

**Profile**

**Which Boards would you like to apply for?**

Juvenile Crime Prevention Council: Submitted

**Please select your first Board preference: \***

Criminal Justice Partnership Advisory Board

**Please select your second Board preference: \***

Commission for Women

**Please select your third Board preference: \***

Keep America Beautiful Advisory Board

**Please select your fourth Board preference: \***

GoTriangle Board of Trustees

**Please select your fifth Board preference: \***

Economic Development Commission

**Please select your sixth Board preference: \***

Triangle Transit Authority Board

Shea  
First Name

Richburg  
Middle Initial

Richburg  
Last Name

204 Arden Crest Court  
Street Address

Suite or Apt

Cary  
City

NC  
State

27513  
Postal Code

**What district do you live in?**

None Selected

Mobile: (973) 943-1629  
Primary Phone

Home: (919) 377-2190  
Alternate Phone

srichburg@futurewisegroup.com  
Email Address

Future Wise Group  
Employer

Co Founder/ Co CEO  
Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

Cary

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**Interests & Experiences**

**Why are you interested in serving on a Board or Commission?**

I am interested in serving on a Board or Commission because I am passionate about driving innovation and creating meaningful change within the community. As a futurist and thought leader in the Metaverse and Web3 spaces, I have extensive experience helping organizations, startups, and artists embrace emerging technologies. My background in metaverse world-building, marketing strategy, and educational VR design allows me to offer a forward-thinking perspective on how to integrate cutting-edge technology into community planning and development. Through my leadership at Future Wise Group and co-founding initiatives like FamilyCon, I've seen the positive impact of fostering human connections and educational experiences in both physical and virtual environments. Serving on a Board or Commission would give me the opportunity to contribute these insights toward the town's future growth, ensuring we remain adaptable and innovative as we move into an increasingly digital world.

**Work Experience**

My duties within my organization vary. As a globally recognized speaker on the Metaverse and an AI visionary, futurist, & XR child safety thought-leader. I have worked with celebrities, CEO's, government agencies & Web 3.0 start-ups companies to provide educational training, marketing & strategy to help extend their brands and train their staff in future forward trends such as the AI adaption, Esports and the Metaverse. My main role is to create courses and presentations that will enhance the understanding AI, how to work with it, create artwork and other products surrounding AI.

**Volunteer Experience**

Clean Beauty for Black Girls Board Member - 6 years ViBe Theater Experience Board Member - 2 years African American Chamber of Commerce- Marketing Consultant BEYA- Metaverse Pioneer Award 2023 Garden State Safe Kids Magazine- Contributing Writer and columnist Women Entrepreneurship Award 2019

**Education**

Rutgers University BA Linguistics New Jersey City University Masters Degree Teaching As a Second Language

**Comments**

[Shea\\_s\\_Short\\_Bio\\_2\\_\\_1\\_.pdf](#)

Upload a Resume

[SRichburgResume.pdf](#)

If you have another document you would like to attach to your application, you may upload it below:

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Please upload a file

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## Demographics

Date of Birth

## Gender \*

Female

## Ethnicity \*

African American

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## Other

### How did you become aware of Wake County volunteer opportunities?

Other

### If you selected "Other" above, how?

Recommended by someone

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Please upload a file

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## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

By submitting this electronic application, if appointed, I pledge by my signature below that I have read and will comply with the ethics guidelines for advisory boards and commissions as adopted by the Wake County Board of Commissioners, found [here](#).

## **SHORT BIO SHEA RICHBURG**

An internationally recognized author, speaker and Future of Work & Metaverse strategist, Shea Richburg has partnered with large corporations to strategically facilitate training, and consulting. This career maverick has transformed lives by providing clients with the tools and ideology they need to achieve unlimited success for the future.

Shea is the Co-founder of Future Wise Group, a Metaverse-focused media & consulting firm working with start-ups, businesses, influencers, and celebrities to enter the Metaverse and build a future-proof Web 3.0 brand strategy. Future Wise specializes in designing virtual worlds, NFT & Marketplace designs and Metaverse marketing strategy when working with businesses, influencers, and celebrities to enter into the Metaverse and build a future proof Web 3.0 brand strategy.

Shea is also the Executive Producer and co-host of the new podcast “Metaverse-ology” which can be found on Spotify and Audible. The sole mission of this podcast is to help society anticipate, embrace and safely transition into this virtual world.

She is a Metaverse speaker and specializes in child safety, virtual harassment and mental health. She is also Metaverse certified by the Blockchain Council since 2021.

Recently, Shea and her business partner Raulvin Coke created the term M-iQ (Metaverse Intelligence Quotient). The M-iQ is a behavioral framework being leveraged by XR/VR experience developers and educators to provide safety guidelines for children and adults in the Metaverse.

Shea sold her first company, NJ Family Con, tri-state area’s largest family convention, an annual one of a kind experience that creates Happiness, Health, and Prosperity for those who attend.

# S. RICHBURG

Adjunct Professor - Web 3.0 Metaverse

Phone

@ srichburg@futurewisegroup.com

Cary, NC



## SUMMARY

An internationally recognized author, speaker, and Future of Work & Metaverse strategist, Shea Richburg has partnered with large corporations to develop marketing strategies and consulting. This career maverick has transformed lives by providing clients with the tools and ideology they need to achieve unlimited success in the future.

Shea is the Co-founder of Future Wise Group, a Metaverse-focused media & agency working with start-ups, businesses, influencers, and celebrities to enter the Metaverse and build a future-proof Web 3.0 brand strategy. Future Wise specializes in designing virtual worlds, NFT & Marketplace designs, Esports and Metaverse marketing strategy when working with businesses, influencers, and celebrities to enter into the Metaverse and build a future-proof Web 3.0 brand strategy.

## EXPERIENCE

### Future Wise Group

#### Co Founder

01/2019 - Ongoing NC

- Strategic planning for brands entering into the Metaverse
- Craft corporate employee VR engagements and experience Design custom NFT
- Metaverse World Architectural design
- VR tours and training
- Celebrity Web 3.0 tokenization & IP monetization strategy
- Which of your achievements match the the job you're applying to?

### Executive Producer

#### Esports Metaverse & Beyond Show

2021 - Ongoing Global

- Introduce new ideas that align with the show's brand initiatives
- Booking Esports leaders for interviews, tips and special appearances
- Supervising and securing the whole team is working with top standards
- Create robust relationships with networks and affiliates

### Executive Produce & Co-Host

#### Metaverse-ology Podcast

2021 Global

- Overseeing and approving the hiring of talent
- Ensures production projects the intended brand image and meets competitive goals
- Develop and execute original content aligned with show's goals

## PROJECTS

### The Future of NFTs and Metaverse at Afro Animation Summit

2022 Location

Short summary of your work

- The AFROANIMATION VIRTUAL SUMMIT 2022 panel discussing the basic building blocks of the Metaverse and NFTs where I will be providing my feedback on the power of the Metaverse and how various industries can become more involved in the Metaverse (always promoting safety) at The Afro Animation Summit.

I look forward to connecting with the top animators, producers, recruiters and presidents from The Walt Disney Company Marvel Studios Lucasfilm Pixar Animation Studios Nickelodeon Cartoon Network Disney Television Animation Cine site DreamWorks Animation and Warner Bros. Entertainment.

### WHEREs World Higher Education Ranking Summit

2022 UAE, Dubai

Short summary of your work

- 10,000+ of the world's brightest minds in higher education, leading global authority like the United Nations, most prominent changemakers, government officials and policymakers will gather to implement best practices and adopt new technologies that will drive your institution forward. The WHEREs conference will take place in Dubai from the 22nd to the 26th of March 2022.

### Even Ness DeCentralized Series 22'

2022 Metaverse

Short summary of your work

- De:centralized series of events hosted in a metaverse to learn about Frontier Technology applications, the Web 3.0 & Blockchain trends, metaverse interoperability & sustainability, VR-proof infrastructure, inclusion & accessibility in product design, ethical standards, virtual fashion, cybersecurity, crypto economy, and other inspiring topics.

## EXPERIENCE

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### Founder & CEO

#### NJ FamilyCon

📅 2015 - 2020 📍 Location

- Developed and implemented operational policies and strategic plans to successfully grow the business within three years.
- Assisted in achieving high profitability through strategic alliances and innovative marketing campaign
- Adept at creating future forward-driven proposals and collaborations to gain partnerships among corporations, nonprofits, and educational institutions
- Communicated effectively and establish credibility throughout the organization and with board of directors as an effective solution to business challenges

### Educational Consultant

#### Toys"R"Us

📅 2010 - 2015 📍 Totawa, NJ

- Devise strategies to improve educational quality and help implement new policies
- Design new training programs and offer training workshop
- Recommend different educational materials
- Participate in committee and advisory boards and contributed to development and corporate initiatives
- Provide independent technical consultation, and individualized assistance to corporate leaders and other interdisciplinary professionals within area of utilizing best practices

### Graduate Teaching Assistant

#### Whitney Houston Elementary School

📅 2005 - 2010 📍 East Orange, NJ

- Implemented lesson plans independently for classrooms of 25+ students
- Provide educational materials, including daily lesson plans and weekly homework packets that averaged a 95% completion rate
- Lectured weekly in tutorials, and regularly in courses over 8 semesters
- Assist professor and a class of 25 students with the course related needs
- Create a curriculum based on students' resources and their personal interests, resulting in higher levels of student engagement
- Allowed students to thrive creatively while creating personal projects based on historical research.
- Developed innovative approaches to learning that were recognized as model standards for the district.

## CERTIFICATION

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#### Unreal Educator Accelerator

Epic Games; July 2022

#### Certified Metaverse Expert

Blockchain Council; 2022

#### The Clinical Psychology of Children and Young People

The University of Edinburgh

## PROJECTS

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### NFT Atlanta Con

📅 2022 📍 Atlanta

Short summary of your work

- NFT ATLANTA CON 2022 was the first of its kind Diversity, Equity, and inclusion conference experience focused on the intersection of Culture, Tech & Entertainment, and the future of NFTs, the Metaverse, DAOs, Web 3, GameFi, DeFi and more. Spotighting innovators, changemakers, culture influencers, & thought leaders in Web 3, curated for everyone from the Tourist to the Purist.

## BOARD MEMBER

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### Board of Directors

#### Clean Beauty for Black Girls

📅 2021 - Ongoing

How can this experience make you a better candidate for the job you're applying to?

