

DANA SERRATA

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EDUCATION

2002	Capella University M.S. – Organizational Psychology	Minneapolis, MN
1996	University of Texas B.A. – Psychology, Minor: English	Brownsville, TX

EXPERIENCE

2/07-Present 2011-2013	UNIVERSITY OF PHOENIX <i>Faculty – Campus</i> <i>Lead Faculty Area Chair – Social Sciences</i> Facilitating courses in the Social Sciences Department in crisis intervention, case management, field experience, cultural diversity and others with groups of adult learners, particularly in the Human Services degree program.	Las Vegas, NV
8/14-Present	UNIVERSITY OF NEVADA <i>Adjunct Faculty</i> Facilitating courses in the Nonprofit Management Certificate program, including Board Roles and Responsibilities and Ethics in Nonprofit Governance.	Las Vegas, NV
3/2009- Present	HELPING HANDS OF VEGAS VALLEY <i>Executive Director</i> Organizational oversight for nonprofit agency serving needs of seniors in community with volunteer transportation, wheelchair transportation, food pantry and caregiver respite care voucher program. Agency has over 200 volunteers and 12 paid staff. Directly responsible for the daily operation of agency including human resources function. Reports to board of trustees regarding all facets of agency, including financial. Responsibility for creating, managing, organizing, implementing and evaluating performance of programs in accordance with agency mission, vision and values as well as funder objectives. Develop and maintain donor relationships, including major gifts. Successful grant writing and reporting in support of programs, decreasing agency dependence upon state funding. Work with board committees to develop marketing plan for programs to include print, media, intra- and internet. Maintain agency website and social media. Organize strategic planning process, organizational development and human resources to further agency mission. Engage in collaboration among community agencies as well as government, for-profit and nonprofit partners. Developed and conducted volunteer recruitment, training and retention program.	Las Vegas, NV
8/07-12/08	ST. ROSE DOMINICAN HOSPITALS <i>Director of Community Health Integration</i> Directly responsible for creating, managing, organizing, implementing and evaluating performance of St. Rose Dominican Hospitals' outreach services, programs and community needs assessment. Successfully coordinated the creation of the Community Benefit Programs department from nine individual programs and various outreach services. Insure services provided are consistent with the Strategic and Community Benefits Plans, the Health Needs Assessment and other local initiatives. Preparation of annual community benefit report and plan; Administration of nine outreach programs and over twenty-five full time and contract staff; Direct annual CHW Local Grant process;	Henderson, NV

Grant writing in support of programs while working closely with hospital's health foundation and finance staff. Responsible for annual budgeting process for various outreach programs and social accountability process. Heavily involved with collaboration among community social service agencies as well as government, for-profit and clinical partners.

4/03-4/07 **NEVADA DEPARTMENT OF CORRECTIONS** Las Vegas, NV

Re-Entry Coordinator, Going Home Prepared Program

Administered multi-million-dollar federal grant pilot program from the U.S. Department of Justice. Developed administrative regulations and operating procedures for state department regarding re-entry. Responsible for developing curriculum for statewide implementation and providing training to staff. Developed and monitored progress of community Advisory Board and subcommittees. Tracked statistics reporting to state and federal agencies. Media relations. Testified before state legislature committees and subcommittees. Worked with various federal, state and local agencies to successfully leverage community resources. Effectively controlled financial resources of the organization and supervised the day-to-day financial operations of the program. Supervised 9 staff members at 5 locations spread throughout Southern Nevada. Presentations on re-entry to national and regional groups.

11/99 – 4/03 **LAS VEGAS CHAMBER OF COMMERCE** Las Vegas, NV

Director of Community Relations

Simultaneously directed, expanded and developed leadership development programs such as Leadership Las Vegas, Focus Las Vegas, Leadership Graduate Activities, Leadership Las Vegas Youth, Leadership Education Scholarship, and SMART Grad. Represented Chamber in community development partnerships. Demonstrated ability in personnel management and training. Developed and implemented, in association with human resources manager, a customer service training program for all staff. Worked in conjunction with other director-level staff members to organize strategic planning for organization. Effectively controlled department's financial resources and supervised the day-to-day financial operations of each program. Responsible for coordinating several key Chamber events, such as Community Achievement Awards, Chairman's Gala and others. Raised funds through a variety of community and outside resources, through grant writing and direct proposals. Responsible for verbal and written presentations on Community Relations activities and programs to Board of Trustees and others.

8/98 – 11/99 **CAESARS WORLD, INC.** Las Vegas, NV

Assistant to VP

Assistant to the Vice-President of Corporate Security, Government and Community Affairs at an international casino/hotel company.

1/98 - 3/98 **LAS VEGAS COLLEGE** Las Vegas, NV

Adjunct Instructor

During Winter Term taught Psychology, English Composition, Keyboarding, Microsoft Office and Windows to college students exhibiting a wide range of learning needs and abilities. Teaching included lecture in classroom and experiential learning in computer lab environment. Responsible for test construction, lesson plans, etc.

8/93 – 9/97 **UNIVERSITY OF TEXAS** Brownsville, TX

Office Supervisor

AFFILIATIONS

- 2012-Present Alliance for Nevada Nonprofits, Board Chair
- 2013-Present National Organization for Human Services, Member
- 2012-Present National Alliance of Nutrition and Senior Programs (NANASP), Member

2009-2014	Nevada Senior Corps Association/Nevada Senior Advocates, Member
2008-2009	Association of Community Health Improvement, Member
2008-2009	Annual Binational Health Fair/Ventanillas de Salud, Planning Committee
2003-2009	DJs for PJs Planning Committee/Volunteer
2008	Am. Heart Association Go Red For Women, Executive Planning Committee Member
2005-2009	United Way Self-sufficiency Impact Council, Member
2005-2007	Las Vegas Community Corrections Center Advisory Board, Chair
2001-2003	Community Leadership Association, Member
2001-2003	Sheriff's Council On Women's Recruitment, Member

ACCOMPLISHMENTS

2004	Peacemaker of the Year Award, Mediators of Southern Nevada
2004	Nevada Dept. of Corrections Employee of the Year, Programs South
2003	Leadership Las Vegas, Graduate
2001	Focus Las Vegas, Graduate
2001, 2002	Las Vegas Customer Service Excellence Awards (Bronze level)
2001	Las Vegas Chamber of Commerce Employee of The Month

CERTIFICATION

2014	Certified Master Trainer, Mental Health Facilitator Program, National Board of Certified Counseling-International
2013-2015	National Certified Counselor, National Board of Certified Counseling
2008	Certified Facilitator: American Lung Association "Freedom from Smoking" program

PRESENTATIONS/PUBLICATIONS

6/2016	"Organizing Volunteers for Maximum Impact", Presentation, NANASP Conference, Las Vegas, NV
10/2015	"How to Create a Successful Collaboration", Presentation to Alliance for Nevada Nonprofits Conference, Reno, NV
5/2013	"Providing an Oasis of Hope in the Desert", <i>Rooftops</i> , Publication of the National Foundation to End Senior Hunger
3/2007	"Successful Re-Entry through Collaboration", Presentation to the National Correctional Industries Association Annual Conference, Jacksonville, FL
3/2006	"Innovative State and Local Partnerships", Plenary presentation to the National Governors' Association Policy Forum on Reentry, Orlando, FL
11/2004	"The Importance of Offender Reentry on Public Safety", Presentation to Correctional Education Association, Region 7, San Diego, CA