**Karren D. Pack**

Anchorage, Alaska 99502

(907) 365-9775

karrenpack@gmail.com

**Professional Profile:**

Experienced and motivated professional. Seasoned manager and leader. Seeking opportunity to learn and contribute to meaningful service.

**Education:**

**Masters of Science**, Northeastern State University, Tahlequah, Oklahoma, 1987

**Bachelors of Social Work**, Northeastern State University, Tahlequah, Oklahoma, 1985

**Certified Addictions Counselor, Level II (CACII)**, Alaska Commission for the Certification of Chemical Dependency Professionals, Anchorage, Alaska, Certified 1994, Expired 2002

**Alberta Security Professional,** Calgary Alberta, Licensed December 2015

**Chronological Summary: (details in body of resume)**

I was educated in Oklahoma where I gained some experience before moving to Alaska in 1988 where I lived and worked until I married a Canadian in 2006 and relocated to Canada until December 2015. I returned home to Alaska in January 2016. I have experience working in Oklahoma, Alaska, and the Canadian provinces of Alberta, Saskatchewan, Manitoba, and Ontario.

**November 2016-present:** Health Program Manager II-Compliance Reviewer-Non-permanent, State of Alaska, Division of Seniors and Disabilities, Provider Certification and Compliance Unit, Anchorage, Alaska. Summer Wheeler, HPMII Supervisor SDS-PCC: 907-269-3663

**January 2015-October 2016**: Left Extendicare on December 24, 2014 to semi-retire. In 2015, I wrote leisure articles for a local Alberta magazine, Quirk. I obtained an Alberta Security Professionals license. I divorced in the fall and came home to Alaska in January 2016. In February, my sister was diagnosed with cancer and I provided her personal care and worked with Hospice until her passing. I returned to full time employment November 1, 2016.

**July 2008-December 2014**: Extendicare Canada Inc., Markham, Ontario. I held numerous positions across the organization as assigned by senior management to meet current needs. Those positions are as follows:

Regional Director, Extendicare Assist, Western Operations: Corporate Office, Edmonton, Alberta, June 2014-February 2015

National Director of Quality, Canadian Operations: Corporate Office, Markham, Ontario, January 2014-June 2014

Acting Vice President of Quality, Canadian Operations: Markham, Ontario

January-April 2014

Director of Quality, Western Canada: Corporate Office, Markham, Ontario

January 2012-January 2014

Administrator (Acting): Extendicare Fairmont Park, Lethbridge, Alberta.

July 18, 2011- August 12, 2011

Administrator (Acting): Extendicare Michener Hill, Red Deer, Alberta.

April through June 2011 and July-October 2010

Long Term Care Consultant: September 2009 to August 31, 2011. Funded by Alberta Health Services for the Quality Improvement and Measurement Project

Administrator (Acting): Extendicare Fort Macleod, Fort Macleod, Alberta,

July 2008 – August 2009

**January 2007-May 2008**: Married a Canadian and moved to Alberta. Received Permanent Resident status and the ability to work in Canada in March 2008 and was hired by Extendicare in May to begin work in July 2008.

**January 1999-December 2006**: Director of Human Services, Instructor: Alaska Pacific University, Anchorage, Alaska, July 2004 to December 2006.

Adjunct Faculty Member, Human Services: Alaska Pacific University, Anchorage, Alaska, Jan 1999 to June 2004.

**June 2000 to May 2005:** Owner/administrator, Southside Assisted Living Home, licensed by the Alaska Division of Mental Health and Developmental Disabilities with General Relief Grant Agreements with the Division of Senior Services.

**November 1993-June 2000**: Delivered substance abuse treatment services and case management to individuals at the Arc of Anchorage from **September 1998 to June 2000**, inmates at Cook Inlet Pre-Trial facility, and women and their children at the Alaska Women’s Resource Center from **November 1993 to July 1996**. Worked as an Outreach Specialist, Alaska Council on Prevention of Alcohol and Drug Abuse from **August 1996 to December 1997**. Investigated reports of possible child neglect/abuse as a Social Worker III with the Division of Family and Youth Services, Anchorage, Alaska from **December 1997 to May 1998**. Developed and administered courses and training accredited by the Alaska Commission for Chemical Dependency Professionals Certification (ACCDPC) for substance abuse counselors via distance learning from **April 1995 to February 2000**.

