

## MONICA PEREZ JOLLES

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### ACADEMIC POSITIONS

University of Southern California From 08/16 to present  
Suzanne Dworak-Peck School of Social Work  
*Assistant Professor*

University of Southern California From 03/18 to present  
The Gehr Family Center for Health Systems Science  
*Affiliate Researcher*

Cecil G. Sheps Center for Health Services Research From 07/16 to present  
University of North Carolina at Chapel Hill  
*Affiliated Research Fellow*

### EDUCATION

- Ph.D.** University of North Carolina at Chapel Hill, Health Policy and Management. 2014  
Minor: Sociology and Organizational Research.
- M.A.** North Carolina Central University, Psychology, Summa Cum Laude. 2002
- B.A.** Santo Tomas University, Psychology, Summa Cum Laude. 1996  
Colombia, South America (S.A).

### HONORS AND AWARDS

- 2019 Mary Parker Follette Award for Best Paper, Journal of Human Service Organizations: Management, Leadership and Governance. For the paper entitled: Bunger, A., McBeath, B., Collins-Camargo, C., Chuang, E., **Perez Jolles**. (2018). Levels and Consequences of Embeddedness among Nonprofit Human Service Organizations: National Survey Evidence from Child Welfare. *Human Service Organizations: Management, Leadership & Governance* 42, 2, 225-244.
- 2019 Selected fellow for the NIMH sponsored Implementation Research Institute (IRI), Center for Mental Health Services Research, George Warren Brown School of Social Work, Washington University in St. Louis.
- 2018 Selected fellow for the NIMH sponsored Child Intervention, Prevention & Services (CHIPS).
- 2017 Selected Research Scientist Member. National Hispanic Science Network (NHSN).

- 2014-2016 Post-doctoral Research Fellowship (T32), Health Services Research supported by the National Research Service Award (NRSA) from the Agency for Healthcare Research and Quality (AHRQ).
- 2013-2014 Pre-doctoral Research Fellowship (T32). Health Services Research supported by the National Research Service Award (NRSA) from the Agency for Healthcare Research and Quality (AHRQ).
- 2014-2016 Founder and Chair, Implementation Science Student Group (ISSG): Initiative to facilitate training and networking opportunities for graduate students. Website: <http://implementationscience.web.unc.edu/>
- 2014-2016 Planning committee member, Triangle Implementation Group (TIG), National Implementation Research Network (NIRN), UNC-Chapel Hill, North Carolina.
- 2014 Alumni Professional Achievement Merit Award, Santo Tomas University, Colombia, South America.

### **PUBLICATIONS IN PEER REVIEWED JOURNALS**

1. **Pérez Jolles, M.**, Zullig, L., Lee, P., Kolhatkar, G. Disparities in Shared Decision Making and Service Receipt Among Children With Special Health Care Needs and Developmental Delay: A National Survey Analysis. *Journal of Primary Care & Community Health*. In press.
2. Hale, K.L., D.D. Wallace, D. Blanco-Durán, I.E. Annis, L.E. Guzman, S.J. García, **Pérez Jolles, M.**, B.L. Sleath, G. Elwyn, G.L. Stein, and K. Thomas. (2019). Conversations between Latina mothers and their child’s mental health provider: An observational study of shared decision-making regarding pediatric patient mental health needs. *Patient Education and Counseling*, 103(1), 96-102.
3. **Perez Jolles, M.**, & Richmond, J., Thomas, K. C. (2019). Minority patient preferences, barriers and facilitators for shared decision-making with healthcare providers in the USA: A systematic literature review. *Patient Education and Counseling Journal*, Jul;102(7),1251-1262. doi: 10.1016/j.pec.2019.02.003
4. **Perez Jolles, M.**, Lengnick-Hall, R., Mittman, B. (2019). Core Functions and Forms of Complex Health Interventions: A Patient-Centered Medical Home Illustration. Submitted to the *Journal of General Internal Medicine*,34(6):1032-1038. doi: 10.1007/s11606-018-4818-7
5. **Pérez Jolles, M.**, Givens, A., Lombardi, B., & Cuddeback, G. (2019). Welfare Caseworkers’ Perceived Responsibility for the Behavioral Needs of Children: A National Profile. *Children and Youth Services Review*, 98, 80-84.
6. **Perez Jolles, M.**, & Thomas, K. C. (2018). Disparities in Self-reported Access to Patient-centered Medical Home Care for Children With Special Health Care Needs. *Medical care*, 56(10), 840-846.
7. **Perez Jolles, M.**, Lee, P., Javier, J. (2018). Shared decision-making and parental experiences with health services to meet their child’s special health care needs: Racial and ethnic disparities. *Patient Education and Counseling Journal*, 101(10), 1753-1760.
8. Bunger, A., McBeath, B., Collins-Camargo, C., Chuang, E., **Perez Jolles**. (2018). Levels and Consequences of Embeddedness among Nonprofit Human Service Organizations: National Survey Evidence from Child Welfare. *Human Service Organizations: Management, Leadership & Governance* 42(2), 225-244.
9. **Pérez Jolles, M.**, Collins-Camargo, C., McBeath B., Bunge, A., Chuang E. (2017). Managerial Strategies to Influence Frontline Worker Understanding of Performance

