

Profile

Which Boards would you like to apply for?

Alliance Health : Submitted

Please select your first Board preference: *

☒ Human Services Board

Please select your second Board preference: *

☒ Alliance Behavioral Healthcare

Please select your third Board preference: *

☒ Juvenile Crime Prevention Council

Please select your fourth Board preference: *

☒ Population Health Task Force

Please select your fifth Board preference: *

☒ Criminal Justice Partnership Advisory Board

Please select your sixth Board preference: *

☒ Library Commission

Lauren

First Name

Middle Initial

Carpenito

Last Name

909 E Hargett ST

Street Address

Suite or Apt

Raleigh

City

NC

State

27601

Postal Code

What district do you live in?

None Selected

Mobile: (720) 226-7599

Primary Phone

Home: (720) 226-7599

Alternate Phone

lacarp14@gmail.com

Email Address

Huron Consulting Group

Employer

Healthcare Associate

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 believe that everyone plays a role in their community, whether it's something as small as lending a neighbor something to borrow or stepping up as a community leader. I am eager to expand my community involvement in ways that align with my passions: healthcare, equity, and ensuring equal opportunities for everyone. I want to engage directly in my community, bringing my commitment to caring about people first and aiming to make a meaningful impact. I hope my career in healthcare, engineering background, and my previous experience serving on a board for my alma mater could be beneficial to the board.

Work Experience

I have spent my career thus far in the healthcare sector and hold a Masters in Healthcare Administration from UNC. Healthcare is a system that touches everyone, and there are so many needs for improvement. I began my career as a management engineer at Duke Health, where I supported small community hospitals in a joint venture with Duke. My experience expanded as I worked with the Women's and Children's services at Duke, and I recently transitioned into healthcare consulting. In my current role, I work for with a wide variety of hospitals and health systems, continually broadening my expertise. Throughout my career, I have learned valuable project management skills and aim to consistently earn the trust of my clients.

Volunteer Experience

I have found great enjoyment and purpose in being involved in various volunteer groups throughout my life. At Duke, I co-founded my department's DEI committee and served on the broader Duke Health Diversity, Equity, & Inclusion Leadership Council to foster cross-entity collaboration and address policy and strategy across DUHS. For the last three years, I served as chair for a young alumni board for Industrial and Systems Engineering at Virginia Tech. In this role, I led a 35-member young alumni board to support the department by providing professional and academic development opportunities for current students and engaging and developing a network of young alumni. Now that my time as chair on the board has concluded, I am excited to find my next involvement and hope to contribute to my community.

Education

Masters of Healthcare Administration: UNC - Chapel Hill (2021 - 2023) B.S Industrial and Systems Engineering - Virginia Tech (2014 - 2019)

Comments

While my background is in healthcare, there are many other areas that I'd be interested in learning more about! If there is a different board that you believe my background better aligns with, I would be interested in learning more! Thank you so much for your consideration.

Lauren Carpenito

[Carpenito_Resume_-_Dec_24.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 *

☒ Caucasian

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](#).

Lauren Carpenito

Lauren Carpenito, MHA

Lacarp14@gmail.com | (720) 226-7599 | [linkedin.com/in/lauren-carpenito](https://www.linkedin.com/in/lauren-carpenito)

Work Experience

Huron Consulting Group

Raleigh, NC

Healthcare Associate

October 2023 – Present

- Operationalized and oversaw the build of a Humanitarian Emergency Response and Relief Center for New York City Health and Hospitals to house 3,500 asylum seekers. Collaborated with over 20 different government agencies to create safe housing for asylum seekers and provide basic needs for adult and family with children populations to ultimately open the largest homeless shelter in the country.
- Partnered with the Huron Data & Analytics team at a multi-hospital system to generate new data findings from the MyRounding tool, develop action plans, and serve as project manager. Ensured data findings drove improvement opportunities and provided a clear outline for data use cases. Additionally completed pain point assessments and process maps on functional and technical issues.
- Drove operational efficiencies for a Safety Net hospital, saving over \$3.5 million on Clinical Throughput and Perioperative Services workstreams by restructuring the hospital governance structure, building KPI dashboards, developing various tools and documents, and providing continuous learning sessions for team members.

