

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

Nursing Home Community Advisory Committee: Submitted

Please select your first Board preference: * Nursing Home Community Advisory Committee**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

Megan

First Name

Douglas

Last Name

Middle
Initial

5440 Ironwood Lane

Street Address

Suite or Apt

Raleigh

City

NC

State

27613

Postal Code

What district do you live in? District 7

Mobile: (919) 696-1934

Primary Phone

Mobile: (919) 745-7514

Alternate Phone

mjdouglas53@gmail.com

Email Address

Retired

Employer

Job Title

Megan Douglas

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 enjoyed my time on the Nursing Home Committee and feel that my input has been helpful to the administration of the homes I visit.

Work Experience

I have worked as an occupational therapist in various areas of practice including Wake County Public Schools, nursing homes, acute care hospitals.

Volunteer Experience

Hospice volunteer, church committees, Wake County Nursing Home CAC, Habitat for Humanity ReStore

Education

Bachelor of Science in Occupational Therapy, Virginia Commonwealth University, May 1975

Comments

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

Megan Douglas

Ethnicity *

 Caucasian

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

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

Please upload a file

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](#).

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

Nursing Home Community Advisory Committee: Submitted

Please select your first Board preference: * Nursing Home Community Advisory Committee**Please select your second Board preference: *** Fire Commission**Please select your third Board preference: *** Nursing Home Community Advisory Committee**Please select your fourth Board preference: *** Fire Commission**Please select your fifth Board preference: *** Nursing Home Community Advisory Committee**Please select your sixth Board preference: *** Nursing Home Community Advisory Committee

Nicole

First Name

C

Middle
Initial

Boone

Last Name

4321 Pine Springs Ct

Street Address

Suite or Apt

Raleigh

City

NC

State

27613

Postal Code

What district do you live in?

None Selected

Home: (910) 265-6390

Primary Phone

Home: (919) 414-0481

Alternate Phone

nicolecboone@hotmail.com

Email Address

NC DHHS- DCDEE

Employer

B-3 Policy Advisor

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?**

My interest in serving on a Board or Commission stems from my commitment to improving outcomes for children and families. In my current role as a Birth-3 years Policy Advisor for NC DHHS - DCDEE, I've gained extensive knowledge of NC statutes, rules, and federal and state policy, along with technical expertise in researching and developing legislation and regulations. I've seen firsthand how effective policy can create high-quality services, and I'm eager to leverage my skills and experience in policy development, implementation, and review to directly contribute to the strategic direction and impactful decisions of this Board/Commission.

Work Experience

NC Department of Health and Human Services NC Division of Child Development and Early Education Raleigh, North Carolina Birth-3 years Policy Advisor January 2023-Present • Assist DCDEE with researching, analyzing and reviewing state and national policies • Research findings and other sources related to best practices to ensure high quality services for children birth-three in North Carolina • Provide technical assistance to requestors and identify resources that promote quality infant and toddler care • Participate in the planning and coordination of agency services related to birth - three quality initiatives and activities • Maintain positive, strength-based relationships with critical Regional and State staff and with multiple partners to facilitate ongoing communication • Collaborate planning, coordination of services, and shared problem solving related to birth-three quality initiatives • Collect and analyze relevant data and information to guide and inform recommendations and decision making for birth-three services • Maintain a subject matter expertise level knowledge of birth-three initiatives and activities within NC, and be familiar with national initiatives and trends. • Extensive knowledge of NC statutes, rules, policies, and federal disability policy • technical expertise in researching and developing statutes and regulations • Experience in the development of policy, rule and legislation; • Technical expertise in researching, developing and implementing in an administrative capacity. • Analyze and develop written comments on legislative proposals and regulations • Provide rulemaking support for the NC Childcare Commission • Participate in departmental process for ongoing statutes/rules review consistent with the General Assembly recommendations • Assess and modify the process for announcing new and amending existing rules • Provide interpretation of rule/regulatory policy • Coordinate Waiver of Administrative Rule process • Conduct consumer and provider appeals • Ensure contract deliverables are met and reflect goals and priorities. • Provides Division-level administration and governance of projects as it relates to state-level interests, priorities, policies and regulations. • Provided support to the in mitigating risks and escalating requests for support from NCDHHS or ACF to gain input, guidance, or approval. • Reviewed and approved initial drafts of all communications to ACF, including quarterly and annual reports. • Liaison between the DCDEE, NCDHHS, senior-level leaders and stakeholders. • Monitor project status updates on project milestones, progress, and troubleshoot risks/threats to program implementation. • Lead drafting of the contractor form (scope, performance measures, etc.) for new, renewal and amended financial assistance contracts. Coordinate edits to scope, measure, budget from contractor/vendor. • Lead drafting and submission for annual Programmatic Monitoring Reports for contracts. • Manage regular check-ins with partners, attending partner activities and events, receiving and reviewing monthly/quarterly reports. • Track progress and raise risks for program performance. • Clarify design elements, implementation plans, requirements, and progress

benchmarking. • Formulate strategies, monitor and measure progress, and make adjustments to approach/implementation as needed. • Provide analytic capacity and project management services to support effective implementation of assigned sub-activity and alignment within and across initiatives and strategic priorities. • Motivate subcontractors and internal and external stakeholders to engage in creating shared vision and responsibilities for outcomes (i.e. PDG Contractor and Partner meetings) • Develop (or work with evaluation partner to develop) contractor reporting tool and disseminate to contractor at execution of contract. • Develop (or work with evaluation partner to develop) contract final close out reporting tool. • Develops and manages a detailed project schedule and work plan forecasting anticipated deadlines for key milestones including federal reporting and responding to continuation/renewal funding competitions. • Conduct monthly tracking of PDG process and outcome data collected from SMEs and Coordinators in relation to assigned activities. • Serve as SME for a select number of PDG B-5 contracts, managing regular check ins with partners, attending partner activities and events, receiving and reviewing monthly/quarterly reports. NC Department of Health and Human Services NC Division of Child Development and Early Education Raleigh, North Carolina Childcare Consultant December 2017 – December 2023 • Assist potential and current child care providers to achieve and maintain compliance with applicable child care with licensing requirements. • Monitor centers and homes for compliance with requirements, and investigate reports alleging violations of requirements, including allegations that facilities are operating without a license. • Sometimes work in highly stressful situations while maintaining a calm, professional demeanor. • Demonstrated knowledge of theories, practices and principles of child development as related to child care services that include the physical, social, emotional and cognitive development of children. • Experienced in giving technical assistance and consultation in the areas of child care program administration and child development, care giving activities, nutrition, behavior management, prevention of child abuse/neglect, age appropriate needs of children, parent involvement, and parent education to promote quality child care. • Employee must have good consultative skills and excellent effective communication skills, both oral and written. • Ability to establish effective working relationships with a variety of groups and individuals. • Demonstrated ability to be self-motivated and have a high degree of self discipline to assure that work is done accurately and in a timely fashion. NC Department of Health and Human Services NC Division of Child Development and Early Education Raleigh, North Carolina Connectivity Consultant March 2017 – December 2017 ● Maintain and update as needed the Regulatory System and training materials ● Update the Reg Admin System used to cite violations, maintain equipment logs and ensure all DCDEE issued equipment is accounted for ● Receive and return equipment to the Information Technology Services staff and Team Support staff, as needed ● Develop and deliver training to new and existing employees on the Regulatory System ● Provide training on the other agency systems such as Data Warehouse and SharePoint and provide ongoing technical assistance to staff related to the database systems ● Serve as a help desk for field-based staff to assist with entering data into the database systems, completing computerized forms and troubleshooting automation issues ● Create test packets for new staff to key into the training system prior to being released to key in the production system, and track and correct any errors identified ● Respond to data requests from internal and external customers, legislators, partner agencies and the media and generating reports based on those requests ● Complete site reviews for the NC Pre-K Plan System which consists of reviewing the site information for new NC Pre-K sites, and reviewing changes to sites currently participating in the NC Pre-K Program Sylvan Learning - Raleigh Tutor/Lead Teacher • Taught using Sylvan based programs • Supervised and interacted with and motivated students during instruction hours while they worked with equipment and materials • Rewarded students for completed assignments • Evaluated and documented student progress • Communicated student needs the center manager • Developed rapport with students and establishes a fun learning environment • Maintained a positive attitude and demonstrate enthusiasm for teaching and Sylvan • Prepared for each instructional session; Gathers and prepares materials as appropriate • Greeted students and initiates instruction to personally engage each student • Instructed students according to the design of the Sylvan programs • Managed students, tasks and time to create a balanced and robust instructional session • Evaluated and records the progress of each student on their program assignment • Used praise and encouragement to ensure students are engaged and inspired to learn • Motivated students with Sylvan tokens given for specific achievements according to the Sylvan instructional management standards • Recorded and tracks tokens earned by students • Managed the conclusion of each instructional session and manages the completion of learning log and transition activities; Supports procedures to ensure student safety and well-being • Communicated specific student needs to Center staff • Attended

periodic staff meetings and completes ongoing training as needed • Completed certification training on each Sylvan program such as SAT prep, ACT prep, academic reading, writing, math essentials and math edge Onslow County Partnership for Children Jacksonville, North Carolina Compliance Specialist October 2010- March 2017 ● Demonstrated ability to be extremely flexible and capable of modifying work schedule to accommodate the complex needs and request of early childcare programs ● Collaborated and supported the planning implementation of a state funded grant with program director to obtain outdoor learning equipment to enhance outdoor learning environment. ● Managed a variety of state funded grants with early childhood quality initiatives of licensed childcare programs ● Monitored childcare programs to ensure compliance with state regulations, guidelines, policies and procedures to maintain grant funding ● Tracked, documented, and analyzed childcare programs spending trends ● Monitored quarterly quality initiative budgets and collected data for reporting purposes. ● Collected and researched a wide variety of resources to enhance quality in early childhood programs and to assist with the development of strategic plans to implement systematically ● Collected a wide variety of data from child care programs to include observations, improvement plans, staff retention, staff education, unduplicated technical assistance services etc. ● Monitored, tracked and collected data on programs' compliance history to assess, analyze, interpret and evaluate results then create and implement technical assistance strategies and training opportunities related to the data specific to that program ● Actively engaged administrators and teachers to move toward specific monthly goals to effectively enhance a higher quality environment for children and families throughout early childhood programs ● Knowledge and experience implementing developmentally appropriate practices, best practices, evidence based tools and NC Child Care Division of Child Development and Early Education rules and regulations to support practices in early childhood classrooms ● Supporting the implementation of the federally funded Race to The Top (RTTT) Grant by collaborating with Cultural Competence Project ● Coordinate and facilitate monthly meeting that focus on trends, compliance, coach and consultation, training in early childhood field. ● Monitor and maintain close out budget, compliance, policies and procedures related to state rules and regulations of the North Carolina Preschool Kindergarten Program(NCPK) ● Establish effective working relationships with program administrators and teachers regarding programming and working with families; ● Writing and disseminating communication documents including lesson plan feedback, quality improvement plan, and quarterly reports, education professional development profiles and the current coaching and consultation model related to the child care programs in county ● Assisting in the coordination of quarterly training and community outreach efforts; ● Supporting delivery of the early intervention services to children birth through five years old; ● Collaborating with Early Childhood and federally funded Early Head Start programs to develop and implement systemic professional development related to school's readiness; ● Collaborating with Early Childhood Programs to develop and implement provider training sessions ● Create improvement plans that describe center accomplishments, obstacles, and possible strategies to strengthen child care programs ● Providing strong, effective, and responsive technical assistance and consultation that reflects relationship-based model that practices and promotes the philosophy and mission of touch points in the areas of child care program administration and child development, care giving activities, nutrition, behavior management, prevention of child abuse/neglect, age-appropriate needs of children, parent involvement, and parent education to promote quality child care ● Working knowledge of theories, practices and principles of child development as related to child care services that include the physical, social, emotional and cognitive development of children ● Self-motivated and have a high degree of self-discipline to assure that work is done accurately and in a timely fashion ● Excellent communication skills; both written and verbal Onslow County Partnership for Children Jacksonville, North Carolina Referral Specialist March - October 2010 • Interviewing clients to obtain required information and explaining programs the client may wish to utilize. • Utilizes information from the client to provide referrals to child care, other resources and consumer education. • Maintaining, analyzing and updating computer databases such as Child Care Aware/NACCRRA and Resource Mate • Writing and analyzing reports and providing services and referrals to child care providers • Knowledge of NC Division of Child Development and Early Education • Participated in outreach events in the community. Childcare Network Jacksonville, North Carolina Assistant Director of Operations July2007- December 2009 ● Ensured center compliance with all federal, state, and local regulations ● Implemented health and safety standards; ensures that appropriate supervision of children and safe transportation practices are utilized daily ● Completed all required paperwork and record keeping in a timely basis and maintains it in an organized, up-to-date manner. This includes student, employee, vehicle, driver, health, and safety files ● Developed and maintains a strong working