- Measures in Nonprofit Child Welfare Agencies. *Nonprofit and Voluntary Sector Quarterly*, 6(46):1166-1188.
10. **Pérez Jolles, M.**, Martinez, M., Garcia, SJ, Stein, G., MPG, Mentor Parent Group., Thomas, K. (2017). Involving Latina/o parents in patient-centered outcomes research: Contributions to research study design, implementation and outcomes. *Health Expectations Journal*. DOI: 10.1111/hex.12540.
  11. 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. (2017). Fostering Activation Among Latino Parents of Children With Mental Health Needs: An RCT. *Psychiatric Services*. DOI: 10.1176/appi.ps.201600366.
  12. **Pérez Jolles, M.**, Wells, R. (2017). Does caregiver participation in decision making within child welfare agencies influence children’s primary and mental health service use? *Child: Care, Health and Development*, 43(2), 192-201.
  13. **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>
  14. **Pérez Jolles, M.**, McBeath, B., Carnochan, S., & Austin, M. J. (2016). Factors Associated with Managerial Innovation in Public Human Service Organizations. *Human Service Organizations*, 40(4), 421-434.
  15. **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.
  16. 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.
  17. 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.
  18. 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.
  19. 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.
  20. 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.
  21. 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.
  22. 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.

23. 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.

### **BOOK CHAPTER**

Amaro, H., Garcia, S., Arnaudova, I., **Perez Jolles, M.** Sociocultural Environments and Health Disparities Research: Frameworks, Methods and Promising Directions. In Pérez-Stable, E.J., Dankwa-Mullan, I., Zhang, X., Gardner, K., Rosario, A. (Eds.), *The Science of Health Disparities Research and Applications*. Hoboken, NJ: Wiley. In-press.

### **GRANT EXPERIENCE**

#### **Completed**

Increasing the Capacity to Implement Patient-Centered Medical Home in Clinical Settings: PCMH as a Complex Intervention. 08/2018-07/2019

Gehr Family Center for Health Systems Science, matching grant with SCI Department (Suzanne Dworak-Peck School of Social Work).

Role: Principal Investigator

Amount awarded: \$ 10,000

Exploring the concept of activation training among adults experiencing homelessness as a way to increase their engagement in services with nursing personnel. 10/2018-06/2019

Research Council, Suzanne Dworak-Peck School of Social Work.

Role: Principal Investigator

Amount awarded: \$ 11,613

Learning what matters in clinical settings to evaluate medical home care for patients with multiple health care needs. 10/17-12/18

Suzanne Dworak-Peck School of Social Work

Pilot research award – No number

Role: Principal Investigator

Amount awarded: \$ 9,000

Innovations in Implementation Research: Closing the Health Disparities Gap and Improving Services for High-need Young Adults National Symposium. 05/05/18

Suzanne Dworak-Peck School of Social Work-Research Council. Event held at Davidson Conference Center (USC) in partnership with the SCI and CYF Departments and PhD Program.