### Board Advisory Council

#### Passaic County Shared Services Alliance Initiative

📅 2017 - 2018

Organized Kitchen Welcome for people in need in Queens, NYC.

### Board of Directors

#### Vibe Theater Experience

📅 2017 - 2018

How can this experience make you a better candidate for the job you're applying to?

# EDUCATION

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Linguistics, BA

**Rutgers The State University**

2000 - 2005  New Brunswick, NJ

- Excellence Award (2013)

GPA  
**4.0** / 4.0

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Master's Elementary School Teacher K-6,  
TOSD, and TESL

**New Jersey City University**

2005 - 2007

**Profile**

**Which Boards would you like to apply for?**

Juvenile Crime Prevention Council: Submitted

**Please select your first Board preference: \***

Juvenile Crime Prevention Council

**Please select your second Board preference: \***

None Selected

**Please select your third Board preference: \***

None Selected

**Please select your fourth Board preference: \***

None Selected

**Please select your fifth Board preference: \***

None Selected

**Please select your sixth Board preference: \***

None Selected

Eric  
First Name

C  
Middle Initial

Andrews  
Last Name

1481 Hunt dell Main Drive  
Street Address

Suite or Apt

Wendell  
City

NC  
State

27591  
Postal Code

**What district do you live in?**

None Selected

Mobile: (919) 801-4021  
Primary Phone

Home: (919) 801-7405  
Alternate Phone

eric.andrews@ncdps.gov  
Email Address

DPS/DJJDP  
Employer

Chief Court Counselor  
Job Title



**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

Wendell

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## Interests & Experiences

**Why are you interested in serving on a Board or Commission?**

I'm employed as a Chief Court Counselor for Wake County. I have a vested interest in services that the county provides to the juvenile and families I serve. My presence on the board can help assist the citizens and youth of Wake County.

## Work Experience

Counselor Technician-Wake Regional Detention Center-1995-1999 Special Education Teacher-Wake County Public Schools-1999-2000 Assistant Director-Juvenile Day Reporting Center-2000-2002 Director-Adult Day Reporting Center-2002-2005 Juvenile Court Counselor/Supervisor-DPS/DJJDP-2005-2016 Diversion Liaison-Alliance Health-2016-2024 Chief Court Counselor- 2024

## Volunteer Experience

I have a history of volunteer service while working with my fraternity

## Education

BS -Criminal Justice-Saint Augustine's College 1996 MBA-Keller Graduate School of Management 2011

## Comments

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Upload a Resume

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If you have another document you would like to attach to your application, you may upload it below:

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Please upload a file

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## Demographics

Date of Birth

**Gender \***

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Male

**Ethnicity \***

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African American

---

**Other**

**How did you become aware of Wake County volunteer opportunities?**

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Other

**If you selected "Other" above, how?**

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Employee

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Please upload a file

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**ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS**

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**Profile**

**Which Boards would you like to apply for?**

Juvenile Crime Prevention Council: Submitted

**Please select your first Board preference: \***

Juvenile Crime Prevention Council

**Please select your second Board preference: \***

None Selected

**Please select your third Board preference: \***

None Selected

**Please select your fourth Board preference: \***

None Selected

**Please select your fifth Board preference: \***

None Selected

**Please select your sixth Board preference: \***

None Selected

Kenneth

First Name

J

Middle Initial

Klos-Weller

Last Name

6225 Greens Dairy Road

Street Address

Suite or Apt

Raleigh

City

NC

State

27616

Postal Code

**What district do you live in?**

None Selected

Mobile: (984) 222-5345

Primary Phone

Business: (919) 996-1356

Alternate Phone

kenneth.klos-weller@raleighnc.gov

Email Address

City of Raleigh

Employer

Police Lieutenant

Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

Raleigh

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## Interests & Experiences

**Why are you interested in serving on a Board or Commission?**

I have been selected by the Raleigh Chief of Police Estella Patterson as her representative on the Commission.

## Work Experience

I am currently the Youth & Family Services Lieutenant in the Raleigh PD Detective Division. This position includes managing the Juvenile Unit, School Resource Unit, Special Victims Unit, Family Violence Intervention Unit, and the Youth Services Unit.

## Volunteer Experience

## Education

Bachelor of Education from SUNY Cortland. NC Advanced Law Enforcement certificate.

## Comments

I will be replacing the current Raleigh PD representative on the JCPC.

Upload a Resume

If you have another document you would like to attach to your application, you may upload it below:

Please upload a file

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## Demographics

Date of Birth

**Gender \***

Male

**Ethnicity \***

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Caucasian

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**Other**

**How did you become aware of Wake County volunteer opportunities?**

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County Website

**If you selected "Other" above, how?**

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Please upload a file

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**ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS**

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**Profile**

**Which Boards would you like to apply for?**

Juvenile Crime Prevention Council: Submitted

**Please select your first Board preference: \***

Fire Commission

**Please select your second Board preference: \***

Alcoholic Beverage Control Board

**Please select your third Board preference: \***

Board of Adjustment

**Please select your fourth Board preference: \***

Juvenile Crime Prevention Council

**Please select your fifth Board preference: \***

Criminal Justice Partnership Advisory Board

**Please select your sixth Board preference: \***

Triangle J Emergency Medical Services Advisory Council

Robert

First Name

H

Middle Initial

Stagg

Last Name

4901 Grinnell Drive

Street Address

Suite or Apt

Raleigh

City

NC

State

27612

Postal Code

**What district do you live in?**

District 7

Mobile: (919) 368-0850

Primary Phone

Home: (919) 368-0850

Alternate Phone

rhstagg@bellsouth.net

Email Address

Wake Technical Community College

Employer

Assistant Professor, Public Safety Administration

Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

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Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

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Raleigh

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**Interests & Experiences**

**Why are you interested in serving on a Board or Commission?**

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Give back to the community that I have spent the vast majority of my life as a resident. I think that I have the knowledge, skills and abilities to be an asset to the county/citizens in this area.

**Work Experience**

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Over 50 years in the various fields of public safety, including law enforcement, emergency medical, fire training/education, security, emergency management.

**Volunteer Experience**

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Member: Wake County Fire Commission - 2008-present - Chair: Administration Committees, Sponsor of the Leadership Award for Outstanding Fire Academy Recruit; Member: National Fire Protection Association Technical Committee on Loss Prevention Practices - 1991 - present (Standards for Industrial Fire Departments and Security Services in Fire Loss Prevention). Member: National Fire Protection Association Technical Committee on Premises Security - 2012 - present; (Guidelines for Premises Security and Standard on Electronic Premises Security) Member - Education Security/Safety Task Force Member: Durham Co. (NC) Terrorism Task Force 2009 - 216 Member: Wake Co. (NC) Safer Schools Task Force 2013 Disaster/Emergency Response Drill Evaluator for state and federal government with emphasis in public health situations and emergency response. Wake County Community Drug Overdose Prevention Coalition 2016 Wake County Local Emergency Planning Committee 2023-present

**Education**

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BS (P) - East Carolina University MS - Virginia Commonwealth University Post-Graduate Certificate - School of Public Health UNC-Chapel Hill (Community Preparedness and Disaster Management)

**Comments**

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Honored to be part of the commission and would like to continue to serve. Have started a lot of projects to improve the delivery of fire and first responder services to the citizens of Wake County. Would like to continue working on these projects to further protect the citizens of Wake County.

[Stagg\\_vitae.docx](#)

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Upload a Resume

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If you have another document you would like to attach to your application, you may upload it below:

Robert H Stagg

\_\_\_\_\_  
Please upload a file

---

## Demographics

Date of Birth

### Gender \*

Male

### Ethnicity \*

Caucasian

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## Other

### How did you become aware of Wake County volunteer opportunities?

Other

### If you selected "Other" above, how?

Direct contact with County Commissioner

\_\_\_\_\_  
Please upload a file

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## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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## Curriculum Vitae

### Robert H. Stagg

#### Education

University of North Carolina at Chapel Hill, Chapel Hill, NC  
Graduate Certificate, Community Preparedness and Disaster Management, 2004

Virginia Commonwealth University, Richmond, VA  
Master of Science, Administration of Justice, May 1981

East Carolina University, Greenville, NC  
Bachelor of Science, Correctional Services with Minor in Law Enforcement, March 1976  
Student Government Attorney General 1975

University of North Carolina at Chapel Hill, Institute of Government  
Police Executive Development 1990

North Carolina State University, Raleigh, NC  
North Carolina Community College Instructional Administrators' Leadership Institute 1986

#### Relevant Experience

- 2017 - Present    **Wake Technical Community College, Raleigh, NC**  
**Lead Instructor - Fire Protection Technology, Public Safety Administration**
- Manage program activities of the 64-semester hour associate degree program at the largest college/university in North Carolina.
  - Design course delivery shells to assure continuity in course delivery.
  - Develop and design instructional content.
  - Instruct fire and emergency management degree courses using Blackboard as the delivery platform.
  - Track trends in the fire service and emergency management to integrate into assigned programs.
  - Maintain program deadlines.
  - Develop and maintain relationships with external partners to assure program viability.
  - Market degree program via various means including social media.
  - Design course instructional shells applicable to the Public Safety Administration program
- 2016 – 2018    **Veterans' Affairs Medical Center, Durham, NC**  
**Volunteer, Emergency Management and Infection Control**
- Assist the Emergency Manager of a 271bed tertiary care medical center, outpatient clinics and health care center in a 26-county area of central and eastern North Carolina.
  - Participate, evaluate and complete after action reports involving HSEEP compliant emergency exercises.
  - Participate in various hospital committees.
  - Participate in emergency management presentations to employees, visitors.
  - Evaluate and propose revisions for hospital policies, including all medical center and related healthcare delivery locations continuity of operation plan.
  - Serve in incident command assisting area emergency manager in emergency situations.
  - Develop online safety presentation for healthcare professionals dealing with needlestick and sharps injury prevention.