relationship with all state licensing authorities and community contacts. ● Developed and actively maintains positive communications with parents ● Recognized parent concerns, evaluates course of action and responds appropriately to needs of parents. ● Ensured that curriculum is appropriately implemented throughout the program and meets state requirements for each age group ● Worked to ensure that the staff is effectively trained on curriculum and established early childhood principles ● Worked to get program to the highest level with licensing and maintains this standard once it is met ● Maintained appropriate receipts on all credit card and bank transactions in an organized manner ● Ensured that accounts receivables are closely managed; takes appropriate action with non - paying accounts ● Recruited, selected and properly trained qualified staff. Developed staff through program growth and guidance plans. ● Anticipated staffing needs, prepares and posts weekly staffing schedule and modifies it according to daily student counts in each classroom. Ensures that state and local regulations are met at all times Johnston - Lee County Head Start Smithfield, NC Substitute Teacher August 2006-January 2007 .

Implemented healthy routines such as teeth brushing and washing hands. • Provided a safe and healthy environment that encouraged learning and growth. • Positive guidance methods such as redirection and reinforcement. • Instituted rhyming games, acting games and storytelling to further children's language and vocabulary development. • Provided a less structured approach, including small group lessons, one-on-one instruction and learning through creative activities such as art and music. • Implemented weekly lesson plan CCA Head Start New Bern, NC Teacher 1 Instruction and early childhood development August 2004-May 2006 ● Establish a positive climate in the classroom that includes positive affect and positive relationships with children. ● Implement curriculum that includes whole child development: cognitive, social, emotional, and physical development through developmentally appropriate learning experiences. Maximize learning time, using engaging instructional learning formats. ● Direct the activities of assistants, aides and volunteers including the supervision of assigned workers from other agencies. ● Maintain the "family style" meal model to eat with the children daily, serving as a role model in trying new foods, using good manners, and beginning conversational skills. Encourage children to serve themselves and pass platters in a family-style setting. Planning and Organization ● Annually plan and conduct a minimum of two home visits to the family of each classroom child and at least two parent-teacher conferences. Program Compliance and Reporting ● Implement the daily program, consistently incorporating developmentally appropriate best-practices, High/Scope Strategies, and Head Start Performance Standards. ● Appropriately record children's progress and growth and provides for on-going evaluations of each child's development using a specific assessment instrument. Collaboration and Parent Inclusion ● Maintain the confidentiality of all pertinent data. ● Attend meetings as required by the agency, including case conferencing with the Family Worker. Participate in information coordination and planning with all center staff as appropriate. ● Assist in the high-quality service and continuing improvement of the Head Start program through participation on Advisory and Center Committees. ● Foster positive parent communication through a weekly classroom newsletter, a personal welcome and orientation for parent volunteers in the classroom and other innovative activities as appropriate. ● Demonstrates cohesive and effective communication skills, striving to work with others in a team approach. ● Inform and collaborate with the Health Coordinator of any suspected health concerns with developmental disabilities regarding the enrolled children. ● Assist family services staff with recruiting eligible children. ● Collaborate with center Family Service Worker in monitoring children's attendance, checking on children with poor attendance. Southeastern Preschool Education Center Jacksonville, NC Lead Teacher • Developed age appropriate activities for children. • Coordinated daily lesson plans. 8/2002 - 8/2004 • Attended monthly center staff meetings and contributed significantly to the discussion of improving services for the children. • Responsible for maintaining child appropriate materials and equipment. • Provided a safe and healthy environment that encouraged learning and growth. • Implemented positive guidance methods such as redirection and reinforcement. • Instituted rhyming games, acting games and storytelling to further children's language and vocabulary development. • Provided a less structured approach, including small group lessons, one-on-one instruction and learning through creative activities such as art and music.

Volunteer Experience

Food Bank of Central & Eastern NC • Organize and sort donated food items • Pack and distribute food boxes to recipients • Assist with meal preparation and distribution • Assist in the intake of donations • Assisting with the preparations of meals for distribution • Organizing and distributing food items such as canned and non- perishable goods • Maintaining a clean and orderly workspace • Providing assistance to those in need in a courteous and professional manner Oak City Cares – Raleigh • Serve food to shelter residents. They distribute plates, utensils, and beverages. • Assist in cleaning up the dining area, collecting used plates and cutlery, and maintaining cleanliness. • Engage with homeless individuals, offering a friendly presence and showing empathy. • Hand out food trays, ensuring everyone receives a meal. Angel Tree Program – Raleigh, NC • Distribute the gifts to the families during the Christmas season. • Ensure that each child receives their designated gift. • Distribute daily pickups of community donations, organizing and maintaining volunteer lists, and helping at the Christmas Distribution Center. Saint Savior Center Diaper Train – Raleigh, NC • Re- packed wipes and diapers for families in need • Assist with diaper distribution and inventory management. • Assess participants' eligibility for diaper assistance Diaper Bank of NC – Raleigh • Packed wipes and diapers for families in need • Re- packed wipes and diapers for families in need • Assist with diaper distribution and inventory management. • Assess participants' eligibility for diaper assistance.

Education

Ashford University Master of Science in Early Childhood Education Mount Olive College
Bachelor of Science in Early Childhood Education Coastal Carolina Community College
Associates Degree in Early Childhood Education

Comments

[N.BooneResume2024.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

Demographics

Date of Birth

Gender *

Female

Ethnicity *

African American

Other

Nicole C Boone

How did you become aware of Wake County volunteer opportunities?

County Website

If you selected "Other" above, how?

Please upload a file

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](#).

Nicole C. Boone

4321 Pine Springs Ct

Raleigh, NC 27613

Phone Number: 910 265-6390

Email: nicoleboone@hotmail.com

SUMMARY

Knowledgeable of the childhood profession with diverse experience in coaching, consultation, planning, researching, analyzing and implementation of various techniques with early childhood professionals and leadership.

PROFESSIONAL EXPERIENCE

**NC Department of Health and Human Services
NC Division of Child Development and Early Education
Raleigh, North Carolina**

Birth-3 years Policy Advisor

January 2023-Present

- Assist DCDEE with researching, analyzing and reviewing state and national policies
- Research findings and other sources related to best practices to ensure high quality services for children birth-three in North Carolina
- Provide technical assistance to requestors and identify resources that promote quality infant and toddler care
- Participate in the planning and coordination of agency services related to birth - three quality initiatives and activities
- Maintain positive, strength-based relationships with critical Regional and State staff and with multiple partners to facilitate ongoing communication
- Collaborate planning, coordination of services, and shared problem solving related to birth-three quality initiatives
- Collect and analyze relevant data and information to guide and inform recommendations and decision making for birth-three services
- Maintain a subject matter expertise level knowledge of birth-three initiatives and activities within NC, and be familiar with national initiatives and trends.
- Extensive knowledge of NC statutes, rules, policies, and federal disability policy
- technical expertise in researching and developing statutes and regulations
- Experience in the development of policy, rule and legislation;
- Technical expertise in researching, developing and implementing in an administrative capacity.
- Analyze and develop written comments on legislative proposals and regulations
- Provide rulemaking support for the NC Childcare Commission
- Participate in departmental process for ongoing statutes/rules review consistent with the General Assembly recommendations

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- Assess and modify the process for announcing new and amending existing rules
- Provide interpretation of rule/regulatory policy
- Coordinate Waiver of Administrative Rule process
- Conduct consumer and provider appeals
- Ensure contract deliverables are met and reflect goals and priorities.
- Provides Division-level administration and governance of projects as it relates to state-level interests, priorities, policies and regulations.
- Provided support to the in mitigating risks and escalating requests for support from NCDHHS or ACF to gain input, guidance, or approval.
- Reviewed and approved initial drafts of all communications to ACF, including quarterly and annual reports.
- Liaison between the DCDEE, NCDHHS, senior-level leaders and stakeholders.
- •Monitor project status updates on project milestones, progress, and troubleshoot risks/threats to program implementation.
- Lead drafting of the contractor form (scope, performance measures, etc.) for new, renewal and amended financial assistance contracts. Coordinate edits to scope, measure, budget from contractor/vendor.
- Lead drafting and submission for annual Programmatic Monitoring Reports for contracts.
- Manage regular check-ins with partners, attending partner activities and events, receiving and reviewing monthly/quarterly reports.
- Track progress and raise risks for program performance.
- Clarify design elements, implementation plans, requirements, and progress benchmarking.
- Formulate strategies, monitor and measure progress, and make adjustments to approach/implementation as needed.
- Provide analytic capacity and project management services to support effective implementation of assigned sub-activity and alignment within and across initiatives and strategic priorities.
- Motivate subcontractors and internal and external stakeholders to engage in creating shared vision and responsibilities for outcomes (i.e. PDG Contractor and Partner meetings)
- Develop (or work with evaluation partner to develop) contractor reporting tool and disseminate to contractor at execution of contract.
- Develop (or work with evaluation partner to develop) contract final close out reporting tool.
- Develops and manages a detailed project schedule and work plan forecasting anticipated deadlines for key milestones including federal reporting and responding to continuation/renewal funding competitions.
- Conduct monthly tracking of PDG process and outcome data collected from SMEs and Coordinators in relation to assigned activities.

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- Serve as SME for a select number of PDG B-5 contracts, managing regular check-ins with partners, attending partner activities and events, receiving and reviewing monthly/quarterly reports.

**NC Department of Health and Human Services
NC Division of Child Development and Early Education
Raleigh, North Carolina**

Childcare Consultant**December 2017 – December 2023**

- Assist potential and current child care providers to achieve and maintain compliance with applicable child care with licensing requirements.
- Monitor centers and homes for compliance with requirements, and investigate reports alleging violations of requirements, including allegations that facilities are operating without a license.
- Sometimes work in highly stressful situations while maintaining a calm, professional demeanor.
- Demonstrated knowledge of theories, practices and principles of child development as related to child care services that include the physical, social, emotional and cognitive development of children.
- Experienced in giving technical assistance and consultation in the areas of child care program administration and child development, care giving activities, nutrition, behavior management, prevention of child abuse/neglect, age-appropriate needs of children, parent involvement, and parent education to promote quality child care.
- Employee must have good consultative skills and excellent effective communication skills, both oral and written.
- Ability to establish effective working relationships with a variety of groups and individuals.
- Demonstrated ability to be self-motivated and have a high degree of self-discipline to assure that work is done accurately and in a timely fashion.

