

Track 2: Organizational Leadership

Room: Coral 1

RESPONDING TO CHANGES IN DATA – RELATED BUSINESS NEEDS IN LOCAL GOVERNMENT

The County of San Diego (County) has experienced multiple and significant changes in the last few years. Changes in elected officials, executive leadership, and business needs. This created more opportunities for County departments to collaborate.

This presentation will highlight some of the changes in data-related business needs, and how the County departments have collaborated with the County Technology Office to find solutions. Lessons learned and best practices will be shared. Time will be reserved for the audience to share their lessons learned and best practices.

Haruna Feldman earned her doctorate from the University of California at San Diego and San Diego State University Joint Doctoral Program. She has been working with the County of San Diego for nine years and is also an instructor at San Diego State University's Graduate School of Public Health.



David Smith graduated from the University of California at Davis School of Law. He has been with the County for 22 years. Prior to being the Chief Information Officer, he was Chief of the Office of County Counsel and worked in information technology, telecommunications, compliance, and privacy.

ORGANIZATIONAL LEADERSHIP: UNDERSTANDING THE MISSION AND VISION AND HOW TO ENSURE SUCCESSFUL CHANGE MANAGEMENT

IT project management is the backbone of a successful organization. Being able to adapt to new technology enables an organization to stay relevant. In order to maintain change, leaders need to be sure that they focus on the mission and vision of the organization and how they can ensure that staff and other resources feel like they are part of the change instead of being ordered to change. I will review key elements to leading an organization through change using emotional intelligence, I will touch on user adoption, teamwork, and teaching and mentoring.



A 30-year veteran of the project management field, Kristina Curtiss brought her love of learning and commitment to continuous improvement to the construction and healthcare industries. She excels in change management, organizational readiness, and process improvement; expanding on her project management role to bring successful adoption of her initiatives. She managed projects and Scripps Healthcare in the past and is now with Kaiser Permanente's Dedicated Shared Services/Business Intelligence Department.

TEAMS, TECH, AND QUALITY & ME : IF NOT NOW, WHEN?

The COVID 19 pandemic disrupted everybody and everything in the world. It is more important than ever for everyone especially leaders to continue to be agile and adapt to the ever changing environment as the environmental landscape, regulations and work force has changed. The session will utilize group learning and interactions to go through different case scenarios to highlight 5 areas I consider every leader in an organization needs to focus on:

- We need more women in leadership positions
- Time to Mentor and sponsor
- Learn to collaborate with multiple teams
- Embrace technology
- Incorporate quality improvement to generate change
- Take care of ourselves so we can take care of others

At the end of the session, the goal is for the attendees to be inspired and develop concrete takeaways to implement to their respective organizations.

Luz Ramos-Bonner MD is part of Independence Family of Companies as a Network Medical Director for Independence Blue Cross. In this role, Dr. Ramos is responsible for collaborating with primary care providers to drive improved performance in the Pennsylvania market including primary care population health and value based programs with health systems. As part of the Clinical Care Transformation leadership, her cross functional role includes initiative that promote whole person equitable health and advancing the quintuple aim (cost efficiency, quality care, improved member and provider experience and health equity). Dr. Ramos is a geriatrician and finished her Masters of Business Administration in Healthcare at the George Washington University. She is a Fellow of the American College of Physicians and American Geriatrics Society and a Certified Medical Director of the American Board of PALTC Medicine.



LEADING IN A POST-COVID WORKPLACE: IS MY ZOOM WORKING?

Leading organizations is a complex and rewarding role. Some might even say it would be easy....if people weren't involved. However, many of us have spent our time and careers invested in this challenging and rewarding work. One unfailing known in leadership is that the only constant is change. In 2020, as a world, we faced changes and challenges most could never fathom. Organizational leadership was also changed forever. The discussion will highlight the struggles and opportunities of working in a post-covid world world addressing such things as: remote and partially remote working, silent resignation, additional technology and....people.



Michelle Tressler is a healthcare executive focused on strategic execution and integration, developing and translating organizational vision into reality. Utilizes a unique blend of creativity, analytics and collaboration to excel in bringing multidisciplinary teams together to successfully execute board-level organizational objectives in strategic partnerships, growth, respect for people/satisfaction and operational efficiency and effectiveness.

LEADING AN ORGANIZATION THROUGH THE COVID CRISIS – BUILD A SHIP TO WEATHER THE STORM

Being a strong leader is no easy feat. As they say, “Heavy is the Head that Wears the Crown.” Being a strong leader requires a balance of vision, dedication, humility, engagement, consensus building and investment in your staff. Leadership should not be confused with management. Management is more tactical while leadership is about inspiring your people, helping them reach their full potential, investing in their growth and leading them to a collective goal. As the former CEO of the San Diego Food Bank – the COVID Crisis tested me as a leader, and our organization as a whole. As the crisis unfolded and the Food Bank excelled and was given credit for helping lead San Diego through the crisis, I realized that the organizational excellence we had built – in large part due to our culture, personnel, and strong business practices – had resulted in a ship prepared to weather the storm. Poor businesses can survive in good times – but strong businesses actually rise up and excel when faced with adversity.



James Floros (Jim) is a 39-year nonprofit professional – 29 years of that as a CEO. Jim started his nonprofit journey at the World Headquarters of Project Concern International where he last served as the Director of Community Relations. From there Floros took his talents to the Burn Institute where he first served as the Director of Development and then, 18 months later, moved into the CEO role, which he held for 20 years. During his tenure at the Burn Institute, Jim helped build the organization into the leading Burn Foundation in North America and received the prestigious National Burn Prevention Award and the San Diego County Fire Chiefs’ Maltese Award.

In 2013, Jim joined the Jacobs & Cushman San Diego Food Bank where he led the agency to become one of the top food banks in the nation. Under Jim’s leadership the SDFB service population almost doubled from 320,000 to nearly 600,000 during the COVID-19 pandemic; and throughout his tenure the agency’s annual food distribution increased from 18 to nearly 60 million pounds. While at the Food Bank, Jim received numerous awards including: AFP Outstanding Development Professional of the Year and Nonprofit CEO of the Year (2016 & 2020). Jim and the agencies he has worked for have raised in excess of \$160,000,000 during his tenure.

Jim left the Food Bank in 2021 to pursue his consulting business (Floros & Associates) and passion for the nonprofit sector. Jim is a graduate of the University of San Diego and is married to his partner in business and life Cheryl, and has two sons, John and Jack.