

Application Form

Profile

Kristina Serrano
First Name Middle Initial Last Name

Home Address Suite or Apt
Orinda CA 94563
City State Postal Code

Primary Phone

Email Address

Which supervisorial district do you live in?

☒ District 2

Education

Select the option that applies to your high school education *

☒ High School Dipoloma

College/ University A

Name of College Attended

University California Davis

Degree Type / Course of Study / Major

BS Human Development

Degree Awarded?

☒ Yes ☐ No

College/ University B

Name of College Attended

University California Davis

Degree Type / Course of Study / Major

Masters Education/Teaching

Degree Awarded?

☒ Yes ☐ No

College/ University C

Name of College Attended

John F Kennedy

Degree Type / Course of Study / Major

MA Clinical Psychology/

Degree Awarded?

☒ Yes ☐ No

Other schools / training completed:

Course Studied

Addiction Studies Certification/Art Therapy Certification

Hours Completed

Certification completed for both

Certificate Awarded?

☒ Yes ☐ No

Board and Interest

Which Boards would you like to apply for?

Contra Costa Council on Homelessness: Submitted

Seat Name

Council on Homelessness

Have you ever attended a meeting of the advisory board for which you are applying?

☐ Yes ☒ No

If you have attended, how many meetings have you attended?

Please explain why you would like to serve on this particular board, committee, or commission.

As an employee with Contra Costa Health Services and direct service provider and Social Service Supervisor in both Psychiatric Emergency Services and Inpatient Psychiatry at CCRMC, I have a lived appreciation for the complexities our community faces, including homelessness. In my line of work and expertise, I encounter persons daily who are struggling with multiple challenges and roadblocks in their path of recovery and growth. Often those persons we serve are faced with lack of stable housing combined psychiatric crisis and lack of social support. I would like to be a part of an advisory board that works towards active solutions and provides direct support to those we serve.

Qualifications and Volunteer Experience

I would like to be considered for appointment to other advisory boards for which I may be qualified.

☒ Yes ☐ No

Are you currently or have you ever been appointed to a Contra Costa County advisory board, commission, or committee?

☐ Yes ☒ No

List any volunteer or community experience, including any advisory boards on which you have served.

Describe your qualifications for this appointment. (NOTE: you may also include a copy of your resume with this application)

Please see attachment.

[Kristina_Serranomanagerres.doc](#)

Upload a Resume

Conflict of Interest and Certification

Do you have a Familial or Financial Relationship with a member of the Board of Supervisors?

☐ Yes ☒ No

If Yes, please identify the nature of the relationship:

Do you have any financial relationships with the County such as grants, contracts, or other economic relations?

☐ Yes ☒ No

If Yes, please identify the nature of the relationship:

Please Agree with the Following Statement

I certify that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and undersand that all information in this application is publicly accessible. I understand that misstatements and/or omissions of material fact may cause forfeiture of my rights to serve on a board, committee, or commission in Contra Costa County.

☒ I Agree

Kristina Serrano

Orinda, CA 94563

Summary

Licensed mental health clinician particularly talented in the areas of acute and persistent mental health service delivery with diverse populations in public health settings. Experience in inpatient, outpatient and forensic settings with over seventeen years of practical experience. Well-organized and dependable with excellent leadership skills.

Highlights of Qualifications

- Mental Health Program Supervisor
- PES State licensing recertification project manager
- Forensic treatment provider
- CIT presenter
- Program development
- Change Agent Fellow
- Safety Improvement Project
- Staff development
- Clinical Supervision

- Medi-Cal regulations
- Rapid Improvement projects
- IHI quality and safety certified
- Policy review and development
- Mental Health Law, LPS, involuntary holds and probable cause hearings
- 5150 Summit presenter
- Progressive Discipline
- Model for Improvement

Experience

Mental Health Program Supervisor
Contra Costa Regional Medical Center

9/2015-Present
Martinez, California

Responsible for day to day supervision and general direction of psychiatric social services in hospital based setting including 24-hour psychiatric emergency and inpatient psychiatric unit. Fulfill all administrative, fiscal, supervisory and community relations responsibilities required for delivering patient and family centered care within a diverse public health care system. Develop and implement standardization of social service documentation in electronic medical record. Monitor productivity, audit medical and DOJ records, and State regulatory compliance for fiscal responsibility. Adherence to State Core Measures, coordination of Short Doyle funding for inpatient hospitalizations with contract providers, train and orient social service staff. Oversight and management of clerical staff including implementation of ShareCare billing system. Change agent Fellowship graduate with emphasis on patient safety and quality improvement. Participate in Psychiatric Leadership. Liaison with outpatient Behavioral Health and community mental health services including Children's, Forensic and Transition team services. Implement improvement projects. Provide clinical supervision. Generate reports, analyze data and present information under the direction of Mental Health Program Chief.