**NC Department of Health and Human Services
NC Division of Child Development and Early Education
Raleigh, North Carolina**

Connectivity Consultant**March 2017 – December 2017**

- Maintain and update as needed the Regulatory System and training materials
- Update the Reg Admin System used to cite violations, maintain equipment logs and ensure all DCDEE issued equipment is accounted for

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- Receive and return equipment to the Information Technology Services staff and Team Support staff, as needed
- Develop and deliver training to new and existing employees on the Regulatory System
- Provide training on the other agency systems such as Data Warehouse and SharePoint and provide ongoing technical assistance to staff related to the database systems
- Serve as a help desk for field-based staff to assist with entering data into the database systems, completing computerized forms and troubleshooting automation issues
- Create test packets for new staff to key into the training system prior to being released to key in the production system, and track and correct any errors identified
- Respond to data requests from internal and external customers, legislators, partner agencies and the media and generating reports based on those requests
- Complete site reviews for the NC Pre-K Plan System which consists of reviewing the site information for new NC Pre-K sites, and reviewing changes to sites currently participating in the NC Pre-K Program

Sylvan Learning – Raleigh**Tutor/Lead Teacher****July 2017 – Current**

- Taught using Sylvan based programs
- Supervised and interacted with and motivated students during instruction hours while they worked with equipment and materials
- Rewarded students for completed assignments
- Evaluated and documented student progress
- Communicated student needs the center manager
- Developed rapport with students and establishes a fun learning environment
- Maintained a positive attitude and demonstrate enthusiasm for teaching and Sylvan
- Prepared for each instructional session; Gathers and prepares materials as appropriate
- Greeted students and initiates instruction to personally engage each student
- Instructed students according to the design of the Sylvan programs
- Managed students, tasks and time to create a balanced and robust instructional session
- Evaluated and records the progress of each student on their program assignment
- Used praise and encouragement to ensure students are engaged and inspired to learn
- Motivated students with Sylvan tokens given for specific achievements according to the Sylvan instructional management standards
- Recorded and tracks tokens earned by students

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- Managed the conclusion of each instructional session and manages the completion of learning log and transition activities; Supports procedures to ensure student safety and well-being
- Communicated specific student needs to Center staff
- Attended periodic staff meetings and completes ongoing training as needed
- Completed certification training on each Sylvan program such as SAT prep, ACT prep, academic reading, writing, math essentials and math edge

**Onslow County Partnership for Children
Jacksonville, North Carolina**

Compliance Specialist

October 2010- March 2017

- Demonstrated ability to be extremely flexible and capable of modifying work schedule to accommodate the complex needs and request of early childcare programs
- Collaborated and supported the planning implementation of a state funded grant with program director to obtain outdoor learning equipment to enhance outdoor learning environment.
- Managed a variety of state funded grants with early childhood quality initiatives of licensed childcare programs
- Monitored childcare programs to ensure compliance with state regulations, guidelines, policies and procedures to maintain grant funding
- Tracked, documented, and analyzed childcare programs spending trends
- Monitored quarterly quality initiative budgets and collected data for reporting purposes.
- Collected and researched a wide variety of resources to enhance quality in early childhood programs and to assist with the development of strategic plans to implement systematically
- Collected a wide variety of data from child care programs to include observations, improvement plans, staff retention, staff education, unduplicated technical assistance services etc.
- Monitored, tracked and collected data on programs' compliance history to assess, analyze, interpret and evaluate results then create and implement technical assistance strategies and training opportunities related to the data specific to that program
- Actively engaged administrators and teachers to move toward specific monthly goals to effectively enhance a higher quality environment for children and families throughout early childhood programs
- Knowledge and experience implementing developmentally appropriate practices, best practices, evidence based tools and NC Child Care Division of Child Development and Early Education rules and regulations to support practices in early childhood classrooms

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- Supporting the implementation of the federally funded Race to The Top (RTTT) Grant by collaborating with Cultural Competence Project
- Coordinate and facilitate monthly meeting that focus on trends, compliance, coach and consultation, training in early childhood field.
- Monitor and maintain close out budget, compliance, policies and procedures related to state rules and regulations of the North Carolina Preschool Kindergarten Program(NCPK)
- Establish effective working relationships with program administrators and teachers regarding programming and working with families;
- Writing and disseminating communication documents including lesson plan feedback, quality improvement plan, and quarterly reports, education professional development profiles and the current coaching and consultation model related to the child care programs in county
- Assisting in the coordination of quarterly training and community outreach efforts;
- Supporting delivery of the early intervention services to children birth through five years old;
- Collaborating with Early Childhood and federally funded Early Head Start programs to develop and implement systemic professional development related to school's readiness;
- Collaborating with Early Childhood Programs to develop and implement provider training sessions
- Create improvement plans that describing center accomplishments, obstacles, and possible strategies to strengthen child care programs
- Providing strong, effective, and responsive technical assistance and consultation that reflects relationship-based model that practices and promotes the philosophy and mission of touch points in the areas of child care program administration and child development, care giving activities, nutrition, behavior management, prevention of child abuse/neglect, age-appropriate needs of children, parent involvement, and parent education to promote quality child care
- Working knowledge of theories, practices and principles of child development as related to child care services that include the physical, social, emotional and cognitive development of children
- Self-motivated and have a high degree of self-discipline to assure that work is done accurately and in a timely fashion
- Excellent communication skills; both written and verbal

**Onslow County Partnership for Children
Jacksonville, North Carolina**

Referral Specialist

March - October 2010

- Interviewing clients to obtain required information and explaining programs the client may wish to utilize.
- Utilizes information from the client to provide referrals to child care, other

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resources and consumer education.

- Maintaining, analyzing and updating computer databases such as Child Care aware/NACCRA and Resource Mate
- Writing and analyzing reports and providing services and referrals to child care providers
- Knowledge of NC Division of Child Development and Early Education
- Participated in outreach events in the community.

**Childcare Network
Jacksonville, North Carolina**

Assistant Director of Operations

July2007- December 2009

- Ensured center compliance with all federal, state, and local regulations
- Implemented health and safety standards; ensures that appropriate supervision of children and safe transportation practices are utilized daily
- Completed all required paperwork and record keeping in a timely basis and maintains it in an organized, up-to-date manner. This includes student, employee, vehicle, driver, health, and safety files
- Developed and maintains a strong working relationship with all state licensing authorities and community contacts.
- Developed and actively maintains positive communications with parents
- Recognized parent concerns, evaluates course of action and responds appropriately to needs of parents.
- Ensured that curriculum is appropriately implemented throughout the program and meets state requirements for each age group
- Worked to ensure that the staff is effectively trained on curriculum and established early childhood principles
- Worked to get program to the highest level with licensing and maintains this standard once it is met
- Maintained appropriate receipts on all credit card and bank transactions in an organized manner
- Ensured that accounts receivables are closely managed; takes appropriate action with non - paying accounts
- Recruited, selected and properly trained qualified staff. Developed staff through program growth and guidance plans.
- Anticipated staffing needs, prepares and posts weekly staffing schedule and modifies it according to daily student counts in each classroom. Ensures that state and local regulations are met at all times

Johnston – Lee County Head Start

Smithfield, NC

Substitute Teacher

August 2006-January 2007

Nicole C. Boone

4321 Pine Springs Ct

Raleigh, NC 27613

Phone Number: 910 265-6390

Email: nicoleboone@hotmail.com

- Implemented healthy routines such as teeth brushing and washing hands.
- Provided a safe and healthy environment that encouraged learning and growth.
- Positive guidance methods such as redirection and reinforcement.
- Instituted rhyming games, acting games and storytelling to further children's language and vocabulary development.
- Provided a less structured approach, including small group lessons, one-on-one instruction and learning through creative activities such as art and music.
- Implemented weekly lesson plan

**CCA Head Start
New Bern, NC
Teacher 1**

August 2004-May 2006

Instruction and early childhood development

- Establish a positive climate in the classroom that includes positive affect and positive relationships with children.
- Implement curriculum that includes whole child development: cognitive, social, emotional, and physical development through developmentally appropriate learning experiences. Maximize learning time, using engaging instructional learning formats.
- Direct the activities of assistants, aides and volunteers including the supervision of assigned workers from other agencies.
- Maintain the "family style" meal model to eat with the children daily, serving as a role model in trying new foods, using good manners, and beginning conversational skills. Encourage children to serve themselves and pass platters in a family-style setting.

Planning and Organization

- Annually plan and conduct a minimum of two home visits to the family of each classroom child and at least two parent-teacher conferences.

Program Compliance and Reporting

- Implement the daily program, consistently incorporating developmentally appropriate best-practices, High/Scope Strategies, and Head Start Performance Standards.
- Appropriately record children's progress and growth and provides for on-going evaluations of each child's development using a specific assessment instrument.

Collaboration and Parent Inclusion

- Maintain the confidentiality of all pertinent data.

Nicole C. Boone

4321 Pine Springs Ct

Raleigh, NC 27613

Phone Number: 910 265-6390

Email: nicoleboone@hotmail.com

- Attend meetings as required by the agency, including case conferencing with the Family Worker. Participate in information coordination and planning with all center staff as appropriate.
- Assist in the high-quality service and continuing improvement of the Head Start program through participation on Advisory and Center Committees.
- Foster positive parent communication through a weekly classroom newsletter, a personal welcome and orientation for parent volunteers in the classroom and other innovative activities as appropriate.
- Demonstrates cohesive and effective communication skills, striving to work with others in a team approach.
- Inform and collaborate with the Health Coordinator of any suspected health concerns with developmental disabilities regarding the enrolled children.
- Assist family services staff with recruiting eligible children.
- Collaborate with center Family Service Worker in monitoring children's attendance, checking on children with poor attendance.

Southeastern Preschool Education Center**Jacksonville, NC****Lead Teacher****8/2002 - 8/2004**

- Developed age appropriate activities for children.
- Coordinated daily lesson plans.
- Attended monthly center staff meetings and contributed significantly to the discussion of improving services for the children.
- Responsible for maintaining child appropriate materials and equipment.
- Provided a safe and healthy environment that encouraged learning and growth.
- Implemented positive guidance methods such as redirection and reinforcement.
- Instituted rhyming games, acting games and storytelling to further children's language and vocabulary development.
- Provided a less structured approach, including small group lessons, one-on-one instruction and learning through creative activities such as art and music.

EDUCATION**Ashford University****Clinton, IA**

Master of Science in Early Childhood Education

Nicole C. Boone
4321 Pine Springs Ct
Raleigh, NC 27613
Phone Number: 910 265-6390
Email: nicolecboone@hotmail.com

2012

Mount Olive College
Mount Olive, NC
Bachelor of Science in Early Childhood Education
2010

Coastal Carolina Community College
Jacksonville, NC
Associates Degree in Early Childhood Education
2004

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

Nursing Home Community Advisory Committee: Submitted

Please select your first Board preference: * Nursing Home Community Advisory Committee**Please select your second Board preference: *** Adult Care Home Community Advisory Committee**Please select your third Board preference: *** Adult Care Home Community Advisory Committee**Please select your fourth Board preference: *** Adult Care Home Community Advisory Committee**Please select your fifth Board preference: *** Adult Care Home Community Advisory Committee**Please select your sixth Board preference: *** Adult Care Home Community Advisory Committee

Danyell

First Name

Johnson

Last Name

Middle
Initial

3561 South Beaver Lane

Street Address

Suite or Apt

Raleigh

City

NC

State

27604

Postal Code

What district do you live in?

