

## MONICA PEREZ JOLLES

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Suzanne Dworak-Peck School of Social Work  
University of Southern California  
Los Angeles, California

Cecil G. Sheps Center for Health Services Research  
University of North Carolina at Chapel Hill  
Chapel Hill, North Carolina

### EDUCATION

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<b>Research Fellow</b>	Postdoctoral Fellowship - University of North Carolina at Chapel Hill	2014-2016
<b>Ph.D.</b>	University of North Carolina at Chapel Hill, Health Policy and Management. Minor: Sociology and Organizational Research.	2014
<b>M.A.</b>	North Carolina Central University, Psychology, Summa Cum Laude	2002
<b>B.A.</b>	Santo Tomas University, Psychology, Summa Cum Laude. Colombia, South America.	1996

### PROFESSIONAL EXPERIENCE

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2016 -	Assistant Professor, School of Social Work, University of Southern California (USC). Los Angeles, CA
2016 -	Affiliated Research Fellow. Cecil G. Sheps Center for Health Services Research, University of North Carolina at Chapel Hill
2014-2016	Post-doctoral Research Fellow. Cecil G. Sheps Center for Health Services Research, University of North Carolina at Chapel Hill
2013-2014	Pre-doctoral Research Fellow. Cecil G. Sheps Center for Health Services Research, University of North Carolina at Chapel Hill
2010-2012	Research Assistant, "How child welfare agency management affects children's outcomes: Examining internal and inter-organizational child welfare agency management practices and tracing to children's mental health outcomes." (PI: Rebecca Wells, PhD), University of North Carolina at Chapel Hill
2009-2012	Research Assistant, "OPCIONES: Development of a Spanish Language Colorectal Cancer Screening Decision Aid." (PI: Daniel Reuland, MD, MPH), Cecil G. Sheps Center for Health Services Research, University of North Carolina at Chapel Hill
2003-2006	Research Analyst. Crime, Violence and Justice Research Program. Research

Triangle Institute International (RTI-International), NC

Summer 2002      Project Coordinator. Latina Health Research Project. Psychology Department,  
Duke University, NC

## HONORS AND AWARDS

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**Post-doctoral Training Fellowship (T32) in Health Services Research** supported by the National Research Service Award (NRSA) from the Agency for Healthcare Research and Quality (AHRQ). Cecil G. Sheps Center for Health Services Research – University of North Carolina at Chapel Hill 2014-2016

**Pre-doctoral Training Fellowship (T32) in Health Services Research** supported by the National Research Service Award (NRSA) from the Agency for Healthcare Research and Quality (AHRQ). Cecil G. Sheps Center for Health Services Research – University of North Carolina at Chapel Hill 2013-2014

**Future Faculty Fellowship Program** – Competitive Selection  
Center for Faculty Excellence - University of North Carolina at Chapel Hill Summer 2013

**Summer Research Institute** – Competitive Selection  
National Data Archive on Child Abuse and Neglect. Cornell University Summer of 2011

**Alumni Professional Achievement Merit Award** 2004  
Santo Tomas University, Colombia, South America

**Member Psi Chi Honor Society**, Elected Official 2003

## GRANT EXPERIENCE

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Increasing capacity of behavioral health providers serving the Latino community to engage in PCOR 01/16 – 12/17

Role: Co-Principal Investigator; Consultant

PI: Luke Smith, MD

PCORI Eugene Washington Engagement Award

Awarded: \$ 250,000

Padres Efectivos (Parent Activation): Skills Latina Mothers Use to get Healthcare for Their Children. 08/13 - 11/16

Role: Co-Investigator

PI: Kathleen Thomas, PhD

PCORI Addressing Disparities Grant

Awarded: \$ 1,502,756

Pilot Testing a combined intervention of a Spanish Language Colorectal Cancer Screening  
Decision Aid and Navigation: The CHOICES/OPCIONES Project

08/12 - 08/13

Role: Co-Principal Investigator

PI: Dan Reuland, M.D., MPH

UNC - NCTraCS Center for Translational Research Pilot Grant Program

Awarded: \$ 2,000

## **PUBLICATIONS**

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**Pérez Jolles, M.**, Wells, R. Does caregiver participation in decision making within child welfare agencies influence children's primary and mental health service use? *Child: Care, Health and Development* [In Press].

**Pérez Jolles, M.**, Flick, J., Wells, R., Chuang, E. (2016). Caregiver involvement in behavioral health services in the context of child welfare service referrals: A qualitative study. *Child & Family Social Work Journal*. <http://dx.doi.org/10.1111/cfs.12279>

**Pérez Jolles, M.**, McBeath, B., Carnochan, S., & Austin, M. J. (2016). Drivers of Management Innovation in Public Human Service Organizations. *Human Service Organizations*, 40(4), 421-434.

