

Senior Executive Biography

Monica Diaz **Executive Director, Office of Homeless Programs**



Monica Diaz was appointed to the Homeless Veteran Programs Executive Director position at the Veterans Health Administration-Central Office in Washington, DC, on April 1, 2018. She is a native of Puerto Rico and the spouse of an Air Force Veteran. Mrs. Diaz has over a decade of executive leadership experience in the government and private sector.

As the Homeless Programs Office (HPO) Senior Executive Director (SED), she is responsible for formulating, recommending, and implementing the Department's policies, plans, projects, and interagency initiatives regarding homeless Veterans. These responsibilities include providing VA's congressional testimony and information briefings on homelessness-related programs and legislation. She engages in briefings at the Federal and State level and is an active member of various committees and task forces. She is responsible for developing, managing, and executing the program office budget for over 2 billion dollars. In addition, she provides oversight for the integration of operations and ancillary support to over 5,000 homeless service personnel in VACO and VAMCs nationwide. Ms. Diaz serves as a VA principal of the United States Interagency Council. She is responsible for representing initiatives, policies, and interagency efforts at the national level, working toward the mission of ending Veteran homelessness (e.g., DoD, HUD, etc.). As needed, Ms. Diaz represents VA and top management at high-level meetings, both within and outside the Federal government. She managed the increase of 800 million dollars in CARES funding and implemented nine successful national initiatives within the last two years. In addition, Ms. Diaz provides leadership and oversight of the VHA Strategic Decision and Coordination Team (SDCT) Executive Committee and Homeless Programs to ensure effective strategic planning across VA and intergovernmental agencies. This committee promotes the dissemination of information concerning clinical and social models to improve quality, satisfaction, and cost-effectiveness.

Mrs. Diaz previously served as a Governor's Appointee, from 2012 to 2018, for the Department of California Veterans Affairs at the largest Veterans Home in the nation, Yountville Veterans Home. She oversaw and provided direction for the largest and oldest Veterans Skilled Nursing Facility (SNF) in the nation. Ms. Diaz directed all activities associated with the SNF, Intermediate Care Facility (ICF), and Memory Care unit for a total of 499 licensed beds, over 340 employees, and a budget over 20 million dollars. In addition, she provided leadership to various programs and services dedicated to the care of homeless, disabled, and elderly Veterans. Under her leadership, the facility's rating improved, moving from a Centers for Medicare & Medicaid Services (CMS) Two-Star-Quality rating to a first-time Five-Star Quality Rating, positioning the facility in the top 10% nationwide.

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From 2006 to 2011, she served in various positions at the Ensign Group Corporation Inc., Social Service Director, Executive Director, and Operational Regional Resource/Consultant. Mrs. Diaz provided leadership consultation to six different rehabilitation and healthcare operations. Her work involved advising Chief Executive Officers, Executive Directors, and the Interdisciplinary Professional team on patient quality-improvement programs, healthcare policies, financial and clinical best practices, and organizational culture change strategies. Additionally, she served at the Department of Correction, at a Mental Health Hospital (i.e., MEPSI), and the Department of Emergency Services in her native country, Puerto Rico.

Mrs. Diaz has been a Licensed Nursing Home Administrator since 2007, a Certified Preceptor for Administrators in Training since 2012, and a prior Certified Residential Care Administrator since 2011. She earned a bachelor's degree in Forensic Psychology in 2002 and a master's degree in Healthcare Management Administration in 2005. Ms. Diaz also completed various credits in a Ph.D. clinical psychology program. In 2019, she graduated from the Federal Executive Institute-Leadership for a Democratic Society and VA Senior Executive Strategic Leadership Course. In 2014, she completed the two-year Leadership Program from the California Association of Health Facilities (CAHF), where she served as a member. In 2013, she completed the Healthcare Leadership Mass Causality Incidents training with FEMA.

Some of her most outstanding recognitions include being recognized by the California VA Secretary for her outstanding leadership in 2017 and the unprecedented achievement of the first-time Five-Star Quality Rating, which positioned the Homeless Veteran-CALVET facility in the top 10% nationwide.