None Selected

Home: (919) 280-9887

Primary Phone

Home: (919) 280-9887

Alternate Phone

danyellj2001@yahoo.com

Email Address

Vaxart Inc.

Employer

Clinical Trial Document
Manager

Job Title

Danyell Johnson

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'm interested in serving, specifically the Nursing Home Community Advisory Committee, because I have a lot of compassion for the elderly. Many have spent their life being positive influences in their families and communities, only for them to be forgotten about, mistreated and taken advantage of as they've gotten older. I would love the opportunity to make a difference in their lives by advocating for their rights.

Work Experience

I have over 16 years of experience in the pharmaceutical and clinical trials industry. My current position is a Document Manager where I oversee processes and procedures related to the documentation related to clinical trial studies.

Volunteer Experience

I have over 10 years of combined volunteer experience with the following organizations: Food Bank of Central & Eastern North Carolina, 100 Women Who Give a Hoot Raleigh and The Raleigh Chapter of Chums, Inc. My most recent experience as member of The Raleigh Chapter of Chums, Inc, has allowed me to service the community in different capacities, such as collecting and donating items for the clients of Southeastern Wake Adult Day Center, packing food to be used for the Backpack Buddies program at Rogers Lane Elementary School. I also serve as a Fundraising Chair to solicit contributions to fund scholarships as well as other community service initiatives. Lastly, I worked for several years as an advisor to our senior citizens in my church. This involved coordinating programs to educate them in healthcare planning as well as keeping them socially active.

Education

Master of Science in Leadership - GRAND CANYON UNIVERSITY, Phoenix, AZ Bachelor of Arts in Communication Studies - UNIVERSITY OF NORTH CAROLINA, Chapel Hill, NC

Comments

[DANYELL JOHNSON_2025.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

Danyell Johnson

Demographics

Date of Birth

Gender *

Female

Ethnicity *

African American

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

Other

If you selected "Other" above, how?

Social Media

Please upload a file

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](#).

DANYELL JOHNSON

Raleigh, North Carolina

danyellj2001@yahoo.com

(919) 280-9887 [H]

PROFESSIONAL EXPERIENCE

- Experienced leader with 16+ years combined Pharmaceutical/CRO industry experience in Phase I-IV studies in the following therapeutic areas: Oncology, Pain, GI, CNS and Infectious Diseases.
- Strong organizational, leadership and customer service skills, with expertise in negotiating, mediating and problem solving. 8 years managing clinical trials with focus on the electronic trial master file; mitigating challenges to bring about desired results.
- Strong global focus with outstanding performance history in both independent and team settings.
- Consistently proven to be a high performer with 8 years working remotely.
- Ability to manage multiple study teams while adhering to company policies and SOPs.

EDUCATION & CERTIFICATIONS

Master of Science in Leadership - GRAND CANYON UNIVERSITY, Phoenix, AZ

Certificates in Medical Terminology, Medical Coding CPT and HCPCS, ICD-9 CM - WAKE TECHNICAL COMMUNITY COLLEGE, Raleigh, NC

Bachelor of Arts in Communication Studies - UNIVERSITY OF NORTH CAROLINA, Chapel Hill, NC

Skills: Microsoft Office Suite, Adobe Acrobat, SharePoint, WingSpan eTMF, Veeva Vault eTMF, CTMS, Rave and InForm

CAREER ADVANCEMENT

Vaxart, Inc.

Trial Master File (TMF) Manager (2022 - present)

- Oversee processes and procedures for TMF management, review, transfer and archival of records to ensure consistency across all programs and studies.
- Confirm documents which fail submissions review are queried to the study teams and external vendors; and tracked for response/action.
- Monitor metrics and provide reports to study teams regarding status of TMF.
- Ensure TMFs are in a continuous state of inspection readiness and documents are filed in a timely manner, in accordance with associated milestones.
- Conduct periodic Sponsor reviews of the TMF to ensure core metrics for completeness, timeliness, and quality are met.
- Perform final TMF reviews following study close-out activities, identify issues/findings, and complete remediation and/or corrective actions for TMF closure and archival.
- Provide training to internal teams and external vendors, as required.
- Coordinate end of study TMF/eTMF final transfers from external vendors.

Clinical Dynamix

Trial Master File (TMF) Specialist on Assignment at Radius Health (2021 - 2022)

- Acted as the clinical operations TMF process owner by providing expertise, best practices related to clinical records management and system implementation.
- Provided strategic input, management and oversight of the TMF, including implementation of systems, oversight plans, process documents, tools and templates.
- Performed routine sponsor oversight reviews of TMF to ensure studies are inspection ready.
- Oversaw the CROs compliance to quality records management to ensure goals and deliverables are met with quality as per contracted scope of work and in compliance with ICH/GCP and regulatory guidelines.
- Contributed as a member of cross-functional study teams ensuring GCP compliance and implementation of the TMF oversight plan quality goals and make sure timelines are met, in compliance of SOPS and regulatory guidelines, while fostering a collaborative team culture.

- Identified and/or anticipated GCP and quality risks and plan accordingly for mitigation and escalated issues to management as necessary.

ExecuPharm

Trial Master File (TMF) Study Manager on Assignment at Pfizer (2017 – 2021)

- Developed and assisted with the implementation of the TMF specifications, such as process and system changes.
- Led the setup of the TMF Study Specific Document List and monitor completeness and quality of TMF content for all assigned clinical trials until study close out.
- Ensured documentation flow was within projected timelines and determine course of actions.
- Served as point of contact for internal and external audits of TMF-related processes and activities.
- Actively identified continuous improvement opportunities to enhance operational efficiencies through process and metrics analysis.
- Applied lessons learned to continuous improvement of documentation management practices across study teams.
- Ensured that the program documentation supports the regulatory package requirements.
- Determined and reviewed study specific TMF specifications to ensure quality and standardization was established per program and kept up to date as program/protocols progressed.
- Assessed impact of potential changes to TMF specifications prior to implementation; collaborated with CPM or equivalent if modifications were necessary.
- Analyzed error trends in documentation and provided feedback to enable continuous improvement.
- Ensured all timelines and quality goals were met.
- Supported study team in addressing/reporting regulatory queries pertaining to document management.
- Assisted study teams and document owners to resolve TMF issues.
- Provided training to Pfizer Functional Lines and CRO vendors.
- Enforced ownership and accountability across study teams regarding readiness of TMF documents.
- Authored TMF Study Management Plans ensuring study teams provided input for ongoing changes to plan.
- Development and delivery of Kick off Meeting presentations.
- Recipient of multiple Pfizer vendor recognitions 2017-2020.

GRIFOLS INC.

Sr. Clinical Trial Specialist – (2015 – 2017)

- Developed, implemented, and maintained effective processes, tracking tools, and communication with internal and external customers to increase project and departmental efficiencies.
- Assisted in the preparation, quality review, and publishing/distribution of key clinical study documents such as essential regulatory document requirements, study manuals, investigator brochures, protocols, and clinical study reports.
- Collaborated with vendor in the setup of the TMF Study Specific Structure and Filing Guidelines for Project Management and Investigator Site Files. Ensured adherence of the guidelines by the study team members.
- Served as the primary point of contact for study team members regarding TMF related questions and assist in resolving TMF content issues.
- Supported the planning and execution of TMF management related activities of the study team to ensure the TMF is maintained and updated in a timely manner.
- Collaborated with the study team and CROs to resolve audit findings and ensure completion and submission of acceptable responses for internal and external audits of the TMF.
- Presented lessons learned to management for TMF related issues and apply across all studies as needed.
- Supported the clinical team in daily study operations which included tracking documents, special projects, preparing meeting agendas/minutes, and coordinated the scheduling of meetings.
- Reviewed essential regulatory documents from clinical sites to ensure completeness and accuracy for IP approval and release.
- Assisted with the review and tracking of monitoring reports.
- Managed the distribution and filing of status reports from the CRO and vendors.

SALIX PHARMACEUTICALS

Clinical Support Specialist – (2013 – 2015)

- Conducted and facilitated specific start-up activities which include site identification, feasibilities, essential document collection and review, IRB submissions, preparation and negotiation of clinical trial agreements and budgets.
- Coordinated the creation and distribution of project specific tools and documents such as newsletters, meeting agendas/minutes, and essential document templates.
- Supported sites with protocol and amendment distribution, ICF distribution, and other documents and reports to Clinical Project Managers and vendors.

- Managed document control functions including the preparation of documents for filing in the Trial Master File.
- Coordinate the setup, maintenance, and periodic review of the TMF throughout the study.
- Assist study team and document owners to resolve TMF issues.
- Administered payments to investigators and institutions participating in clinical trials in accordance with Clinical Trial Agreements and amendments to ensure payments are made according to the documented payment terms and schedule.
- Maintained clinical supply inventory and tracking.
- Provided technical assistance to CRAs with forms, letters, reports, manuals and other study-related documents.

QUINTILES TRANSNATIONAL

Clinical Project Coordinator - Oncology (2011 - 2013)

- Set up and maintained project documentation files.
- Updated and maintained databases, tracking systems and project plans with project specific information.
- Prepared and distributed status, tracking and project finance reports.
- Compiled presentation materials for meetings and project summary data.
- Coordinated project team and customer meetings by planning all meeting requirements in advance.
- Generated minutes for meetings, distribute and follow-up accordingly.
- Reconciled study invoices for payment approval.
- Ensured work was conducted in compliance with standard processes, policies and procedures.
- Served as backup contact for internal project team.
- Undertook various project management activities as directed by project manager.

Sr. Clinical Trials Assistant – Oncology, CNS (2011 - 2011)

- Trained new employees on departmental and clinical processes and procedures.
- Supported Clinical Team Leads with special projects.
- Managed all tasks associated with the Clinical Trials Assistant position.

Clinical Trials Assistant – Oncology, CNS (2008 - 2011)

- Assisted Clinical Team Leads and Clinical Research Associates with accurately updating and maintaining clinical trial management systems that track site compliance and performance within project timelines.
- Prepared, distributed, filed and archived clinical documentation and reports relating to Oncology and CNS trials.
- Tracked investigator payments, case report forms (CRFs), queries and clinical data flow.
- Collected regulatory documents from investigator sites.
- Performed QC audits on Trial Master Files.
- Provided administrative support to the clinical team which included preparing minutes for meetings, assembling and shipping clinical trial supplies and other materials to investigator sites and tracking essential documents on spreadsheets.

LIBERTY MUTUAL GROUP (Formerly Ohio Casualty Group)

Claims Representative (2004 – 2008)

- Investigated, evaluated and settled property and bodily injury claims presented by policyholders and third parties in accordance with established departmental policies while complying with all regulatory and internal compliance standards.
- Evaluated general liability claims to determine coverage, liability and damages. Ensured legitimacy of personal injury claims through detailed case investigation. Analyzed medical records to determine if treatments were reasonable and necessary.
- Audited medical bills to confirm accuracy of CPT and ICD-9 codes for reimbursement. Data entered injury information to guarantee proper settlement.
- Performed quality reviews in the Personal Injury Protection department of regional offices, which included audits of injury database, insureds' files and the systems processes.
- Coordinated independent medical examinations. Negotiated claim settlements with claimants, attorneys, and medical providers.

Claims Specialist (1999 - 2004)

- Handled personal and commercial line claims generally involving routine coverage, automobile property damage and limited bodily injury. Audited files and databases to determine accuracy and viability of the claim.

PRICEWATERHOUSECOOPERS

Benefits Case Specialist (1998 – 1999)

- Provided timely, courteous, and knowledgeable assistance to employees regarding benefits programs: 401K, Pension, Health and

Welfare plans. Researched and provided follow-up on pending issues, documented transactions for benefit plan participants.

