

PROFESSIONAL EXPERIENCE

Director of Research and Program Development Shanti Project, San Francisco, CA

Apr 2012-Apr 2022

Agency-wide Leadership & Program Development

- Member of Senior Management Team
 - Partnered with the Executive Team and Program Directors to develop and implement a 5-year strategic plan, including actionable steps to become an anti-racist agency, increase transparency around decision-making, increase staff diversity and pay equity, resulting in higher levels of staff satisfaction, inter-agency accountability, professional growth, and client outcomes.
- Built trusted relationships with city department leads (SF Department of Public Health, Department of Disability and Aging Services, Mayor's Office of Housing and Community Development), resulting in novel program design and delivery that aligned with the city's social service and economic-mobility strategies, particularly for people of color and other marginalized residents.
- In close collaboration with Executive Team and Program Directors, led the design and launching of new, mission-driven initiatives that extended the reach of existing programs and expanded Shanti's core program model to serve new communities, increasing our client reach by 50%.
 - Expanded Shanti's HIV Services Program to serve long-term survivors
 - Expanded Shanti's Breast Cancer Program into the Women's Cancer Program, serving women diagnosed with any type of cancer
 - Launched new programs to serve LGBT seniors and residents of public housing
- Secured and managed over \$6M in new research and program funding across the agency's program portfolio.
- Advanced the use of validated measures and Results Based Accountability approach across programs to evaluate and increase program effectiveness, community benefit and satisfaction.

New Program Operations

- Forged partnerships and facilitated iterative program design and implementation meetings with SF mayoral staff (HOPE SF), San Francisco Housing Authority, long-standing community-based service providers and resident leaders, resulting in services that reflected the short- and long-term needs of the community, reduced duplication of services among providers and ensured efficient, reliable access for clients to the established continuum of care.
- Built and managed program budgets, translated across funding streams with varied eligibility and reporting structures.
- Led the development of intake, service modalities, evaluation and outcome measures for new programs, resulting in their long-term stability and reputation within the city's safety-net system as among the most successful, consistent sources of support for San Francisco's vulnerable populations.
- Led the search, hiring and training of program staff whose life experience reflected the communities served, resulting in increased trust between staff, clients and community leaders, greater service utilization and successful program outcomes.

Legacy Program Operations

- Interim-Program Director for HIV and Women's Cancer Programs: oversaw program operations and compliance.
 - Trained and supervised HIV and Women's Cancer Program managers to provide direct-care staff with collaborative and strengths-based support, resulting in increased team cohesion and excellent service delivery.
 - Developed and managed new and existing city contracts, sharpened internal program-evaluation & budgeting processes, resulting in the highest scores for program compliance and outcomes.
 - Led the search, hiring and training of Program Directors.
- Oversaw curriculum development and facilitated local and national HIV Program interventions and trainings.
- Led Shanti's Women's Cancer program community-based participatory research projects, addressing social determinants of health, resulting in the first peer-reviewed publications for Shanti programs.

Care Navigator/ Program Development Manager

Jan 2011-Apr 2012

Care Navigation Intern

Aug-Jan 2011

Margot Murphy Women's Cancer Program, Shanti Project, San Francisco, CA

Alyssa Nickell, PhD
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Care Navigation

- Provided critical care navigation and wraparound support to women with cancer, including intake and assessments, expediting access to emergency assistance, appointment accompaniment, and psychosocial support.
- Collaborated with members of clients' treatment and social service teams to accurately assess client needs, develop strategies to support a clients' adherence to treatment, and coordinate care.

Program Development

- Established a new client-centered, strengths-based approach to conducting intakes and care planning and wrote corresponding intake manual, resulting in improved individualization and effectiveness of services.
- Conducted ongoing staff development activities resulting in greater team cohesion, collaboration, and staff retention.

Instructor/Graduate Student Advisor

2004-2010

Graduate Liberal Studies Program, St. Mary's College of California, Moraga, CA

- Curriculum development, preparing and delivering lectures, assigning, and evaluating writing assignments, and advising design and delivery of integrating project.
- Courses taught: *The Sacred: Ways of Being Religious*; *The Creative Process: Imaginative Living in a Complex Age*; *Ethics*; *Independent Study: Darwin and Contemporary Fiction*; *The Integrating Seminar and Final Project*.

Graduate Teaching Assistant

2001, 2005

Graduate Theological Union, Berkeley, CA

- Lily Foundation Technology Fellowship
 - Created visual presentations corresponding lectures for foundational graduate course, including choosing relevant maps and images, and organizing lecture into distinct, "digestible" units for slide presentations.
 - Guided students in producing creative presentations using technological resources.
- *Spiritual Disciplines for Protestant Communities*
 - Facilitated weekly small groups in which students explored various spiritual practices, reflected on personal spiritual formation, and developed pastoral leadership skills.

PUBLICATIONS

Chu, J. N., Canchola, A. J., Keegan, T. H. M., **Nickell, A.**, Oakley-Girvan, I., Hamilton, A. S., Yu, R. L., Gomez, S. L., Shariff-Marco, S. (2022). Evaluating the Impact of Social and Built Environments on Health-Related Quality of Life among Cancer Survivors. *Cancer Epidemiol Biomarkers Prev* 1 January 2022. 31 (1): 161–174. DOI:10.1158/1055-9965.EPI-21-0129 .

Nickell, A., Stewart, S. L., Burke, N. J., Guerra, C., Cohen, E., Lawlor, C., Colen, S., Cheng, J., Joseph, G. (2019). Engaging limited English proficient and ethnically diverse low-income women in health research: A randomized trial of a patient navigation intervention. *Patient Education and Counseling*, January 2019. DOI:10.1016/j.pec.2019.02.013.

Nickell, A., Burke, N.J., Cohen, E., Caprio, M., Joseph, G. (2014). Educating Low-SES and LEP Survivors about Breast Cancer Research: Pilot Test of the Health Research Engagement Intervention. *Journal of Cancer Education*, April 2014. DOI:10.1007/s13187-014-0650-x

EDUCATION

Doctor of Philosophy (PhD 2010)
Christian Spirituality/Religious Studies

Graduate Theological Union (Berkeley, CA)
Methods: Art History, Cognitive Science

Master of Divinity (MDiv 1998)
Emphasis: Liberation Theologies

Lutheran School of Theology (Chicago, IL)

Bachelor of Science (BS 1993)
Political Science

Northwestern University (Evanston, IL)