- 2016 - Present **East Carolina University, Greenville, NC**  
**School of Criminal Justice**
- Adjunct Instructor focusing in security studies.
- 1985 - 2008 **North Carolina Central University, Durham, NC**  
**School of Criminal Justice**
- Adjunct Instructor in criminal justice, with a focus in management and supervision.
- 1990 – 2015 **Guardsmark, LLC, Raleigh, NC**  
**Manager, Internal Auditor**
- Responsible for development and administration of initial and monthly training for exempt and non-exempt employees.
  - Develop training programs in response to perceived operational problems, performance shortfalls and service delivery failures based upon root cause and trend analysis to increase organizational compliance and improve internal and external customer service, including leadership development, homeland security awareness, some awarding university credit.
  - Develop and revise various organizational policies, including crisis/emergency management and response, for external and internal clients.
  - Assisted in designing and evaluating client business continuity exercises.
  - Designed first branch office business continuity plan, serving as a model for other branch offices.
  - Subject matter expert on emergency management, security policy development, workplace violence and domestic activist groups posing threats to businesses.
  - Operational responsibilities for over 7000 hour per week national security company branch office, including oversight of selection, training, compliance, customer service, employee integrity (discipline/coaching) and sales assistance.
  - Conduct complex security/safety audits/risk analysis of practices at various companies/industries and sports venues both nationally and internationally providing detailed, solid, reasonable recommendations for improvements.
  - Developed quality assurance program to validate adherence to contractual obligations, training, and identified processes.
  - Participated in the company expansion into Europe, developing policies and conducting risk assessments for various companies.
  - First company-based ISO 9001-2008 internal auditor, responsible for validating internal compliance through complex reviews of operational procedures, developing corrective action plans for identified deficiencies, evaluating the implementation of corrective action plans, assuring continual improvement concerning company policies/standards at 80 offices including the company headquarters, mentoring new managers in the total quality processes, resulting in cost savings in excess of \$1 million within first three years of assuming the position.
  - Extrapolated data derived from internal audits as part of company-wide trend analysis, providing reports to executive management for process improvement and/or areas of concern.
- 1984 - 1990 **Durham Technical Community College, Durham, NC**  
Program Director: Criminal Justice and Fire Protection Technology,
- Manage department and program activities
  - Instruct fire and criminal justice degree courses at multiple locations in a multi-county service area.
  - Prepare and administer program budgets.
  - Track trends in public safety to integrate into the two degree programs.
  - Supervise and evaluate program faculty.
  - Develop, design and review instructional content and curriculum development.
  - Maintain program deadlines.
  - Market programs.

- 1989            **Duke University, Durham, NC**  
Assistant to Director of Public Safety (Sabbatical)
- Special event security preparation.
  - Hospital security review and revisions.
- 1981 - 1984    **Virginia Department of Alcoholic Beverage Control**  
Special Agent, Regulatory Division
- 1978 - 1981    **Virginia Commonwealth University Police Department**  
Patrol Officer/Officer in Charge
- Awarded Meritorious Service Medal.

**Professional Certifications:**

- Certified Protection Professional, American Society for Industrial Security – Lifetime Designation
- RABQSA Certified ISO 9001 Internal Auditor, QMI-SAI Global
- Professional Continuity Practitioner – Federal Emergency Management Agency, Emergency Management Institute
- EPIC Online Teaching Certification, Wake Technical Community College

**Professional Organizations:**

- National Fire Protection Association
- American Society for Industrial Security
- North Carolina Criminal Justice Association
- North Carolina Society of Fire Rescue Instructors Association
- National Volunteer Fire Council
- North Carolina Emergency Management Association

**Honors Organizations:**

- Alpha Phi Sigma, National Honorary Society for Criminal Justice
- Servire Society, East Carolina University

**Relevant Volunteer Contributions:**

- Gubernatorial Appointee, Community Resource Council, Durham Correctional Unit: 1985-1990
- Board Member, National Kidney Foundation of North Carolina: 1989-1990
- National Fire Protection Association: 1988 - present
  - o Member - Technical Committee - Loss Prevention Procedures and Practices, 1991-present
    - Responsible for revisions/rewrites:
      - NFPA 600 Facility Fire Brigades,
      - NFPA 601 Security Services in Fire Loss Prevention
  - o Member – Technical Committee - Premises Security, 2012 – present
    - Responsible for revisions/rewrites:
      - NFPA 730 Premises Security,
      - NFPA 731 Selection of Electronic Premises Security Systems
- Advisory Board, Community Preparedness and Disaster Management, School of Public Health, University of North Carolina at Chapel Hill 2004-2006
- Wake County (NC) Fire Commission: 2008 – present
  - o Member: Training and Administration Committees.
    - Committee Chair: Determine Future of Suburban and Rural Fire Protection in Wake County 2019-2020
  - o Sponsor “Outstanding Fire Recruit” award for each academy

- Durham County (NC) Terrorism Task Force: 2009 – present
- Program Advisory Committee: ITT Technical Institute 2013 – 2015
- Member, Wake County (NC) Board of Education: Safer Schools Task Force 2013
- Member, Community Drug Overdose Prevention Coalition of Wake County (NC) 2016 – present
- North Carolina Emergency Management Association, 2018-present
  - Member: Institutions of Higher Education Caucus
- Evaluator, Five Year Review, Criminal Justice Program, East Carolina University 2020

#### **Disaster Exercises Evaluated:**

- 2015 Charlotte Douglas International Airport Triannual Emergency Preparedness Exercise
- 2015 Raleigh Durham International Airport Triannual Emergency Preparedness Exercise
- 2017 Department of Veterans' Affairs National Disaster Medical System Exercise, Durham, NC
- 2017 Department of Veterans' Affairs National Disaster Medical System Exercise, Charlotte, NC
- 2018 University of North Carolina Greensboro Active Assailant Full-scale Exercise, Greensboro, NC

#### **Publications:**

- *“Linguistical Barriers to Effective Communication,”* National Report, National Crisis Prevention Institute, vol. 10, #4, pp. 18-20.
- *“Incivility, Aggression and Violence Directed Toward Nurses Outside the Hospital Emergency Department,”* Tar Heel Nurse, Sept. - Oct. 1998, with E.G. Stagg

#### **Presentations/Forums:**

- 1995 International Facilities Management Association presentation “Workplace Violence.”
- 1996 “Incivility/Aggression/Violence,” University of North Carolina at Chapel Hill, School of Business
- 2004 *“Chemical Terrorism,”* Public Health Training and Information Network, North Carolina Center for Public Health Preparedness, (Televised lecture aired throughout NC).
- 2018 “Active Shooter Response for EMS Students,” Wake Technical Community College, Emergency Medical Science program.

#### **Higher Education Semester Courses Taught**

##### North Carolina Central University

- CRJU 4150 Police Management Theory

##### Wake Technical Community College

- FIP 120 Introduction to Fire Protection
- FIP 124 Fire Prevention and Public Education
- FIP 128 Detection and Investigation
- FIP 132 Building Construction
- FIP 136 Inspections and Codes
- FIP 152 Fire Law
- FIP 162 Firefighter Safety and Wellness
- FIP 164 OSHA Standards
- FIP 176 Hazard Material Operations
- FIP 220 Fire Fighting Strategies
- FIP 229 Fire Dynamics and Combustion
- FIP 240 Fire Service Supervision
- FIP 244 Fire Protection Project
- FIP 256 Municipal Public Relations
- FIP 260 Fire Protection Planning
- FIP 278 Managing Fire Services

- EPT 140 Emergency Management

East Carolina University

- JUST 3006 Security Systems

**Profile**

**Which Boards would you like to apply for?**

Juvenile Crime Prevention Council: Submitted

**Please select your first Board preference: \***

Alliance Behavioral Healthcare

**Please select your second Board preference: \***

Capital Area Workforce Development Board

**Please select your third Board preference: \***

Commission for Women

**Please select your fourth Board preference: \***

City of Raleigh Planning Commission

**Please select your fifth Board preference: \***

Criminal Justice Partnership Advisory Board

**Please select your sixth Board preference: \***

Triangle Transit Authority Board

W \_\_\_\_\_ MB \_\_\_\_\_ Pollock \_\_\_\_\_  
First Name Middle Initial Last Name

5620 Trinity Road \_\_\_\_\_ Apt. 111 \_\_\_\_\_  
Street Address Suite or Apt

Raleigh \_\_\_\_\_ NC \_\_\_\_\_ 27607 \_\_\_\_\_  
City State Postal Code

**What district do you live in?**

None Selected

Mobile: (984) 389-6822 \_\_\_\_\_ Business: (984) 960-5160 \_\_\_\_\_  
Primary Phone Alternate Phone

w.m.pollock@dac.nc.gov \_\_\_\_\_  
Email Address

NC DAC \_\_\_\_\_ Correctional Case Manager \_\_\_\_\_  
Employer Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

Raleigh

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**Interests & Experiences**

**Why are you interested in serving on a Board or Commission?**

As a Senior resident of Wake County, a former Wake County employee. working with MH/SA, MH law enforcement liaison and current NC DAC State employee, a consumer of Human Services, ADA Transportation, and Senior services I can offer input as a professional and as a consumer relative to services and outcomes. Modes of effective communication thus, bridging accessibility for engaging and including those who process and receive information differently, is of vast interest, to me

**Work Experience**

MH/SA professional as Crisis Response, staffing Wake County Crisis and assessment. MH/SA Intake Clinician for Adult, Family, Children services. MH Liaison for law enforcement, Inpatient provider Alcoholism Treatment Center, Community based DWI, SAIOP, SACOT, provider. Community based provider linking and coordinating HIV services. Post Release provider bridging community reengagement. Current NC DAC Correctional Case Manager projecting to assist with Reentry focused on reducing recidivism.

**Volunteer Experience**

Previously, During college Big Sister of Durham County, Parent to Parent Facilitator, Grand Parents as Parents Facilitator. Currently, Serve on ISO Board of Trustees, I serve as Board Liaison for Internet Systems Operations Committee. I Chair an ISOP subcommittee as Ux Experience, offering Website experience form with focus on accessibility. I research other websites and gauge experience of others international and locally assessing divergent needs for accessing website relative to website design. I offer input collaborating with IT and web design specialist.

**Education**

BS Criminal Justice, .CDAC -NCSAPPB-Registered

**Comments**

[W. MB Pollock 2024 Resume.docx](#)

Upload a Resume

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If you have another document you would like to attach to your application, you may upload it below:

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Please upload a file

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## Demographics

Date of Birth

### Gender \*

Female

### Ethnicity \*

African American

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## Other

### How did you become aware of Wake County volunteer opportunities?

County Website

### If you selected "Other" above, how?

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Please upload a file

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## ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

By submitting this electronic application, if appointed, I pledge by my signature below that I have read and will comply with the ethics guidelines for advisory boards and commissions as adopted by the Wake County Board of Commissioners, found [here](#).