PENNCORP FINANCIAL

Policyholder Service Representative (1997 – 1998)

- Coordinated service inquiries and requests from agents and insureds concerning life, health, and annuity policies. Responsible for processing loans, withdrawals, surrender requests, over loans, and Year-End Tax reports.

PEOPLES SECURITY LIFE INSURANCE

Customer Service Representative (1996 – 1997)

- Responded to inquiries from policyholders via telephone and written correspondence. Provided timely, accurate and courteous service to policyholders. Completed research to resolve various inquiries within departmental standards.

References & Further Information Available Upon Request

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

Nursing Home Community Advisory Committee: Submitted

Please select your first Board preference: * Domestic Violence Fatality Review Team**Please select your second Board preference: *** Juvenile Crime Prevention Council**Please select your third Board preference: *** Library Commission**Please select your fourth Board preference: *** Adult Care Home Community Advisory Committee**Please select your fifth Board preference: *** Agricultural Advisory Board**Please select your sixth Board preference: *** Criminal Justice Partnership Advisory Board

Shagufta

First Name

F

Middle Initial

Hakeem

Last Name

108 Kellerhis Dr

Street Address

Suite or Apt

Apex

City

NC

State

27502

Postal Code

What district do you live in?

None Selected

Mobile: (919) 931-5089

Primary Phone

Mobile: (919) 931-5089

Alternate Phone

shaguftahakeem@pm.me

Email Address

None

Employer

None

Job Title

Shagufta F Hakeem

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

Yes No

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

Apex

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

I have previously served in Boards and Commissions that focused on prevention and governmental services. Serving on the commissions above will give me an opportunity to apply my experience in different commissions.

Work Experience

I have 7+ years of experience in the nonprofit, higher education and administration space. This has involved fields such as law, criminal justice, international business and liberal arts.

Volunteer Experience

I have 7+ years of volunteer experience at the food bank and Board of Elections.

Education

I completed my Master's in Liberal Studies at Duke University.

Comments

[SFH_Revised_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

Shagufta F Hakeem

Ethnicity *

 Asian

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

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

Please upload a file

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](#).

Shagufta F. Hakeem, M.A.

919-931-5089 | shaguftahakeem@pm.me | [linkedin.com/in/shaguftahakeem](https://www.linkedin.com/in/shaguftahakeem)

CAREER SUMMARY: Seven years of experience in the human services and public health industry with roles in grant management and nonprofit business operations.

EDUCATION

Duke University (Durham, NC)

December 2015

Master of Arts, Liberal Studies

University of North Carolina at Charlotte (Charlotte, NC)

June 2013

Bachelors of Science in Business Administration, International Business

Bachelors of Arts, Criminal Justice

WORK EXPERIENCE

Temporary Solutions

2024

July 2024-December

FVPSA Program Coordinator II

- Reviewed grant applications and contracts for 60+ grantees to ensure grant funding is dispersed appropriately to the agency working for FVPSA
- Maintained correspondence and customer service standards for the agency by making calls, reviewing emails and responding to business requests

Carolina Public Humanities

February 2023-

September 2023

Business Services Coordinator

- Organized invoices and focused on accounts payable functions to increase continue education programming and communications, and grant projects
- Led executive staff meetings on social media strategy, Carolina K-12 projects, and board outreach to improve efficiency in communications and organizational goals by 15 percent

Rethink Media

January 2022-June

2022

Senior Grants and Partnerships Associate

- Organized training for member groups and campaigns on media technologies, communications, professional support and public opinion and media analysis
- Implemented contracts and membership orientation for 10+ organizations receiving grant funds from private and public foundations for movement-related projects

Governor's Crime Commission

April

2021-August 2021

VAWA Planner-Crime Victim Services

- Led technical assistance trainings for crime victim services to gather stakeholder information and recommend best practices to improve collaboration across small businesses and nonprofit organizations in anti-violence prevention programs
- Conducted data collection across community-based organizations and community stakeholders to recommend evidence-based practices after completing financial management training
- Managed a budget of \$2 million under the Governor's Crime Commission

Kiran

December

2017-June 2020

Program Manager/Outreach Coordinator

- Improved organizational awareness by attending 20+ tabling events across North Carolina per year and engaged with community organizations focusing on gender, housing and criminal justice via conferences, summits and online events
- Completed **Canva Design School** and **W3C Schools** training and **Northwestern University Nonprofit Essentials certification** to communicate in written, verbal and multimedia platforms (Instagram, YouTube, Facebook, TikTok, email marketing and website) to culturally-specific communities across the South Asian

diaspora and NC region to create awareness about gender-based violence in K-12 communities, religious groups, governmental organizations and local media to increase fundraising and grant funding by 40 percent

- Facilitated 15+ trainings (technical assistance) across diverse audiences within and surrounding the South Asian and SWANA/MENA communities on topics related to intimate partner violence, teen dating violence (juvenile justice), hotline training and volunteer training
- Facilitated 15+ technical assistance trainings across diverse audiences within and surrounding the South Asian and SWANA/MENA communities on intimate partner and domestic violence, teen dating violence and juvenile justice hotline training and volunteer training

NC LiteracyCorps, SCALE

August 2016

- July 2017

AmeriCorps Literacy Specialist

- Conducted data collection on 200 K-12 students to establish learning objectives and goals for academic improvement and implementing Brain Gain curriculum initiatives
- Organized and led seminars for 37 members and teachers on pursuing higher education, racial equity and newsletter communications

UNC Charlotte IT Service Desk

April

2010-May 2013

Senior Technical Assistant

Provided end user support and B2B trainings for faculty, staff, alumni utilizing University applications by cultivating technical support for University applications, software and enterprise applications which led to improved outcomes

- Trained 10-15 team members on implementing end user support for technology, software, and networking projects
- Developed user guides for networking and software installation documentation to improve technical writing skills and contribute to CRM knowledge base
- Resolved 25+ Help Desk tickets within 24 to 48-hour time frame to improve communication and help desk skills to better serve faculty, students and alumni

VOLUNTEER EXPERIENCE

Wake County Board of Elections, Precinct Official

August

2016-Present

- Manage processing ballots, registering voters, researching databases and setting up polling precincts for county elections

Muslim American Public Affairs Council, Volunteer

March 2024-

July 2024

- Managed projects with MAPAC members to improve event planning, organizational efficiency and implementing operational structures for communications, marketing and graphic design

ACCOMPLISHMENTS

- Promoted to Program Manager in 2020 for improving victim services, fundraising and communication goals by 25 percent
- Promoted to Senior Technical Assistant for improving communications and increased responsibilities in identity management and account retention

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

Nursing Home Community Advisory Committee: Submitted

Please select your first Board preference: * Durham and Wake Counties Research and Production Service District Advisory Committee**Please select your second Board preference: *** United Arts Grants Panels**Please select your third Board preference: *** Juvenile Crime Prevention Council**Please select your fourth Board preference: *** Domestic Violence Fatality Review Team**Please select your fifth Board preference: *** Adult Care Home Community Advisory Committee**Please select your sixth Board preference: *** Nursing Home Community Advisory Committee

Nathaniel

First Name

C

Middle Initial

Drum

Last Name

4004 Grand Manor Court

Street Address

Apartment 305

Suite or Apt

Raleigh

City

NC

State

27612

Postal Code

What district do you live in?

None Selected

Home: (828) 234-4485

Primary Phone

Business: (919) 792-4712

Alternate Phone

nathaniel.drum@alumni.wfu.edu

Email Address

North Carolina Business Court

Employer

Judicial Law Clerk (Attorney)

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?**

As a new resident of Raleigh, I want to serve on a city board or commission so that I can better make connections throughout the city while working to improve the life of my fellow citizens.

Work Experience

Judicial Services Coordinator for the North Carolina Department of Public Safety
Probation/Parole Officer for the North Carolina Department of Public Safety Judicial Law Clerk
(Attorney) at the North Carolina Business Court

Volunteer Experience

Wake County Teen Court Volunteer Presiding and Sentencing Judge American Associates for Justice (AAJ) Law School Regional Mock Trial Volunteer Judge American Mock Trial Association (AMTA) Invitational Volunteer Judge MockOn High School Mock Trial Competition Volunteer Judge North Carolina Bar Association Middle School Mock Trial Competition Volunteer Judge North Carolina Advocates for Justice High School Mock Trial Competition Site Coordinator Wake Forest University Summer Immersion Program Student Life Coordinator Wake Forest University School of Law Admissions & Financial Aid Student Liaison North Carolina Summer Appellate Seminar Participant

Education

University of North Carolina at Chapel Hill, Bachelor of Arts in Political Science Wake Forest University School of Law, Juris Doctor

Comments

Professional_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

Demographics

Nathaniel C Drum

Date of Birth

Gender *

Male

Ethnicity *

Caucasian

Other

How did you become aware of Wake County volunteer opportunities?

Current Wake County Volunteer

If you selected "Other" above, how?

Please upload a file

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](#).

Nathaniel C. Drum

4004 Grand Manor Ct.; Apt. 305; Raleigh, NC 27612 || (828) 234-4485 || nathaniel.drum@alumni.wfu.edu

Education

Wake Forest University School of Law

Juris Doctor (J.D.), May 2024

Winston-Salem, NC

GPA: 3.60 (Top 17%)

Honors and Awards:

- Cum Laude Academic Honors
- Order of the Barristers
- Pro Bono Honor Society
- Wake Forest University Summer Immersion Law Institute Honorarium Recipient
- Dean Suzanne Reynolds Award for the Highest Grade in Legal Research II; Pre-Trial Practice & Procedure; and Trade Secrets & Unfair Competition
- 2024 Cynthia Zeliff Trial Competition Champion
- 2023 Edwin Stanley Moot Court Top 16 Finalist
- 2023 Cynthia Zeliff Trial Competition Semi-Finalist

University of North Carolina at Chapel Hill

Bachelor of Arts in Political Science, May 2018

Chapel Hill, NC

Licenses

North Carolina State Bar

Licensed Attorney

State Bar No. 62898

Admission Date: 10/04/2024

North Carolina Secretary of State

Notary Public

Notary No. 201821100064

Expiration Date: 04/14/2029

Law School Leadership

- Staff Editor for the *Wake Forest Law Review*
- Staff Editor for the *Wake Forest Journal of Business & Intellectual Property*
- Symposium Edition Editor for the *Harvard Journal of Law & Public Policy*
- Teaching Assistant for Contracts I

- National Trial Team Captain
- American Bar Association National Appellate Advocacy Competition Representative
- Expungements Clinic Coordinator for the Wake Forest Law Pro Bono Project
- First Generation Law Society Mentorship Chair

Professional Experience

North Carolina Business Court

Judicial Law Clerk to the Honorable Mark A. Davis

Raleigh, NC

August 2024 – August 2026

- Reviewed the parties' briefs, conducted independent legal research, drafted bench memoranda, and drafted more than a dozen opinions and orders of significance for publication on Lexis and Westlaw
- Researched and conferred with Judge Davis on multiple issues of first-impression under North Carolina commercial law, including issues involving: choice-of-law, subject-matter jurisdiction, joinder, fiduciary duty, shareholder rights, commercial tort claims, and attorneys' fees award calculations
- Responsible for overseeing the efficient administration of over two dozen complex commercial cases, including class-action disputes, direct and derivative shareholder suits, and administrative law appeals

