

MANAGEMENT TEAM



Erica Buckles
Cal-IPGCA Program
Manager



Keith A. Christensen
MBA, Co-Founder -
COO, ORA Systems, Inc.



Rebekah Christensen,
Founder - CEO,
ORA Systems, Inc.
Cal-IPGCA Chair



Greg Duncan
LMS Media Production



Lynn Eder
Editorial Curator &
Storyteller,
ORA Systems, Inc.



Praveen Edulakanti
IT, Web Services Czar,
ORA Systems, Inc.



Jake Johnson
Cal-IPGCA Facilitator



Steve Kotani
Cal-IPGCA Facilitator



Dean Lan
Cal-IPGCA Facilitator



Melinda Lang
Creative Director –
Cal-IPGCA “Storyteller”,
ORA Systems, Inc.



Linda Ng
Cal-IPGCA Facilitator



Peggy Owens
Cal-IPGCA Facilitator



Miko Sawamura
Cal-IPGCA Facilitator



Michelle Schmitt
Moonshot Training Czar
Facilitation



Jeffrey Uyeda
Cal-IPGCA Program Advisor

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Erica Buckles, Director of ETC, ORA Systems

I serve as Director of ETC (everything cool) for ORA Systems. Among the many hats I wear on our behalf of ORA is event management for our Cal-IPGCA training programs. The generalist title I carry for ORA is reflective of the life I've led. I was a professional classical violinist with the California Central Coast and Sacramento civic symphonies. I was the Director of Marketing and promotions for the Hollywood Place for seven years. I carry a

degree in vocal performance and contemporary violin from the Musician's Institute, Los Angeles, California. In 2003, I moved to Bari, Italy where I worked as a lyricist, backup vocalist and violinist for area artists. In tandem, I was an ESL teacher for Lord Byron College and the University of Bari. I returned to the United States in 2010 where I pursued and obtained my BA in Educational Studies with a minor in Special Education. After graduation and before coming to ORA Systems, I worked for the Sacramento County Office of Education CELDT Program.



**Keith A. Christensen, MBA
Co-Founder - COO, ORA Systems, Inc.**

I recently retired from twenty-one years in state service with the State of California, Board of Equalization; spending most of my career in Special Taxes in various supervisory, specialist, compliance, and sales and use tax positions. For the past twenty-five years I've held a California real estate broker's license where my emphasis has been on historic preservation of midtown

property. I've grown to understand a distinct parallel between leadership and change management in business and historic restoration. Both require an in-depth knowledge and skill to inherently understand and utilize the structural foundation of what exists and to design and implement change that integrates within existing environments, to facilitate and move people, processes, technology and change. I spent more than a decade in South Africa as a Property Investment Analyst, Property Marketing Manager and a Regional Property Asset Manager with Old Mutual, Cape Town, South Africa. Before the onset of digital society I grew to understand the immediate and distinct cause and effect of one world – one economy. My professional career began in the US Army as a Chief Warrant Officer and Helicopter Pilot. The knowledge that grew from this experience is foundational. I learned that life isn't yesterday or tomorrow, it's NOW! No matter what the world brings, we all have the acuity to respond. This isn't just a combat skill – it's a human skill inside us all. To thrive in now is mastery. It merges the balance of knowledge, intuition, skill, and practice into a seamless flow – giving us the agility that's essential in today's 24-7 real time world.



**Rebekah Christensen, Founder - CEO, ORA Systems, Inc.;
Chair, Innovation Playbook for Government Change Agents**

The common denominator that unifies my career is my penchant to unleash and accelerate the human potential in each and every one of us. In a digital world that by its nature levels the playing field, all voices are essential to serve the needs of our continuously changing society. This requires each of

