

GRACE CASTILLO JOHNSON

Education

Doctorate Degree, Educational Leadership University of Southern California, Los Angeles	2016
Master of Science Degree, Counseling California State University, Fullerton	2006
Bachelor of Science Degree, Business Administration California State University, Los Angeles	1998

Professional Work Experience

California State University, San Bernardino – Student Affairs

Administrator III – Director, Student Health & Wellness **2016 - Current**

- Provide leadership and oversight for the Student Health Center operations in San Bernardino and Palm Desert campuses providing high quality health care to a diverse student body population.
- Oversee and direct the clinical, ancillary and information technology strategic plan of the center to ensure student needs are met through providing a wide range of services.
- Work closely with the Assistant Vice President of Student Affairs regarding the allocation of financial resources including salaries, facilities, supplies and equipment for both the Student Health Center and the Counseling and Psychological Services Department.
- Manage all personnel issues providing clear direction, guidance and motivation as well as manage conflict resolution with staff members representing various collective bargaining unions.
- Collaborate with Recreation and Wellness, Counseling & Psychological Services and the College of Health Sciences to incorporate health education that promotes all aspects of student wellness.
- Responsible for AAAHC accreditation compliance ensuring adequate policies and procedures are followed in accordance with accreditation standards in consideration of HIPAA and FERPA.
- Work closely with the HIPAA Information Security Officer as a member of the campus IT Governance and HIPAA Compliance Team to ensure student health information is protected.
- Co-chair the Campus Health Oversight Committee collaborating with Risk Management, Environmental Health and Safety as well as the UPD on various campus issues that arise.
- Chair campus Alcohol Tobacco and other Drug (ATOD) Committee updating campus on issues pertaining to student high-risk behaviors focusing on education awareness and prevention.
- Participate on the University CARE Team to discuss students of concern and facilitate campus and community resources that support housing, food insecurity, long-term counseling and psychiatry services in support of sustaining student academic course credit each quarter.
- Co-chair the CSU Smoke Free Environment Task Force responsible for policy implementation including campus branding, signage and overseeing student engagement regarding this issue.
- Participate on the GI2025 Sub-committees focusing on student engagement, advisement practices and student wellbeing that will support the unique needs of first generation college students.
- Chair Quality Improvement Committee with a focus on assessment and benchmarking analysis in support of developing programs and improvement to services based on data driven results.
- Responsible for administrative leadership of other student support service units such as Counseling & Psychological Services, Disability Support Services, Children and Veteran Center in the absence of the directors and or Associate Vice President of Student Affairs.

California State University, Fullerton – Student Affairs

Administrator II – Associate Director, Student Health & Counseling Center 2014 - 2016

- In support of the Executive Director of Student Wellness, worked collaboratively with various units including Counseling & Psychological Services, Health Education & Promotion and Disability Support Services to ensure an overall holistic approach to health and wellbeing.
- Responsible for the financial management of \$7.1 million budget for the procurement of services, equipment and supplies associated with serving 38,000 students annually.
- Directly oversee patient appointment scheduling, medical records, facility operations, human resources and business functions of the center as well as indirectly oversee ancillary clinical units.
- Manage personnel human resource functions including interviewing, hiring, coordinating orientations and conducting performance evaluations for over 90 team members.
- In accordance with the Accreditation Association of Ambulatory Health Care (AAAHC), ensure credentialing requirements are met including current state licensure and clinical training.
- Strategically plan and review forecasting reports on a monthly basis including the reconciliation of general fund salary, revenue, operating expenditures, foundation and trust fund agreements including the approval of all travel, procurement and negotiation of contracts.
- Chair Quality Assurance and Improvement Committee with a focus on continuous assessment and benchmarking analysis as well as work in collaboration with campus assessment practices.
- Lead Medical Incident Command Team drills and worked closely with Risk Management in developing evacuation plans and campus crisis contingency medical services response plan.
- Strategically communicate to ensure mission is a continuous priority to staff with the goal of meeting student needs and demonstrating a commitment to excellent student service.
- Negotiate with collective bargaining union representatives to resolve expectation issues and documenting a plan of action ultimately resulting in improved staff performance.