Duke Health

Durham, NC

Women's & Children's Health System Engineer

October 2021 – September 2023

- Provided analytical and process improvement support on quality initiatives and system-wide projects for multidisciplinary DUHS Women's and Children's teams; present findings to C-level audience to receive leadership buy-in and alleviate solution barriers
- Utilized Lean and Six Sigma tools to transform the Women's service line into a "model cell area" to minimize patient length of stay as part of a larger health system goal to save \$5 million
- Project managed 29 teams with over 100 individuals to successfully move the Duke Family Planning Clinic to an inpatient unit over the span of four weeks to be in compliance with the new abortion regulations from Senate Bill 20
- Coordinated an \$86 million annual labor budget process for the service lines 1,000+ employees and assisted with the labor planning for 6 new Children's inpatient units and a new Women's postpartum unit
- Facilitated a Kaizen Event to improve the breast milk collection and delivery process across 11 Children's units which minimized patient safety events by 40% equating to \$60,000 in savings
- Automated monthly data pulls for Solutions for Patient Safety, a mandated monthly submission to ensure no child will experience serious harm, to streamline process, save time for front-line staff, and provide reoccurring analysis

Duke LifePoint Management Engineer

August 2019 – October 2021

- Provided technical support, solutions, and training to senior leadership and C-Suite members of 14 Duke LifePoint hospitals across 3 states
- Collaborated with multidisciplinary teams to develop standard metrics using the Balanced Scorecard framework to measure improvement; enabled common terminology amongst varying stakeholders from front-line staff to C-suite members when making decisions
- Developed and maintained 200+ automated dashboards and graphs for hospital departments to track, visualize and report performance on selected metrics; provided continuous technical training to directors

Education

The University of North Carolina at Chapel Hill

Chapel Hill, NC

Master of Healthcare Administration

Aug 2021 - Aug 2023

Virginia Polytechnic Institute and State University (Virginia Tech)

Blacksburg, VA

B.S. Industrial and Systems Engineering with a minor in Business, Cum Laude

Aug 2014 - May 2019

Volunteer Leadership Experience

Diversity, Equity, & Inclusion Committee at Duke Health

Durham, NC

Founder + Co-Chair, Member

Fall 2020 – September 2023

- Implemented internal committee with 6 sub-committees and 20 members to initiate department-wide training and work directly with department and health system leadership to advance racial, social, and health equity within the department
- Serve on the Duke Health Diversity, Equity, & Inclusion Leadership Council to create cross-entity collaboration, address policy and strategy across DUHS, and provide both education and a safe space to discuss issues

Emerging Leaders Board for Industrial and Systems Engineering at Virginia Tech

Durham, NC

Chair

Fall 2019 - Present

- Elected to lead a 35 member young alumni board to serve as an execution arm of the ISE Advisory Board
- Provide professional and academic development opportunities for current students; engage and develop a network of young alumni
- Outcomes: Increased student awareness by 70%, increased alumni awareness by 35%, increased diversity by 21%, increased donations among board members and other young alumni by 42%

Certifications and Skills

Certifications: Six Sigma Green Belt Certification, IASSC

Technical Skills: SQL, Tableau, Python, VBA, MATLAB

Profile

Which Boards would you like to apply for?

Alliance Health : Submitted

Please select your first Board preference: *

☒ City of Raleigh Housing Appeals Board

Please select your second Board preference: *

☒ Housing Authority

Please select your third Board preference: *

☒ Housing Authority

Please select your fourth Board preference: *

☒ City of Raleigh Housing Appeals Board

Please select your fifth Board preference: *

☒ Criminal Justice Partnership Advisory Board

Please select your sixth Board preference: *

☒ Alliance Behavioral Healthcare

Lamar

First Name

Cox

Last Name

Middle Initial

8007 river water ct

Street Address

Suite or Apt

Raleigh

City

NC

State

27616

Postal Code

What district do you live in?

None Selected

Home: (919) 329-2610

Primary Phone

Home: (919) 329-2610

Alternate Phone

sodagrape335@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?

I won't to make change to serve my community where I have experience and know the why the public thi KS cause I been On both sides of the fence know both sides story

Work Experience

Volunteer Experience

Education

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 *

☒ Male

Ethnicity *

☒ African American

Other

How did you become aware of Wake County volunteer opportunities?

None Selected

If you selected "Other" above, how?

Please upload a file

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Profile

Which Boards would you like to apply for?