us to stretch—to become the best we can be from where we stand. As founder and CEO of ORA Systems, I employ this strategy as the current chair of the Innovation Playbook for Government Change Agents (formerly the Navigating Leadership Program), under the Executive Sponsorship of the Government Operations Agency (GovOps) and the Department of General Services. As a blueprint for systemic change management in government, this Playbook models a type of collaboration capable of integrating personal, professional, and organizational development into a seamless unified system of leadership and innovation. By connecting “Who We Are” to our chosen path, e.g., “What We Do,” in real time, our approach must mirror the inherent nature of our digital society. ORA's systems designs provide this framework to implement pioneering approaches that focus on advancing the potential of our personal lives—to accelerate this human potential in us all. This also reaches into organizations, communities and the digital world, which are each based upon the unique skills, capabilities and needs of all involved. As a systems integrator, my career path is testament to my lifelong focus on this important work. Throughout 2015, I was a member of an elite team that trains innovation and 10X thinking for the Google's Innovation Labs in Kern County, Alameda County, and San Joaquin County. As a leading-edge of support for innovative technology, the opportunity to reinvent government's benefits and service delivery to serve the distinctive needs of constituents and communities inspires hope that the impossible is indeed possible! Across my career, I have designed systems that include lifecycle approaches to areas such as site cleanup and tech transfer for the Department of Energy and Defense (DOE-DoD), guidance for the cultural integration of traditional Oriental medicine through the World Health Organization's International Classification of Traditional Medicine (ICTM) project, the design and enactment of amending language to Mello-Roos to manage funding risk in multi-million dollar site cleanup, and the design of a cooperative solution, with UCSB and CalPoly, that led to integrating competing economies to collaboratively promote tourism on the central coast of California. I hope my vision and clarity of purpose inspires others to reflect on who they are in context to the world around them. But more importantly, our constantly evolving digital society levels the playing field for all of us to challenge our leadership status quo—freeing us to creatively innovate and break the boundaries of what's possible in our lives. Whether self-employed, working within corporate America or non-profit leadership, or as a government employee, I believe that success is the juncture when where who you are and what you do becomes one. From that moment forward, I believe that work isn't merely a job—it's a calling to serve!

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Greg Duncan, LMS Media Production

Gregory Duncan is the lead accessibility analyst for the Department of Rehabilitation (DOR). Mr. Duncan has over a decade of experience delivering technology and communications solutions. He has worked for the past three years in accessibility, with a specialty in evaluating web content through JAWS Screen Reader Technology. Greg created the DOR's accessible video studio, including developing and implementing the

standard for accessible video productions at DOR. As the lead accessibility analyst for the Department he continues to support the studio's development. He was a key contributor on the team that evaluated and rewrote the state standard for technology accessibility to bring it compliant with current accessibility statute, audit findings, and industry best practices. He has collaborated with several state agencies, including Fi\$cal and Department of General Services, to ensure their applications and websites meet accessibility standards.



Lynn Eder, Editorial Curator & Storyteller, ORA Systems, Inc.

I've worked with ORA's founders for many years and have seen them identify and develop the gestation of our Mission, Vision and Values. For me the power of the written word is an art form. The challenge is to capture meaning and purpose to ignite action in our 'tweet-based' society. As ORA's editorial curator I de-construct and re-construct our messaging to clearly and succinctly

communicate the unlimited possibilities before us. As a story teller our words are simply letters unless they empower positive and creative action!



Praveen Edulakanti, IT, Web Services Czar, KollaborNation Platform and Cal-IPGCA Experiential Learning Center, ORA Systems, Inc.

I think IT is one of the most prominent frontiers of digital society! What is so exciting for me about the work I do with ORA Systems, KollaborNation and the California Innovation Playbook for Government Change Agents is that we are pioneering new ways to use technology as a

source of fuel for connecting all marginalized communities to the world around them—all in real time! We believe unleashing human potential is a transformative common-denominator that unites us all. Using technology to ignite and fuel this effort is an art and a science in which I endeavor daily to excel!



Jake Johnson, Cal-IPGCA Facilitator

Jake Johnson currently manages the Department of Rehabilitation's (DOR's) Applications and Web Development Section. In this role, he oversees teams to deliver the department's enterprise case management system, migration to the Fi\$Cal system, public and intranet websites, and enterprise software quality and accessibility assurance. He was previously DOR's Accessible Technology Services supervisor, where he led a

team of specialists to provide accessible technology policy and technical support and facilitate efforts to make the State's IT systems more usable by people with disabilities. Mr. Johnson previously served as an Information Security Specialist for the California Franchise Tax Board, providing IT security oversight, developing security policy, and consulting for enterprise technology projects. Mr. Johnson worked for the California Department of Finance, as the eBudget technical lead, and in a variety of roles closely related to the Department's mission. He has served as president of the Association of California State Employees with Disabilities. He received the "Employee of the Year" award from the Governor's Committee for the Employment of Persons with Disabilities. Mr. Johnson is a graduate of the California Information Technology Leadership Academy (ITLA 21). He is a Certified Information Systems Security Professional and is Information Technology Infrastructure Library Foundation Certified. He holds a Bachelor's degree in English and a Master's degree in Education.



Steve Kotani, Cal-IPGCA Facilitator

Now retired, Steve Kotani served as a Manager for The Department of Education for 6 years where his experience included serving as a TQM facilitator, project management and leadership. Steve was responsible for implementing the Principal Apportionment Automated System. Steve also served as a Manager for Caltrans for 5 years where he was a seasoned facilitator, specializing in Communications and Leadership. There, he

directed the formulation and implementation of the Statewide Fleet Equipment Management, and initiated the design and development of the Home Storage Permit System. He received his Bachelor Degree in Accounting from National University and has been active with the Asian Pacific State Employees Association (APSEA) for over twenty years. Steve is a past Executive Board member of APSEA and recently completed a two year term on the Executive Board of the APSEA Foundation.



