taxation, assisted in development to improve budget-to-actual measurements, and coordinated cash flow preparation and cash flow analysis/projection for committee meeting.
- Orchestrated a staff satisfaction program that reduced the turnover rate by 25%.
- Successfully facilitated flooding disaster with minimal disruption to the clinic daily operations.

COUNTY OF ORANGE HEALTH CARE AGENCY, Santa Ana, CA
Health Educator/Project Coordinator, Multi Ethnic Health Education Services

08/1998 –03/2004

Developed, implemented, and evaluated health curriculum, professional and community presentations. Oversight and responsibility for the achievement and success of program goals, objectives, work plans, data collection, material development and technical assistance. Responsible for programmatic and budget-related tasks associated with the Refugee Preventive Health grant objectives. Accomplished project deliverables, implemented and monitored progress of the scope of work, designed and convened health provider trainings that include established and coordinated planning committees. Advocated for issues affecting health access for the clinic's target

population. Served as community liaison and collaborator for Cancer Detection Section and local community agencies facilitate subcommittees, task forces and working groups for meetings and special health events.

Selected Contributions and Accomplishments

- Developed, managed, and evaluated several health and social education programs specifically tailored to the Vietnamese community.
- Conducted first Vietnamese community needs assessment, compile comprehensive community resources list, and evaluation that include research design, data collection and analysis.
- Orchestrated Vietnamese ethnic in-program development, strategic planning, outreach strategies that include distributing health education materials, capacity building and outreaching to local community based organizations, faith communities, and schools in Orange County.
- Executive producer of health education brochures and author of numerous printed health articles.
- Presenter of American Public Health Association Conference (APHA) on hepatitis B radio outreach project for the Vietnamese population in Orange County.
- Hosted radio talk shows and served as a media spokesperson for the Vietnamese community in public health issues.

UNIVERSITY OF CALIFORNIA, Los Angeles, CA

09/1997 – 07/1998

Research Assistant, Department of Community Health Science

Assessed the TB research program at the University to develop and implement program protocols for an anti-tuberculosis drug compliance study. Identified and researched TB materials. Coordinated activities at study site, literature reviewed, data collection, inputting, and analysis.

EDUCATION

Masters of Public Health, University of California, Los Angeles

Bachelor of Arts in Psychology and Sociology, University of California, Riverside

OTHER SKILLS

- MBA Executive Training Certificate at University of California, Irvine
- LEAP—Leadership Education for Asian Pacific Islanders Leadership Training
- Orange County Superior Court Leadership Academy
- Proficient in Microsoft Office, typing of 65 words per minute, and expert in alpha and numeric keys
- Bilingual English/Vietnamese
- Areas of expertise—media and social marketing, human resources, fiscal management, strategic planning, program development, grant writing, fundraising, research and evaluation, media spokesperson, project facilitation.
- Unwavering persistence, a quick learner, highly developed work ethic, strong communication and decision making skills, ability to handle multiple tasks simultaneously, flexibly adapt for a fast-paced, deadline-driven environment, an effective negotiator, reliable, detail-oriented, self-motivator and a visionary.

REFERENCES

References are available upon request.