

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: *

☒ Commission for Women

Please select your fourth Board preference: *

☒ Board of Adjustment

Please select your fifth Board preference: *

☒ City of Raleigh Housing Appeals Board

Please select your sixth Board preference: *

☒ Centennial Authority

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

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

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

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

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](#).

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

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☒ 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

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 Learning 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](#)

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Please upload a file

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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

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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. Skills: Power of Attorney, care coordination, patient advocate, time management, records management, organizational skills, written and organizational skills. Emergency response, problem solving/decision making, patience, and self-motivation.

Church Food Bank (2019) Registered people. Packed and distributed food aid. Oversee opening and closing of food pantry two times per month.

Bible Study Fellowship (2017) Administration. Registered participants. Maintain class attendance records. Collect and analyze data. Ensure each class received printed study materials, attendance sheets, and room set up. Collect money at end of class. Audio visual aid.

Education & Trainings

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

Master of Health Services Administration

Strayer University, Raleigh, NC (2007)

Bachelor of Science in Therapeutic Recreation

East Carolina University, Greenville, NC (1981)

HIPPA Administration Certificate

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Certified Nursing Assistant

Wisdom Health Academy, Durham NC (2014)

Billing I & II Certificate

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Wedding Planner Certificate

Wake Technical Community College, Raleigh NC (2018)

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2016 Minority Women's Health Alliance

References Available Upon Request

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☒ 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

Susan	L	Matthias
First Name	Middle Initial	Last Name

7237 Rabbit Run		
Street Address	Suite or Apt	
Wake Forest	NC	27587
City	State	Postal Code

What district do you live in?

None Selected

Mobile: (919) 306-3872	Home: (919) 306-3872
Primary Phone	Alternate Phone

sunnydee58@yahoo.com
Email Address

Retired	
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:

☒ Unincorporated Wake County

Interests & Experiences

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

I am interested in serving others and being an advocate for those who need assistance to navigate their health care & living arrangements. I believe I can be a voice for others who are in need and struggling with issues.

Work Experience

Currently retired as on Jan 2024. I worked for the federal government for 25 years; for 8.5 years I was a Field Collection manager for the IRS in the Raleigh, NC area. I worked for approximately 4 years as a Human services caseworker for the state of Illinois where I administered to those on public assistance (food stamps, TANF - temporary aid to needy families and Medicaid).

Volunteer Experience

Volunteered at church functions, worked at Green Chair Project in Raleigh, NC.

Education

Bachelors of Science Degree in Business

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

Ethnicity *

☒ Caucasian

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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☒ Nursing Home Community Advisory Committee

Please select your fifth Board preference: *

☒ Nursing Home Community Advisory Committee

Please select your sixth Board preference: *

☒ Nursing Home Community Advisory Committee

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

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

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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

Orange County Choppers, Newburgh, New York

2019-Present

New Business Development Consultant

My primary role is to increase revenue through the redevelopment of the OCC ecommerce site, email list marketing, licensing and sponsorships.

TattSeal, Dallas, Texas

2019-Present

Brand Manager

Responsible for product integrity and go to market strategy for TattSeal, a patented MD Matrix™ (U.S. Patent No. 9,610,258) formula including other ingredients in the science of skin repair.

- 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

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

Orange County Chamber of Commerce

Direct Marketing Club of New York

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

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 to 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

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](#).

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) | • SIR Privacy Portal (Long Term Care software) |
| • Typing 60 WPM | • TLC - Ingenium (Long Term Care software) |
| • Microsoft Office Suite | • Release Point (Medical Records) |
| • Customer Advocate | • Assuricare/Care Exchange time clock systems for LTC |
| • Adobe Acrobat | • Medical Terminology |
| • Critical Thinking | • Assuricare (Long Term Care software) |
| • Policy Analysis | • Healthcare Reimbursement |
| • Employee Training | • 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

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: ***

☒ Keep America Beautiful Advisory Board**Please select your fourth Board preference: ***

☒ None Selected**Please select your fifth Board preference: ***

☒ None Selected**Please select your sixth Board preference: ***

☒ None Selected

Rebecca

First Name

W

Middle
Initial

Hornaday

Last Name

502 Crabbery Lane

Street Address

Suite or Apt

Raleigh

City

NC

State

27609

Postal Code

What district do you live in?