Role: Lead

Awarded: \$ 5,860.

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

PCORI Eugene Washington Engagement Award- No number

Role: Consultant; Key Personnel  
PI: Luke Smith, MD  
Awarded: \$ 28,000

Parent engagement in shared decision-making in the context of medical homes and child access to mental health services. 03/17-06/17  
Suzanne Dworak-Peck School of Social Work, Research Council  
Pilot Research Award – No Number  
Role: Principal Investigator  
Awarded: \$ 7,760

Padres Efectivos (Parent Activation): Skills Latina Mothers Use to get Healthcare for Their Children. 08/13 - 11/16  
PCORI Addressing Disparities Grant - AD-12-11-4900  
Role: Co-Investigator  
PI: Kathleen Thomas, PhD  
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  
UNC – Chapel Hill, NCTraCS Center for Translational Research, Pilot Grant Program  
Role: Co-Principal Investigator  
PI: Dan Reuland, M.D., MPH  
Awarded: \$ 2,000

### **REFEREED PRESENTATIONS**

Schneiderman, J.U., Nedjat-Haiem, F. & **Pérez Jolles, M.** (2019, April). Nurses' and case managers' views on health care for adults who were formerly homeless. Published as a power point for oral presentation. Western Institute of Nursing Annual Meeting, Portland, OR.

**Perez Jolles, M.** (Session organizer/chair). Embracing, guiding and learning from intervention variation and tailoring: Core functions and forms in complex health interventions. Panel presentation at the 12<sup>th</sup> Annual (2019) Conference on the Science of Dissemination and Implementation in Health. Washington, DC.

**Perez Jolles, M.,** Zullig, L., Lee, PJ, Kolhathar, G. Measuring racial and ethnic disparities in shared decision-making and service receipt among children with special healthcare needs: A national 2009-2011 survey. Poster presentation at the 2019 American Public Health Association Annual Conference. Philadelphia, PA.

**Perez Jolles, M.,** Lengnick-Hall, R., Mittman, B. Heterogeneity of Features of Patient-Centered Medical Home Models in Published Literature. Poster presentation at the 11<sup>th</sup> Annual (2018) Conference on the Science of Dissemination and Implementation in Health. Washington, DC.

**Perez Jolles, Chun, C.R.,** Mittman, B. Gaining insight on the service arrangements of human papillomavirus vaccination series completion interventions through qualitative data from providers. Poster presentation at the 11<sup>th</sup> Annual (2018) Conference on the Science of Dissemination and Implementation in Health. Washington, DC.

**Perez Jolles, M.,** Lengnick-Hall, R., Mittman, B. Heterogeneity of Features of Patient-Centered Medical Home Models in Published Literature. Poster presentation at the 2018 Southern California Dissemination, Implementation and Improvement (DII) Science Symposium, Los Angeles, CA.

**Perez Jolles, M.,** Reyes, J. L., Reaves, C., Javier, J., Learning what matters in clinical settings to evaluate medical home care for patients with multiple care. Poster presentation at the 2018 Academy of Health annual research meeting, Seattle, WA.

**Perez Jolles, M.** Innovations in Implementation Research: Addressing the grand challenges of health disparities and improving services for young adults. Panelist at the 2018 Colloquium hosted by Suzanne Dworak-Peck School of Social Work and The Gehr Family Center for Health Systems Science. University of Southern California, Los Angeles.

Bunger, A., Guerrero, E., Proctor, E., **Perez Jolles, M.,** Lengnick-Hall, R. At the Interface: Organizational and Implementation Science in Social Work. Roundtable at the 2018 Society for Social Work and Research (SSWR). Washington, DC.

**Perez Jolles, M.,** Thomas, K. Examining variation in the delivery of medical home care as experienced by caregivers of children with special health care needs. Podium presentation at the 2017 annual American Public Health Association (APHA) conference. New Orleans, LA.