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Please select your first Board preference: *

☒ Alliance Behavioral Healthcare

Please select your second Board preference: *

☒ Capital Area Workforce Development Board

Please select your third Board preference: *

☒ Commission for Women

Please select your fourth Board preference: *

☒ City of Raleigh Planning Commission

Please select your fifth Board preference: *

☒ Criminal Justice Partnership Advisory Board

Please select your sixth Board preference: *

☒ Triangle Transit Authority Board

W

First Name

MB

Middle Initial

Pollock

Last Name

5620 Trinity Road

Street Address

Apt. 111

Suite or Apt

Raleigh

City

NC

State

27607

Postal Code

What district do you live in?

None Selected

Mobile: (984) 389-6822

Primary Phone

Business: (984) 960-5160

Alternate Phone

w.m.pollock@dac.nc.gov

Email Address

NC DAC

Employer

Correctional Case Manager

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

Work Experience

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

Volunteer Experience

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

Education

BS Criminal Justice, .CDAC -NCSAPPB-Registered

Comments

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

Upload a Resume

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

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

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

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

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

Professional Experience

Correctional Case Manager

NCDAC, Raleigh, NC 10/2023-Present

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

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

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

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

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W. Michelle Pollock

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

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

Mobile Crisis Clinician

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

Utilized lethality screening tool in community and varied emergency response locations. Crisis assessment included all age groups. Assessing needs and referrals to appropriate resources when completing crisis plans. Provided an appropriate level of response plan if more immediate intervention was not warranted. Provided follow-up within 24hours. Documentation was submitted to an internal database. Handwritten documentation was submitted to office by 10am, from the weekend the next business day.

Program Coordinator

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

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

Program Coordinator

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

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

Page 3.

W. Michelle Pollock

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

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

Outpatient Therapist

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

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

Outpatient Therapist

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

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

Community Support Supervisor

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

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

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W. Michelle Pollock

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

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

Senior Practitioner

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

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

Page 5.

W. Michelle Pollock

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

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

Community Support Clinician

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

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

Therapist

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

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

HIV and AIDS educator and trainer

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

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

Page 6.

W. Michelle Pollock

Substance Abuse Counselor

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

Provided clinical outpatient mental health and substance abuse services including case

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

Lead Counselor

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

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

Volunteer and Internship

Page 7

W. Michelle Pollock

Volunteer

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

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

Volunteer

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

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

Volunteer

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

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

College Internship

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

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

Education, Training, Certification

W. Michelle Pollock

B.S. in Criminal Justice

North Carolina Central University

1981 – 1985

RI Health and Human Services

Substance Abuse Counselor Training Program

1989 - 1991

Skill Trainings

Parent to Parent Facilitator

Grand Parents as Parents Facilitator

1994

Registered NCSAPPB

Passed CDAC written exam.

NCHTEC

North Carolina HIV Training and Education Center

At the UNC School of Medicine

HIV 101

10/22/2019

Medical Case Management

3/13/2020

NC LMS, Learning Management System

12/21/2023 to Present

Certifications:

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

Profile

Which Boards would you like to apply for?

Alliance Health : Submitted

Please select your first Board preference: *

☒ WakeMed Hospital Board of Directors

Please select your second Board preference: *

☒ Alliance Behavioral Healthcare

Please select your third Board preference: *

☒ Raleigh-Durham Airport Authority

Please select your fourth Board preference: *

☒ None Selected

Please select your fifth Board preference: *

☒ None Selected

Please select your sixth Board preference: *

☒ None Selected

BiancaA Briola

First NameMiddle InitialLast Name

8911 Scotch Castle Drive

Street AddressSuite or Apt

RALEIGHNC27612

CityStatePostal Code

What district do you live in?

None Selected

Home: (919) 323-5385

Primary PhoneAlternate Phone

Business: (919) 323-5385

bianca.a.briola@gmail.com

Email Address

Alvarez & Marsal

Employer

Partner and Managing Director

Job Title

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

☐ Yes ☒ No

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

☒ Raleigh

Interests & Experiences

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

I have lived in the Triangle for 26 years and would like to have the opportunity to participate more in the community that I live in. I recently made a move to a new neighborhood and I am excited at the opportunity to learn more about where I live and the services that the county provides. Over the past 15 years, my entire family has moved to the Triangle and we have learned that this area is a wonderful place and provides great opportunity. I would like to be involved in the continuation of creating a county that is a great place to raise a family, retire, obtain an education, start a business, and receive care.