Restoring Integrity & Trust in Elections

The Fund for American Studies Summer Law Clerk

Washington, DC

June 2023 – July 2023

- Conducted legal research and historical analysis regarding voting rights during various periods of Constitutional change in order to identify areas for potential future litigation
- Drafted, critiqued, summarized, and edited court filings including Amicus briefs, Motions to Dismiss, and Motions for Summary Judgment in ongoing federal and state election litigation cases

North Carolina Court of Appeals

Judicial Extern to the Honorable Hunter Murphy

Raleigh, NC

July 2022 – December 2022

- Drafted bench memoranda, court orders, and judicial opinions for complex criminal and civil cases
- Reviewed and analyzed appellate briefs and conducted legal research in order to prepare Judge Murphy for oral arguments and case conferences

Truist Financial	Charlotte, NC
Mecklenburg County Bar Diversity Law Clerk	June 2022 – July 2022
<ul style="list-style-type: none"> Conducted legal research and drafted memoranda regarding class-action liability for electronic service outages and consumer data privacy following corporate mergers and acquisitions Compiled and analyzed new and amended state statutes regulating the collection, storage, use, and distribution of consumer data and private information 	
Moore & Van Allen	Charlotte, NC
Mecklenburg County Bar Diversity Law Clerk	May 2022 – June 2022
<ul style="list-style-type: none"> Conducted research and drafted memoranda regarding various issues including contract interpretation, property rights, and evidentiary standards Accompanied attorneys to court proceedings and created summary reports regarding civil motions hearings, depositions, and contested bankruptcy hearings 	
James, McElroy & Diehl	Charlotte, NC
North Carolina State Bar Certified Paralegal	November 2020 – July 2021
<ul style="list-style-type: none"> Wrote, reviewed, and edited complaints, answers, and motions relating to all family court matters including child support, child custody, spousal support, and equitable distribution Collaborated with attorneys to prepare for trials and motion hearings by writing issue synopses, creating evidence binders, and researching relevant case law and statutes 	
North Carolina Department of Public Safety	Gastonia, NC
Probation and Parole Officer	April 2020 – December 2020
<ul style="list-style-type: none"> Appeared in court and presented case details to the court including steps taken to engage defendants in community activities and the impact of those initiatives on defendants' conduct Reviewed case files and met with defendants to make connections with city, county, and state resources and address identified criminogenic needs to reduce the risk of recidivism 	
North Carolina Department of Public Safety	Newton, NC
Judicial Services Coordinator	July 2019 – April 2020
<ul style="list-style-type: none"> Interviewed and elicited information from convicted offenders regarding their contact information, demographics, employment, education, and criminal background Filed violations for non-compliance of court-ordered community service and appeared in District Criminal Court alongside the district attorney to testify as to the offender's violations 	
The McIntosh Law Firm	Davidson, NC
North Carolina State Bar Certified Paralegal	October 2018 – July 2019
<ul style="list-style-type: none"> Drafted pleadings, estate planning documents, and correspondence with creditors and financial institutions relating to estate administration matters Assisted in client intake interviews, contacted clients with regular case updates, and answered questions regarding the estate administration and probate process 	
<hr/>	
Academic Publications	
Wake Forest Law Review Current Issues Blog	March 2024
<u>North Carolina's Nesting Doll Dilemma: Attorneys Fees as a Sanction in Family Law Criminal Contempt Proceedings</u>	
<hr/>	
Community Service	
Wake County Teen Court Volunteer Presiding and Sentencing Judge	
American Associates for Justice (AAJ) Law School Regional Mock Trial Volunteer Judge	
American Mock Trial Association (AMTA) Invitational Volunteer Judge	
MockOn High School Mock Trial Competition Volunteer Judge	
North Carolina Bar Association Middle School Mock Trial Competition Volunteer Judge	
North Carolina Advocates for Justice High School Mock Trial Competition Site Coordinator	
Wake Forest University Summer Immersion Program Student Life Coordinator	
Wake Forest University School of Law Admissions & Financial Aid Student Liaison	
North Carolina Summer Appellate Seminar Participant	

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

Nursing Home Community Advisory Committee: Submitted

Please select your first Board preference: * Nursing Home Community Advisory Committee**Please select your second Board preference: *** Adult Care Home Community Advisory Committee**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

Robin

First Name

A

Middle
Initial

Ball

Last Name

1548 Black Spruce Way

Street Address

Suite or Apt

Willow Spring

City

NC

State

27592

Postal Code

What district do you live in?

None Selected

Mobile: (919) 753-8196

Primary Phone

Mobile: (919) 753-8196

Alternate Phone

robinball926@gmail.com

Email Address

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:

None Selected

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

There is a rising need for adult care / services. I think this is often an area that is not allotted the support and attention needed.

Work Experience

I have spent the past 25+ years in the pre-clinical oncology research arena. I was part of the site leadership and development team. Our overall mission, timely identification and evaluation of cancer treatments

Volunteer Experience

misc community support via volunteering through church organizations, various work place volunteering, assisting with activities at local assisted living facility

Education

NCSU Associates of Applied Sciences

Comments

[RobinBall.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

Demographics

Date of Birth

Gender *

Female

Robin A Ball

Ethnicity *

 Caucasian

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

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

I sought out local opportunities to volunteer in the area of elderly care/support

Please upload a file

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](#).

Robin Ball

RTP, NC 27592 • 919.753.8196 • robinball926@gmail.com

Dedicated Client Service Partner | Healthcare & Biotech

Customer-Centric Solutions | Client Relationship Management | Process Improvement
Results-driven professional with over 20 years of experience in biotech operations and client service. Adept at providing hands-on, dedicated support, resolving complex issues, and fostering strong relationships with key stakeholders. Proven ability to enhance operational efficiencies, drive customer satisfaction, and deliver strategic solutions.

Core Competencies

Client Engagement & Support | Problem Resolution | Process Optimization
Cross-Functional Collaboration | Performance Metrics & KPIs | Regulatory Compliance
Strategic Resource Planning | Change Management | Presentation & Communication

Professional Experience

Charles River Laboratories, Research Triangle Park, NC. *1999 – 2025*

Director of Operations (2024-2025)

- Act as a key liaison between internal teams and external clients, ensuring seamless communication and service delivery.
- Oversee site-wide operations and lead cross-functional teams, enhancing service efficiencies.
- Manage and resolve escalated client issues, ensuring a high level of satisfaction.
- Develop and implement strategic initiatives that improve service quality and customer engagement.

Senior Manager, Study Logistics (2022-2024)

- Provided dedicated client support, managing study resourcing and operational analytics to enhance efficiency.
- Led the development of a digital animal ordering platform to streamline internal and client-facing processes.
- Created performance metric dashboards to enhance visibility into service delivery and client needs.

- Partnered with IT to implement LIMS, optimizing data tracking and integration for client reports.

Sr. Research Manager (2010-2022)

- Managed in vivo operations and study execution, ensuring research schedules aligned with client expectations.
- Served as the primary point of contact for client queries, offering personalized support and issue resolution.
- Designed Gantt chart-based planning systems to improve operational visibility and resource forecasting.
- Assisted in proposal development, feasibility assessments, and client presentations.

Education & Credentials

North Carolina State University, Raleigh, NC

Key Strengths for the Dedicated Client Service Partner Role

- **Client-Facing Experience:** Extensive background in working directly with clients, resolving issues, and ensuring seamless service delivery.
- **Problem-Solving & Issue Resolution:** Adept at handling escalated concerns, analyzing root causes, and implementing effective solutions.
- **Presentation & Communication:** Experienced in delivering training sessions, onboarding support, and strategic client discussions.
- **Process Improvement:** Proven ability to enhance workflows, implement data-driven decision-making, and drive efficiency in service operations.

Technology & Tools

LIMS | Microsoft Office Suite | Performance Metrics Dashboards | Gantt Chart Planning Systems

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

Nursing Home Community Advisory Committee: Submitted

Please select your first Board preference: * Adult Care Home Community Advisory Committee**Please select your second Board preference: *** Nursing Home Community Advisory Committee**Please select your third Board preference: *** Alliance Behavioral Healthcare**Please select your fourth Board preference: *** Commission for Women**Please select your fifth Board preference: *** Domestic Violence Fatality Review Team**Please select your sixth Board preference: *** Knightdale Land Use Review Board

Willie

First Name

Sanders

Last Name

Middle Initial

508 Laurens Way

Street Address

Suite or Apt

Knightdale

City

NC

State

27545

Postal Code

What district do you live in?

None Selected

Home: (919) 599-0658

Primary Phone

Home: (919) 217-4740

Alternate Phone

wasanders52@gmail.com

Email Address

Retired

Employer

Job Title

Willie Sanders

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

Yes No

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

Knightdale

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

I am interested in serving on both Adult Care Home and Nursing Home Community Community Advisory Committee enhance my knowledge and skills in being able to appropriately advocate for the rights of adults in nursing homes and adult care settings. Since my retirement in 2009 I have worked extensively with elderly family members until their transitioning. In doing so I have learned much about navigating the health care system, Medicare, Medicaid, and insurance companies, and how to advocate on their behalf.

Work Experience

Wake County Human Services Crisis & Assessment Services (Director), Alcoholism Treatment Center (Supervisor), Psychiatric Institute of Richmond (Mental Health Technician), Vance County Mental Health (Rehabilitative Therapist), and Petersburg State Hospital (Supervisor). Carolina Leaning Services (Head Injury - Nurses Aid), Home Instead (Care Professional)

Volunteer Experience

Vance County Domestic Violence Food Bank Corinth Baptist Church Health Care Committee
Wake Chapel Church Bible Study Fellowship Wake County Retiree Benefit Committee

Education

Vance Senior High Henderson NC Bachelor of Science East Carolina University Greenville NC Masters Health Administration Strayer University Raleigh NC Covid-19 Certificate John Hopkins University Clinical Pathways to Clinical Research Wake Technical Community College Billing I & II Wake Technical Community College Certified Nursing Assistant Wisdom Health Durham, NC HIPAA Certificate Wake Technical Community College Introduction to Food & Health Stanford University

Comments

Upload a Resume

Resume.doc

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

Please upload a file

Willie Sanders

Demographics

Date of Birth

Gender *

Female

Ethnicity *

African American

Other

How did you become aware of Wake County volunteer opportunities?

Other

If you selected "Other" above, how?

Face Book DHHS

[Resume.doc](#)

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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Willie Sanders

508 Laurens Way, Knightdale, NC 27545 • (919) 217-4740 • wasanders52@gmail.com

PROFESSIONAL PROFILE: Dedicated health services professional / manager with 20 years experience in customer service delivery, HR Generalist, management of the administrative processes, and quality control. Strengths include work planning & prioritization, needs assessments, treatment planning, medical terminology, HIPPA Regulations, Medicaid regulations, eligibility determination, comprehensive knowledge of legal documentation in records, crisis management, access/call center management, initial authorizations for the provider network, public speaking, and presentations.

Summary of Qualifications

- Demonstrated achiever with exceptional knowledge in program management, program development and public relations.
- Exhibit strong analytical, organizational, interpersonal, and communication skills
- Adaptable and skilled at learning new concepts quickly and working under pressure.

Professional Experience

WAKE COUNTY HUMAN SERVICES, Raleigh, NC

Director – Wake Access Unit and Crisis and Assessment Services Unit (2004-2009/Retired)

Provided leadership 50 employees, managed four programs: Medication Management Clinic, Child Development - Community Policing Program (CDCPP), Crisis Services, and Access Unit/Call Center. Supervised multiple work unit functions and provided back-up support to division directors. Researched trends analyzed data and developed programs based on community needs and funding strategies.