W. Michelle Burton Pollock  
5620 Trinity Road, Suite 111  
Raleigh, NC 27607  
(984) 389-6822  
pollockwm401@gmail.com

I have demonstrated equitable skills across varied milieus and communities. My integrated skills include clinical assessment skills, time management, leadership skills, communication skills, writing skills, critical thinking evident in problem-solving skills. My skills span over 30 years as a case manager, substance abuse and mental health professional, counselor, supervisor, program coordinator, program manager in milieus of inpatient, outpatient, correctional facilities, community based and integrated settings. I have worked effectively across all groups including children, adolescents, teenagers, young adults, adults, older adults that have included families and varied family systems and dynamics. I have provided clinical treatment and assessments services across settings such as hospitals, family homes, collaboratively at community agencies and court-based family mediations. As a Parent to Parent Facilitator I provided parenting skills information promoting healthy parenting techniques in cooperation with Fountain Correctional Center a former women's prison in Rocky Mount, NC during my employment with Wake County Human Services. During my tenure as a Wake County employee and in cooperation with community partners I have provided initial mental health, substance abuse and HIV clinical assessment as well as ongoing treatment services, including discharge and linking for continuity of care, as discharge planning. I have demonstrated skills as a cooperative and collaborative partner within work and volunteer roles as MH Liaison for law enforcement in cooperation with a Yale University Study assessing impact of trauma on youth. I also serve on an international Board of Trustees serving on several committees and chairing committees and subcommittees promoting neurodivergent inclusion and accessibility as well as supporting members, locally for accessing resources and information. As a Parent to Parent and Grandparents as Parents Facilitator I have provided presentations in community settings, such as Chavis Heights Community Center. I Developed and implemented an after-school program for enhancing and developing skills for effective communication, coping skills, social interaction, conflict resolution, self-esteem, self-concept as well as community pride. The program entitled Building Bridges for Positive Outcomes was implemented at the community center at the former Massey Apartments located in Wake Forest, NC and featured in the Wake Weekly, newspaper along with an interview. Quality assessment and Quality improvement skills have been utilized on Peer Review Committees for ensuring alignment with patient care plans and Third-party billing standards. I have demonstrated skills serving on Hiring Committees assessing qualitative and quantitative skills of candidates as aligned with the mission and needs of agencies and communities. I continue ongoing training for increasing skills and knowledge as relates to bridging the gap linking families and individuals for accessing resources for managing issues affecting all community members. I collaborate professionally and personally across all communities supporting program development guided by experiential knowledge, open mindedness, respect of all views amidst coordination for closing the gap between resources and those seeking resources fostering self-sufficiency while implementing best practices across all communities.

My career as a volunteer and helping professional include demonstrated abilities in support of effective collaborative care. Within my commitment of assisting others, selfcare is optimal. Amidst self-care I use creative expression as a recharge. I meditate and provide written expression as a content contributor of poetry.

## **Professional Experience**

### **Correctional Case Manager**

NCDAC, Raleigh, NC 10/2023-Present

Correctional Case Manager duties at WCC as a Reentry Facility, include daily use of OPUS. I utilize OPUS for tracking offender updated changes per assessments and needs, relevant to projected Reentry resources. I am familiar with features of OPUS for tracking offender history and status related to movement, classification, hearings, infractions, health needs and other relevant information. Case Management tasks include completing needs assessments, case plans, as well as providing supportive and motivational counseling. Supportive of facility and DAC effectiveness I coordinate with other Program staff assisting with transition planning, quality review, promoting a safe workspace. I am diligent in seeking ongoing education regarding resources for offenders aligned with reducing recidivism. Software skills include Microsoft Office Programs, such as Word, Excel, Outlook as well as utilizing Power Point for presentations. I participate in facility meetings with Custody, Administration, and Program staff, offering input based on experience of partnering with community-based resources to benefit offenders scheduled for Reentry. I am up to date on all LMS scheduled and available trainings. I have completed all LMS training as relates to facility and data security. I completed First Aid/CPR/AED certifications

4/17/2024.**HIV Case Manager**

Touching Lives Center, Inc. Raleigh, NC 3/2019- 4/2023

HIV Case Management with a community-based agency I provided direct services to clients and community members, as outreach, living in the community. My scope of duties and responsibility included Intake as a needs assessment. Completing a Comprehensive Clinical Assessment, developing a Client Centered Plan of Care. Collaborating Coordinating for Linking with community partners for integrating agency and community resources for improving outcomes for clients their families and communities. Ongoing monitoring and reassessment of needs. HIV Case Management included bridging case management services for clients returning to the community after hospitalization, post release and relocating from other cities and states. CM included completing a needs assessment as an Intake. Listening to clients view of their needs for assessing their level of functioning and view of their role in affecting change in their life circumstance. across all domains. HIV Case Management includes advocating, linking, referring, coordinating, and collaborating resources and services. Case Management includes ongoing assessment of life domains linking clients for accessing services and resources that include all aspects of physical health, mental health, housing, transportation, nutrition including

Page 2.

W. Michelle Pollock

accessibility to community resources and services to meet cognitive and accessibility needs. Effective CM includes ongoing education and awareness of resources and services educating clients regarding eligible and accessible resources to meet their changing needs As an effective community partner aligned with case management objectives; I

maintained cooperative and collaborative relationships with community partners as part of the bridge of services ensuring continuity of care across the spectrum of services and resources. Effective Case Management includes ongoing training and awareness of issues relative to client care regarding diversity and inclusion in all aspects of client care. I maintained compliance for continued education training for implementing best practices. Checkpoint database is utilized for client documentation. I was a private contractor providing care to 12 clients varying from ages 13-68 years of age. My documentation was on time and aligned with required monthly summaries to primary medical team members that include a primary care provider and an infectious disease specialist. Face to face assessments for client driven goals were completed as Quarterly reviews of HIV case management services are as well as annual reviews of HIV case management needs. Compliant with annual 12 hours of HIV related training.

### **Mobile Crisis Clinician**

OneCare - Wake Forest, NC -2015-03 - 2016-11

Utilized lethality screening tool in community and varied emergency response locations. Crisis assessment included all age groups. Assessing needs and referrals to appropriate resources when completing crisis plans. Provided an appropriate level of response plan if more immediate intervention was not warranted. Provided follow-up within 24hours. Documentation was submitted to an internal database. Handwritten documentation was submitted to office by10am, from the weekend the next business day.

### **Program Coordinator**

Sigma Health Services - Raleigh, NC - 2013-05 - 2015-06

Substance Abuse Program facilitating varied groups including DWI groups, SAIOP Substance Abuse Intensive Outpatient Groups, ACE Alternative Counseling Education for adolescents. Individual therapy for adolescents and adults. Family therapy for members of adolescent and adult groups. Provided clinical documentation through Share Notes. Provided community outreach as appropriate for educating members of the community while staffing health fairs.

### **Program Coordinator**

Straight Walk Family Services - Raleigh, NC - 2012-06 - 2013-03

Group facilitator for SAIOP, Substance Abuse Intensive Outpatient Program. I developed rapport and supportive relationships engaging unhoused clients for completing Intakes, Assessment, Person Centered Plan coordinating services with agencies and systems during treatment and for discharge planning as continuity of care.

Page 3.

W. Michelle Pollock

I provided support for SAIOP clients which included advocacy as a Qualified Professional for collaborating and coordinating for adjunct community-based supports. I provide ACE services to adolescent consumers as referred by WCPSS as well as other school systems. Completing LCAD at start and end of services. Group notes electronically transmitted within 24 hours to Clinical Supervisor. As substance abuse professional on ACTT, an emergency response Adult Community

Team I completed intakes and provided substance abuse counseling to ACTT participants. I was a team member of rotating on-call Crisis team for consumers of agency.

### **Outpatient Therapist**

Touching Lives Center, Inc - Raleigh, NC - 2010-10 - 2012-06

Clinical services included completing diagnostic assessments and providing mental health and substance abuse counseling. Direct clinical services were provided across settings of community, office based, group living settings including senior living settings as well as private homes. Focus of clinical care with community members managing life changes and adjustments related to aging, physical ability, and medical diagnosis including HIV and AIDS. Within wholistic client centered care I coordinated and linked community integrated resources. I fostered client's abilities by updating and educating clients and those supportive of client, regarding available and eligible community resources for managing life adjustments. I linked community-based resources and referrals for accessing peer supports included Senior centers and various 12 Step Fellowships. I provided substance abuse counseling as a registered member of Substance Abuse Practice Board. I passed the written examination for substance abuse certification.

### **Outpatient Therapist**

WEB Dubois CDC - Wake Forest, NC - 2006-10 - 2010-09

Facilitating provision of substance abuse and mental health services to adults and children in settings that included office, homes and community settings. Consultant for community support providers for intensive services for individual children and families. Collaborating with clients for completion of service plans and updating as appropriate. Consulting with psychiatrist as appropriate. Skill level included completion of authorization process for Medicaid and IPRS, such as ORF2's, ASAM. Initial request for authorization, and continuing authorization after 90 days and at other appropriate intervals. Maintaining accurate and timely clinical records consistent with program standards. Proficient in use of Windows programs, Share Notes, Excel, and Internet. Utilizing Share Notes for submitting documentation.

### **Community Support Supervisor**

Visions of Hope - Raleigh, NC - 2005-09 - 2006-12

In April 2006 began providing clinical and administrative supervision to Community Support providers by providing quality assurance per review of progress notes and service definition inquiries. September, 2005 I began providing administrative and clinical support to members of

Page 4.

W. Michelle Pollock

treatment teams following guidelines of service definitions prescribed by Local Managing Entity for determining appropriate application of services. As supervisor reviewing documentation of services provided by Qualified Professionals, Associate Professionals and Paraprofessionals. In addition, facilitating and documenting clinical supervision for new hires, as well as co facilitating provider trainings. Developed supervision plans for community support providers and

maintained supervision logs. Also assisted in supervising an Adult Community Support Team. Daily involvement in SACOT program by facilitating groups, administering ASAM and other assessment tools, provide screening and evaluations. As Associate Professional coached families through intensive in-home clinical services, with focus on skill building for clients and families for enhancing family functioning and maintaining community placement. Developing goals related to family functioning and family's statements regarding desired outcomes. Facilitated ongoing reassessment of efficacy of interventions while encouraging family's feedback. As member of multi-disciplinary treatment team attended meetings and provided updates regarding progress of skill building as well as identifying and determining strategies for areas needing skill development. Served as member of Clinical Oversight and Executive Committees.

