



Health Literacy Summit

literacyworks.org/hls

LINCS Regional Resource Center: Region III

Presenters

Carolyn Brown, RN, MS, BC, CNA

Director of Performance & Outcome Management, Santa Clara Valley Medical Center

As Director of Performance and Outcomes Management at Santa Clara Valley Medical Center, Ms. Brown has played an active role in the collaborative development of the Community Learning Centers. Ms. Brown was named one of the YWCA's 2004 Tribute to Women in Industry (TWIN) honorees. Ms. Brown was appointed to the Board of Vision Literacy in June 2004.

Gerald Eisman, PhD

Acting Director of the Institute for Civic and Community Engagement,
San Francisco State University

Gerald Eisman earned his Ph.D in Mathematics from the University of California at Berkeley in 1977. He joined the faculty of Computer Science at SF State in 1989 where he served as full professor and chair for 9 years. His teaching and research has bridged his two disparate interests: systems theory and community scholarship. Within the discipline he has published extensively on automata theory and neural network systems. Since the mid-90s his work has focused on how the knowledge processes of the university can combine with the knowledge assets of communities to generate new knowledge that has direct impact on community needs. In 1998 he became the Community Service-Learning Director, expanding the program into 43 departments of the University, and from 2004-2006 he served as the first Service-Learning Faculty Scholar in the California State University Office of the Chancellor. In Fall 2006, he returned to SF State to become Acting Director of the Institute for Civic and Community Engagement.

Susan D. Handy, R.N., PHN, MS

R.N. Principal/Director Bakersfield Adult School

Susan Handy grew up in a small town in Kern County. She attended Fresno State University where she obtained her Bachelor's of Science Degree in Nursing. She returned to Kern County and worked at Kern Medical Center, Mercy Hospital, then as a Supervising Public Health Nurse for Kern County.

She entered the arena of public education in the early 1980's and was on a CDE team that developed the model curriculum program standards for Nursing Assistant, Medical Assistant, Health Occupations, and others. She taught at the ROC/P for 15 years in Health Careers. Five years ago she worked on a local team to bring Vocational Nursing to Bakersfield Adult School and served as the Director of Nursing. She was appointed the Director of the Health Consortium under the direction of Beverly Campbell, CDE. She received her Master's Degree in Guidance and Counseling and holds a Pupil Personnel Services

Credential as well as an Administrative Credential.

Some of the organizations Susan currently serves on includes California Association of Health Educators, CDE Field Partnership Team, ACSA Adult Education Council, California Adult Education Administrators Association, Joint Special Populations Advisory Council (CDE and Community College), CalPro Advisory Council, California STEM Project (Science, Technology, Engineering and Math).

Susan Handy is the Principal/Director of Kern High School District/Bakersfield Adult School (BAS). BAS serves over 27,000 students annually where 65% of the students are Hispanic. The school has been a recipient for the WIA Title II Grant and the EL Civics Project a “Promising Practice”. Susan brings education, experience and passion for the adult learner in the California educational system.

Paul Heavenridge

Director, NIFL LINCS Region III Regional Resource Center

Paul Heavenridge is the director of the National Institute for Literacy Region III Regional Resource Center. He is also the Executive Director of Literacyworks, a nonprofit educational organization dedicated to the creation and advancement of effective materials for educators and learners in the fields of adult and family literacy. Literacyworks is focusing on forming collaborative relationships to produce understandable health literacy materials that are field tested by adult learners.

Paul has an extensive background in educational technology design and delivery. As a psychotherapist, he has specialized in learning and learning styles. As an administrator, he is an advocate for electronically delivered educational communication and information. As a project manager, he has broad experience in program development and management, management training, organizational development, and conflict resolution/mediation.

Wendi Maxwell

California Department of Education

Wendi Maxwell joined the adult education world in 1998 as a consultant with California Department of Education. She is responsible for strategic planning, professional development, and special initiatives for adult education, and her fingerprints are on many of the adult education projects accomplished in the past decade. Ms. Maxwell represents adult education interests with researchers and legislative staffers, the State Workforce Investment Board, Employment Development Department, and Department of Social Services. She created the adult education Research-to-Practice Initiative, coordinated the Learner Persistence Project, and provides direct technical assistance to adult education administrators. She has an extensive managerial background in budgets, personnel, and labor relations from a prior career in health care. Wendi was recently awarded the first Adult Education Advocacy Award by California Adult Education Administrators Association.

Pat Lawson-North

Executive Director, Vision Literacy at Santa Clara County Library

Ms. Lawson-North is Executive Director of Vision Literacy. Previously Ms. Lawson-North was Program Manager of Professional Development at San Jose State University and Director of Special Events at Cal Poly State University in San Luis Obispo. She also served as Director of the San Luis Obispo County Literacy Council. She has held leadership positions in California adult education systems and served on national and state organization board of directors.

Dr. Dean Schillinger

Associate Professor of Clinical Medicine, UCSF, Director-UCSF Center for Vulnerable Populations and leading health literacy and health policy advocate and physician

Dean Schillinger, M.D., is a practicing primary care physician at San Francisco General Hospital (SFGH), an urban public hospital, where he sees patients, teaches in the primary care residency program, and conducts research. In his administrative capacities, he has directed the Medi-Cal managed care clinic at SFGH, the ambulatory care clinics at SFGH, and has been the Director of Clinical Operations for the Department of Medicine. He is currently the Director of the UCSF Center for Vulnerable Populations, a new research center committed to transforming clinical and public health practice and policy to improve health and health care for socially vulnerable people.