Work Experience

I am a healthcare strategy and operations executive with experience across a diverse portfolio of healthcare organizations including Managed Care, Group Purchasing Organizations, Retail Pharmacy, Health system, and Specialty Health Providers. I have assisted healthcare organizations in setting the direction of their strategic transformation work. This work has always been firmly rooted in a foundation of an engaged workforce, supported by enabling technology, and leadership teams aligned with their organizational goals. During my 20 years of working in the healthcare industry, I have served in the following roles: • Alvarez & Marsal - Healthcare Industry Group, Partner and Managing Director • Briola Healthcare Advisors, Interim Executive & Transformation Consultant • Premier, Inc, Vice President, Health System Enterprise Value Optimization & Pharmacy • Premier, Inc, Principal, Healthcare Operational Transformation • Premier, Inc, Director, Healthcare Workforce Management • Duke University Health System, Director of Business Ops & Patient Experience, Duke Regional Hospital

Volunteer Experience

I am eager to volunteer and participate in my community and view board work as a wonderful way to make an impact

Education

Board Director Program, UCLA, Los Angeles, CA Six Sigma Black Belt & Lean Certification, NC State University, Raleigh, NC Master of Public Health (MPH), The University of North Carolina Chapel Hill, NC Bachelor of Arts (BA), Duke University, Durham, NC

Comments

[2024_Briola_Board_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

Date of Birth

Gender *

☒ Female

Ethnicity *

☒ Caucasian

☒ Hispanic

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](#).



Bianca Aguiar Briola, MPH

Board Director Candidate – Raleigh, NC

bianca.a.briola@gmail.com

919-323-5385

www.linkedin.com/in/biancaabriola

Executive healthcare transformation advisor and industry thought leader with experience working for dozens of hospitals (rural, AMC, safety net, and for-profit) across 28 states. Over 20 years of experience supporting organizations in devising complex strategic and margin improvement agendas, establishing a solid decision-making infrastructure informed by data, prioritizing the delivery of superior care. Values-driven leader passionate about working with multi-disciplinary teams to create a culture of transparent collaboration, fiscal responsibility, and celebration.

Career Highlights

GROWTH: Advised one of the country's largest managed care organizations in the creation of a go-to-market strategy for a new product offering, supported their Medicaid pharmacy benefit program for a launch in a highly regulated market, and created a quality management infrastructure to ensure compliance.

GROWTH: Led the evaluation of laboratory business models to capture market share for an 8-hospital system in North Carolina. This plan outlined reimbursement, operational, and legal considerations to uncover up to \$2M in net new revenue.

QUALITY: Architected a strategy to position a Georgia 612-bed academic medical center for acquisition by a for-profit. This work opened bed capacity by dramatically reducing length of stay by 0.45 days in a period of four months.

FINANCE: Managed a 519-bed Texas for-profit hospital \$6.5M workforce improvement project as Baldrige and Magnet designations were pursued and rapid campus growth occurred.

GROWTH: Served as executive advisor for an acquisition of a 6 hospital Kentucky-based system and medical group by an AMC. This acquisition significantly expanded the acquirer's footprint in an ultra competitive urban/sub-urban market.

SERVICE: Led a 2-year improvement initiative at a 369-bed North Carolina community hospital increasing HCAHPS scores to exceed the achievement threshold using hourly and leader rounding, bedside shift report, and discharge phone calls.

PEOPLE: Chaired a hospital DE&I committee that prioritized caregiver education and bolstering of foreign language services. This work resulted in inclusion in the Human Rights Campaign Healthcare Equality Index and grant funding.

GROWTH: During an Epic implementation at a 440-bed system, mobilized a \$40M strategic, multi-year organizational improvement roadmap to compete against two larger systems quickly expanding in their northern California market.

SERVICE: Partnered with a California physician group to assess an Interventional Radiology service. This analysis uncovered provider coverage, equipment, and market share opportunities that led to the creation of a patient-centered growth plan that also addressed operational issues impacting provider and staff satisfaction.

PEOPLE: Success strategist in the reorganization and realignment of systems of all sizes. Sponsored executives in the creation of thoughtful and well-balanced structures that met organizational needs and aligned compensation with scope.