**Pérez Jolles, M.**, Haynes-Maslow, L., Roberts, M. C., & Dusetzina, S. B. (2015). Mental Health Service Use for Adult Patients With Co-occurring Depression and Physical Chronic Health Care Needs, 2007–2010. *Medical care*, 53(8), 708-712.

Staudt, **M.**, **Jolles, M. P.**, Chuang, E., & Wells, R. (2015). Child Welfare Caseworker Education and Caregiver Behavioral Service Use and Satisfaction With the Caseworker. *Journal of Public Child Welfare*, 9(4), 382-398.

McBeath, B., **Pérez Jolles, M.**, Carnochan, S., & Austin, M. J. (2015). Organizational and Individual Determinants of Evidence Use by Managers in Public Human Service Organizations. *Human Service Organizations: Management, Leadership & Governance*, (ahead-of-print), 1-23.

Calo, W.A., Cubillos Braswell, L., Breen, J., Hall, M., Flores Rojas, K., Mooneyham, R., Schaal, J., Yongue Hardy, C., Dave, G. **Pérez Jolles, M.**, Garcia, N., Reuland, D. (2015). Experiences of Latinos with limited English proficiency with clinic front office staff: An exploratory study to inform community-based translational research in North Carolina. *BMC Health Services Research*, 8(2), 116-125.

McBeath, B., Collins-Camargo, C., Chuang, E., Wells, R., Bunger, A. C., & **Jolles, M. P.** (2014). New directions for research on the organizational and institutional context of child welfare agencies: Introduction to the symposium on "The Organizational and Managerial Context of Private Child Welfare Agencies". *Children and Youth Services Review*, 38(0), 83-92.

Wells, R., **Pérez Jolles, M.**, Chuang, E. (2014). Trends in Public Child Welfare Agency Management 1999 – 2009. *Children and Youth Service Review*, 38(0), 93-100.

McBeath, B., **Pérez Jolles, M.**, Chuang, E., Bunger, A. (2014). Organizational Responsiveness to Children and Families: Findings from a National Survey of Nonprofit Child Welfare Agencies. *Children and Youth Service Review*, 38(0), 123-132.

Bunger, A., Chuang, E., Collins-Camargo, C., **Pérez Jolles, M.** McBeath, B., Wells, R. (2014). Collaboration, Competition and Co-opetition: Inter-organizational Dynamics Between Private Child Welfare Agencies and Child Serving Sectors. *Children and Youth Service Review*, 38(0), 113-122.

Ko, L. K., Reuland, D., **Jolles, M.**, Clay, R., & Pignone, M. (2014). Cultural and linguistic adaptation of a multimedia colorectal cancer screening decision aid for Spanish-speaking Latinos. *Journal of health communication*, 19(2), 192-209.

### **Under Peer Journal Review**

**Pérez Jolles, M.**, Martinez, M., Guzman, SJ, Stein, G., MPG, Mentor Parent Group., Thomas, K. Involving Latina/o parents in patient-centered outcomes research: Contributions to research study design, implementation and outcomes.

**Pérez Jolles, M.**, Collins-Camargo, C., McBeath B., Bunger, A., Chuang E. Managerial Strategies to Influence Frontline Worker Understanding of Performance Measures in Nonprofit Child Welfare Agencies.

Thomas, KC., Livas Stein, G., Williams, C.S., **Perez Jolles, M.**, Sleath, B.L., Prandoni, J., Martinez, M., Garcia, S.J., Guzman, L., Williams, C.E, Morrissey, J. Building activation for Latino parents of children with mental health needs: A randomized trial.

### **Research Reports and Products**

Heaney, N.(Video Director/Producer), **Pérez Jolles, M.**, Garcia, S.J., Martinez, M., Williams, C. & Thomas, K. (2016, June). *Padres Efectivos Research Study: Mentor Parent Group Dissemination of Parent Activation Research Collaboration*. Chapel Hill, University of North Carolina at Chapel Hill. Link:  
[https://drive.google.com/file/d/0B\\_NgTw0TwJL2aEZ0VGo0RW1RVjg/view](https://drive.google.com/file/d/0B_NgTw0TwJL2aEZ0VGo0RW1RVjg/view)

**Pérez Jolles, M.**, McBeath, B., Guerrero, E., Hopkins, K., Mosley J. 2015. SSWR Management and Organizational (M&O) Special Interest Group - 2015 Membership Survey Report. Submitted to the SSWR Board, M&O SIG leadership and membership.

