

SUMMARY: Integrated care strategist at the intersection of healthcare and social impact. Passionate about empowering people, teams, programs, and movements rooted in equity, harm reduction, and social justice. Operationally-minded individual at the intersection of design, clinical implementation, and evaluation.

EXPERIENCE

BUCKLEY COLLABORATIVE LLC | NJ Established for Global Reach **November 2021-Present**
Founder and Managing Director

- Founded consultant firm to support clients in the healthcare and social impact space to establish operational excellence while delivering person-centered, compassionate care.
- Notable clients include: *Camden Coalition of Healthcare Providers, Newark Community Street Team.*

CAMDEN COALITION OF HEALTHCARE PROVIDERS | Camden, NJ **August 2014-October 2021**
Associate Director, Care Management Initiatives

- Supervise 15+ team of clinical experts, admin staff, consultants, fellows, and interns, including 5 direct reports.
- Designed and project manage Onboarding and Training process for 30+ staff in Population Health department.
- Designed 4 program logic models with those served to ensure activities & metrics are rooted in participant voices.
- Designed and led *Housing First* program serving more than 80 individuals. Impact includes: 70% hospital reduction, increase in patients' sense of safety and security, and influenced statewide criminal background policy.
- Raised \$5 million over 5+ years from State, County, and private sources to fund the *Housing First* program.
- Raised and managed \$600,000+ budget to support expansion of *Medical-Legal Partnership* with Rutgers Law School to integrate attorneys. Provided legal services to 100+ people regardless of health condition or legal issue.
- Manage multiple contracts with managed care organizations serving 300+ Camden-area residents with Medicaid.
- Consult and contract with State and County on priority COVID-19 projects, including implementing care coordination for more than 60 COVID+ individuals experiencing homelessness quarantining in hotel and motels.
- Facilitate city-wide Camden Care Management meeting. 60% of attendees said connections led to improved care.

Senior Program Manager, Innovation Operations

- Designed and led *Camden RESET*, serving 16 individuals incarcerated with high number of hospitalizations and arrests. Impact includes: reduction of ED use (37%), inpatient use (50%), and jail incarceration (80%).
- Illustrated need for compassion in jail outreach, integrating data sets, serving sentenced population, and MLPs.
- Designed and led *Camden Delivers*, serving 46 pregnant people with substance use disorders. Showed importance of data to promote equity: HIE yielded 80% non-white referrals compared to 50% white clinic-based referrals.
- Consulted on national contracts; facilitated 20+ complex care trainings for United Healthcare and universities.

Social Work Manager, Care Management Initiatives

- Integrated behavioral health and social needs into traditional medical model with Rutgers UBHC partnership.
- Designed, launched, and managed implementation of a 50-person *Housing First* pilot across 5 organizations.

BETTERBAIL | Philadelphia, PA **November 2013-December 2015**
Co-Founder

- Established online bail payment system to reduce 6,000+ pretrial population. Adopted by City of Philadelphia.

UNIVERSITY OF PENNSYLVANIA | Philadelphia, PA and Kolkata, India **January-July 2014**
Graduate Teaching Assistant, School of Social Policy and Practice

- Created sustainable tool to organize materials for *Postcolonial Social Work Practice: International Social Welfare in India.*
- Managed relationships and schedules among sex worker collective, professor, students, and housing facilities.

PHILADELPHIA FIGHT | Philadelphia, PA **September 2013-May 2014**

Clinical Social Work Intern, Institute for Community Justice

- Performed counseling inside Philadelphia Prison System and facilitated support group for those returned home.

DURBAR | Kolkata, India

May-August 2013

Field Researcher, University of Pennsylvania's School of Social Policy and Practice

- Co-designed and implemented an action research project with sex worker collective to determine how it could assist mobilization of collective identity to increase solidarity, visibility, and rights of unorganized, female labor.

CONGRESO DE LATINOS UNIDOS, INC. | Philadelphia, PA

September 2012-April 2013

HIV Medical Case Manager and Social Work Intern, Programa Esfuerzo

- Managed 15-person caseload of PLWHA and implemented needs assessment with 20 people who use drugs.