Leadership Responsibility:

- Managed a \$4.4 M annual budget, developed budget requests, business strategies and work plans.
- Researched, planned, and communicated program goals and objectives; evaluated ongoing activities
- Quality assurance. Monitored expenditures, contractual agencies, funding sources, and engaged in continuous quality improvement as it related to consumer access to care, patient registration, crisis management and managed care operations.
- Served on various committees and represented Wake County Human Services (WCHS) and the other departments in a collaborative effort to improve/enhance program services, access to care, meet organizational goals and objectives, improve community relations, and meet the needs of Wake County citizens.
- Collaborated with internal WCHS agencies and external agencies to ensure access of care in the provider network.
- Tracked and reported compliance performance indicators for crisis, access to care units, medication management clinic, and child development community policing program.
- Participated in state audits, Commission on Accreditation of Rehabilitation Facilities (CARF) and Council on Accreditation (COA).
- Ensured consumer access to mental health, substance abuse, and developmental disability services in a timely manner as per state requirements and met outcome measurements.
- Partnered with members of the Local Management Entity (LME) on workflow assessment and redesign of Access Unit, vendor selection of Netsmart, web-based behavioral health software, provider network selection, and quality management.
- Work together with the LME on a telecommunication project to ensure access to appropriate and necessary level of care, produce reports about access to care patterns, trends and to identify gaps in services.
- Trained, participated, and collaborated in Disaster Response with Emergency Management for Wake County.
- Updated departmental organization chart, investigated, and responded to grievances and critical events; served on the Incident Review Committee, responded to departmental appeals and/or grievances in a timely manner with appropriate recommendations and actions taken (follow through).

HR Responsibility:

- Created employee job descriptions.
- Reviewed applications/resumes and selected pre-qualified candidates for interviews.
- Phone interviews; scheduled and coordinated face to face interview times.
- Selected/hired most qualified candidate for open position (s). Responsible for termination of an employee when deemed appropriate.
- Conducted reference checks and salary negotiations.

- Ensured the termination/dismissal as a disciplinary action when appropriate.

Program Manager - Crisis and Assessment Services (1996-2004)

Held full responsibility for diverse range of administrative and clinical activities involving Medicaid practices, HIPPA laws, and crisis management including intake interviews, eligibility determinations, dispositions, diagnosis, triage, medication monitoring, service delivery reviews and resolutions, team building, contract negotiations and monitoring.

- Successfully managed a 24/7 Units: Wake's Crisis Services/Access Unit with excellent track record for customer service delivery, staff management, and records documentation.
- Increased awareness of community resources via public speaking and presentations, events, which included trained healthcare providers on crisis interventions, access to care, authorization process, involuntary commitment law and procedures, mental health laws, and community resources.
- Trained, mentored, and managed employees' performance.
- Delivered a series of well-received, weekly in-service trainings to professional service providers including training in HIPPA laws, Mental Health Reform, crisis management, and clinical skill development.
- Arranged for competent professionals to educate staff during weekly in-service trainings on topics including clinical updates, diagnostic skills, public health issues, documentation, and health and safety, as well as professional growth and development and cultural diversity.
- Maintained excellent internal and external relationships with all staff and personnel, including all local emergency departments, psychiatric hospitals, Department of Health & Human Services, Public Health Department, Wake County Police & Sheriff Department, physicians, and program directors.
- Recognized and commended by manager for overall exemplary performance in management of operations, scheduling, task management, special event coordination, training planning and delivery, and program planning, implementation, and management.
- Managed the separation of Assessment and Crisis Unit Services. Planned, staffed, and implemented services at satellite locations, which resulted in quicker access to services, a decrease in wait time for services, and no-show rate. No show rate went from 55% to 29% (decreased 26%) within 5 months.
- Developed a system for contract monitoring, data collection, and quality control which resulted in decreased errors, improvement in the quality of care, and improvement in selection of qualified staff.

Clinical Experience

- Conducted intake interviews for comprehensive substance abuse and mental health assessments
- Identified potential barriers to accessing services, provided support and advocacy to overcome such barriers.
- Assessed refugees and other immigrants in need of services.
- Monitor and tracked consumer progress
- Participated in treatment planning and clinical supervision.
- Developed or assisted in the development of person-centered plans with consumer, family, and guardians.
- Assisted in the auditing of files in accordance with procedures.
- Determined nature and extend of mental health/substance abuse disorders.
- Triaged consumers with substance abuse, mental health, and developmental disabilities to determine priority status of care – emergent, urgent or routine levels of care.
- Conducted crisis assessments to determine treatment disposition and targeted populations, levels of care, developed crisis plans, and family interventions.
- Medication management
- Face-to-face interventions.
- Coordination of care with WCHS agencies, local Emergency Departments, state and private psychiatric hospitals, Magistrates regarding petitions for involuntary commitments, Emergency Management, nursing homes and other community organization.
- Authorized levels of care.
- Provided the clinical supervision for Homeless Services for 2.5 years.

In-Patient Supervisor – Alcoholism Treatment Center (1989-1996)

- Managed 26-bed inpatient and 8-bed Acute Medical Detox Unit.
- Planned and implemented Inpatient and Outpatient Support Groups.
- Coordinated the scheduling of staff, master treatment planning conferences, and patient activities

- Responded to departmental grievances or incidents in a timely manner with appropriate recommendations and follow through.
- Collaborated with internal WCHS programs and external agencies to coordinate treatment and aftercare plans.
- Conducted intensive substance abuse group sessions, family orientation, and lectures.

Substance Abuse Counselor - Alcoholism Treatment Center (1988-1989)

- Conducted social, family and leisure assessments, mental status examinations, daily group therapy, lectures, etc.
- Developed and implemented treatment plans.
- Responsible for admission and discharge planning

Employment Post Retirement

Save Room for Dessert – Owner/CEO, Knightdale NC (2010 -)

Bake nutritious cakes, pies, cakes, and cookies using organic ingredients. Gluten free, vegan, and diabetic friendly deserts and pastries.

Certified Nursing Assistant – Wisdom Health Care Solution, Durham, NC (2014)

Performed home health care to geriatric population. Assist with baths, vitals, meal prep, and medications administration.

Part-time Field & Installation Merchandiser – Hallmark, Raleigh BC (2012)

Perform service work in Hallmark department in various retail stores. Handled stocking, straightening, replenishing, and tracking inventory of Hallmark products. Performed installation and occasional service with building or moving fixtures and moving card displays.

Volunteer Experience

Care Giver (2009- present) Provided care for family members with Alzheimer's and Dialysis Care until transitioning.

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Currently enrolled in North Carolina Life Insurance Agent Pre-Licensing Course, North Carolina Health Insurance Agent Pre-Licensing Course (4/29/2020)

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2016 Minority Women's Health Alliance

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Willie Sanders

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ORGANIZATIONAL AFFILIATIONS

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Michael

First Name

Sass

Last Name

Middle
Initial

427 Manchester Park Lane 311

Street Address

Suite or Apt

Morrisville

City

NC

State

27560

Postal Code

What district do you live in?

None Selected

Mobile: (845) 222-5558

Primary Phone

Mobile: (845) 222-5558

Alternate Phone

mikesassnc@gmail.com

Email Address

SASSCO

Employer

President

Job Title

Michael Sass

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

Yes No

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

Morrisville

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

I would like to give back to the community. I am interested in helping others, especially, those who might not be in a position to help themselves.

Work Experience

New business development, sales and marketing, consulting and management

Volunteer Experience

RCADD (NY)-Rockland Council on Alcoholism and other Drug Dependence FMA (NY)-Franciscan Mission Associates

Education

GED, some college

Comments

Please let me know if there is any additional information you need from me to qualify for this volunteer position. Thank you.

[Michael_Sass_Resume_02.29.20.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

Demographics

Date of Birth

Gender *

Male

Michael Sass

Ethnicity *

 Caucasian

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

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

Govt Employee

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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MICHAEL A. SASS

Cary, NC | www.linkedin.com/in/michaelasass | mikesassnc@gmail.com | 845-222-5558

SUMMARY

Consummate BtoB sales professional with noteworthy record, strong work ethic, and expertise which includes:

Sales & Marketing	Business Development	Google Tools & Analytics
Leadership & Team Building	Relationship Building	Performance Management
Supervision & Mentoring	Interpersonal Communications	Management & Administration

Exceptional hunter with proven ability to build new relationships into profitable revenue-generators.

Drive to improve productivity and profitability and set, meet, and exceed expectations.

Skilled at establishing and nurturing internal and external customer relationships at all levels.

Proficient in MS Office Suite (Word, Excel, PowerPoint, Outlook).

EXPERIENCE

TattSeal, Dallas, Texas 2019-Present
Brand Manager

- Developed powerful relationships to co-market TattSeal.
 - Discovery Channel reality star and Global brand founder of Orange County Choppers Paul Teutel Sr.
 - Oscar Mike Foundation who is keeping veterans “On-the-Move” through life changing adaptive sports programs, experiences and events.
 - Villain Arts the global leader in Tattoo conferences

Certified Addictions Recovery Coach 2013-Present
I'm a certified addictions recovery coach who has helped over 100 men make positive changes in their lives by helping them with new thinking choices and behaviors around substance use.

U.S. MONITOR New City, New York 2001-2018

U.S. MONITOR, I
Senior Consultant

- Played key role in success of multimillion-dollar direct mailing and monitoring company, including:
 - providing continuous analysis and improvement of key internal and external business processes;
 - directing sales and marketing life cycle activities from: developing campaigns; measuring and analyzing performance; and delivering and maintaining best practices; and
 - establishing and nurturing strategic relationships, expanding customer base, and growing revenue.
- Saved \$150,000 (60%) in manpower costs by optimizing back-office processes.
- Reduced vendors 60% by spearheading rationalization initiative.
- Increased customer service scores by improving customer-facing processes and turnaround times.

- Managed staff of 40 across five departments, hiring, training, mentoring, motivating, and coaching, and delivering performance appraisals.
- Grew base of 500 domestic and 50 global agents to support higher demand and 15% revenue growth.
- Established new marketing channels with best-of-class associations and publishers, which increased industry awareness, brand equity, and quarterly leads by 30%, leading to conversion rate of 80-90%.
- Generated 300 new accounts while managing relationships with 3,000+ clients; and upsold 20% of base to a more timely and profitable service, increasing profits by 12%.
- Increased revenue \$360K by continuously improving ROI analytics/performance metrics for direct and digital marketing campaigns, using key performance indicators for adjustments.

GEE FREE FOODS, New City, New York

2015-2016

Contracted Sales Consultant

- Doubled customer base by creating demand for new-to-market gluten-free products, including puff flaky pastry dough, hors d'oeuvres, and meals.
- Devised profitable new business development strategies and tactics for growing revenue; and formed relationships with leading distributors, re-distributors, and foodservice management companies.

Previous Employment

SCANDIC CORPORATION, New City, New York

Business Analyst / Project Manager

ADVANCED MONITOR SYSTEMS, INC., Blauvelt, New York

Founder

BAI Global, Tarrytown, New York

Product Launch Consultant

U.S. MONITOR, New City, New York

General Manager

RELIGIOUS LISTS, New City, New York

List Broker

MEMBERSHIPS & ASSOCIATIONS

Direct Marketing Association

Direct Marketing Club of New York

Orange County Chamber of Commerce

Franciscan Mission Associates (Advisory Board)

TRAINING & CERTIFICATIONS

Search Engine Academy SEO; Bruce Clay SEO Toolset; Dale Carnegie Training, CARC

INTERESTS & HOBBIES

Cooking, baking (specializing in gluten-free), volunteering, including with outreach programs ranging from humanitarian, civic, and life coaching

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

Nursing Home Community Advisory Committee: Submitted

Please select your first Board preference: * Nursing Home Community Advisory Committee**Please select your second Board preference: *** Adult Care Home Community Advisory Committee**Please select your third Board preference: *** Nursing Home Community Advisory Committee**Please select your fourth Board preference: *** Adult Care Home Community Advisory Committee**Please select your fifth Board preference: *** Nursing Home Community Advisory Committee**Please select your sixth Board preference: *** Adult Care Home Community Advisory Committee

Angelina

First Name

Noble

Last Name

Middle
Initial

9144 Dupree Meadow Dr

Street Address

Suite or Apt

Angier

City

NC

State

27501

Postal Code

What district do you live in?