Dr. Schillinger has focused his research on health care for vulnerable populations, including the impact of managed care, improving systems of care for publicly insured and uninsured patients, and most recently, health communication. His current work has focused on literacy, health communication, and chronic disease prevention and management. He has carried out a number of studies exploring the impact of limited health literacy on the care of patients with diabetes and heart disease, and was honored with the Institute for Healthcare Advancement Research Award for this work. He was recently awarded grants from the National Institutes of Health, The California Endowment, the Commonwealth Fund, the Agency for Healthcare Research and Quality, and the California Health Care Foundation, to develop and evaluate disease-management programs tailored to the literacy and language needs of patients with chronic disease, and is a co-investigator for the National Association of Public Health and Hospital Institute's Diabetes Quality Improvement Consortium.

Dr. Schillinger has authored over 75 research papers and contributed to the 2004 Institute of Medicine Report on Health Literacy, and is a section editor for the textbooks *Understanding Health Literacy*. He currently serves as a chair of a UCSF-wide translational research committee to promote community engagement.

Meg Schofield, M.Ed.

Curriculum Developer

Meg Schofield, M.Ed, director of an award-winning adult and family literacy center for sixteen years, is the author and producer of *Literacy Solutions*' multimedia training materials, which highlight effective techniques for tutoring adults, (especially those with learning disabilities), in all facets of literacy. She also trains and consults with libraries and early childhood programs on techniques to promote emergent literacy, through her Library STAR program (librarystar.org). Her recent PD course on Vocabulary can be found on the Verizon site at thinkfinity.org.

Carole Talan

Principle Investigator, NIFL LINCS Region III Regional Resource Center

Dr. Carole Talan is an internationally known trainer, speaker, author and advocate for adult and family literacy. She devoted 23 years to administering public library-based adult and family literacy programs in California. She has been a literacy teacher and tutor, a literacy curriculum advisor in the California prison system, director of a local public library adult literacy program, Executive Director of the State Literacy Resource Center of California, co-founder and Executive Director of the Governor's Book Fund, and adult and family literacy specialist with the California Library Literacy Services (a state-wide, state-funded program providing adult, family, English language literacy, and mobile literacy services through local public libraries). Since taking leadership of the Families for Literacy state-wide program in 1989, Carole nurtured and supported its growth from 21 local public libraries to 78.

Carole has written numerous articles and publications related to literacy, including her successful book, *Founding and Funding Family Literacy Programs*. She also co-wrote and edited the *FATHERS*

Curriculum Guide for incarcerated fathers. She has produced four documentary films about adult and family literacy, including the highly praised *Literacy: Adult Learners' Perspectives*. One of her documentaries, *Enrique's Story*, was considered for a 1994 Academy Award nomination.

Dr. Gail Weinstein

Professor, San Francisco State University

Dr. Weinstein teaches courses on English for non-academic purposes, “Language, Literacy and Citizenship”, sociolinguistics, and the teaching of listening/speaking and reading/writing skills. In addition, she provides professional development for practitioners both locally and nationally.

Gail’s research and publications have focused on a range of issues in the ethnography of language and literacy, adult and family literacy in multilingual communities, and learner-centered education for community building. Her professional books include a guest-edited volume of TESOL Quarterly on adult literacies, *Learners’ Lives as Curriculum: Six Journeys to Immigrant Literacy*, and *Immigrant Learners and Their Families: Literacy to Connect the Generations*. Her adult ESL textbooks include *Collaborations and Stories to Tell Our Children*.

GW directs Project SHINE (Students Helping in the Naturalization of Elders), in which student “coaches” are placed in language, literacy and citizenship classes to assist older immigrant learners. She also created the First Amendment Project, in which teachers collect learner narratives about freedom of expression to develop into language and literacy materials.

Gail also is the Director of the Center for Immigrant and Refugee Community Literacy Education (CIRCLE). CIRCLE aims to strengthen immigrant families and community, to support practitioners who serve them, and to engage students deeply in the fabric of their community with experiences that build their professional and leadership skills in personally transforming ways.

She is interested in the connection of materials development with ESL professional development, and in bringing learner-centered teaching with accountability to contexts for family, community and workplace language instruction.

Panel

Erin Bowman

Program Coordinator, California Health Care Safety Net Institute

Erin Bowman, Program Coordinator at the California Health Care Safety Net Institute, has a wealth of experience heading up international health programs and worked for the Peace Corps. She has a bachelor’s degree in anthropology from St. Mary's, where she was editor of the campus newspaper. Erin’s work cuts across SNI’s program areas, including cultural competence, language access and chronic disease management.

Lynn Reed

Executive Director Literacy Volunteers of Maricopa County, Inc

Executive Director Lynn Reed brings unique qualifications to Literacy Volunteers of Maricopa County, Inc. Scholastically, she holds a BS degree in Social Work and a BS degree in Accounting. She has been a manager for the Arizona Department of Economic Security and since 1986, she has managed her own accounting firm. She has also been a very active member of the Volunteer Nonprofit Service Association. After serving as a Literacy Volunteers board member and treasurer, Lynn was appointed Executive Director in 1996. She currently sits on the ProLiteracy Worldwide Board of Directors.

Scott Ullman

Regional Training Coordinator, Foundation Center

Scott Ullman has been the Regional Training Coordinator for the Foundation Center since January 2001. Prior to coming to the Foundation Center, Mr. Ullman was involved in the nonprofit sector since 1974 as a fundraiser, technical assistance provider, nonprofit executive and foundation director. Shifting careers in 1990, Scott received his Masters in Library Science and worked as a public reference librarian in the San Francisco Bay Area. The Foundation Center's trainer's position offers a unique blending of Mr. Ullman's previous work experience as information specialist and trainer. He is currently on the Board of Directors of the Agape Foundation.