GRASSROOT SOCCER, INC. | Cape Town, South Africa

August 2011-July 2012

Global Curriculum and Training Fellow

- Re-designed *SKILLZ Street*, a girl-focused initiative that used soccer to reduce the spread of HIV, challenge gender norms, and promote reproductive health and access. Reached 400 girls across 4 South African sites.
- Named to the Women Deliver 50 list as one of the Top 10 Educational Initiatives for girls worldwide in 2012.

SOUTH AFRICAN TOURISM | Cape Town, South Africa

July 2011-January 2012

Contributing Editor

- Edited print and online South African tourism content for the new South African tourism magazine.

BUDGET TRAVEL MAGAZINE | New York, NY

January 2011-July 2011

Online Editorial Assistant

- Managed freelancers and edited pieces for the Real Deals section of BudgetTravel.com.

NATIONAL GEOGRAPHIC ADVENTURE MAGAZINE | New York, NY

May 2009-December 2009

Editorial Assistant

- Supervised online editorial interns and oversaw contributors' payments and expenses until magazine folded.

SELECTED NATIONAL PRESENTATIONS

Got boundaries? Building safe space and navigating relationships in a Housing First program in Camden, NJ

Workshop presenter at Housing First Partners Conference 2021. Virtual. April 2021.

Homelessness and its impact on healthcare and criminal justice in Camden, NJ

Poster Presenter at The Root Cause Coalition National Summit on the SDOH. San Diego, CA, October 2019.

Exploring supporting housing solutions that advance healthy aging in community

Expert roundtable panelist at AARP-HUD Innovation Roundtable. Washington, DC. November 2019.

Effective Strategies for Setting up a Successful Complex Care Management Program

Presenter at Rhode Island Accountable Entities Collaborative hosted by CHCS. Providence, RI, May 2019.

From Jail to Community Behavioral Health: Ensuring Continuity of Care

SAMHSA-HRSA Center for Integrated Health Solutions. National Webinar, July 16, 2018

The Gift of Empowering: Intervention Strategies to Promote Harm-Reduction and Self-Efficacy

Facilitated workshop at the National Conference on Harm Reduction, San Diego, CA, November 2016

RESEARCH

Assessing the relationship between housing and health among medically complex, chronically homeless individuals experiencing frequent hospital use in the United States

Chhabra, Spencer, Demuyneck, Buckley, and Shea. *Health and Social Care in the Community*. August 2019.

Characteristics and behavioral health needs of patients with patterns of high hospital use: implications for primary care providers

Rentas, Buckley, Wiest, and Bruno. *BMC Health Services Research*. February 2019.

Cross-Sector Data in Action

Co-authored article in *American Journal of Managed Care*, August 2018.

Camden RESET: Care Coordination for Complex Care Patients Returning from Jail

Co-authored poster presentation for Academy Health Conference, Seattle, WA, June 2018

Homelessness, Housing, and Social Support: Preliminary Results from a Housing First Pilot Evaluation

Co-authored poster presentation at The National Center for Complex Health and Social Need's *Putting Care at the Center* 2017 conference, Los Angeles, CA, November 2017

BetterBAIL - Small Tweak with a BIG Impact

Co-authored Public Policy Proposal to institute an online bail payment system in Philadelphia County, Philadelphia, PA, March 2015

"I want Domestic Workers' Rights:" Mobilizing Collective Identity of Domestic Workers in Dum Dum, West Bengal, India

Action Research Report submitted to University of Pennsylvania's School of Social Policy and Practice, 2013

EDUCATION, DISTINCTIONS, AND CERTIFICATIONS

UNIVERSITY OF PENNSYLVANIA | Philadelphia, PA **2014**
Master of Social Work (clinical concentration)

NEW YORK UNIVERSITY | New York, NY **2009**
Bachelor of Arts in History and Journalism (print concentration) ***cum laude***

DISTINCTIONS & CERTIFICATIONS

Leadership Development Fellow | *The Coaching Fellowship (funded to work with executive coach to deepen social impact)* 2020
Motivational Interviewing | *Pittsburg Regional Health Initiative, Rutgers UBHC x2* 2014, 2018, 2020
Seminar Training in Field Instruction (SIFI) | *Rutgers University School of Social Work* 2018
Mindfulness for Healthcare Providers | *University of Pennsylvania* 2015
200-Hour Yoga Teacher Training | *Hotbox Yoga Philadelphia* 2014
Facilitation and Public Speaking | *Grassroot Soccer Inc* 2011