### **Senior Practitioner**

Wake County Human Services - Raleigh, NC - 1992-05 - 2006-06

As member of Child Mental Health Intake Unit provided crisis intervention per staffing Wake County Crisis and Assessment Services on a rotating schedule. Responding to emergent assessments for children and adults presenting on petition and other referrals sources. Consulting with MD or PhD completing petitions for involuntary commitments. I completed mental health and substance assessments for youth, adolescents and adults in outpatient in Child Intake and inpatient milieu as ATC, Alcoholism Treatment Center. I Facilitated Parent to Parent groups, workshops and trainings. I facilitated Grandparents as Parents workshops. I provided clinical services through individual, family and group therapy. Developed service plans based on presenting issues and diagnostic impressions per criteria outlined in DSM IV. Managed caseload of 40 clients with special needs through collaboration with community agencies for comprehensive and wholistic care. Provided ongoing quality management by chairing monthly peer review process, periodic review of medical records for Medicaid compliance. Collaboration as support and educating teachers, parents and other care professionals by assessing emergent concerns for determining appropriate course of care. Provide scheduled intake assessments including referrals from Office of Juvenile Justice and determining clinically appropriate level of care with ongoing collaboration for monitoring continuity of care. Utilizing appropriate supportive assessment tools such as ASAM, target population form, CAFAS, and determining GAF. I provided credentialed support to Child Mental Health administrative support staff by determining medical necessity for clinical service by reviewing screening forms presented by contract providers requesting medical record numbers. As participant of Yale University Study provided mental health support as liaison, with two districts, of the Raleigh Police Department per consult by phone or response to crime scene to assess clinical needs of children exposed to trauma. Facilitated meetings between Police officers and mental health staff for review of cases and program development. Periodic presentation to peers regarding aspects of mental health and substance abuse pertaining to clients and professionals. Community partner with Raleigh Nursery School providing education regarding

Page 5.

W. Michelle Pollock

mental health issues and accessing services through WCHS as presenter to Grand Parents as Parents program. Ongoing collaboration with Raleigh Housing Authority Zebulon Wake Forest providing assertive outreach for non-clients by providing educational series on mental health topics for empowering residents. Periodically participated in community-based events such as

Safety Day, usually hosted at a Wake Forest public housing site. Developed and implemented an after-school program for enhancing and developing skills for effective communication, coping, social interaction, conflict resolution, self-esteem, self-concept as well as community pride. Prior member, past President and Secretary of Resident Self Sufficiency Board. Member of WCHS Co-Operative Extension Leadership Advisory Council assessing services for children and their families. Privileged as QMHP for assessing and providing mental health services to children, adolescents, and their families, QSAP for assessing, pattern of use as well as risk factors, and providing substance abuse early intervention, education and treatment for adolescents and adults.

### **Community Support Clinician**

Therapeutic Connections, Inc - Raleigh, NC - 2004-06 - 2006-04

Provide intensive in-home clinical services. Focusing on skill building for clients and families to enhance family functioning and to maintain community placement. Assisted with goal development related to family functioning and families statements regarding desired outcomes using Gestalt theory.

### **Therapist**

Visions of Hope - Raleigh, NC - 2004-06 - 2005-12

Provide community based psychosocial assessments. Wholistically assessing the role mental health and substance use plays in ones functioning based on the five Axis for forming a diagnostic impression utilizing the criteria outlined in DSM-IV. Utilized related clinical tools of CAFAS, target population, ASAM in cases of substance abuse used for recommending the appropriate level of service for comprehensive care.

### **HIV and AIDS educator and trainer**

American Social Health Association - Research Triangle Park, NC - 1994-09 - 1996-06

Assisted training department with new training classes for STD and HIV hotline staff. Answered phones fielding questions from callers throughout USA and other Countries with questions regarding HIV and Acquired Immune Deficiency Syndrome. Mailed information to callers and filled other mail order requests pertaining to HIV and AIDS.

Page 6.

W. Michelle Pollock

### **Substance Abuse Counselor**

Junction Human Services - Providence, RI - 1989-10 - 1991-05

Provided clinical outpatient mental health and substance abuse services including case

management for adult clients with HIV and AIDS. Agency Liaison for coordinated community service T.A.S.C., Treatment Alternative to Street Crime services. I facilitated D.W.I. groups and groups for clients managing issues of mental health and substance abuse. Provided monitoring services for federal parolees. I facilitated Teen Institute retreats as moderator for problem solving sessions addressing issues presented by student leaders statewide. I facilitated miniseries addressing aspects of addiction and addictive processes as requested by students who were leaders.

### **Lead Counselor**

Janus Tree House - Chapel Hill, NC - 1985-05 - 1989-06

As Lead Counselor I provided and monitored clinical care and services to youth in high management group home, for youth identified as Willie M. with direction from clinical team of Psychiatrist, Clinical Social Workers along with other Counselor and Community Support Staff. Advocating for parents and youth aligned and supportive of the agency mission, I attended IEP school-based team meetings, ensuring compliance and implementation of education plans. I attended and monitored Family meetings facilitated by group home Counselors. As Lead Counselor I developed procedures for improving efficiency to enhance quality of resident's care, provision of services based on residents' requested feedback and informal input. I implemented procedures for improved transition from shift to shift. I efficiently managed A-Shift weekly household budget.

## **Volunteer and Internship**

Page 7

W. Michelle Pollock

### **Volunteer**

Durham County Department of Social Services - Durham, NC - 1981-05 - 1984-01

I facilitated home visits for ensuring parental compliance with treatment plans for community health appointments for children. I coordinated with agency supervisor for adaptation to community plans to meet clients changing needs. I compiled information for social workers periodic agency case reviews.

### **Volunteer**

Durham County Probation and Parole - Durham, NC - 1981-05 - 1983-01

Confirmed employment for parolees. Visited probationers in jail to compile information for court appearance due to violations.

### **Volunteer**

Durham County Big Brother Big Sister-Durham NC 1982- 01-1985- 03

Mentored young girls 10 hours per week. Focusing on social skills, self-esteem and other skills for empowering young girls.

### **College Internship**

Troy House - Durham, NC - 1981-01 - 1982-05

Co-facilitated clinical groups for federal parolees residing in halfway house. Monitored parolee, post release, continued employment.



## **Education, Training, Certification**

W. Michelle Pollock

### **B.S. in Criminal Justice**

North Carolina Central University

1981 – 1985

### **RI Health and Human Services**

Substance Abuse Counselor Training Program

1989 - 1991

### **Skill Trainings**

Parent to Parent Facilitator

Grand Parents as Parents Facilitator

1994

Registered NCSAPPB

Passed CDAC written exam.

### **NCHTEC**

North Carolina HIV Training and Education Center

At the UNC School of Medicine

HIV 101

10/22/2019

Medical Case Management

3/13/2020

NC LMS, Learning Management System

12/21/2023 to Present

### **Certifications:**

CPR 4/17/2024-4/2026  
First Aid 4/17/2024-4/2026  
AED 4/17/2024-4/2026

**Profile**

**Which Boards would you like to apply for?**

Juvenile Crime Prevention Council: Submitted

**Please select your first Board preference: \***

Adult Care Home Community Advisory Committee

**Please select your second Board preference: \***

Juvenile Crime Prevention Council

**Please select your third Board preference: \***

Nursing Home Community Advisory Committee

**Please select your fourth Board preference: \***

Commission for Women

**Please select your fifth Board preference: \***

None Selected

**Please select your sixth Board preference: \***

None Selected

Amber

First Name

Harrison

Last Name

Middle Initial

401 The Greens Circle

Street Address

Apt. 304

Suite or Apt

Raleigh

City

NC

State

27606

Postal Code

**What district do you live in?**

None Selected

Mobile: (252) 661-3207

Primary Phone

Mobile: (252) 661-3207

Alternate Phone

anharrison1229@gmail.com

Email Address

US District Court

Employer

Criminal Case  
Manager/Courtroom Clerk

Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

Raleigh

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## Interests & Experiences

**Why are you interested in serving on a Board or Commission?**

I am passionate for helping others and being involved in my community. This interest stems from admiration of the public sector, knowledge gained by volunteering through community development, and the idea of effective leadership.

## Work Experience

United States Federal Court 03/2022-Current Dare County Clerk of Superior Court 02/2021-03/2022 Pasquotank County Clerk of Superior Court 02/2020-02/2021 NC Department of Public Safety 06/2019-01/2019 Camden County Clerk of Superior Court 09/2015-06/2019 Pasquotank County Clerk of Superior Court 12/2014-08/2015

## Volunteer Experience

Dare County Juvenile Crime Prevention Counsel 2019-2020 Dare County Community Advisory Committee 2019-2022 Camden County Advisory Committee 2017-2019 Academic Research Assistant 2012 Dunn PALS 2011-2012

## Education

Williamston High School - High school diploma Campbell University - Bachelor of Arts

## Comments

[R.pdf](#)

Upload a Resume

If you have another document you would like to attach to your application, you may upload it below:

Please upload a file

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## Demographics

Date of Birth

**Gender \***

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Female

**Ethnicity \***

---

Caucasian

---

**Other**

**How did you become aware of Wake County volunteer opportunities?**

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County Website

**If you selected "Other" above, how?**

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Please upload a file

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**ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS**

By submitting this electronic application, if appointed, I pledge by my signature below that I have read and will comply with the ethics guidelines for advisory boards and commissions as adopted by the Wake County Board of Commissioners, found [here](#).