**May 1987-October 1993:** Residential manager at Anchor House in Anchorage, Alaska; 911 Call-taker for the Anchorage Police Department; Psychiatric Social Worker, Wagoner Community Hospital, Wagoner, Oklahoma, and managed a Level II group home, formerly the Muskogee Association for Retarded Citizens (M.A.R.C. I), Muskogee, Oklahoma.

**Canadian Experience:**

**Extendicare (Canada) Inc., Markham, Ontario**

**Regional Director, Extendicare Assist, Western Operations:** Corporate Office, Edmonton, Alberta, June 2014-February 2015. Responsible for launching the managed division of consulting and managed services in Alberta as well as Regional Director responsibility for 9 contracted retirement and supported living homes.

**National Director of Quality, Canadian Operations:** Corporate Office, Markham, Ontario, January 2014-June 2014. Responsible for supervision of the Quality Department, indicator evaluation and performance across Canada as well as implementation of national quality initiatives as required.

**Acting Vice President of Quality, Canadian Operations**: Markham, Ontario

January-April 2014. Temporarily assumed duties during Vice President vacancy and recruitment.

**Director of Quality, Western Canada:** Corporate Office, Markham, Ontario

January 2012-January 2014. Responsible for indicator evaluation and performance for Western Operations (Alberta, Saskatchewan, Manitoba) as well as implementation of quality initiatives as required.

**Administrator (Acting):** Extendicare Fairmont Park, Lethbridge, Alberta.

July 18, 2011- August 12, 2011

Provided temporary coverage for Administrator during critical operations events of resident attraction/retention, Long Term Care Standards Audit, hiring of staff to correspond to rising admission numbers, and all other aspects of start-up of new operations. Extendicare Fairmont Park is a 140 bed Supportive Living home commissioned in January 2011.

**Administrator (Acting):** Extendicare Michener Hill, Red Deer, Alberta.

April through June 2011 and July-October 2010

Provided interim services as administrator in 280 bed facility for start-up and opening of a new build/facility in July-October 2010 and again April through June 2011.

**Long Term Care Consultant:** September 2009 to August 31, 2011**.** Funded by Alberta Health Services for the Quality Improvement and Measurement Project. Position was responsible for 1,219 resident beds across 6 Extendicare homes in Lethbridge, Vulcan, Fort Macleod, Calgary (Cedars Villa, Hillcrest), Red Deer (Michener Hill) and two external homes in Calgary (Wing Kei and Clifton Manor formerly Forest Grove). Delivered presentations to multiple, diverse audiences. Responsible for conducting needs assessments of homes, developing an implementation plan including education strategies for management and staff for the purpose of launching sustainable quality initiatives in each home utilizing scientifically proven methods of research and analysis.

**Administrator (Acting):** Extendicare Fort Macleod, Fort Macleod, Alberta,

July 2008 – August 2009. Served while Administrator of 50 bed home was on a one year leave. Responsible for management of resident/family issues, human resources, fiscal resources, and maintaining collaborative relationships with stakeholders, and all other aspects of operations.

**Academic Teaching Experience: United States**

**Director of Human Services, Instructor:** Alaska Pacific University, Anchorage, Alaska, July 2004 to December 2006.

**Adjunct Faculty Member, Human Services:** Alaska Pacific University, Anchorage, Alaska, Jan 1999 to June 2004.

**Graduate Assistant Professor, Social Sciences Department:** Northeastern State University, Tahlequah, Oklahoma, Jan 1986- May 1987.