None Selected

Fax: (984) 239-1923

Primary Phone

Mobile: (984) 239-1923

Alternate Phone

rebeccahornaday@msn.com

Email Address

Retired

Employer

Job Title

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

☐ Yes ☒ No

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

☒ Raleigh

Interests & Experiences

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

Main reason for my interest is that I have always had a passion for assuring all people have an advocate to assist them and their families with health care needs and rights. My background is nursing plus had family/friends in the medical/clinical field to help navigate health care situations including nursing homes for grandparents and parents. Realized many people do not have someone to help them. Over the years helped people informally and want to continue helping others since I am retired and have more time.

Work Experience

Clinical/Hospital Nursing - 9+ years experience as a RN in academic medical centers and community hospitals across the US. Worked in neurosurgery, neurology, orthopedics, respiratory and general medical/surgery areas. PPD, Inc. - 29 years experience in clinical research/drug development working in various therapeutic areas (GI, critical care, respiratory, infectious disease). Worked as Clinical Research Associate to Senior Director. See attached CV.

Volunteer Experience

We Care We Share - Volunteer (2014-present) Board of Directors (2021-present) Various volunteer roles - American Heart Association, JDRF, Special Olympics, Cerebral Palsy School (Greensboro), Susan Komen Breast Cancer Race, Girl Scouts, Red Cross Blood Mobiles

Education

UNC-Greensboro - BS in Therapeutic Recreation, 1980 Guildford Community College - AAS in Nursing (RN), 1983

Comments

I look forward to being a volunteer member of Nursing Home Advisory Committee.

[Hornaday_Rebecca_W_29-Jan_2025.doc](#)

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

Rebecca W Hornaday

Date of Birth

Gender *

☒ Female

Ethnicity *

☒ Caucasian

Other

How did you become aware of Wake County volunteer opportunities?

☒ Radio

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](#).

REBECCA W HORNADAY

502 Crabbery Lane
Raleigh, NC 27609
Mobile 984-239-1923

EDUCATION

B.S., Recreation, Concentration in Therapeutic Recreation, 1980
University of North Carolina at Greensboro, Greensboro, NC

A.A.S., Nursing, 1983
Guilford Technical Community College, Jamestown, NC

THERAPEUTIC EXPERIENCE

Infections/Parasitic Diseases: HIV, Sepsis, Septic Shock, C-difficile Diarrhea, Skin and Soft Tissue Infection, Staphylococcus Bacteremia
Endocrine/Metabolic: Diabetes
Hematology: Hemorrhagic Shock, Anemia
Nervous System: Neurology, Neurosurgery
Circulatory: Coronary Artery Disease, Cardiac Stents, Acute MI
Respiratory: Asthma, Bronchospasms, ARDS, Ventilator-Associated Pneumonia, Idiopathic Pulmonary Fibrosis, Pulmonary Fibrosis, Cystic Fibrosis, COPD, Pulmonary Arterial Hypertension, Alpha 1 Antitrypsin Deficiency, Asthma with Aspergillosis
Digestive System: Ulcers, Pancreatitis, NASH
Musculoskeletal: Orthopedics, Knee Replacements, Skeletal Metastases Bone Pain

PROFESSIONAL EXPERIENCE

PPD, Morrisville, NC

<i>Senior Director</i>	<i>Apr 2019 – Jan 2021</i>
<i>Director</i>	<i>Jan 2012 – Mar 2019</i>
<i>Senior Director</i>	<i>May 2010 – Jan 2012</i>
<i>Director</i>	<i>Feb 2007 - Apr 2010</i>
<i>Associate Director</i>	<i>Jul 2004 - Feb 2007</i>
<i>Principal Project Manager</i>	<i>Aug 2002 - Jul 2004</i>
<i>Senior Project Manager</i>	<i>Apr 1998 - Aug 2002</i>
<i>Project Manager</i>	<i>Jan 1995 - Apr 1998</i>
<i>Clinical Research Associate</i>	<i>Mar 1992 - Jan 1995</i>

Director/Senior Director, Global Project Management

Responsible for successful oversight and completion of Phase II, III and IV projects within the Infectious and Respiratory Diseases (IRD) Division including:

