

Errold Glenn E. Elad, DBH, MA

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Education

Arizona State University

Master of Science in Addiction Psychology Spring 2025
Doctor of Behavioral Health (*Management*) May 2023
Certificate of Addiction and Substance-Use-Related Disorders
Master of Arts in Applied Ethics in the Profession (Biomedical and Health Ethics) December 2019
Bachelor of Science in Family and Human Development December 2020
Bachelor of Arts in Anthropology with minor studies in Sociology May 2015

San Diego Mesa College San Diego, California

Associate of Science in Computer Business Technology May 2014

United Education Institute

Medical Assisting, Diploma January 2010

Employment

Credentials Evaluator, Admission

January 2019-Present

Arizona State University, Tempe, AZ

- I evaluated and certified student credentials for university admission, ensuring that established policies and guidelines were followed. I went over transcripts and verified them, converting credits and determining course equivalencies. In addition, I handled complex tasks by responding to inquiries, maintaining student files, processing applications, and collaborating on special projects, all while utilizing my functional knowledge and critical thinking skills.

Dean of Student and Interim Supervisor of Student Services

August 2017-August 2018

MGRM Pinnacle Charter Schools

- With fairness and impartiality, I successfully investigated and resolved disciplinary issues. I meticulously managed student attendance and provided personalized counseling, collaborating with the student services team to facilitate testing referrals as needed. In addition, I kept open lines of communication with families and the community while also ensuring seamless access to courses by uploading them to the system and meticulously reviewing student files to track progress toward graduation requirements.

Marketing Committee Member

January 2017-August 2018

MGRM Pinnacle Charter Schools

- I was in charge of creating and implementing eye-catching promotional giveaways such as T-shirts, cups, and brochures. Setting marketing priorities, evaluating plans and strategies, and presenting results to the Board of Directors when necessary, I demonstrated strong leadership. Furthermore, I actively participated in advocacy and networking initiatives, contributing to and reviewing the marketing plan to ensure consistent progress toward both annual and long-term goals.

Lead Student Advisor

February 2016-August 2017

MGRM Pinnacle Charter Schools

- I successfully trained and supervised the Student Services Department, creating a positive and supportive atmosphere. I built strong relationships with students by communicating with them on a regular basis, including welcome calls for new and returning students. Furthermore, I played an important role in course assignments and maintained ongoing weekly communication with students, recognizing and celebrating the academic achievements of those who excelled.

Outreach Specialist

September 2015-February 2016

Alzheimer's Association of Southwest Desert Chapter

Public Ally-AmeriCorps ASU Lodestar Center for Philanthropy & Nonprofit Innovation, Arizona State University

- I promoted effective collaboration by acting as a liaison between various departments within the organization. I was instrumental in raising staff awareness of the critical role of volunteers and in providing them with the necessary support and training. Furthermore, I successfully established strong relationships with a variety of organizations from various sectors, thereby contributing to informed volunteer decisions while diligently maintaining databases and fulfilling various administrative responsibilities.
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Self-Ventures

Consultation Business Owner

February 2024-Present

Ethical Health Solutions LLC, Tempe, AZ

- As the sole proprietor of Ethical Health Solutions LLC, I specialized in providing multidimensional consultancy services in integrated healthcare management, biomedical ethics, and research. I offered customized solutions to healthcare organizations, comprehensive training programs, innovative research, and accessible online courses with certificate programs. My expertise ensured exceptional outcomes for my clients.

eCommerce Business Owner

August 2023-Present

Love Shop 23 LLC, Tempe, AZ

- As the sole proprietor of Love Shop 23 LLC, I specialized in operating an exceptional online boutique that embraced the modern approach of print-on-demand, prioritizing environmental preservation through reduced traditional production methods. Our digital retail platform showcased a diverse collection of thoughtfully crafted products, including high-quality T-shirts, sportswear, phone accessories, posters, stickers, pillows, blankets, footwear, and home decor, all seamlessly blending fashion, functionality, and sustainability.

Internship

Doctor of Behavioral Health Intern

January 2022-May 2022

Valleywise Health, Phoenix, Arizona

- I contributed significantly to the development of policies and procedures. I demonstrated strong leadership abilities by training and educating Medical Assistants and staff members on the proper use of the PHQ-9 and best documentation practices. In addition, I used my expertise to develop video training materials for new recruits and led a successful quality improvement program aimed at increasing PHQ-9 submissions.

Preceptor: Jose Luis Madera, LPC

Role: Intern

Medical Assisting Program

November 2009-January 2010

Manila Mesa Clinic, Mira Mesa, San Diego, Ca.