California State University, Fullerton – Academic Affairs

Adjunct Lecturer – Child and Adolescent Studies Department 2012 - 2014

- Responsible for teaching course material, which includes the overview of interpersonal relationships between child, family and community members; the interaction among systems, influences of age, gender, diverse abilities, culture, race, ethnicity, socio-economic and public policy factors available to support family systems (CAS 201).
- Responsible for teaching coursework connected to community internship experiences focusing on linkages between theory and practice and skills and techniques of child development professionals working in agencies and school districts (CAS 394).

California State University, Fullerton – Student Affairs

Administrator II – Director, Guardian Scholars Program 2006 - 2012

- Directed Guardian Scholars Program daily operations connecting with resources on campus and in the community to ensure underrepresented students academic success.
- Developed learning outcomes and assessment strategies to evaluate overall effectiveness.
- Evaluated program strengths and weaknesses, recommended new procedures to Associate Vice President of Student Affairs and implemented appropriate changes when necessary with a proven track record of improving retention rates for underrepresented students.
- Cultivated relationships creating an internal support structure for students, providing awareness and connecting students with campus support services and in the community.
- Collaborated with EOP staff, admissions office, housing, and tutoring center, developing solutions to support this unique population of students with high levels of resiliency.
- Developed relationships with key stakeholders, government agencies and community partners by writing grant reports and providing data driven results.
- Developed program outreach material, attended events and presented at various counties, state and national conferences providing awareness and education.
- Participated on the EOP Financial Aid Committee evaluating disqualification appeals.
- Prepared students for post graduation transition by partnering with campus career center,

creating internship opportunities with business partners, and assigning work mentors.

California State University, Fullerton – Student Affairs

Administrator I – Administrative Manager- Student Health Center

2000-2006

- Responsible for the planning and management of a \$2.8 million budget for the procurement of services, equipment and supplies associated with serving 30,000 students annually.
- Ensured Health Center mission was a continuous priority to team with the goal of meeting operational needs and demonstrating an unwavering commitment to student service.
- Developed procedures manual to ensure compliance with CSU policy and Executive Orders.
- Provide leadership, guidance, training and feedback to team members, as well as established developmental goals and clinical training opportunities.
- Managed human resource functions including interviewing, hiring, coordinating orientations, and conducting performance evaluations for 40 team members.
- Negotiated with collective bargaining union representatives to resolve expectation issues and by documenting a plan of action ultimately resulting in improved performance.
- Reviewed and approved budget forecasting reports on a monthly basis including the reconciliation of general fund salary, revenue, operating expenditures, foundation and trust fund agreements including the approval of all travel, procurement and negotiation of contracts.
- Initiated process mapping analysis, resulting in re-engineered efficient business practices.
- Responsible for accreditation compliance ensuring HIPAA/FERPA law maintenance.
- Collaborated with CSU Health Centers to exchange initiatives, challenges, ideas and strategies.

University Activities, Memberships and Awards

- 2017 American College Health Association, Ethnic Diversity Coalition Committee member with a focus on influencing cultural competency health care standards to be practiced nationally.
- 2016 Chair campus Alcohol Tobacco and other Drug (ATOD) Committee updating campus on issues pertaining to student high-risk behaviors focusing on education awareness and prevention.
- 2014 Guest speaker for California State University, Fullerton Children's Center in-service staff training on the impact community engagement has on a child's human development.
- 2011 Represented CSUF nationally, presenting at the U.S. Department of Education/Children's Bureau, Washington D.C. – Child Welfare, Education and the Courts Conference.
- 2011 Presented at the annual *Adelante Mujer* Conference preparing Latina youth for college admittance and professional careers, Pasadena Community College.
- 2010 CSUF, WASC Student Engagement Task Force – Committee consisting of faculty, students and administrators to evaluate the effectiveness of academic advisement practices at the university.
- 2010 CSUF, WASC Assessment Task Force – Student Affairs Committee established to identify domains and characteristics of learning outcomes evaluating assessment and measurability.
- 2009 Guardian Scholar Program recipient of the Child Welfare League of America's (CWLA) National Fostering Educational Success Award in recognition of exceptional leadership and demonstrated commitment in providing foster youth student support in completing post-secondary education.
- 2006 California State University delegate team participant visiting Fudan University, Shanghai China presenting and participating in various focus groups, sharing knowledge and ideas regarding experiences and the benefits of a Student Affairs/Student Support Services Division in higher education, specifically representing the Student Health & Counseling Center.