**AMBER HARRISON**  
Raleigh, NC

252-661-3207

[anharrison1229@gmail.com](mailto:anharrison1229@gmail.com)

Qualifications

- Able to work independently or within a team
- Hard working, detail oriented
- Ability to multitask
- Well developed interpersonal skills
- Willingness to continue learning to enhance skills

Experience

- UNITED STATES FEDERAL COURT: EASTERN DISTRICT - CLERK OF SUPERIOR COURT Raleigh, NC  
(919) Peter "Stat" Moore Full Time - 40 hours  
Case Administrator/ Courtroom Clerk March 2022 - Current
- DARE COUNTY CLERK OF SUPERIOR COURT Manteo, NC  
(252) Dean Tolson Full time - 40 hours  
Deputy Clerk February 2021 - March 2022  
Review, prepare, and process criminal cases focusing on felonies and misdemeanors. Process cases, produce records, and maintain case files in the courtroom during court sessions. Perform specialized clerical and administrative work involves interacting with the public, processing initial filings, continuances, judgments, and maintaining case documentation. Act as back up Magistrate carrying out duties such as serving warrants, issuing processes, finding probable cause, and setting bonds.
- PASQUOTANK COUNTY CLERK OF SUPERIOR COURT Elizabeth City, NC  
(252) 331-4600 Kathy Cartwright Full time - 40 hours  
Deputy Clerk February 2020 - February 2021  
Review, prepare, and process criminal cases focusing on felonies and misdemeanors. Process cases, produce records, and maintain case files in the courtroom during court sessions. Perform specialized clerical and administrative work that involves interacting with the public, processing initial filings, continuances, judgments, and maintaining case documentation.
- NORTH CAROLINA DEPARTMENT OF PUBLIC SAFETY Dare County, NC  
(252)473-5240 Kirk Fox Full time - 40 hours \$34,500  
Probation Parole Office June 2019 - January 2019  
Supervise a caseload consisting of both high and low risk offenders. Utilize electronic monitoring systems, curfews, searches and drug screenings as interventions. Develop and implement extensive case management plans. Testify in court. Make decisions of punishment if an offender is non-compliant.
- CAMDEN COUNTY CLERK OF SUPERIOR COURT Camden, NC  
(252) 331-4000 Paula Harrison Full time - 40 hours  
Deputy Clerk September 2015 - June 2019  
Process cash receipts. Review, prepare, and process criminal cases including felonies, misdemeanors, and infractions. Process cases, produce records, and maintain case files in the courtroom during court sessions. Perform specialized clerical and administrative work that involves interacting with the public, processing initial filings, continuances, judgments, and maintaining case documentation.
- PASQUOTANK COUNTY CLERK OF SUPERIOR COURT Elizabeth City, NC  
(252) 331-4600 Kathy Cartwright Full time - 40 hours \$36,000  
Deputy Clerk December 2014 - August 2015  
Review, prepare, and process criminal and civil cases including misdemeanors and infractions. Process cases, produce records, and maintain case files in the courtroom during court sessions. Perform specialized clerical and administrative work that involves interacting with the public, processing initial filings, continuances, judgments, and maintaining case documentation.
- HAMPTON ROADS BANKSHARES Elizabeth City, NC  
(252) 331-4009 Claudine Beaman Full time - 40 hours \$26,000  
Deposit Operations Specialist October 2013 - November 2014  
Handle debit card maintenance and applications, Assist branch staff and customers with support by answering questions and concerns, Assist with debit card fraud and risk management, Order and track custom debit cards

- LAW OFFICE OF LISA HENNESSY FITZPATRICK, PLLC  
(252)565-8562 Lisa Fitzpatrick  
Legal Assistant  
Scheduled and managed appointments. Created and filed client invoices. Checked in clients. Opened client files. Copied and scanned documents. Drafted and reviewed legal documents. Answered phones. Typed letters. Contacted other attorneys or government officials. Ran errands to courthouse, bank, etc.  
Greenville, NC  
Part time – 34 hours \$8.50/hour  
May 2013-October 2013
- TOWN OF ATLANTIC BEACH  
(252) 726-2121 David Walker  
Summer Liaison/College Internship  
Used Microsoft office to complete research studies on hiring and retention, souvenir sales tracking, and assisting with the parking program. Organized weekly movie nights for the community. Reviewed Emergency Operations Plan for the town. Answered phones. Completed ride-alongs with officers.  
Atlantic Beach, NC  
Part time – 30 hours \$9.50/hour  
May 2012 – August 2012
- RALEIGH POLICE DEPARTMENT  
(919) 996-3335 Sgt. Greg Kingsbury  
College Intern  
Helped file DUI reports. Closed out officer cases in computer program. Observed officers on day-to-day duties by completing numerous ride-alongs throughout the different districts of Raleigh.  
Raleigh, NC  
Part time - Unpaid  
May 2012 – June 2012
- PITTARD, PERRY, & CRONE, INC.  
(252) 792-6081 Delmas Cumbee  
High School Internship  
Tax Assistant  
Filed tax returns into the computer program, Sorted mail, retrieved client files, answered phones  
Williamston, NC  
Part time – 20 hours \$8.50/hour  
January 2007 – May 2008

#### Education

- CAMPBELL UNIVERSITY  
Bachelor of Arts  
Major Criminal Justice, Concentration Homeland Security  
Buies Creek, NC  
August 2008-December 2012
- WILLIAMSTON HIGH SCHOOL  
High School Diploma  
Williamston, NC  
August 2004-May 2008

#### Certifications

- FEMA NIMS Independent Study Courses  
ICS-100, IS- 200.b, IS-700.a, IS-800.b
- 8 hours of Training in Managing Property and Evidence in Law Enforcement

#### Memberships

- American Association of Notaries 2013-2019
- Friends of the Camden County Museum 2017-2019
- International Association for Property and Evidence 2020-2022

#### Volunteer

- Dunn PALS 2011-2012
- Academic Research Assistant 2012
- Camden County Community Advisory Committee  
President 2017-2019
- Dare County Community Advisory Committee  
Member 2019- 2022
- Dare County Juvenile Crime Prevention Council  
Member 2019-2020

#### Academic References:

- Dr. David Gray 919-935-4961  
Professor of Criminal Justice/Homeland Security at Campbell University  
grayd@campbell.edu
- Dr. Cathy Cowling 910-893-1487  
Director of Criminal Justice Department at Campbell University  
cowling@campbell.edu

Personal References:

- Jeff Harvey 252-726-2523  
Chief of Atlantic Beach Police
- Tonya Leggett 252-809-5100  
Martin County Clerk of Superior Court
- Katherine Cartwright 252-339-006  
Retired Clerk of Superior Court



**Profile**

**Which Boards would you like to apply for?**

Juvenile Crime Prevention Council: Submitted

**Please select your first Board preference: \***

Juvenile Crime Prevention Council

**Please select your second Board preference: \***

None Selected

**Please select your third Board preference: \***

None Selected

**Please select your fourth Board preference: \***

None Selected

**Please select your fifth Board preference: \***

None Selected

**Please select your sixth Board preference: \***

None Selected

Kevin  
First Name

D  
Middle Initial

Bobbitt  
Last Name

2801 Creech Road  
Street Address

Suite or Apt

Raleigh  
City

NC  
State

28333  
Postal Code

**What district do you live in?**

None Selected

Mobile: (919) 690-9617  
Primary Phone

Mobile: (919) 345-8407  
Alternate Phone

kcssunity@gmail.com  
Email Address

Unemployed  
Employer

Nonprofit Director  
Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

Raleigh

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## Interests & Experiences

**Why are you interested in serving on a Board or Commission?**

To help address the issues of youth delinquency, incarceration, mental health and youth violence with fresh ideas.

**Work Experience**

Working in the underrepresented, marginalized and under served community for 12 years.

**Volunteer Experience**

Working in the underrepresented, marginalized and under served community for 12 years.

**Education**

GED, US Marines, extensive research and studying humanitarian issues, philosophy, psychology, history, religion, spirituality, equity, etc.

**Comments**

I know that I would be an asset to Wake JCPC in order to help reduce youth crime, violence and incarceration.

[Kevin Bobbitt Bio.docx](#)

Upload a Resume

If you have another document you would like to attach to your application, you may upload it below:

Please upload a file

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## Demographics

Date of Birth

**Gender \***

Male

Kevin D Bobbitt

**Ethnicity \***

---

African American

---

**Other**

**How did you become aware of Wake County volunteer opportunities?**

---

Other

**If you selected "Other" above, how?**

---

Wake County Juvenile Justice Office

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Please upload a file

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**ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS**

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## **Kemetic Cultural Science and System of Unity**

A Charitable Non-Profit Organization

KCSSUnity@gmail.com



February 28, 2024

Kevin D. Bobbitt is the founder and CEO of Kemetic Cultural Science and System of Unity (KCSSU). KCSSU is a nonprofit organization established in 2013 that focuses on educating our youth and communities on the knowledge of self and liberation. KCSSU has developed and maintained partnerships which enhance our ability to provide wholesome programs to the community.

KCSSU hosts:

- A literacy program in partnership with St. Matthew AME Church and Shaw University Education Department.
- A Rites of Passage program that focuses on the proper development of boys and girls.
- A community garden, in partnership with Raleigh/Millbank Apartments and SERVECommunities.

KCSSU also hosts Town Hall Meetings and Equity Summits at John Chavis Memorial Park which focus on equity in education, health, social justice, and the dismantling of institutional and systemic racism through equity. Kevin has been recognized on several occasions and honored for the work that KCSSU does in the community:

- The John Chavis Legacy Humanitarian Award, 2015
- The Neighborhood Recognition Award given by the Raleigh East CAC, 2017
- The Trailblazer Award given by NC Fatherhood Conference, 2021
- Bringing Back the Black Father Award given by The Nate McMillan Foundation, 2023
- The Image Award for Social Advocacy in honor of Elizabeth Coffield presented by the Flood Group, 2024

Kevin's vision is for African Liberation, African Power, World Peace and the Betterment of Humanity.

**Kemetic Cultural Science and System of Unity**

A Charitable Non-Profit Organization

KCSSUnity@gmail.com



Kevin D. Bobbitt /

AUSAR

Kevin Bobbitt, Founder/Director

**Profile**

**Which Boards would you like to apply for?**

Juvenile Crime Prevention Council: Submitted

**Please select your first Board preference: \***

Juvenile Crime Prevention Council

**Please select your second Board preference: \***

Criminal Justice Partnership Advisory Board

**Please select your third Board preference: \***

None Selected

**Please select your fourth Board preference: \***

None Selected

**Please select your fifth Board preference: \***

None Selected

**Please select your sixth Board preference: \***

None Selected

Sophia

First Name

A

Middle Initial

Lindo

Last Name

7610 Breezy Point Ln

Street Address

Apt 302

Suite or Apt

Raleigh

City

NC

State

27610

Postal Code

**What district do you live in?**

None Selected

Mobile: (203) 228-1066

Primary Phone

Mobile: (203) 228-1066

Alternate Phone

sophia\_lindo@yahoo.com

Email Address

City of Raleigh Department of Equity and Inclusion

Employer

Narrative Change and DEI Programmer

Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

Raleigh

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## Interests & Experiences

**Why are you interested in serving on a Board or Commission?**

I currently work for the City of Raleigh's Department of Equity and Inclusion. I have a background in Criminal Justice with a concentration on Juveniles and the justice system. I have over 10 years of experience working for the State of NC Probation Parole right here in Wake County where I've had the opportunity to work with said population. In my current role, I work on projects that focus on community-based programming with a focus on youth programming. While I work to make a more equitable city, we must allow marginalized communities such as Juveniles the same opportunities as their peers.