Dean Lan, Cal-IPGCA Facilitator Deputy Director, California Department of Health Care Services (Retired), Senior Advisor, APSEA Board of Directors, ORA Systems, Inc.

My career defending civil rights was defined by my childhood. I grew up in inner-city San Francisco in a multi-ethnic neighborhood. During the riots in the mid-60s, the National Guard's long bayonets impressed a young boy. We had

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a “go to” bag at the front door so we could evacuate quickly if our house was firebombed. As a young boy, I was designated “the man of the house” to protect and defend my family against this civil unrest. I knew then that civil justice wasn’t my work, but rather my calling in life. During my career I have served as an equal employment officer, providing departmental management with information and assistance regarding the EEO/ diversity program and options for implementation and compliance with federal and state laws in the Transportation and Consumer Affairs Departments and the State Personnel Board. I recently retired from my position as a deputy director in the California Department of Health Care Services. As the department’s civil rights officer, I developed, implemented, coordinated, and monitored the department’s equal employment opportunity program for 6,000 employees as well as its external civil rights program that covered seven million Medi-Cal beneficiaries. A significant hallmark of my career is that my department was recognized as the best of 144 departments in providing equal employment opportunities to its workers. A career highlight for me was a request from the Governor’s Office to present at the National Governor’s Conference on California’s model civil rights programs to the 49 Governors. While serving on the Governor’s Committee on the Employment of People with Disabilities, I co-chaired the Policy and Planning Committee, serving as a member of its Executive Committee. I also served as the Director’s representative to the State Council on Developmental Disabilities. I earned Bachelor of Arts degrees in both Economics and Sociology from the University of California at Berkeley and Master’s and Doctorate degrees in Sociology (Race and Ethnic Relations) from the University of California at Davis. I have taught at both the Berkeley and Davis campuses. The freedom that comes from retirement has allowed me the opportunity to advocate fully for diversity, civil rights and to mentor community non-profit organizations. Currently as a consultant with the State of California, I have been given the opportunity to lead the Department of Housing and Community Development executive management and staff in a year-long dialogue on race. The goal of this project is for them to recognize how racism affects the department’s problems and policies and how to lead change. Beyond this, I’ve continued to volunteer for many activities that advance the cause of civil rights with our state leadership on behalf of a non-profit I help found some 40 years ago—the Asian Pacific State Employees Association (APSEA)



Melinda Lang, Creative Director – Cal-IPGCA “Storyteller”, ORA Systems, Inc.

I have spent my entire career as a graphic designer; this is where my passion soars. I’ve worked with ORA starting long before its incorporation. KollaborNation and the Innovation Playbook for Government Change Agents is a pioneering program that shifts lives, organizations and the world. Day-in and day-out, we use graphics to communicate the holistic nature of KollaborNation

and Cal-IPGCA’s work in ways that inspire our imagination and compel action. We tell stories with the imagery we create. We’re committed to steadfastly enhancing our brand and empowering the unlimited possibilities of our shared human potential. When we do this, we transform people and communities from the inside out, which, in turn, organically transforms our broader community of life.



Linda Ng, Cal-IPGCA Facilitator, Chief, Financial Analysis and Risk Management, Department of Water Resources, Past-President, Asian Pacific State Employees Association

Linda Ng is the past-president of APSEA and has been an active member of the organization for the past 10 years. Linda holds a degree in business administration from the University of San Francisco.

She began her professional career in private

business banking and eventually joined the State service. She is presently the chief of financial analysis and risk management for the Department of Water Resources where she is responsible for public and private water systems to meet State drinking water standards. Linda was appointed by former Governor Schwarzenegger from 2005 - 2011 on the Fair Employment and Housing Commission (FEHC), which is now under the Department of Fair Employment and Housing that enforced California’s civil rights laws. During her tenure, Linda participated in several precedential decisions by the Commissions, took part in subcommittees on legislation and regulations, directed staff on policy decisions on FEHC’s sexual harassment training regulations, and was active in public hearings on the sexual harassment training regulations. In addition to APSEA, she is the vice president of membership services of OCA National, headquartered in Washington D.C. and devoted to ensuring social justice for Asian Pacific Americans. Her commitment to the local Asian Pacific Islander community is evident by her years of service and outreach activities. The community has high regard for Linda’s leadership, passion for her community, positive attitude, and exceptional character. Linda was a recipient of the International Association of Women of Color Day Award for her leadership that gives hope to the world for a better tomorrow, a recipient of the Asian Bar Association of Sacramento Foundation Community Service Award, a recipient of the KVIE - Union Bank Asian Pacific Heritage Month Local Heroes Award, and a recipient of APSEA President’s Award.