**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. Poster presentation at the 2017 Society for Social Work and Research (SSWR). New Orleans, LA.

**Perez Jolles, M.,** Thomas, K. Medical home care may not be equal for all: Variation in implementation of medical home components among children with complex health care needs. Poster presentation at 9<sup>th</sup> Annual (2016) Conference on the Science of Dissemination and Implementation in Health. Washington, DC.

**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 Academy Health, June, 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 Academy Health, June, 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. 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., 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**

**Perez Jolles, M.** 2020. *June 8, 2020. Invited guest speaker.* Adaptation, Fidelity and Tailoring workgroup. Group Leaders Group leaders: Borsika Rabin, MPH, PhD, PharmD and Russell E. Glasgow, PhD. Center for Evaluation and Implementation Resources (CEIR).

**Perez Jolles, M.** *April 16, 2020. Invited guest lectures. HP 200.* Innovation in community-based settings: Supporting Federally Qualified Health Centers to implement complex health interventions. **USC, Los Angeles.**

**Pérez Jolles, M.** 2019. Innovation in community-based settings: Preparing Federally Qualified Health Centers to implement complex health interventions. Oregon Social Learning Center (OSLC). Eugene, Oregon.

**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. Research Triangle Park, 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.

### **SERVICE ACTIVITIES**

Member Editorial Board, Human Service Organizations: Management, Leadership & Governance Journal. 2019-



Member of the Patient-Centered Research Advisory Committee, AltaMed's Health Equity and Access for Latinos through Patient Centered Outcomes Research (HEAL through PCOR) project. Los Angeles, California. 2019-2021.

Co-Chair, Organizations and Management Cluster. Society for Social Work and Research (SSWR). 2019-2021.

Invited abstract reviewer, Organizations and Management Cluster. Society for Social Work and Research (SSWR). 2018-2020.

Elected councilor, Mental Health Section, American Public Health Association (APHA). 2017-2019.

Chair, National Awards Selection Committee, Mental Health Section, American Public Health Association (APHA) Annual Conference. 2019.

Participating partner, Community Scholars Collaborative on Health Equity (CHES), Office of Research Advancement Collaborative Fund. University of Southern California. 2018-2019.

Invited grant reviewer, James H. Zumberge Faculty Research and Innovation Fund. Diversity and inclusion (D&I) in Research Award. University of Southern California, Los Angeles, CA. 2017.

Grant reviewer, Hispanic College Scholarship Funds. North Carolina. 2014-2016.

Planning committee member, Triangle Implementation Group (TIG), National Implementation Research Network (NIRN), UNC-Chapel Hill, North Carolina. 2014 – 2016.

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

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

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

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

### **Manuscript Reviewer**

BMJ Open, Public Management Review, Journal of Health Communication, Journal of Health Care for the Poor and Underserved, Public Management Review, Children and Youth Services Review, International Journal for Quality in Health Care, Journal of the Society for Social Work and Research (JSSWR), Research on Social Work Practice and Human Service Organizations (HSO) Journal and Journal of General Internal Medicine (JGIM).

### **PROFESSIONAL MEMBERSHIPS**

American Public Health Association - APHA (Section: Mental Health)  
Society for Implementation Research Collaboration (SIRC)  
Society for Social Work and Research-SSWR

### **MEDIA ATTENTION**

Press release, October 7, 2018. 31% of youth with special health care needs in patient-centered medical home models. OPEN MINDS Weekly News Wire. <https://www.openminds.com/market-intelligence/news/>.

Press release, September 14, 2018. Most Kids with Special Healthcare Needs Still Aren't Receiving 'Patient-Centered Medical Home' Care. News Wise, Wolters Kluwer. Article ID 700581. <https://www.newswise.com/articles/view/700581/?sc=mwhn>

USC News, January 13, 2017. Parents advise investigators on mental health treatment in children. <https://news.usc.edu/114758/parents-advise-investigators-on-mental-health-treatment-in-children/>