

# Kendra Scalia-Carrow

1416 Brookside Dr.  
San Leandro, CA 94577

(510) 684-7630  
kendranicole@kendranicole.com

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## EDUCATION

**University of California, Berkeley**  
**Goldman School of Public Policy**  
Master of Public Policy

Berkeley, CA [Awarded May 2007]

**College of Saint Rose**  
Bachelor of Arts, History and Political Science

Albany, NY [Awarded May 2004]

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## WORK EXPERIENCE

**City of Oakland / ADA Programs Division** *Program Analyst II* – Oakland, CA [03/08 – present]

- Draft policy language for the following projects: Citywide Administrative Instruction (AI) City Access Americans with Disabilities Act policy, and Emergency and Disaster Mass Care and Shelter Plan, Functional Needs Annex.
- Provide technical assistance including interpretation and compliance with the Americans with Disabilities Act of 1990 (ADA) to City of Oakland staff, City Council, boards and commissions, and private entities. Investigate complaints of violation of the ADA and provide resolution, including policy-making, training and education, and program assistance as appropriate.
- Write Request for Proposals (RFP) and act as project manager to oversee consultants and project status.
- Staff member to the Mayor's Commission on Persons with Disabilities (MCPD).
- Review design plans and drawings, and provide comments and changes for compliance with the ADA.

**National Senior Citizens Law Center** *Health Policy Analyst* – Oakland, CA [8/05 – 09/08]

- Designed survey and analyzed resulting data as follow-up to previous study that evaluated the ability of CA Prescription Drug Plan (PDP) customer service representatives to connect limited-English proficient (LEP) callers to interpreter. Findings included in report by CA Medicare Part D Language Access Coalition (*Please Hold: Medicare Plans Leave Limited English Proficient Beneficiaries Waiting for Access*).
- Designed survey to evaluate the ability of CA Prescription Drug Plan (PDP) customer service representatives to connect limited-English proficient (LEP) callers to interpreter. Analyzed and reported findings and recommendations (*Medicare Part D Plans Fail Limited-English Proficient Beneficiaries*). Survey report recommendations adopted by the Centers for Medicare and Medicaid Services (CMS) in January 2008.
- Designed and conducted survey to evaluate the quality of CA Prescription Drug Plan (PDP) customer service representatives, as related to expedited coverage determination procedures. Analyzed and reported findings and recommendations (*Prescription Drug Plans Often Wrong: Representatives Lack Training to Inform Medicare Beneficiaries of Plan Exception Procedures*).
- Coordinated comments and suggestions to beneficiary flyers, pharmacy bulletins, and CMS model documents. Suggested beneficiary flyer language and layout accepted and distributed to 1 million low-income Californian Medicare beneficiaries, in twelve languages, entitled *Medi-Cal Emergency Drug Coverage For People with Medi-Cal and Medicare Prescription Drug Coverage Has Been Extended*.
- Wrote articles for organization's weekly newsletter, *Washington Weekly*.

**Oakland Housing Authority** *Policy Consultant* – Oakland, CA [1/07 – 5/07]

- Researched, analyzed, and recommended data collection and analysis techniques for HUD demonstration project Moving To Work (MTW) Fiscal Year 2011 Annual Plan.
- Compiled data and information regarding the FY 2008 MTW Annual Plan. Analyzed and represented data in both written and oral format for the Resident Advisory Board (RAB), OHA Board of Commissioners, and U.S. Department of Housing and Urban Development (HUD) regional office.

**University of California, San Francisco** *Graduate Student Instructor* – San Francisco, CA [1/07 – 3/07]

- Provided assistance to Dr. Helene Levens Lipton's Clinical Pharmacy (CP123) Health Policy for Pharmacists course. Created syllabus. Located academic research for student reference. Created winter quarter project for students regarding health policy making through the lens of Medicare Part D legislation.
- Taught curriculum and clarified readings for all second-year graduate pharmacy students.

**City of Berkeley***Policy Consultant – Berkeley, CA [1/06 – 5/06]*

- Researched and analyzed data regarding tobacco, alcohol and marijuana use in the City among high school students. Researched and analyzed municipal code regarding marijuana use in the City.
- Created a group report detailing findings with recommendations, *Youth Substance Abuse in Berkeley: A Report on Current Status and Policy Options*.
- Delivered recommendations to Mayor Tom Bates' Task Force on Health Services and Mayor's Senior Aide.

**Office of U.S. Senator Hillary Rodham Clinton***Policy Intern – Albany, NY [1/04 – 9/04]*

- Investigated, researched and reported on-going developments regarding the Hudson River polychlorinated biphenyls (PCB) Clean-Up project. Acted as liaison between community leaders, constituents, General Electric (GE) and Environmental Protection Agency (EPA) to discuss and further develop policies, procedures and practices. Reported recent developments and proposed actions to Regional Director.

**TECHNICAL SKILLS**

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Proficient in Microsoft Office (Excel, Word, PowerPoint), and Macromedia Dreamweaver. Experience with ORACLE, STATA, quantitative analysis, qualitative analysis, survey methodology and design, economic theory, and econometric models.

**LANGUAGE SKILLS**

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Proficient at intermediate level American Sign Language (ASL).

**SELECTED PUBLICATIONS**

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California Medicare Part D Language Access Coalition. "Please Hold: Medicare Plans Leave Limited English Proficient Beneficiaries Waiting for Access," National Senior Citizens Law Center. Oakland, C.A., December 2008. [www.nslc.org/areas/medicare-part-d/please-hold-medicare-plans-leave-limited-english-proficient-beneficiaries-waiting-for-access](http://www.nslc.org/areas/medicare-part-d/please-hold-medicare-plans-leave-limited-english-proficient-beneficiaries-waiting-for-access).

Hsiao, K., and K. Scalia. "Kaiser Releases Report on Part D Subsidy, Medicare Savings Program," *Washington Weekly* XXXII, no. 23 (16 June 2006): 89-90. [www.kendranicole.com/061606.pdf](http://www.kendranicole.com/061606.pdf).

Lipsetz, D. and K. Scalia. "Making Transitions Work: Annual Plan Fiscal Year 2008," Oakland Housing Authority. Oakland, C.A., April 2007. [www.oakha.org/MTW/2008AnnualPlan.pdf](http://www.oakha.org/MTW/2008AnnualPlan.pdf).

Prindiville K., and K. Scalia. "CMS Eliminates Advance Notice Requirement for New 'Dual Eligibles'," *Washington Weekly* XXXII, no. 27 (14 July 2006): 105, 107. [www.kendranicole.com/071406.pdf](http://www.kendranicole.com/071406.pdf).

Scalia, K. "Prescription Drug Plans Often Wrong: Representatives Lack Training to Inform Medicare Beneficiaries of Plan Exception Procedures." National Senior Citizens Law Center. Oakland, C.A., 17 August 2006. [www.nslc.org/areas/medicare-part-d/area\\_folder.2006-09-28.6262442724/area\\_folder.2006-09-29.4343109026/article.2006-10-12.5472204772](http://www.nslc.org/areas/medicare-part-d/area_folder.2006-09-28.6262442724/area_folder.2006-09-29.4343109026/article.2006-10-12.5472204772).

Scalia, K. "Medicare Part D Plans Fail Limited-English Proficient Beneficiaries." National Senior Citizens Law Center. Oakland, C.A., February 2007. [www.nslc.org/areas/medicare-part-d/article.2007-02-27.2718724527](http://www.nslc.org/areas/medicare-part-d/article.2007-02-27.2718724527).