

# **Akilah Templeton MPA, MSW**

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## **Professional Summary**

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Experienced Leader and Organizational Change  
Expert

## **Skill Highlights**

- Experienced Executive Director
  - Industry Expert- Veterans, and Homeless Prevention Services
  - Strategic Planning/Program Development
  - Special Projects/Grant Writing
  - Risk Management/Crisis Management
  - Staff Development/Leadership
  - Executive Level Oversight for Veteran-Specific Programs (GPD,SSVF, HVRP) as well as AB109, SAP-C, GR, STOP,
- Probation, DMH, CDCR, DHCS State Licensed SUD Programs, Private Insurance, Various County Contracts
  - Excellent Communication, Media Relations
  - Excellent Track Record Growing Existing, and Stewarding New Donor Relationships

## **Accomplishments**

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### **Previous/Professional**

- Selected as one of the most influential business leaders in San Diego County 2020, San Diego Business Journal
- First non-veteran President/CEO, Veterans Village of San Diego
- Executive Director of the Year U.S.VETS – 2018
- Increased site annual revenue and budget within 2.5 years of assuming role, adding an additional 6 million dollars in revenue annually
- Within 1.5 years of assuming current role, ended the fiscal year with the largest surplus across all sites in the organization. Site had only hit break-even in the years prior
- Provided oversight and implemented an integrated model of care to respond to the needs of underserved adults with the co-morbid problems of substance use, mental illness, and chronic illness
- Provided oversight and managed the Medi-Cal application process with DHCS and the County of Los Angeles and successfully secured contracts to provide residential and outpatient services to adults, adolescents, and transitional age youth in treatment facilities.
- Developed solid working relationships with community agencies and shelter programs and improved the flow of chronically homeless individuals into permanent housing

## **Education**

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### **University of Southern California – Masters Social Work**

- Concentration- Families and Children
- Sub-concentration- Military Social Work

### **California State University Northridge – Masters Public Administration**

- Concentration in Leadership and Public-Sector Management

### **California State University East Bay- Bachelor of Arts**

- Sociology Major
- Extensive coursework in Ethnic Studies

**Santa Monica Extension- Certification**

- Certified Chemical Dependency Counselor

## **Certifications**

CAADE Certified Addictions Specialist CATC IV, and Masters Level Registered Addiction Specialist

## **Professional Experience**

### **President and CEO – Veterans Village of San Diego**

August 2020 - Present

- Serves as President and Chief Executive Officer with full power and authority to manage and conduct all the business of the Employer, subject to the directions and policies of the Employer and its Board of Directors.
- Duties include, without limitation, leading and coordinating Employer's efforts to develop and implement strategic and operating plans for Employer and its operating units, executing day-to-day general management of Employer, maintaining, solidifying, developing, and expanding relationships with Employer's public and private funding sources, local state and federal entities, authorities and personalities, the media and others. The duties to be performed by the Executive are subject to change at the discretion of the Board of Directors.

### **Executive Director – U.S.VETS Inglewood**

January 2017 – August 2020

- Provides executive-level oversight across programs to include outreach, transitional Housing, permanent housing, workforce services, case management, mental health services, SUD services, SSVF, aftercare, and supportive services onsite and in the community- 600 beds + individuals receiving services in the community
- Evaluate trends in needs & gaps & develop programs to meet those needs.
- Primarily responsible to develop a therapeutic milieu in accordance with United States Veterans Initiative Mission and Philosophy.
- Supervise staff recruitment, hiring, and supervision.
- Responsible for budget compliance and reporting.
- Set annual Goals and Objectives for Site and manage for accomplishing those in a manner to successfully serve the veterans.
- Responsible for the overall organizational integrity within the site & compliance with all federal & other regulations.
- Maintain and develop a relationship with VA & other community partners to increase continuity of care.
- Development of services through coordination with peer community providers.
- Develop and maintain relationships with foundations, corporations and major donors to increase and diversify funding streams.
- Develop and maintain relationships with elected government officials, federal and local

to advocate veteran needs and service opportunities.

- Identify grant opportunities and coordinate application process.
- Responsible for the coordination of fundraising efforts at the site.

### **Promoted to Managing Director- Phoenix House Academy Lake View Terrace**

May 2016 – January 2017

- Reports only to the Senior Executive Vice-President
- Provides leadership and oversight across several programs including a 140 bed residential facility, and Outpatient Mental Health, Outpatient Substance Abuse, FCCS, Wrap Around, and TBS programs.
- The Managing Director directly supervises, leads and inspires the senior management team including all department-heads i.e. the Manger of Mental Health, the Medical Director, the Residential Program Director, and the Director of Operations.