- I conducted in-depth patient interviews to obtain important medical history information. I efficiently managed appointment scheduling and kept accurate and up-to-date patient records. In addition, I expertly registered new patients, ensuring a smooth onboarding process. I was a valuable resource to physicians during medical treatments, both during and after procedures.

Supervisor: Dr. Corazon Murillo

Role: Medical Assistant

Translator

May 2014-May 2015

School of Social Work, Arizona State University, Phoenix, Arizona

Principal Investigator: Dr. David Hodge, MSW, Ph.D. RA: Mamie Coffey

- I translated surveys from Tagalog to English with accuracy and fidelity to the original content and style. I expertly translated written materials from one language to another, including surveys, effectively relaying concepts and ideas between languages. In addition, I painstakingly edited and proofread the text to ensure accurate language representation.

Coaching Experience

VIP Suite, Sophomore Success Coach

First-Year Success Center, Arizona State

- Through various communication channels, I implemented effective campaigns and provided personalized peer coaching to sophomore students. As a member of the First-Year Success Center, I actively supported student retention efforts by serving as a knowledgeable resource and encouraging proactive communication. Furthermore, I acted as a liaison between the FYSC and assigned academic units and service offices, providing valuable guidance and information on university engagement and connections. All interactions and outreach activities with sophomore students were meticulously documented.

Teaching Assistantship Experience

School of Life Sciences

Arizona State University, Tempe Campus

Course 1: BIO 112: Why Sex?

January 8, 2018-December 2018

Professor: Madhavi Chakravadhanula, PhD

Course 1: BIO 182: General Biology II

Professor(s): Dr. Katsanos and Dr. Schaffer

Role: TA

San Diego, California

August 2015-May 2017

Online Courses: ANTH 130 and 102 Introduction to Physical Anthropology
ANTH 120 and 103 Introduction to Cultural Anthropology

Professor: Margaret Rance

Role: TA/Grader

Technology Entrepreneurship and Management Program

Arizona State University, Polytechnic Campus

Courses: OMT 430 Ethical Issues in Technology
OMT 494 Lean Six Sigma

January 21, 2015-May 2015

Professor: Jane Humble, MSE, PhD

Role: TA/Grader

School of Human Evolution and Social Change

August 2014-October 2014

Arizona State University, Tempe, Arizona

Course: ASB 210 Human Sexuality

Instructor: Sara Masteller, MA, Ph.D. Candidate

Course: ASB 100 Introduction to Global Health

Professor: Megan Jehn, MHS, PhD

Roles: Classroom Assistant and Grader

- I was a good role model, mentor, and liaison. I expertly managed the Bb Learn/Blackboard and Canvas system, including online class discussions, grade posting, announcements, and multimedia content. In addition, I graded homework and tests diligently, keeping accurate records and providing valuable feedback to students, all while participating in professional development to improve subject knowledge and teaching methodologies.

Applied Project/Thesis

Title: *Improving PHQ-9 Submission Rates and Workflow Documentation Errors*

May 2023

Abstract: A 90-day intervention was introduced to Valleywise Health-Guadalupe in March 2022 to help increase the number of completed PHQ-9 screens and decrease workflow documentation errors. The intervention intended to fulfill the Uniform Data System (UDS) expectations as Valleywise Health received a Federally Qualified Health Center (FQHC) status. We carried out an assessment utilizing paired sample *t*-tests. Before the intervention program, there were 706 patients on the pretest with 31 workflow documentation errors and 1332 patients on the posttest with 38 errors. The number of PHQ-9 screens completed during the intervention significantly increased by 13%, from 43% at the pretest to 57% at the posttest. Additionally, there was a significant increase in workflow documentation errors (pretest: $M = 2.07$, $SD = 0.26$; posttest: $M = 2.53$, $SD = 0.52$) with the increased number of screened patients. The findings of this pilot program suggest that the proposed intervention may be an effective way to meet the UDS expectations; however, additional training is still required to reduce workflow documentation errors.

Title: *Gender Homophily and Types of Healthcare Provider Preferences of College Students*

July 15, 2019

Abstract: Numerous studies show how gender influences people's choice of healthcare practitioners. Forty-one students from the Arizona State University Tempe campus were surveyed to determine whether gender influences healthcare decisions. This study predicted that participants choose to partner with a healthcare provider of the same gender. To measure this and to see whether there were statistically significant differences, all answers were assessed in descriptive statistics and chi-square using SPSS software version 25. The responses regarding the participants' experiences were arranged based on positive, negative, neutral, and no ratings. The results implied that students, especially 82% of females, were more likely to seek healthcare providers of the same gender. The title of physicians among male and female participants is much more appealing, but the services of NPs and PAs were much preferred. This study also suggested a few ethical concerns regarding the patients' welfare and unfair treatment that female healthcare providers are experiencing in the workplace that fall under biomedical ethics and business ethics.

