

## Mehgan Sierra

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### Education

- Masters of Public Health** University of San Francisco **2018**
- Masters of Science in Behavioral Health** University of San Francisco **2018**
- Fieldwork and Capstone: Completed 300 hours as a Visiting Scholar at PART lab UCSF; qualitative study to identify barriers and facilitators using app-based cognitive training for participants with recent-onset schizophrenia
  - Coursework: Project Management & Quality Improvement; Program Planning, Management & Evaluation; Biostatistics; Applied Research Methods; Epidemiology; International Health Care.
- Bachelor of Science, Latina-o Studies and a Minor in Sexuality Studies** - San Francisco State University **2012**

### Work Experience

- Director of Training** May 2022-Now  
*Edgewood Center for Children and Families*
- Designed needs assessment, developed plans and curriculums, and trained staff in training in Suicide Prevention, Compassion Fatigue and Vicarious Trauma, and Introduction to Motivational Interviewing
  - Oversee and manage training department (includes e-learning manager, training coordinator, curriculum designer, and admin assistant) and oversight of 300 employees' training (licensed clinicians, counselors, nurses, etc.)
  - Created a roadmap, including learning and development goals, to align with agency pillars on expansion, collaboration, and compensation. Used data-driven approaches to support decision-making
  - Main stakeholder compliance training initiatives across the agency and initiated project management skills to increase staff training engagement
  - Five years of experience at Edgewood in an array of roles in direct/indirect services (i.e. Relief Counselor, Family Specialist, Community Care Manager, Admin Assistant for Training, Training Coordinator) from 2013 to 2018
- Hotline Manager** August 2019 - May 2022  
*San Francisco Suicide Prevention*
- Redesigned the crisis counselor training curriculum to meet the needs of the hotline including 52-60 hours of training per cohort (34 hours of didactic and 18 hours of mentorship) and delivered training to 250 volunteers. Exceeded the auditor's expectations at the American Association of Suicidology (AAS) on our crisis counselor training curriculum and quality assurance evaluations
  - Developed a continuing education program for counselors to advance counseling skills on the hotline
  - Created training platforms utilizing Litmos, Learning Management System (LMS) and transitioned our documentation systems to electronic and designed online learning courses
  - Training our key community partners in crisis and de-escalation with SFPD officers and RAMS staff
  - Utilized strategic thinking and program implementation for quality improvement in the programs to deliver high-quality presentations for the board and leadership members on the impact of SFSP
  - Implemented new systems and partnerships needed in response to the pandemic for a remote option (i.e. upgrading phone systems, LMS, and database)
- Bilingual Family Conference Facilitator** Dec 2016 - August 2019  
*Edgewood Center for Children and Families*
- Facilitated and managed challenging conversations using participative decision-making (PDM) with key stakeholders/providers for youth (ages 11-25) with the goal of uniting families

## Community Service Experience

### Public Health Student Volunteer

Jan 2019

*Universidad Iberoamericana Puebla, México*

- Brainstormed and planned workshops for all ages in Miravalle to gather data, promote stress reduction techniques, improve health literacy on nutrition and physical activity
- Lead discussion with teens on healthy relationships
- Lead workshops in Spanish on mental and physical wellness, including dance/movement lessons

### Visiting Scholar

Jan 2018 - Jan 2019

*UC San Francisco*

- Prodrome Assessment Research Treatment (PART) lab at UC San Francisco
- Prepared and delivered a qualitative survey to evaluate the sustainability of the intervention
- Manually transcribed, coded, and evaluated qualitative data using the NVivo program
- Scored research participants' neuro-psych assessments for the COMMUNITY-based cognitive Training in Early Schizophrenia (COTES) quantitative study
- Designed patient-centered education materials for participants (ages 17-35) with early-onset schizophrenia

### Crisis Counselor and Outreach Volunteer

Oct 2012 - Jan 2014

*San Francisco Suicide Prevention*

- Trained and performed a risk assessment, utilizing verbal de-escalation techniques and counseling skills to support the general public who call national suicide prevention Lifeline, HIV Nightline, and Linea de Crisis via calls, text, and online messaging
- Outreached to different organizations to promote access to SFSP services, including the AIDS foundation

### Patient Advocate Volunteer

May 2012 - May 2014

*Clinica Martin-Baro*

- Management and supervised the patient flow of the clinic referrals, reception, pharmacy, and patient advocacy
- Designed and prepared health promotion workshops for community members in Spanish
- Reviewed and identified additional resources for patients and families in the community

## Professional Development / Accomplishments

### Awards

#### **5 Year Service Award- 2019**

Awarded for completing 5 years at Edgewood Center for Children and Families

#### **USF Global Ambassador Scholarship - 2018**

Awarded for cultural and linguistic preparation for healthcare immersion at Universidad Iberoamericana Puebla, Mexico

#### **USF School of Nursing and Health Professions Merit Scholarship – 2016, 2017**

Awarded for demonstration of outstanding experience or potential in academics, leadership, and commitment to social justice and community service

#### **Edgewood Center for Children and Families Star Award – 2014, 2016, 2017, 2019**

Awarded for demonstration of outstanding experience and leadership

### Groups/Committees

Crisis Intervention Team (CIT) Workgroup, Crisis Intervention Training (2019-Now). Disaster Worker Volunteer (2018-Now). Loco Bloco Jamestown (2019-Now).