- Manages several high-level and complex contracts including but not limited to contracts from the Department of Mental Health, the Department of Probation, San Diego County etc.
- Manages a multi-million dollar budget
- Plans, develops, ensures, and coordinates policies and procedures within program.
- Develops and uses communication and monitoring tools for teambuilding and program enhancement.
- Develops and coordinates community involvement, outreach, support, and partnership projects.
- Ensures all required reports for governing or funding agencies are completed accurately and on time.
- Ensures data management systems and processes are in place to assure confidentiality.

### **Program Director**

February 25, 2014 to May 1, 2016

Phoenix House- Venice Beach Los Angeles, CA

- Provide program oversight across 3 programs: a 53 bed inpatient rehabilitation facility, an outpatient clinic and a transitional living home
- Responsible for developing and managing a complex budget for 3 programs
- Responsible for managing multiple contracts for various client populations
- Plans, develops, ensures, and coordinates policies and procedures within program.
- Recruits, selects, trains, and supervises all staff providing direct services to clients and their families.
- Develops and uses communication and monitoring tools for teambuilding and program enhancement.
- Develops and coordinates community involvement, outreach, support, and partnership projects.
- Ensures all required reports for governing or funding agencies are completed accurately and on time.
- Ensures data management systems and processes are in place to assure confidentiality.

### **Medical Case Worker/Release Planner**

August 26, 2013 to February, 2014

#### **Century Regional Detention Facility (Women's Jail)**

**Los Angeles County Department of Mental Health-** Lynwood, CA

- Assigned to the High Observation Housing Unit (HOH) to coordinate AB109 releases
- Conduct AB109 Interviews for scheduled releases and oversee linkage to community mental health treatment/housing
- Complete statistics related to release planning efforts

- Arrange permanent/temporary housing/placement for chronically mentally ill adults in board and care homes, intermediate care homes, residential facilities, private hospitals, and rehabilitation facilities
- Participate in medical rounds and health, clinical, or mental health care team conferences for the purpose of developing treatment plans

### **Addiction Specialist/Housing Coordinator**

January 2011 to August 26, 2013

#### **Los Angeles County Department of Mental Health- Canoga Park, CA**

- Review and process applications for Homeless Section 8, Shelter Plus Care and MHSA subsidized housing with the housing authority
- Evaluate client's eligibility for programs and develop housing plans
- Provide training, consultation and technical assistance for interdisciplinary staff
- Follow up with housing authorities, housing liaisons/specialists and case managers regarding applications and issues
- Participate in monthly housing meetings and act as a liaison between DMH and housing authorities
- Complete quarterly and annual reports and resolve housing complaints
- Provide advocacy and resolve disputes between clients and landlords
- Develop and promote strategies to improve housing retention rates

### **Addiction Specialist**

February 2008 to July 2009

#### **Los Angeles County Department of Mental Health- Canoga Park, CA**

- Participated as a counselor in a substance abuse program designed for the prevention of substance abuse in adults with co-occurring disorders
- Conducted intake interviews with clients to obtain personal and family data for the purpose of designing a treatment plan
- Participated as part of an interdisciplinary treatment team to develop, implement and evaluate treatment approaches in all phases of a comprehensive integrated co-occurring mental health and substance abuse treatment program
- Provided counseling, case management, referrals to community resources and advocacy
- Facilitated evidence based groups

### **Consultant/Counselor**

August 2007 to February 2008

**New Beginnings Rehabilitative Treatment Center – Los Angeles, CA**

- Hired to restructure the existing youth program for teens with substance use issues and involvement in the juvenile justice system
- Supervised staff and provided education on treatment approaches/models and state regulations
- Designed/developed a plan to improve attendance, compliance and clinic flow
- Developed relationships with agencies in the community

**Alcohol and Drug Treatment Specialist II**

November 2006 to September 2007

**County of Ventura Behavioral Health Department– Thousand Oaks, CA**

- Provided individual and group counseling/case management services to adults convicted of DUI
- Tracked progress of clients mandated to meet specific requirements by the court in order to have their driver's license renewed
- Performed intakes/discharges
- Discharged clients for non-compliance, alcohol intoxication
- Facilitated large education groups
- Educated clients/public on laws related to driving under the influence

**Program Director**

December 2000 to November 2006

**Crisp Residential Facilities- Gardena, CA**

- Provided program oversight to 3 residential facilities in the Los Angeles area that serviced adults with developmental disabilities and mental illness
- Supervised direct-care staff
- Developed/modified facility programs
- Trained facility staff on state regulations related to the provision of direct services
- Participated in external audits and conducted internal audits
- Resolved conflicts and acted as a liaison between family members, vendors, day programs and the facility
- Completed quarterly and annual reports
- Participated in the hiring and terminating of facility staff
- Maintained facility records as required by state law

**\*A list of trainings, in-services and references is available upon request.\***