

# Patricia A. Frosio

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(619) 594-5576

## SUMMARY OF QUALIFICATIONS:

- 20 years of professional and managerial experience in local government, non-profit and elected officials offices; 15+ years of supervisory/management experience
- 18 years in academia specializing in local and state government administration, public policy, government/community relations, ethics, organizational behavior and public personnel administration
- Eight years of experience as Chief of Staff, Deputy Chief of Staff, Director of Policy and Policy Advisor for elected officials at city, county and state levels of government
- Proven leader in government innovation

## INSTITUTE DIRECTOR, INTERNSHIP AND CAREERS COORDINATOR/LECTURER

San Diego State University

2001-present

### Director, Institute for Innovate Governance (Fall 2018 to present)

- Serve as first Director of Institute
- Coordinate stakeholder analysis with thought leaders in academia, local government and the nonprofit sector for development of three-year work plan, research agenda, educational initiatives and community engagement events

### Internship/Careers Coordinator (2011 - present)

- Work with over 80 public and non-profit agencies to facilitate internship placements for 250-300 criminal justice, public administration and city planning students annually
- Co-supervise students in the completion of their fieldwork; provide intensive professional development supervision
- Facilitate over 20 career workshops and info sessions each year with recruiters and other agency representatives; provide "real time" career and professional development counseling services to the School's 1,300 students and alumni
- Provide professional support to the Dean's Public Affairs Advisory Task Force, serve as School's Scholarship Coordinator and other special projects as assigned

### Lecturer (Full Time 2011 - present; Part Time 2001-2009)

- Provide instruction for 10-12 graduate and undergraduate courses annually: Public policy, public personnel administration, organizational behavior, labor relations, urban government administration, management of local and state governments
- Honors College Faculty Fellow (2016-2018)
- Awarded *Most Influential Faculty for Public Administration and Criminal Justice and Criminology Graduate Programs* (2019), *Mortar Board Influential Teaching Award* (2019), *Most Influential Public Administration Faculty Member* (2014, 2015, 2016, 2017 and 2018); *Outstanding Lecturer of the Year Award for Criminal Justice* (2017); *Outstanding Lecturer of the Year for Public Administration* (2018)

## CERTIFIED CORE ADJUNCT PROFESSOR

National University's Department of Professional Studies

2003 - present

- Serve as core public administration faculty member and actively participate in curriculum planning, governance and self-studies; train and mentor new faculty members
- Provide instruction for six to ten courses a year: foundations of public administration, public personnel administration, labor relations, urban government administration, ethics in public affairs, government finance, local government budgeting, government/community relations, government/non-profit relations and graduate capstone
- Developed and executed online teaching excellence certification programs for all university professors and administrators (2006-2008)

## DEPUTY CHIEF OF STAFF

2009 - 2011

California State Senate

- Supervised district offices and operations in San Diego and Orange Counties
- Managed small business outreach initiatives; facilitated conferences and roundtable discussions with business owners and State Legislators
- Supervised education and government reform initiatives, including research of best practices and developing coalitions to support initiatives
- Served as a liaison between the State Senator and State staff, community, media, political groups and the public

**DIRECTOR OF OLDER ADULT SERVICES**

2008 - 2009

**Jewish Family Service**

- Managed five Older Adult Centers (over 100 employees, contractors and volunteers), including recreation and lunch programs, serving the diverse needs of several hundred seniors throughout the county
- Led marketing initiatives for the agency's Older Adult Services
- Developed first brain fitness program (Posit Science) in San Diego County for seniors and victims of traumatic brain injuries
- Cultivated donor support for major initiatives; staffed advisory and donor committees
- Developed and implemented strategic initiatives for two Naturally Occurring Retirement Communities promoting the independence, health and socialization of low to moderate income seniors

**OPERATIONS MANAGER**

2006 - 2008

**Meals-On-Wheels, Greater San Diego, Inc.**

- Managed centralized operations for meal delivery program serving approximately 1,000 homebound seniors
- Supervised 14 employees and 200 volunteers in their performance of meal delivery services
- Managed fundraisers, cause marketing campaigns; cultivated donor support for major initiatives
- Developed and implemented marketing programs for client and volunteer recruitment