## Work Experience

## Volunteer Experience

## Education

## Comments

[Sophia\\_Lindo\\_Resume.pdf](#)

Upload a Resume

If you have another document you would like to attach to your application, you may upload it below:

Please upload a file

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## Demographics

Date of Birth

**Gender \***

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Female

**Ethnicity \***

---

African American

---

**Other**

**How did you become aware of Wake County volunteer opportunities?**

---

Other

**If you selected "Other" above, how?**

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Friend

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Please upload a file

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# SOPHIA LINDO

SOPHIA\_LINDO@YAHOO.COM | 203-228-1066 | Raleigh, NC 27617

## Summary

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Dedicated and results-oriented Narrative Change and DEI Educational Strategist seeking a challenging position in the Department of Equity and Inclusion to drive initiatives that foster diversity, equity, and inclusion within an organization.

## Skills

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- Cross-functional Collaboration
- Creativity
- Training and Facilitation
- Program Development
- Community Engagement
- Effective Communicator
- Cultural Competency
- Data Analysis and Metrics
- Stakeholder Engagement
- Relationship Building
- Researcher
- Policy and Procedures Analysts

## Experience

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City Of Raleigh Department of Equity and Inclusion | Raleigh, NC

### **Narrative Change and DEI Education Strategist**

*06/2022 - Current*

- Establish and maintain strong partnerships with internal and external stakeholders to enhance the impact of equity initiatives.
- Organize and lead internal and external workshops, seminars, educational programs, and forums to provide equity, diversity, and inclusion education, training, consultation, and guidance.
- Collaborate with cross-functional teams to design and execute training sessions on cultural competency and inclusivity.
- Develop, implement, and monitor programs and processes that promote and sustain diversity and equity.
- Provide assistance, advice, coaching, and consultation to community organizations, and local government regarding cross-cultural competency, while developing policies and practices using an equitable lens.
- Develop, drive, track, and monitor metrics to assess the effectiveness of equity programs, and the DEI action plan, providing regular reports to leadership.
- Developed and implemented policies, procedures, and best practices regarding Employee Resource Groups (ERG).
- Staying abreast of industry trends and best practices through continuous research, reading, social media platforms, and attending national and local training and developmental conferences.

City Of Raleigh Department of Equity and Inclusion | Raleigh, NC

### **Community Relations Analysts**

*12/2021 - 06/2022*

- Recommends and implements projects, events, communication channels, and outreach methods that promote meaningful community engagement that aligns with the City's goals and initiatives
- Serves as a liaison between The Raleigh Police Advisory Board, City staff, Council, agencies, organizations, volunteers and/or the public; provides information and education related to City policies, partnerships, and support opportunities; attends community meetings and delivers presentations

- Develops and/or oversees marketing publications and presentation development; prepares and maintains reports, newsletters, correspondence, and other communication documents
- Maintains and updates database information; tracks performance measures and program statistics; analyzes data; provides summary information and recommendations for program/process improvement
- Coordinates, organizes, and provides professional support of special projects, events, and programs; monitors and analyzes related fiscal information
- Identifies, develops, and implements processes and practices that promote effective, comprehensive, and meaningful community engagement
- Provides administrative and professional support

North Carolina Department of Public Safety and Com | Raleigh, NC

**Probation Parole Officer**

06/2015 - 11/2021

- Work with North Carolina court system to ensure judicial orders are executed.
- Monitor and enforce client compliance with conditions of probation or post-release in an effort to modify behaviors that contribute to recidivism.
- Correspond successfully while testifying during court, resulting in professional representation of client's success or shortcomings of probation.
- Create detail violations reports in response to client's non-compliance with court ordered requirements. .
- Mentor and train new hired officers on agency policies and procedure.
- Provide significant interaction with members of judicial system, community service agency, victims, clients, population, treatment providers and other stakeholders.
- Consult with clients during scheduled office meetings and home-visits at various intervals throughout the probationary period.
- Develop and implement extensive case management plans, using principles of evidence-based practice and work towards successful completion of probation term.
- Maintain accurate records and files for all clients under my supervision.
- Administer assessment tools and document findings to ensure appropriate interventions were utilized during a client's supervision.

Methodist Home for Children and Youth | Raleigh, NC

**Juvenile Residential Counselor**

09/2014 - 12/2014

- Implemented direct treatment services per individualized service plan and consistence with the agency's model of care.
- Taught youth a curriculum of skills, including social, self-help, independent living and academic skills.
- Developed to the highest degree possible, a normalized family-style home environment, provided counseling, concern, direction, assistance, and support for the youth in care.
- Regularly seek consultation from appropriate supervisory staff, provide detailed information regarding significant issues affecting youth in care, and accept and implement feedback.
- Established and maintained positive and effective relationships with all program consumers including but not limited to, youths, parents/family, school personnel, neighbors, referral agencies, administrators.

## Education and Training

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Virginia State University | Petersburg, VA

**Master of Science** in Criminal Justice/Law Enforcement Administration

12/2013

- Alpha Phi Sigma National Criminal Justice Honor Society

- Phi Sigma Alpha National Political Science Honor Society

Virginia State University | Petersburg, VA

**Bachelor of Arts** in Political Science And Government Relations

*05/2011*

**Profile**

**Which Boards would you like to apply for?**

Juvenile Crime Prevention Council: Submitted

**Please select your first Board preference: \***

Juvenile Crime Prevention Council

**Please select your second Board preference: \***

Juvenile Crime Prevention Council

**Please select your third Board preference: \***

Juvenile Crime Prevention Council

**Please select your fourth Board preference: \***

Juvenile Crime Prevention Council

**Please select your fifth Board preference: \***

Juvenile Crime Prevention Council

**Please select your sixth Board preference: \***

Juvenile Crime Prevention Council

Julia

First Name

Husk

Last Name

Middle Initial

1033 Avent Hill Apt A7

Street Address

Suite or Apt

Raleigh

City

NC

State

27606

Postal Code

**What district do you live in?**

None Selected

Mobile: (919) 353-3451

Primary Phone

Mobile: (919) 353-3451

Alternate Phone

juliahusk96@gmail.com

Email Address

Southlight Healthcare

Employer

Team Lead for Adolescent Services

Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

Raleigh

---

## Interests & Experiences

**Why are you interested in serving on a Board or Commission?**

I have been looking into the JCPC committee and am interested in becoming more active and involved in the services provided to at-risk youth. I would love the opportunity to give back and serve the youth within my community. I believe that well adjusted youth turn into well adjusted adults and desire to give them every chance possible to succeed in life.

**Work Experience**

**Volunteer Experience**

**Education**

**Comments**

[Julia\\_Husk\\_Resume.docx](#)

Upload a Resume

If you have another document you would like to attach to your application, you may upload it below:

Please upload a file

---

## Demographics

Date of Birth

**Gender \***

Female

Julia Husk

**Ethnicity \***

---

Caucasian

---

**Other**

**How did you become aware of Wake County volunteer opportunities?**

---

Current Wake County Volunteer

**If you selected "Other" above, how?**

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Please upload a file

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**JULIA HUSK, LCSWA**  
Raleigh, NC 27606  
(919) 353-3451 | juliahusk96@gmail.com

**EDUCATION**

**MSW**, Community Management and Policy Practice  
The University of North Carolina at Chapel Hill

May 2022

**BA**, Psychology, magna cum laude  
Minor in Human Development and Family Studies  
The University of North Carolina at Greensboro

May 2018

**PROFESSIONAL EXPERIENCE**

**Team Lead Adolescent Services**

Southlight Innovative Behavioral Health, Raleigh NC

February 2024 – Present

- Provide supervision to Alternative Counseling Education (ACE) team members including direct observation and evaluation of effectiveness of interventions and support
- Establish relationships with a comprehensive, targeted list of providers and other relevant community organizations
- Conduct community and office-based screening, assessments, and evaluations in a professional and engaging manner both for general admissions, and for specific programing, including the required information, organizing it for key personnel to suggest level of care for each client assigned, and clearly presenting the information to the treatment team
- Provide individual therapy, group, and/or case management services to clients on the caseload

**Clinical Instructor**

March 2023 – February 2024

UNC Child and Adolescent Outpatient Program, Raleigh NC

- Collect data on psychological testing for children and adolescents involved in outpatient therapy
- Analyze results to provide quality assurance for ongoing support and funding from the state
- Collaborate with interdisciplinary team of psychologists, social workers, and others to ensure fidelity of programming
- Develop presentation materials for educating stakeholders, legislators, and additional staff

Wakebrook Crisis and Assessment, Raleigh NC

- Conducted clinical biopsychosocial spiritual assessments and addiction screenings of patients of all ages who present with emergent mental health, substance abuse or developmental needs to emergency resources
- Completed individual screenings and evaluations of patients and made appropriate medical and mental health care recommendations for ongoing treatment
- Provided short-term crisis counseling and intervention services, making clinical dispositions in conjunction with crisis services physicians, coordinating hospitalizations and urgent outpatient referrals as needed
- Determined if there are potential medical needs warranting referral to medical staff or a medical facility
- Determined if consumer may need hospitalization to protect him/herself from harm to self or others
- Provided brief-solution focused counseling and referral for immediate medication evaluations to avoid hospitalization when possible
- Consulted with crisis medical provider and made arrangements for hospitalization, addiction treatment centers, or additional other emergency services as needed
- Collaborated with consumer, family, and outside partnerships involved in patient's treatment to ensure appropriate levels of care
- Documented all clinical work thoroughly and on required forms or in the EMR within established timeframes
- Promptly complete patient eligibility, data entry, referral, and encounter forms as appropriate