Professional Experience

Alvarez & Marsal
Healthcare Industry Group
Partner and Managing Director

Briola Healthcare Advisors
Interim Executive & Transformation
Consultant

Premier, Inc

- Vice President, Health System Enterprise Value Optimization & Pharmacy
- Principal, Operational Transformation
- Director, Workforce Management

Duke University Health System
Director of Business Ops & Patient
Experience, Duke Regional Hospital

Education

Board Director Program
UCLA, Los Angeles, CA

Master of Public Health (MPH)
The University of North Carolina
Chapel Hill, NC

Bachelor of Arts (BA)
Duke University, Durham, NC

**Six Sigma Black Belt &
Lean Certification**
NC State University, Raleigh, NC

Recent Appearances & Thought Leadership

BECKER'S
HOSPITAL REVIEW



HealthLeaders



The Future of Healthcare Human
Capital and Workforce
Management Podcast Series

Profile

Which Boards would you like to apply for?

Alliance Health : Submitted

Please select your first Board preference: *

☒ Human Services Board

Please select your second Board preference: *

☒ Alliance Behavioral Healthcare

Please select your third Board preference: *

☒ WakeMed Hospital Board of Directors

Please select your fourth Board preference: *

☒ Population Health Task Force

Please select your fifth Board preference: *

☒ Council on Fitness and Health

Please select your sixth Board preference: *

☒ None Selected

Helen

First Name

Sporkin

Last Name

Middle Initial

1610 Bickett Blvd

Street Address

Suite or Apt

Raleigh

City

VA

State

27608

Postal Code

What district do you live in?

None Selected

Home: (757) 897-7490

Primary Phone

Home: (757) 897-7490

Alternate Phone

helensporkin@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:

☒ Raleigh

Interests & Experiences

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

I previously served on Charlottesville, Virginia's Community Development Block Grant task force and enjoyed my work in that capacity. I am passionate about health equity and housing from my PhD studies and volunteer work.

Work Experience

Focused Ultrasound Foundation, Charlottesville, VA Engineering Intern 2016

Volunteer Experience

Partners in Health University of Virginia Policy Exec. Board member 2023-2024 • Attended Partners in Health training institute • Organized meetings with US senators and congressmembers from Virginia to discuss right to health initiatives Charlottesville City Community Development Block Grant Task Force Belmont representative member 2021-2023 Member at large 2022-2024 • Reviewing and approving community grants as an appointed member of this task force. Grants focus on improving the housing, economic, and social conditions in Charlottesville. Albemarle County 2044 Comprehensive Plan Working group member 2023-2024 • Helping to develop the 20-year comprehensive plan for the county and engage with community members to ensure their voices are heard during the process. Virginia Supportive Housing Junior Board member 2022-2024 • Helping spread awareness of supportive housing initiatives and fundraisers for the organization in the Charlottesville community.

Education

University of Virginia- BS/BA Biomedical Engineering and Physics, 2016 University of Virginia- PhD Biomedical Engineering, 2024

Comments

[cv_helensporkin.doc](#)

Upload a Resume

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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?

Previous committee work in Charlottesville VA

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](#).

Helen Sporkin

1002 Park St • Charlottesville, VA 22901 • 757-897-7490 • hls4zh@virginia.edu

EDUCATION

University of Virginia, School of Engineering and Applied Science <i>Bachelor's of Science in Biomedical Engineering,</i> <i>Bachelor's of Arts in Physics</i>	Charlottesville, VA May 2016 May 2016
University of Virginia, School of Engineering and Applied Science PhD candidate in Biomedical Engineering Proposal accepted September 2022 Expected graduation: Spring 2024	Charlottesville, VA Fall 2016-Present