- Selected to join and focus on PPD Biotech clients due to my responsiveness to the unique needs of this type of client and ability to offer flexible solutions and customized approaches in managing their projects.
- Oversight of Respiratory projects in Asthma, COPD, Idiopathic Pulmonary Fibrosis, Cystic Fibrosis, Pulmonary Arterial Hypertension and Alpha 1 Antitrypsin Deficiency, Asthma with Aspergillosis
- Oversight of ID studies in ABSSI and Staphylococcal Bacteremia

- Oversight of both NCE and Bioequivalence studies
- Supervision of line managers of IRD Project Managers
- Assistance with personnel management of their functional areas including clinical management, site intelligence and activation, data management, medical affairs, regulatory affairs, medical writing, global clinical supplies, etc.
- Provision of administrative, clinical, and fiscal guidance to the managers and team members
- Preparation and strategy of proposals and negotiation of contracts for new opportunities within IRD.
- Development of project budgets for new projects and facilitation of budget updates as needed for ongoing projects.
- Presentation of PPD capabilities to Clients and at industry meetings.
- Identification of new business opportunities for Respiratory clinical research through literature and publications, therapeutic contacts and from existing client relationships.
- Chair monthly Project Reviews Meetings for Respiratory projects
- Serve as member on various internal initiatives for global project management
- Member of Rare Disease Center of Excellence representing Infectious and Respiratory Diseases

Senior Director, Compliance Management, Global Quality and Compliance

- Responsible for oversight of Policy and Procedure Management (PPM) and Global Monitoring Quality in collaboration with Clinical Management
- Managed staff of Director, Associate Directors, Managers, CRAs and QC Specialists
- Developed, executed and supported Governance, Risk and Compliance strategies and initiatives across PPD.
- Launched Global CAPA program and established CAPA Oversight Committee
- Transitioned PPD Procedural Document management to Livelink initiating workflow for actions to procedures
- Established and served as Lead for Policy and Procedure Management Oversight Committee
- Assumed oversight of Corporate Policies by PPM and establishing cycled review of policies
- Lead on behalf of GQC and participated in joint initiative with Clinical Management on process/quality improvement initiatives for Monitoring Quality
- Serve on Global Monitoring Quality Initiative team

Senior Director, Strategic Reserve Group (formerly SWAT):

- Coordinated Strategic Reserve Group for North America Manage staff of 4 Associate Directors, Director, 3 Managers and 45 Clinical Research Associates.
- Lead working with a Key Client on escalation and resolution of issues for a high profile program.
- Responsibilities noted below as Director, SWAT

Associate Director/Director, SWAT:

- Coordinated PPD SWAT team for North America reporting to VP of Corporate Projects..
- Liaison with Executive Directors, Directors, and Associate Directors in various departments within PPD to develop plans and processes to provide assistance to meet timelines and client deliverables.
- Management of SWAT budget and utilization.
- Responsible for training, performance reviews and career progress and development for SWAT team.
- Highly knowledgeable of PPD SOPs/WPDs, policies and procedures.
- Ensured required training completed for staff on respective projects.

Principal Project Manager, Project Manager

Managed Phase II and III full service and global projects studies in Cardiovascular, Critical Care and Orthopedic surgery. Managed North and South America for Cardiovascular study.

- Coordinated project activities across functional group leads for all projects.
- Mentored Senior PMs, PMs, and APMs.

- Assisted Associate Directors and Directors with development of new proposals and presentations to clients for new business.

Senior Project Manager/SWAT Leader, Project Management:

Managed Phase II and III Critical Care studies with up to 12 direct reports. For approximately 3 years, functioned as SWAT Leader providing direction, planning and leadership to Project Managers and Clinical teams.

- Assisted PMs/APMs with development of Project Plans to meet deadlines and complete tasks.
- Provided reports to Sr. Management on projects requiring SWAT intervention.
- FDA audit experience.
- Mentor/Resource for junior PMs and APMs.
- Assisted Global Learning and Performance in development of programs for Project Management, Medical Terminology, and Business Development training.
- Trainer for CRA Foundation, Project Management and Business Development training programs.
- Served on Working Practice Document Committee to develop Clinical WPDs.
- Responsibilities as noted below as Project Manager.