Mental Health Clinical Specialist
Contra Costa Regional Medical Center

8/2011-9/2015
Martinez, California

Executed social and therapeutic services for adults in an acute psychiatric hospital setting including completing psychosocial assessments, LPS conservatorship and long term placement applications, facilitated family psychoeducation and therapeutic groups. Worked with interdisciplinary team to deliver care to patients with severe and persistent mental illness. Performed social services duties in psychiatric emergency department as needed including providing services psychosocial assessments to minors and older adults. Code Gray and Behavioral Health Care Partnership participant. Provided on-call relief in Psychiatric Emergency setting.

Mental Health Clinician/Sites Coordinator
Sharper Future, Inc.

9/2006-3/2011
San Francisco, California

Provide comprehensive individual, group and family substance abuse and mental health clinical treatment services with a forensic population including dual diagnosis/triple diagnosis assessments and intake evaluations; sex offender treatment, DSM-IVTR diagnosis and treatment plan development. Provided staff training and supervision to enhance staff development. Successfully managed two clinical sites with over 100 patients, including monitoring of clinical productivity, completion of monthly service utilization reports, scheduling, meeting federal and state standards of treatment, coordination of treatment services with federal probation officers and federal pretrial services, collaboration with community based resources, housing and prevocational development. Consistently recognized by management for providing superior collaboration and timely written evaluations. Consistently received positive feedback from clients, Federal Probation Officers and Contract Supervisors on performance reviews.

Mental Health and Addictions Specialist
Weyland Consultation Services, Inc.

2/2002-9/2006
Walnut Creek, California

Comprehensive substance abuse and mental health treatment service provider. Facilitated individual, group, couple and family therapy in clinical setting. Collaborated with psychiatric providers and community based resources to ensure the delivery of high-quality and effective treatment services. Promoted individualized treatment planning, relapse prevention and recovery skills for dually diagnosed clients. Provided pre-vocational and housing assistance/case management services. Enhanced company reputation by consistently receiving excellent audit reviews of charting, client services and written documentations. Organized and facilitated luncheon education series and performed case presentations and didactic services

Day Program Coordinator

Bonita House, Inc.

5/2001-8/2002

Oakland, California

Development and coordination of inpatient Day Program services for adults with severe and persistent mental illness and co-existing substance abuse/dependency. Implemented and facilitated Seeking Safety Curriculum and Expressive Art Therapy program. Developed and coordinated Expressive Arts Therapy event which included community outreach and recognition from city officials and management. Provided on-going crisis intervention, individual and group treatment, 5150 hospitalization, community outreach, monitoring state licensing requirements, maintaining client charts, drug screening, medication monitoring, and coordination and facilitation of didactic and clinical process content. Facilitated family education group. Supervision of day program staff and relief staff. Collaborated with various county and private treatment facilities in order to ensure comprehensive care for clients.

Dual Diagnosis Counselor I/II

Bonita House, Inc.

4/1999-5/2001

Oakland, California

Facilitation of therapeutic treatment groups and individual therapy within an inpatient psychosocial rehabilitation model. Worked with inpatient consumers to develop individualized treatment plans and transition goals. Conducted intake assessments, case presentations, and chart documentation. Facilitated family education group, expressive arts therapy and didactic recovery based therapeutic process groups. Worked collaboratively with psychiatric providers, community resources and managed health care providers. Worked directly with consumers to develop personalized WRAP as well as improve daily living skills, communication skills and develop pro-social coping tools to improve management of psychiatric symptoms.

School Based Counselor

New Connections, Inc.

8/1997-6/1998

Concord, California

Performed mental health intake and assessments with adolescents in school based which resulted in providing didactic class room presentations regarding substance abuse, gang awareness, self-esteem and team building. Provided brief individual mental health counseling. Facilitated weekly co-ed team building and conflict resolution student group which resulted in improving students' ability to problem solve and utilize assertive communication tools. Provided family therapy services for families involved with CPS.

Education/Professional Development

Change Agent Fellow, Contra Costa Health Services, 2017

Art of Managing and Supervising People, Contra Costa Risk Management, 2017

Quality and Safety Certificate, Institute of Healthcare Improvement, 2017

M.A. Clinical Psychology, John F. Kennedy University, 1999

Addiction Studies and Expressive Arts Therapy Certification, John F. Kennedy University, 1999

M.A. Education: Multiple Subject Teaching Credential, University of California-Davis, 1991

B.S. Human Development, University of California-Davis, 1990

References

References available upon request.