EXPERIENCE

University of Virginia Biomedical Engineering Graduate Research Assistant Advisor: Dr. Craig Meyer <ul style="list-style-type: none">• Creatine Chemical Exchange Saturation Transfer (CrCEST) imaging in peripheral artery disease (PAD)• Combined Arterial Spin Labeling and CrCEST protocols for evaluating revascularization procedures in PAD• MR bone thermometry in MR guided focused ultrasound procedures	Charlottesville, VA Fall 2016-Present
Partners in Health University of Virginia Policy Exec. Board member 2023-current <ul style="list-style-type: none">• Attended Partners in Health training institute• Organized meetings with US senators and congressmembers from Virginia to discuss right to health initiatives	
Charlottesville City Community Development Block Grant Task Force Belmont representative member Member at large <ul style="list-style-type: none">• Reviewing and approving community grants as an appointed member of this task force. Grants focus on improving the housing, economic, and social conditions in Charlottesville.	2021-2023 2022-2024
Albemarle County 2044 Comprehensive Plan Working group member <ul style="list-style-type: none">• Helping to develop the 20-year comprehensive plan for the county and engage with community members to ensure their voices are heard during the process.	2023-2024
Virginia Supportive Housing Junior Board member <ul style="list-style-type: none">• Helping spread awareness of supportive housing initiatives and fundraisers for the organization in the Charlottesville community.	2022-current
Focused Ultrasound Foundation Engineering Intern Advisor: Dr. Matt Eames, Ph.D. <ul style="list-style-type: none">• Assessed effectiveness of focused ultrasound sonodynamic therapy on murine models of melanoma• Created infographics and bulletins on focused ultrasound for donors and awareness campaigns	Charlottesville, VA Summer 2016
Detector Lab Department of Biomedical Engineering, University of Virginia Undergraduate Researcher Advisor: Dr. Mark B Williams, Ph.D.	Charlottesville, VA Spring 2013 – Spring 2016

- Prototyped a novel breast immobilization device for a dual-headed gamma imaging tomosynthesis system, and developed an algorithm to remove gridline artifacts from x-ray tomosynthesis images

SELECT PUBLICATIONS AND TALKS

- Design and Evaluation of a Grid Reciprocation Scheme for use in Digital Breast Tomosynthesis
Tushita Patel, **Helen Sporkin**, Heather Peppard, Mark Williams
Society for Optics and Photonics (SPIE), 2016
- Detecting T1-based signal reduction in focused ultrasound heating of bone at 1.5T using a 3D spiral ultra-short echo time sequence
Helen L Sporkin, Yekaterina K Gilbo, Sam W Fielden, John P Mugler, G. Wilson Miller, Steven P Allen, Josef Pfeuffer, Berthold Kiefer, and Craig H Meyer
International Society of Magnetic Resonance in Medicine, 2018
- CrCEST in the study of creatine metabolism kinetics in Peripheral Arterial Disease
Helen Sporkin, Roshin Mathew, Christopher Kramer, Craig Meyer
International Workshop on Chemical Exchange Saturation Transfer Imaging, 2018
- CrCEST reveals characteristics of skeletal muscle creatine metabolism in patients with Peripheral Arterial Disease
Helen Sporkin, Roshin Mathew, Christopher Kramer, Craig Meyer
International Society of Magnetic Resonance in Medicine, 2019
- CrCEST energetics of calf muscle groups at 3T distinguish patients with peripheral arterial disease from age-matched normals
Helen Sporkin, Christopher Schumann, Roshin Mathew, Christopher Kramer, Craig Meyer
International Society of Magnetic Resonance in Medicine, 2020
- Exercise-induced hyperemia ASL and CrCEST at 3T demonstrate individual calf muscle improvement post-revascularization in patients with PAD
Helen Sporkin, Toral Patel, Yakub Betz, Christopher Kramer, Craig Meyer
International Society of Magnetic Resonance in Medicine, 2022
- Differences in treatment and outcomes among racial and highest-attained education level in Peripheral Arterial Disease patients in an imaging study performed at UVA
Helen Sporkin
UVA Health Disparities Conference, 2022
- Chemical Exchange Saturation Transfer MRI Identifies Abnormal Calf Muscle-Specific Energetics in Peripheral Artery Disease
Helen Sporkin, Toral Patel, Yakub Betz, Roshin Mathew, Christopher Schumann, Craig Meyer, Christopher Kramer
Circulation: Cardiovascular Imaging, 2022

AWARDS AND FELLOWSHIPS

- | | |
|---|------------------------|
| American Association of Physicists in Medicine DREAM Fellowship | Summer 2014 |
| Robert M. Berne Cardiovascular Research Center Predoctoral Fellowship | 2018-2019
2019-2020 |
| Int. Workshop on Chemical Exchange Saturation Transfer Imaging Young Investigator Award | 2019 |
| The ISMRM Magna Cum Laude Merit Award | 2020 |