**Courses Taught:** Social Problems; Understanding Diversity Self-Awareness, and Change;Counseling/Interviewing Skills;Senior Project Research;

Introduction to Social Work; Introduction to Sociology; Social Practice and Policy; Human Services Management; Care Coordination; Group Process; Values and Ethics in Human Services; Independent and Directed Studies including substance abuse certification preparedness.

**University Service:** Winner of the Faculty Merit Award for Teaching, 2005-2006 Academic Year.Member of the APU faculty band. Member of multiple service committees.

**Social Work/Human Services Experience/Alaska/Oklahoma:**

* As owner and administrator, **Southside Assisted Living Home**, licensed by the Alaska Division of Mental Health and Developmental Disabilities with General Relief Grant Agreements with the Division of Senior Servicesfrom **June 2000 to May 2005**, managed the provision of residential services and care coordination for seniors and other adults experiencing developmental disabilities, mental illness, and substance addiction. Hired, trained and supervised necessary staff to implement care coordination plans. Maintained compliance with all regulations, contracts, and licenses.
* Coordinated the provision of substance abuse treatment services for a variety of individuals including those experiencing developmental disabilities and mental health challenges at the **Arc of** **Anchorage** from **September 1998 to June 2000**, inmates at **Cook Inlet Pre-Trial** facility, and women and their children at the **Alaska Women’s Resource Center** from **November 1993 to July 1996.**
* As an Outreach Specialist, **Alaska Council on Prevention of Alcohol and Drug Abuse** from **August 1996 to December 1997**, developed and conducted statewide training, workshops, keynote addresses, and presentations. Provided technical assistance to Alaskan villages to aid in or mobilize prevention and/or treatment services. Traveled extensively throughout Alaska. Worked with and learned from many native elders and human service workers.
* Developed and administered courses and training accredited by the **Alaska** **Commission for Chemical Dependency Professionals Certification** (ACCDPC) for substance abuse counselors via distance learning from April **1995 to February 2000.**
* Investigated reports of possible child neglect/abuse as a Social Worker III with the **Division of Family and Youth Services**, Anchorage, Alaska from **December 1997** **to May 1998.**
* Provided direct care services and collateral services to individuals experiencing mental health issues as a residential manager at **Anchor House** in Anchorage, Alaska.
* Worked in Emergency Communications/Dispatch as a 911 Call-taker for the **Anchorage Police Department**.
* As a Psychiatric Social Worker, **Wagoner Community Hospital**, Wagoner, Oklahoma, provided social work and case management services to individuals experiencing episodes of mental illness requiring hospitalization.
* May, 1987: Managed a Level II group home, Formerly the **Muskogee Association for Retarded Citizens** (M.A.R.C. I), Muskogee, Oklahoma, for individuals experiencing moderate to severe developmental disabilities with responsibility for staff supervision, budget compliance, facility safety and maintenance, compliance with governing entities.

**References:**  (All Previous Supervisors)

Lori Young, Extendicare Regional Director, Western Operations, #410, 1111-11 Avenue, S.W., Calgary, Alberta T2R 0G5. Phone: 403-802-1049. Email: [lyoung@extendicare.com](mailto:lyoung@extendicare.com)

Lyn Fabricius, Quality Improvement and Performance, National Infection Prevention and Control Consultant. Phone: 613-882-4497. Email: [lfabricius@extendicare.com](mailto:lfabricius@extendicare.com)

Linda McGeough, Extendicare Regional Director, Western Operations, Retired October 2010. Phone: 403-217-0130. Email: [lmmcgeough@hotmail.com](mailto:lmmcgeough@hotmail.com)

Dr. Kim Kjaersgaard, Department Chair/Professor, Counseling Psychology/Human Services Department, 4101 University Drive, Anchorage, Alaska 99508. Phone: 907-717-3303. E-mail: [kls@alaskapacific.edu](mailto:kls@alaskapacific.edu)

Toni Shannon, previous supervisor Alaska Women’s Resource Center, Anchorage, Alaska. Phone: (907)-242-7746.

Reference from Dr. Jeff Ickes, performance evaluation, Alaska Pacific University attached.