**Pérez Jolles, M.**, Wells, R., Flick, J., Chuang, E. September, 2010. Health Services Access Study Report. Submitted to Illinois Department of Children and Family Services.

Wells, R., Flick, J., **Pérez Jolles, M.**, Chuang, E. September, 2010. Health Services Access Study Report. Submitted to Child Welfare Agency Management in Illinois.

Wells, R., Flick, J., **Pérez Jolles, M.**, Chuang, E. September, 2010. Report on Behavioral Health Care for Families Receiving In-Home Child Welfare Services. Submitted to Department of Social Services Agency in North Carolina.

### **PRESENTATIONS**

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*Peer reviewed*

**Pérez Jolles M**, Williams CS, Thomas KC. The role of special healthcare needs, severity of impairment and mental health condition on access to a medical home for children. Podium presentation at the 2016 Annual Research Meeting of AcademyHealth, June 26-28, 2016, Boston.

**Perez Jolles M**; Betsy Sleath, Charlotte W, Christianna Williams and Thomas, K. Parent-Provider Conversations on Psychotropic Medication Use and Uptake among Latino Families bringing children for mental health services. Poster presented at the 2016 Annual Research Meeting of AcademyHealth, June 26-28, 2016, Boston.

Thomas KC, Williams CS, **Pérez Jolles M**, Sleath B, Martinez M, García SJ, Guzman L, Williams C, Morrissey J, Heaney N, Stein G. Comparative effectiveness of an activation intervention for Latino parents raising children with mental health needs. Podium presentation (By Thomas) at the 2016 Annual Research Meeting of AcademyHealth, June 26-28, 2016, Boston.

**Pérez Jolles, M.**, Givens, A., & Cuddeback, G. 2016. Child Welfare Caseworkers' Perceptions of Responsibility for the Behavioral and Emotional Needs of the Children in Their Care. Oral presentation at the Society for Social Work and Research (SSWR). Washington, DC.

**Pérez Jolles, M.**, McBeath, B., Corchoran, S., & Austin, M. 2016. What Drives Innovation Among Managers within Public Human Service Agencies? Oral presentation at the Society for Social Work and Research (SSWR). Washington, DC.

**Perez Jolles, M.**, Wells, R., Wiesen, C. 2015. Does caregiver participation in decision making within child welfare agencies influence children's health service use? Oral presentation at the 7th International Shared Decision Making (ISDM) Conference and the 4th International Society for Evidence-Based Health Care (ISEHC) Conference. University of Sydney, Australia.

**Perez Jolles, M.**, Wells, R., Wiesen, C. 2015. Does caregiver participation in decision making in child welfare agencies make a difference for children's health service use? A propensity score analysis. Poster Presentation at AcademyHealth Annual Research Meeting: Minneapolis, MN.

**Perez Jolles, M.**, Wells, R., Wiesen, C. 2015. Participatory decision making among caregivers involved with child welfare agencies and use of health services. Oral presentation at the 7th International Shared Decision Making (ISDM) Conference and the 4th International Society for Evidence-Based Health Care (ISEHC) Conference. University of Sydney, Australia.

**Perez Jolles, M.**, Wells, R., Wiesen, C. 2015. Participatory Decision Making Among Caregivers Involved with Child Welfare Agencies and Their Use of Health Services: A Propensity Score Analysis. Poster Presentation at AcademyHealth Annual Research Meeting: Minneapolis, MN.

**Pérez Jolles, M.**, Thomas, K., Martinez, M., S., Stein, G., Sleath, B., Prandoni, J., Guzman, L., Williams, C., Morrissey, J. 2015. Parent engagement in a comparative effectiveness study examining parent activation and mental health services for Latino children. Poster presentation at Building Bridges to Advance CER: Triangle Comparative Effectiveness Research Symposium. Research Triangle Park, NC.

**Pérez Jolles, M.**, Thomas, K., Stein, G., Martinez, M., S., Sleath, B., Prandoni, J., Guzman, L., Williams, C., Morrissey, J. 2015. CBPR approach to parent involvement in research: A Latino parent mentor group involved in a PCORI-funded research study. Oral presentation at the 28th Annual Research & Policy Conference on Child, Adolescent, and Young Adult Behavioral Health: Tampa, Florida

**Pérez Jolles, M.** 2014. Mental Health Service Use by Race/Ethnicity for Adult Patients with Co-occurring Chronic Health Care Needs, 2007-2010. Podium presentation at the AcademyHealth Conference: San Diego, CA.