2021 Conference Presentation

Title: *The Impact of COVID-19 on the Education and Mental Health of Students at ASU*

October 2021

Abstract: Numerous studies show the impact of the COVID-19 pandemic on people's lives, especially mental health, worldwide. However, only a few studies were conducted regarding the adverse effects of COVID-19 on students' learning and mental health in higher education. This study predicted that minority groups are affected the most compared to their non-minority counterparts at Arizona State University. All participants will receive an online survey regarding their learning opportunities, such as online access to courses and advising, and PHQ-9 to measure their level of depression. All answers will be assessed in descriptive statistics, *t*-test, and

chi-square test using SPSS software version 27. This study will highlight how programs, such as counseling and tutor departments, in the university could better help students affected by COVID-19 the most.

Location: 2021 Virtual and In-person Conference of Collaborative Family Healthcare Association

Symposium Presentation

Title: *Venetie Project—The Social Distribution of Resources in the Community*

April 2015

Project: Presented research that tries to interpret the distribution of goods based on social relationships between households in Venetie, Alaska.

Location: School of Human Evolution and Social Change, Arizona State University

Undergraduate Research Internships

Research Project: Social relation and Well-being in Village Alaska

August 2014- May 2015

Project Description: The project focused on the current role of sharing and cooperation for offsetting the vulnerability of households engaged in mixed subsistence-cash economies.

Project Director: Dr. Shauna BurnSilver

Project Supervisor: Amanda VanSteelandt

Role: Data Analyzer and encoder

Research Project: Comparative Analysis of Baboon Sociality Project

August 2014-December 2014

Project Description: The project focused on the social behavior of Anubis baboons (*Papio anubis*) in Kenya. The data has been collected for 30+ years into a growing project database.

Project Director: Dr. Joan Silk

Project Supervisor: Vance Reeds

Role: Data Analyzer and encoder

Research Project: The Biomedical Scientific Research Career

January-May, 2014

Project Description: The research seeks to understand how biomedical scientific careers develop and unfold over the length of the life course.

Project Director: Monica Gaughan, Ph.D.

Project Supervisor: Chris Roberts

Role: Data Researcher and encoder

Research Project: Mammal Community Structure Project

January-May, 2014

Project Description: Collected information on both fossil and extant localities of mammals present, the functional traits of those mammals, and the climate information about the sites. These data will be used to answer questions about the mammal community structure and how climate influences mammalian community evolution.

Project Director and Supervisor: Dr. Kaye Reed

Role: Data Coordinator and Encoder.

Awards

- 2019-2020 BS in Family and Human Development (Cum Laude)
 - 2016-2017 MGRM Pinnacle Charter Schools Team Player Award
 - 2016-2017 Graduate Education Fellowship recipient
 - 2015 BA in Anthropology and a minor in Sociology (Magna Cum Laude)
 - Arizona State University Dean's List with a 3.83 GPA
 - Certificate of Achievement in CBTE Information Management Technology with High Honors.
 - 2013 Global Leader of the Year for Global Village, Cholla Apartments, Arizona State University
 - 2013 Leadership Launch Program at Arizona State University.
 - San Diego Miramar College Dean's List with a 3.68 GPA
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Certifications and Clearance

- November 2021 Certificate of Advanced Global Advocate, Arizona State University
 - September 2021 Institute for Healthcare Improvement Open School Basic Certificate in Quality and Safety 17.25 credit hours
 - July 2021 Certificate of Global Advocacy, Arizona State University
 - August 2017 Certification of Completion Building Better Response, Unit 6: Humanitarian Academy at Harvard
 - April 2017 Certification of Completion Building Better Response, Unit 1-5: Humanitarian Academy at Harvard
 - 2022 State of AZ Department of Public Safety Level One Fingerprint Clearance Card with IVP# IVP0582986.
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Membership and Affiliations

2023 Member, Phi Sigma Pi: National Honor Fraternity

2021 Member, New York Academy of Sciences

2021 Member, Association for Practical and Professional Ethics

2020 Trainee, Collaborative Family Healthcare Association

2017 Mentee, Alpha Kappa Delta: International Sociology Honor Society

2016 Mentee, CASTAC Junior-Senior Mentor Program at American Anthropological Association

2015 Member, Alpha Kappa Delta: International Sociology Honor Society, Arizona State University

2015 Member, National Residential Hall Honorary: Gold and Maroon Chapter, Arizona State University

2013-2015 Member, Undergraduate Anthropology Association, Arizona State University

2013-2015 Member, Philippine-American Student Association, Arizona State University

2013-2015 Member, Cholla Apartments Residential Council, Arizona State University