**Intensive In-Home Team Member**

April 2022 – March 2023

Easterseals UCP, Raleigh NC

- Assess and diagnose different levels of care for clients
- Provided family crisis interventions and used family-based modalities for treatment and services
- Utilized Triple P for positive parenting and behavioral changes within family systems
- Responsible for coordinating the initial assessment and developing the youth's Person-Centered Plan (PCP)
- Diffuse crises, evaluate nature of crises, and intervene to reduce the likelihood of a recurrence
- Ensure linkage to needed community services and resources
- Collaborate with other mental health partners and coordinate treatment services for clients and families
- Conduct family therapy and individual skill building
- Provide self-help and living skills training for youth
- Provide executive functioning training to parents
- Work with caregivers in the implementation of home-based behavioral supports
- Provide intensive case management for families during and post treatment
- Provide, when assigned, "first responder" crisis response on a 24/7/365 basis to recipients
- Assist in training new employees

**Mental Health Technician**

Oct 2018 – July 2020

Holly Hill Hospital, Raleigh, NC

- Provided and assisted with direct patient care, diagnostic procedures, and therapeutic interventions
- Directed and assisted with patient care (structured and unstructured) and in group therapy
- Supervised daily routines and responsibilities of patients and ensured the performance of daily self-care tasks
- Assisted with admission/transfer/discharge process

**RELEVANT EXPERIENCE****Department of Public Safety – Division of Juvenile Justice and Delinquency Prevention****Community Programs Intern - Raleigh, NC**

Aug 2021 – April 2022

- Designed a needs assessment and program evaluation for a short-term residential facility
- Created an intervention training program to increase interpersonal skills for juvenile justice-involved youth
- Ran an outcome evaluation to gather data on program effectiveness
- Analyzed and interpreted results of data using multiple software platforms
- Interacted with multidisciplinary teams that developed best practices for juvenile justice-involved youth
- Presented research findings at statewide Juvenile Justice meeting
- Designed writing grants and Requests for Proposal

**The Salvation Army – Project FIGHT**

Aug 2020 – April 2021

**Project FIGHT Intern – Raleigh, NC**

- Conducted comprehensive intake assessments for human trafficking survivors to determine appropriate treatment options
- Provided case management services ensuring comprehensive social services are provided in a timely manner
- Prepared and maintain case records and logs on any interactions with clients
- Interacted in a multidisciplinary team to provide comprehensive case management
- Assisted in Public Awareness/ Outreach Plan with Project FIGHT staff
- Participated in local networking, training opportunities, local/state coalitions and task force meetings

**NC Summer Program for Kids**

June 2017 – July 2017

**Camp Intern – Greensboro, NC**

*A Summer Treatment Program modeled after the original STP that is listed as a SAMHSA (Substance Abuse and Mental Health Services Association) evidence-based programs and practices for ADHD*

- Assisted core staff with daily age-appropriate and competency-based planning



- Developed / Organized and led activities to promote social skills
- Implemented a detailed clinical system aimed to increase prosocial behaviors

**PROFESSIONAL AFFILIATIONS**

Licensed Clinical Social Worker Associate (P017796)

National Association of Social Workers

Notary Public (202313700084)

PSI CHI Honor's Society

**CONTINUING EDUCATION AND TRAININGS**

Acceptance and Commitment Therapy

Dialectical Behavioral Therapy

Motivational Interviewing

Eco-Systemic Family Therapy

Crisis Avoidance Training

**Profile**

**Which Boards would you like to apply for?**

Juvenile Crime Prevention Council: Submitted

**Please select your first Board preference: \***

City of Raleigh Planning Commission

**Please select your second Board preference: \***

Housing Authority

**Please select your third Board preference: \***

Juvenile Crime Prevention Council

**Please select your fourth Board preference: \***

Capital Area Workforce Development Board

**Please select your fifth Board preference: \***

City of Raleigh Housing Appeals Board

**Please select your sixth Board preference: \***

Criminal Justice Partnership Advisory Board

Felecia

First Name

A

Middle Initial

Hicks

Last Name

408 E. Hargett Street Apt 202

Street Address

Suite or Apt

Raleigh

City

NC

State

27601

Postal Code

**What district do you live in?**

None Selected

Mobile: (919) 800-9678

Primary Phone

Mobile: (919) 800-9678

Alternate Phone

felecia.hicks41@gmail.com

Email Address

ACF Technologies

Employer

Business Development Executive

Job Title

**If you live in an Extraterritorial Jurisdiction Area, select Yes:**

Yes  No

**In order to assure countywide representation, please indicate your place of residence:**

Raleigh

---

## Interests & Experiences

**Why are you interested in serving on a Board or Commission?**

I want to do my part and serve on a Board to help in making better decisions for our community.

**Work Experience**

Business Development/Sales--20 Years

**Volunteer Experience**

Volunteer with different organizations feeding the Less fortunate. Advised youth on life situations.

**Education**

BA. Psychology Minor: Sociology North Carolina State University grad: 2002

**Comments**

Would love the opportunity to serve my community and help make decisions that will positively affect our community.

[FELECIA\\_HICKS\\_2023.docx](#)

Upload a Resume

If you have another document you would like to attach to your application, you may upload it below:

Please upload a file

---

## Demographics

Date of Birth

**Gender \***

Female

Felecia A Hicks

**Ethnicity \***

---

- African American
  - Native American
- 

**Other**

**How did you become aware of Wake County volunteer opportunities?**

---

None Selected

**If you selected "Other" above, how?**

---

Please upload a file

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# FH / FELECIA HICKS

**E:** felecia.hicks41@gmail.com | 9198009678 | **A:** Raleigh, NC 27601

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## PROFESSIONAL SUMMARY

A Proven Sales Leader Who Applies Strategic Sales Techniques to Generate Revenue, Increase Market Share, and Maintain Beneficial Relationships  
Accomplished Salesperson with superior work ethic and creative revenue generation ideas. Offers 6+ years experience in diverse sales environments including Construction, Education Technology and Embalming. Able to work independently and exceed sales goals consistently. Exceptional communicator with demonstrated aptitude and success in fostering solid, value-based customer relationships.

---

## WORK HISTORY

### **BloomNet - Market Area Consultant**

Remote

06/2023 - Current

- Negotiated terms and contracts with clients to maintain profitable sales.
- Followed up with customers after completed sales to assess satisfaction and resolve technical or service concerns.
- Contacted new and existing customers to discuss ways to meet needs through specific products and services.
- Developed and implemented successful sales strategies to increase revenue in assigned territory.
- Gained customer trust and confidence by demonstrating compelling, persuasive and composed professional demeanor.

---

## SKILLS

- Workflow Processes
- Planning and Execution
- Corrective Actions
- Interpersonal Communication Skills
- Salesforce
- Planning and Organization
- Critical Thinking
- Leadership
- Problem Solver
- Wedge Training
- Contract Negotiation
- Site Visits
- SaaS

---

## EDUCATION

### **NORTH CAROLINA STATE UNIVERSITY**

Raleigh, NC

12/2002

### **Bachelor of Arts (BA)**

Psychology

### **Wedge Training**

- Achieved or exceeded company-defined sales quotas.

### **FTD - Account Executive**

Remote

02/2022 - 02/2023

- Proficiently increased revenue by 15%, order volume, membership and sustained florist base of over 250 accounts
- Competently collected information about the client's business through various methods, including shadowing, interviews, surveys, reading reports etc.
- Acted as a liaison between florists and FTD while acquiring new florists as per requirements
- Recommended and suggested to client's ample justification and practical advice while ensuring compliance with the organization's rules and regulations
- Executed successful sales strategies to convert leads into customers.
- Met and exceeded service level goals to achieve standards and expectations

### **RAM TOOL - Outside Sales Representative**

Raleigh, NC

07/2020 - 02/2021

- Efficiently boosted market share penetration by 51% and revenue by 22%
- Successfully managed and increased revenue within existing accounts by 45%
- Specialized understanding of a variety of trades and how to best meet their needs with company product
- Contacted new and existing customers to discuss ways to meet needs through specific products and services
- Monitored competitor activities to maintain competitive advantage
- Identified and developed key relationships within Construction industry and maintained an understanding of system driven projects and initiatives

**NEXT LEVEL CUSTOMS - *Outside Sales***  
***Representative/Manager of Operations***

Raleigh, NC

01/2017 - 06/2020

- Generated additional revenue by actively prospecting dealerships and adding additional 40% to total revenue first year
- Created key relationships within the Auto industry
- Increased revenue by calling past due accounts and successfully recovering those funds.
- Monitored employee productivity and optimized cost efficient measures
- Ensured that all administrative functions were handled including payroll, Account Receivables and Payables
- Wrote employee schedules and handled time off requests
- Managed 4 direct reports and defined employee functions to keep employees on task
- Interviewed and hired additional staff as needed
- Maintained relationships with customers and found new ones by identifying needs and offering appropriate services
- Conducted team meetings to reinforce goals and objectives and set clear expectations about procedures

**WEBASSIGN - *Field Account Executive***

Midwest Territory

12/2014 - 01/2017

- Identified high-potential high-volume opportunities that increased market share by 48% and registration growth
- Highest percentage of registrations for entire Higher Ed Sales division fiscal year 2015-2016
- Drove registration growth by developing sell-through strategies and coordinating efforts of support resources to implement revenue growth strategies
- Engaged in face-to-face sales activities outside of office including campus visits, OER solution presentations, and providing market feedback to other departments regarding product effectiveness and strategies

- Worked with third-party partners to coordinate sales activities at shared accounts
- Identified and developed key relationships within university and college systems and maintained an understanding of system driven projects and initiatives
- Resolved problems to maintain relationships and increase return customer base

## **THE EMBALMER'S SUPPLY - *Outside Sales***

### ***Representative***

North Carolina

02/2012- 05/2014

- Increased revenue by 50% while driving market share penetration
- Called on funeral homes to develop relationships and identified need for Embalming Chemicals and Medical supplies
- Maintained quality relationships with established and prospective customers through effective call route planning, customer data integrity and other administrative duties
- Identified and developed key relationships within Funeral Industry and maintained an understanding of system driven projects and initiatives
- Established new accounts through cold calling and personal visits to potential customers.
- Collaborated with internal teams to fulfill orders and meet customer needs

---

## **ADDITIONAL WORK EXPERIENCE**

- REPUBLIC SERVICES  
OUTSIDE SALES (2012-2012)
- CHURCH MUTUAL INSURANCE  
Account Executive (2009-2012  
)
- LORILLARD TOBACCO COMPANY  
Sales Representative (2004-2008)