**Pérez Jolles, M.**, Wells, R. 2013. Factors affecting Child Welfare Agency Implementation of Community Participatory Practices. Poster presentation at the Global Implementation Conference: Washington DC.

**Pérez Jolles, M.**, Ko, K. L., Reuland, D. 2011. Differences in Colorectal Cancer Screening and Clinical Communication by Language of Preference among Hispanics. Poster presentation at the University of North Carolina Minority Health Conference, Chapel Hill, NC.

Fishbein, D., Krebs, C., **Pérez Jolles, M.**, Trevarthen, N. 2004. Epidemiology and Consequences of Inhalant Use. Presented (by C. Krebs) at the 56<sup>th</sup> annual meeting of the American Society of Criminology Conference, Nashville, TN.

#### *Invited presentations*

**Pérez Jolles, M.** 2014. Propensity Score Analysis: The good, the bad and the ugly of using this approach to address selection bias in program evaluation research. Research Triangle Park AEA Evaluators Meeting: RTP, NC.

**Pérez Jolles, M.** 2012. Salud Mental Desde una Perspectiva de Salud Pública: Algunos puntos de discusión y contribuciones / Mental health from a public health perspective: Discussion points and contributions. Oral presentation at the Connecting the Americas on-line symposium. The National Institute of Public Health in Mexico (INSP).

Graham, P., Nonnemaker, J., **Pérez Jolles, M.** 2004. Assessing the Economic and Social Capital Determinants of Violence in Youth and Young adults. Presented (by P. Graham) at the CDC and Prevention Juvenile Violence Presentation Team Meeting, Atlanta, GA.

Brumbaugh, S., **Pérez Jolles, M.**, Hardison, J. 2003. Safe Schools/Health Students (SSHS): Consortia evaluation session. Second annual SSHS Conference, Washington, DC.

#### **TEACHING**

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Spring 2015 (4/4/15)	Lecturer. Cultural and Linguistic Considerations in Communication for Health-Related Decision Making. Health Behavior, University of North Carolina at Chapel Hill (UNC-CH)
Fall 2014 (9/17-10/8)	Instructor. Qualitative Methodology Module. Doctoral-level course, 15 students. Health Policy and Management, UNC-CH

Spring 2013      Teacher Assistant. Program Evaluation. Master-level course, 23 students, taught by Dr. John Paul. Health Policy and Management, UNC-CH

Teacher Assistant. Globalization and Health. Master-level course, 24 students, taught by Dr. Bruce Fried. Health Policy and Management, UNC-CH

## **ACADEMIC AND COMMUNITY LEADERSHIP**

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Elected secretary, Mental Health Section - American Public Health Association (APHA), Two-year term: 2015-2017.

Reviewer, Children and Youth Services Review (CYSR) Journal, 2015; Performance Review Management (PRM) Journal, 2016. Journal for the Poor and Underserved, 2016.

APHA 2016 Conference – Mental Health Section, abstract reviewer and 2016 Lutterman Student Research Award reviewer and member of selection committee.

Founder and Chair, Implementation Science Student Group (ISSG): Initiative to facilitate global/national training opportunities for graduate students. Website: [www.implementationscience.web.unc.edu](http://www.implementationscience.web.unc.edu) 2014 – Present.

Coordinator NRSA Postdoc Labs, Sheps Center for Health Services Research, 2015.

Grant reviewer, NC Hispanic Scholarship College Fund, 2013-2015.

Member, Funding Allocations Committee, Durham Partnership for Children (Smart Start). 2015-2016.

Member of Planning Committee, Triangle Implementation Group (TIG), North Carolina. 2014 – 2016.

Organizer, UNC doctoral professional development seminars: Women faculty leadership and job negotiation skills. Invited guests from RTI International, and faculty from UNC-CH's School of Social Work, Health Policy and Management and the Kenan-Flagler Business School, 2014

Ad-hoc manuscript reviewer, Article on Latino maternal health - Depression. *Journal of Health Communication*. June 2012.

## **PROFESSIONAL MEMBERSHIPS**

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American Public Health Association - APHA (Section: Mental Health)  
Academy Health

Society for Social Work and Research-SSWR (Special Interest Groups: Organization & Management; Implementation Research)

## **PROFESSIONAL AND CLINICAL EXPERIENCE**

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- 2006-2007 Director - Women and Children Programs, The Hispanic Center Nonprofit, Durham, NC
- 2001-2002 Clinical Therapist Intern. Center for Child and Family Health, Duke University
- 1994-1995 Clinical Therapist Intern. Santo Tomas Family Counseling Center. Santo Tomas University, Colombia, South America