Project Manager, Project Management:

Managed Phase I through Phase III studies from study start up through the final report in gastroenterology, respiratory and critical care. Up to 15 direct reports.

- Coordinated and presented project specific and therapeutic training to project teams.
- Lead internal and external project team meetings inclusive of representatives of PPD clinical, data management, biostatistics, programming, medical writing, clinical supplies and pharmacovigilance personnel as well as external vendors.
- Tracked and managed finances for assigned projects.
- Developed informed consents and reviewed protocols.
- Planned and presented at investigator meetings.
- Participated in monthly Project and Executive Review Meetings presenting project status, finances quality and operational concerns to Senior Management.
- Served on Task Force to revise Clinical SOPs.
- Provided SOP training to Clinical Operations Personnel.
- Managed 2nd project (Hemorrhagic Shock) FDA approved to use Waiver of Informed Consent process. Coordinated with Principal Investigator, Research Coordinator and Institutional Review Board to develop process and plan for each participating medical center.
- Provided input and review on Requests for Proposals.

Clinical Research Associate:

- Managed up to 18 sites; each site participating in 3 gastroenterology protocols.
- Completed pre-study, initiation, interim monitoring and close-out visits.
- Investigator recruitment and site selection for multiple protocols.
- Coordinated resolution of data management issues with Client.
- Trained Physicians and Research Coordinators as well as other Clinical Research Associates.
- Reviewed regulatory documents and maintained regulatory files.
- Monitored in US and South America.
- Assisted with updating PPD SOPs.

Medical Express, Inc.
MRA Staffing, Inc.
Key Nursing Corporation

Contract Registered Nurse 1987-1992

American Mobile Nurses

- Staff nurse in small regional hospitals, as well as academic medical centers throughout the US.
- Experience in neurology, neurosurgery, orthopedics, diabetes/endocrinology, oncology/chemotherapy, respiratory/infectious disease, cardiology, and general medical/surgical areas.
- Charge nurse and staff training responsibilities in select hospitals.

Medical University of South Carolina Medical Center, Charleston, SC

Chief Nurse 1985-1987

Staff Nurse 1983-1985

Chief Nurse:

- Managed patient care programs and quality assurance for 34 bed Neurosurgery, Neurology and Orthopedic unit.
- Supervised a 30+person staff.
- Coordinated Multidisciplinary Team for Neurosurgery and Neurology.

Staff Nurse:

- Charge nurse responsibilities for 34 bed Neurosurgery, Neurology and Orthopedic unit.
- Preceptor for new nurses.

LICENSES & CERTIFICATIONS

- Registered Nurse License (non-active)

PROFESSIONAL DEVELOPMENT

- Various Continuing Education programs while employed in Clinical Nursing 1982-1992
- Various Continuing Education while employed in Clinical Research 1992-2021
- Global Leadership Program 2010
- CAPA in the GCP Environment 2011
- Drug Information Association, annual meetings
- American Thoracic Society International Conference, annual meetings
- European Respiratory Society Conference
- Shock Society Conference
- Grant Writing 1, Duke Non-Profit Management Program, 2024
-

VOLUNTEER WORK

- We Care We Share, Durham, NC
 - Co-Chair of PPD Angel Tree (2014-2021)
 - Volunteer for community service projects (2014-present)
 - Board of Directors member (2021-present)
- Beechwood Village HOA
 - Board of Directors member (2012-2014 and 2021-present)
- Volunteer work with various non-profit organizations
 - American Heart Association, JDRF, Special Olympics, Cerebral Palsy School (Greensboro), Susan Komen Breast Cancer Race, Girl Scouts, Red Cross Blood Mobile

Profile

Which Boards would you like to apply for?

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☒ 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: *

☒ Nursing Home Community Advisory Committee

Please select your fifth Board preference: *

☒ Nursing Home Community Advisory Committee

Please select your sixth Board preference: *

☒ Nursing Home Community Advisory Committee

Cassandra

First Name

Young

Middle Initial

Last Name

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

imthebosss1028@gmail.com

Email Address

Homechoice

Employer

PCA

Job Title

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

☒ Yes ☐ No

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

☒ Raleigh

Interests & Experiences

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

I 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

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

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

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](#).