None Selected

Home: (813) 240-4768

Primary Phone

Home: (727) 900-8808

Alternate Phone

angelina_noble@yahoo.com

Email Address

Employer

Job Title

Angelina Noble

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

Yes No

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

Fuquay-Varina

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

I am eager to serve on the Nursing Home Community Advisory Committee because it aligns with my deep passion for supporting the senior community. In my current role, I manage long-term care policies and regularly work with families seeking care for their loved ones. This direct connection to both patients and families is something I hold close to my heart. Volunteering on this committee would be a meaningful opportunity for me to contribute to a cause that is so important.

Work Experience

I work for MetLife as a case manager for Long Term Care

Volunteer Experience

I have volunteered for Metropolitan Ministries when I lived in Tampa FL every year with their Holiday Tent. This program serves over 30,000 families in need for Thanksgiving and Christmas. I also volunteer with the SPCA for MetLife for their spay and neuter clinic.

Education

I have 2 years of College through the College of Staten Island CUNY as a Biology major but I did not get to finish school as I had to leave to care for a sick family member. I just recently obtained my CNA certification so that I can apply for Nursing school.

Comments

[ANOBLE2025.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

Demographics

Date of Birth

Angelina Noble

Gender *

 Female**Ethnicity ***

 Hispanic

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

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

Facebook

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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Angelina Noble

Angier, NC | 813-240-4768 | Angelina_noble@yahoo.com | www.linkedin.com/in/angelina-noble-829421126

Objective

Detail-oriented healthcare professional with experience in medical insurance, medical record review, and eligibility determination who is also a licensed Nurse Aide. Skilled in analyzing diagnoses, interpreting insurance policies and ensuring compliance with healthcare regulations. Seeking a role where I can leverage my expertise to support accurate decision-making and improve patient access to care.

Experience

Senior Eligibility Care Coordinator | MetLife | December 2017 – Present

- Conduct comprehensive medical record reviews to assess policyholder eligibility for long-term care benefits, analyzing diagnoses, treatment plans, and functional assessments.
- Utilize clinical knowledge and critical thinking to make accurate, evidence-based eligibility determinations in compliance with policy guidelines and regulatory requirements.
- Interpret and synthesize detailed medical documentation, including physician statements, hospital records, and care plans, to support benefit decisions.
- Communicate complex medical and policy information effectively to policyholders, representatives, and healthcare providers through both verbal and written correspondence.
- Draft detailed determination letters outlining the rationale for eligibility decisions, ensuring compliance with legal and regulatory standards.
- Conduct in-depth phone interviews with medical professionals and policyholders to gather critical health status details, clarify inconsistencies, and obtain supporting medical documentation.
- Collaborate with medical and legal teams in cases requiring additional expert input, including litigation and appeals.
- Provide training and mentorship to Care Coordinators, offering guidance on medical record interpretation, eligibility assessments, and compliance procedures.
- Partner with leadership to identify process improvements and implement new workflows that enhance medical documentation retrieval and decision-making efficiency.
- Developed and implemented a streamlined medical documentation retrieval process, significantly increasing the return rate of requested records and eliminating the need for third-party vendors, reducing operational costs.

Auto Claims Adjuster | Progressive Auto Insurance | July 2017 – December 2017

- Interact with customers to answer questions, obtain information, and/or provide support throughout the claims cycle.
- Investigate and analyze Auto insurance claims.
- Interview and/or correspond with all involved parties to make and communicate coverage and liability decisions.
- Document investigative steps and conclusions.
- Validate that all damage is consistent with the report of the accident.
- Collaborate with estimator to identify suspect damages and/or unrelated prior damage.

Senior Case Manager for the Plan of Care Unit | MetLife | April 2015 – January 2017

- Reviewed and updated Plans of Care to reflect current medical diagnoses, treatment plans, and provider information, ensuring timely and accurate care coordination.
- Analyzed medical invoices and claims for accuracy, policy compliance, and eligibility determinations.
- Assessed medical records and provider verifications to determine ongoing service eligibility.
- Reviewed legal documents such as Power of Attorney, Wills, Trusts, and Guardianship records to validate policyholder representation and benefit access.
- Managed incoming and outgoing communications with policyholders, caregivers, and healthcare providers to facilitate seamless care delivery.
- Drafted and edited acknowledgment, denial, and service provider letters, ensuring clarity and compliance with regulatory requirements.
- Created and maintained provider verification tasks, streamlining the onboarding and maintenance of new and existing care providers

Medicare Appeal Specialist (Night Shift) | Kepro | November 2014 – December 2015

- Enter and update patient and medical data in the designated E-Board system, ensuring accuracy and compliance with Medicare guidelines.
- Process electronic medical files and route them to nurses for review in Medicare appeals cases.
- Contact medical facilities to obtain missing medical records; if unavailable, finalize cases in favor of the patient per regulatory guidelines.
- Maintain and safeguard confidential medical records, ensuring compliance with HIPAA and data privacy regulations.
- Provide administrative support, including document preparation, proofreading, and correspondence management.
- Assist beneficiaries via the Helpline, addressing inquiries related to Medicare appeals and medical records.

Real Estate Legal Assistant | Kass Shuler Law | December 2012 – April 2015

- Receive and analyze notifications from clients to transition files in and out of the foreclosure process with primarily focusing on closing files.
- Heavy contact via phone with clients on a day-to-day basis to discuss loans and statuses.
- Enter/update pertinent information pertaining to close, hold or resume notifications, using various software programs which include DCS, Vendorscape, Lenstar, LPS, Clarifire, MSP and Perfect Practice.
- Updating perfect practice to ensure file is transitioned to appropriate team for processing.
- Preparation and Quality Control of Pre and Post Judgment Case Dismissals.
- Review file and case dockets to update Perfect practice for files transitioned from other firms and properly transition out of cases as necessary.
- Incoming and Outgoing transfer files which include preparation of the Notices of Appearance, Stipulation for Substitution of Counsel and Notice of Consent to Substitute Counsel and review of up-to-date Legal Documents.

Skills & Abilities

- Bilingual (English/Spanish)
- Typing 60 WPM
- Microsoft Office Suite
- Customer Advocate
- Adobe Acrobat
- Critical Thinking
- Policy Analysis
- Employee Training
- SIR Privacy Portal (Long Term Care software)
- TLC - Ingenium (Long Term Care software)
- Release Point (Medical Records)
- Assuricare/Care Exchange time clock systems for LTC
- Medical Terminology
- Assuricare (Long Term Care software)
- Healthcare Reimbursement
- Claims Management, Investigation & Resolution

Education

Biology Major | 1996-1996 | College of Staten Island CUNY, Staten Island NY

NC Nurse Aide | 2024 - Pres | Care One Training Institute, Raleigh NC - Nurse Aide License # 596435

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Cassandra

First Name

Young

Last Name

Middle
Initial

630 Rawls drive

Street Address

Suite or Apt

Raleigh

City

NC

State

27610

Postal Code

What district do you live in?

None Selected

Mobile: (919) 389-7051

Primary Phone

Mobile: (919) 798-9767

Alternate Phone

imtheboss1028@gmail.com

Email Address

Homechoice

Employer

PCA

Job Title

Cassandra Young

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 am deeply committed to healthcare and find immense professional satisfaction in serving my community.

Work Experience

36 years in the healthcare field private duty administration assistant medical technician medical assistant xray technician receptionist restorative aide physical therapy assistant transportation director homehealth aide

Volunteer Experience

This would be a 1st for me

Education

McKinley Senior High Diploma Johnston Community college business law 1 year

Comments

Upload a Resume

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Please upload a file

Demographics

Date of Birth

Gender *

Female

Cassandra Young

Ethnicity *

 Native American

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

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

Please upload a file

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Valerie

First Name

P

Middle Initial

Jordan Perry

Last Name

4721 Walden Pond Drive

Street Address

Apt D

Suite or Apt

Raleigh

City

NC

State

27604

Postal Code

What district do you live in?

None Selected

Home: (919) 537-6942

Primary Phone

Home: (919) 889-4133

Alternate Phone

claireandjazzmom@hotmail.com

Email Address

State of NC DHHS

Employer

Financial Analyst

Job Title

Valerie P Jordan Perry

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 would like to make a positive difference in my community. I am looking for a long term experience not a one or two time limited experience.

Work Experience

Accountant since 1999 17 years of supervisory accounting experience

Volunteer Experience

Cape Fear Valley Junior Volunteer (in high school and college in Fayetteville) Special Olympics Volunteer in high school

Education

E.E. Smith High School Fayetteville State University Bachelor of Science Accounting Colorado Technical University Masters of Business Management

Comments

[valerie_resume_202408.docx](#)

Upload a Resume

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Please upload a file

Demographics

Date of Birth

Gender *

Female

Valerie P Jordan Perry

Ethnicity *

 African American

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

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

Facebook

Please upload a file

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VALERIE JORDAN-PERRY

4721 Walden Pond Drive Unit D Raleigh, NC 27604 | (919) 537-6942 |
claireandjazzmom@hotmail.com |

Analytical, organized and detail-oriented accountant with 17 years of Full cycle Accounts Payable expertise and experience in 21 years in governmental accounting. Collaborative team player with ownership mentality and a track record of delivering the high volume yet accurate payables. Resolve challenges. Work with vendors and payment issues.

EDUCATION

Bachelor of Science in Accounting | Fayetteville State University
December 1998

Master of Science in Business Management| Colorado Technical University
December 2005

EXPERIENCE

Financial Analyst |NC DHHS EIPD | Raleigh, NC
2020 – Present

Fiscal monitoring of case services (over \$65 million annually) to ensure compliance with the terms and conditions of the contract and with federal cost principles and audit requirements, to ensure proper payments and reporting, and to mitigate the Department risk

Accountant (AP Supervisor) | NC DHHS Controller's Office | Raleigh, NC
2017-2020

Supervisor of full cycle AP including year end accruals, employees travel reimbursements, direct and matching invoices for all divisions of DHHS with a budget for \$27 billion

Accounting Technician (AP Supervisor) | Dept. of Commerce DES | Raleigh, NC
2003-2017

Supervisor of full cycle AP including payments to citizens for tax overpayments, WIOA workforce training for new job/career enhancements, summer wage payments for youth

Accounts Payable Specialist | Oxford University Press, Inc. | Cary, NC
2000-2003

Full Cycle AP including International Wires (IMOs) and payments requiring 1042 tax forms

Accounts Payable Clerk | Lucor, Inc. | Raleigh, NC
1999-2000

Full Cycle AP for multiple Jiffy Lube stores in 2 states

SKILLS

- Accounts Payable Supervision 17 years
- Full Cycle AP, Travel, Direct Pay, and Matching
- Year End Accruals/AP Closing Processes
- 1099 and W9
- SAP R/3, FARS, NCAS, NCFS, Peachtree, TurboTax
- Microsoft Word, Excel, PowerPoint, TEAMS