Peggy Owens, Cal-IPGCA Facilitator

Peggy has recently joined the Facilities Management Division of DGS as the Contracts Section SSM II. She brings with her almost 20 years of contracting, subcontracting, supply chain and compliance experience in both the private and public sectors. She views problems as opportunities to build relationships that then produce cohesive teams that bring out their best with each other.

She uses a partnering approach finding solutions,

successfully negotiating multi-million dollar multi-year agreements with the U.S. Government as well as major privately held corporations. Peggy specializes in resolving compliance, process, and procedural issues within budget and headcount. She has developed and implemented contracting, subcontracting, procurement and costing systems for numerous organizations, consistently bringing difficult and sensitive issues to a timely successful conclusion. While at the Department of Fish and Wildlife she refined the Business Services Drought Program under the Governor’s Drought Emergency Proclamation, enabling efficient departmental communication and issuing agreements expeditiously. Peggy volunteers at several regional organizations; she is passionate about doing right, for the right reason, providing opportunity to all. She continuously strives to live the 4th wave in both her personal and professional life.

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Miko Sawamura, Cal-IPGCA Facilitator

Miko started her career as a health educator at the University of Southern California (USC) Student Health Services. She taught semester classes to train USC students to volunteer for various health programs, such as, advanced first aid, CPR, peer nutrition counseling, alcohol peer counseling, and a self-help program. She was also Program Director for the Health Professional Preparation Program at the USC School of

Medicine. After graduate school, Miko became the Chief Financial Officer and Director of Administration and Planning for a California statewide long-term care association (nonprofit). She developed and implemented the organization's strategic plans, including the respective fiscal plans. She also developed and implemented a nonprofit educational subsidiary and a for profit subsidiary for the organization. Miko has worked for several California state departments, such as, Corporations, Managed Care, and Health Care Services. She currently works for the Department of Public Health. She also completed the California Health and Human Services Agency Leadership Academy. Miko received her Bachelor of Arts degree in psychology from USC in Los Angeles. She then earned her Master's in Health Services Administration from the George Washington University in Washington, D.C. She is an active advocate in her community. She is currently an appointee to the Area 4 Agency on Aging where she has served as Board Chair and Treasurer. She was also an appointee to the Sacramento County Public Health Advisory Board and Human Services Coordinating Council. She was a 2007 Japanese American leadership delegate to Japan to engage and promote US/Japan relations. She is also a member of the US-Japan Council headquartered in Washington, D.C. Miko also served as the Vice President for General Operations for four years for the National Japanese American Citizens League (JACL), the oldest and largest Asian American civil rights organization in the US. She also served as President of the local Sacramento JACL chapter for six years. Lastly, Miko was honored to receive the KVIE-Union Bank Asian Pacific Heritage Local Hero Award.



Michelle Schmitt, Moonshot Training Czar, Facilitation

Michelle Schmitt has 29 years of experience in California State Government service specializing in organizational capacity building, leadership development, succession planning, workforce management and successful new program development & implementation collaborating across diverse stakeholder groups. Michelle's key attributes and skills include:

- Experienced advisor, consultant, coach and partner to Executive Leadership with understanding of how to navigate sensitive political landscapes
- Skilled facilitator of collaborative meetings that forge positive relationships and outcomes for possibilities and results
- Leader of agency-wide and department-wide teams and initiatives without benefit of formal reporting relationships to achieve positive outcomes
- Dynamic learning facilitator and designer creating and leading complex learning programs for managers and executives
- Creative Program developer and manager bringing large scale change initiatives to successful fruition
- Organizational Performance consultant who gains trust quickly to identify and resolve internal obstacles to achieving missions



Jeffrey Uyeda, Executive Partner Financial Information System for California (Retired) President, Uyeda & Associates

Jeff Uyeda is currently president of Uyeda & Associates of Sacramento, California. Prior to his retirement from state service in 2015, Jeffrey Uyeda served as the executive partner at the Financial Information System for California. His background includes service as assistant chief of the California Department of Technology, Office of

Technology Services since 2012, deputy director of Administration at the California Highway Patrol from 2010 to 2012, and manager of multiple awards programs at the California Department of General Services from 2009 to 2010. Uyeda was business development executive for IBM's State and Local Government Practice from 2004 to 2009, strategic account director at Oracle Consulting from 2003 to 2004 and director of Business Development at IBM from 1999 to 2003. From 1995 to 1999, he served in several positions at the California Secretary of State's Office, including assistant secretary of state and chief of the Management Services Division. He was chief of accounting and financial services at the California Department of General Services from 1991 to 1995, chief of the Audit and Rate Development Section at the California Department of Corrections from 1990 to 1991, and assistant budget officer at the California Department of General Services from 1988 to 1990. Uyeda is a member of the California Asian Pacific State Employees Association.