**DIRECTOR OF POLICY**

2005 - 2006

**Jerry Sanders For Mayor Campaign**

- Served as senior policy advisor for the mayoral campaign
- Researched and developed policy recommendations for all major policy issues affecting the City of San Diego
- Developed detailed policies for streamlining City government, managed competition/privatization and ethical and legal standards for City employees and lobbyists
- Composed speeches, opinion editorials and responses to candidate surveys; conducted opposition research and tracked voting records and activities of opposing candidates
- Served on the Mayor's transition team staff during the first 90 days in office

**PUBLIC ADMINISTRATOR/PUBLIC GUARDIAN**

2002 - 2005

**County of San Diego**

- Administered 400+ estates annually at risk of loss, waste or misappropriation totaling more than \$50+ million of assets: real property, personal property, cash and securities
- Supervised 40 employees and managed \$3 million operational budget, facility maintenance and contract administration
- Served as the Court-appointed conservator of estate and person for several hundred seniors and disabled adults
- Instituted performance management, fraud prevention, and other measures to ensure accountability by employees and contractors
- Facilitated more than 60 positive features about the Public Administrator/Public Guardian's services in the local and national media

**CHIEF OF STAFF**

1998 - 2002

**Chief Administrative Office, County of San Diego**

- Managed executive-level operations for the 17,000 employee, \$3 billion organization
- Supervised the implementation of the Chief Administrative Officer's strategic planning and operational objectives
- Served as a liaison between the Board of Supervisors and over 50 County departments
- Served as the County's liaison to the Grand Jury, Business Practices Review Committee, San Diego County Taxpayers Association and other stakeholder groups

**PROJECT MANAGER**

1998

**Chief Administrative Office, County of San Diego**

- Served as project manager for the nationally recognized managed competition and reengineering initiative achieving \$40 million in annual savings of taxpayer dollars
- Developed the Managed Competition Policy Manual and other standard operating procedures for managed competitions/privatization projects which continues to serve as a model for municipalities throughout the United States
- Managed internal and external communications including the Speaker's Bureau, opinion editorials, newsletters and brochures
- Served as a liaison between the Chief Administrative Office, Board of Supervisors and stakeholder groups including the San Diego County Taxpayers Association, Chambers of Commerce and other business groups

**DIRECTOR OF POLICY/CHIEF OF STAFF**

1995 - 1998

**Office of County Supervisor Ron Roberts, County of San Diego**

- Directed and managed all policy initiatives for the Supervisor; supervised seven employees
- Researched and analyzed County department budgets and policy issues concerning public safety, land use and environment, and general government departments
- Served as liaison between developers and the Supervisor for major land use developments in the County
- Led nationally recognized *Comprehensive Strategy for Juvenile Justice* involving coordination with over 30 non-profits and service providers
- Developed and implemented County's community revitalization committees connecting County officials with community leaders in unincorporated communities to assist with community development and beautification efforts
- Served as a liaison between the Supervisor and elected officials, County staff, stakeholder groups and the media
- Served as Interim Chief of Staff for six months

**COUNCIL REPRESENTATIVE/POLICY ADVISOR**

1993 - 1995

**Office of Councilman Ron Roberts, City of San Diego**

- Served as liaison between the Councilman, City staff, other elected officials, stakeholder groups, constituents and the media
- Researched and analyzed public safety, housing and social service policy issues
- Represented the Councilman at regional and community meetings and forums

**COMMUNITY SERVICE**

2008 - 2016: Volunteer, Meals-On-Wheels Greater San Diego

2010 - 2013: Volunteer, ElderHelp of San Diego

2005 - 2007: Board Member, National Next of Kin Registry

2002-2005: Board Member, California Association of Public Administrators/Public Guardians/Public Conservators

1999-2005: President, American Society for Public Administration, San Diego Chapter

1994-2001: President/CEO, San Diego County Crime Stoppers (1997-2001) and Board Member

1996-2002: Secretary/Treasurer and Board Member, San Diego Crime Commission

1986-1996: Volunteer, Heartland Human Relations Association

**EDUCATION**

Master of Public Administration, San Diego State University

Bachelor of Arts, Public Administration, San Diego State University