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

Adult Care 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: ***

☒ 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

Patricia

First Name

C

Middle Initial

Anderson

Last Name

116 Granby Ct

Street Address

Suite or Apt

Cary

City

NC

State

27511

Postal Code

What district do you live in?

☒ District 3

Home: (336) 542-7482

Primary Phone

Home: (336) 542-7482

Alternate Phone

pattianderson1405@gmail.com

Email Address

Retired

Employer

Retired Licensed Nursing Home
Administrator, NC

Job Title

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

☐ Yes ☒ No

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

☒ Cary

Interests & Experiences

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

I have worked with and enjoy this age group. I am a good listener and have been around older and disabled people enough to appreciate their stories of life past and present. I can appreciate that there is a difference between wanting to be heard and expecting a fix. I enjoy the give and take of working as part of a team.

Work Experience

Licensed Nursing Home Administrator, NC. 2005 - 2016. LTC DON 2001-2005 RN 1992 - ~2010

Volunteer Experience

Summer Family Meal Program - Cary, NC - 2018. Program over. Community Garden Worker, 1st UMC, Elon, NC 2012-2015. Project ended. With church groups, prepared and served meals at Durham, Burlington and Greensboro shelters. Conduit Summer Day Program and Reading Tutor - Oxford Manner, Durham, NC, ~3 years, 1986 - 1989. BSA Troop Council 1987-1992.. Two sons received Eagle.

Education

Associate Degree Nursing - Piedmont Community College, Roxboro, NC, 1992. RN License #122568
Bachelor Degree Nursing - NCCU, Durham, NC, 1995. Nursing Home Administrator Certification, UNC Chapel Hill, 2005. NHLA License #2180.

Comments

Unfortunately since moving from Whitsett, NC, to Cary after retirement I have lost the flash drive with my most updated resume. However, I have attached copy of old expanded resume which covers through 2010. In 2010 I joined Century Care Management (CCM) of Cary, NC, as Administrator/Executive Director of Adams Farm Living & Rehab (AFLR), Jamestown, NC. AFLR is owned by Moses Cone Health System and managed by Century Care Management. I retired from CCM on July 31, 2016 and moved to Cary in July of 2017. My most significant accomplishment in both the roles of Director of Nursing and Administrator is the history of successful survey results. While my facilities had multiple zero deficiency surveys, more notable is that the facilities under my care did not ever received deficiencies related to significant quality of care issue. This is not to say that we were perfect, more accurately, the leadership staff and I set high expectation and as a team we worked diligently to meet these expectations by continuous monitoring, analysis, and quality improvement.

[2010_PA_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 *

☒ Caucasian

Other

How did you become aware of Wake County volunteer opportunities?

☒ Other

Ombudsman's office

If you selected "Other" above, how?

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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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 which are found at the link below.

<http://www.wakegov.com/commissions/Documents/CodeofEthics.pdf>

Patricia C. Anderson
817-2 Jamestown Village
Gastonia, NC 28054
(336)541-0746
andersonpc@CaroMontHealth.org

Objective: To employ leadership, management and customer service skills, learned not only through structured leadership training but also life experience, in a team based organization that holds as its vision the highest achievable level of resident centered care and quality of life as defined by our customer.

Professional Experience

CAROMONT HEALTH, COURTLAND TERRACE - August 2009 – Present

Administrator of 96 bed facility (77 SNF, 19 AL) with history of 4 last surveys averaging 10 deficiencies each and lack of effective systems. Over last 8 months have initiated Quality Assurance, and Medication Advisory, as well as RISK meetings; revised 41 cost center \$6.9M operating budget down to 14 cost centers with a total staff of 97 FTEs; restructured nursing organization from multiple vertical layers to a more horizontal structure to increase efficiency and effectiveness in daily care as well as all areas of assessment; overseen one zero deficiency complaint survey; taken appropriate actions to reactivate the life enrichment program in the memory care unit, and have initiated and taken actions leading to increased corporate compliance, and awareness of compliance enhancement opportunities.

UHS PRUITT - New Bern, NC Mar-Apr. 2009

Administrator, 116 bed SNF. Successfully brought facility back into compliance following complaint survey and received unsubstantiated following additional survey.

MOSES CONE HEALTH SYSTEM - Greensboro, NC 2002 - Feb. 2009

Administrator, Penn Nursing Center (PNC), Reidsville, NC 2005 - Feb 2009

Assumed administrative responsibility for this 92-bed facility (10 Assisted Living) in May of 2005, one month after an annual survey had resulted in 15 deficiencies, inclusive of substandard care. Through a concerted leadership team effort all deficiencies were cleared on first revisit. Subsequent annual surveys have received desktop review. 2009 Annual Survey - 0 deficiencies. PNC had 0 complaint surveys between 6/2006 and 2/2009. Key factors in this success include a weekly "At Risk" review for primary risk indicators, 24 hours follow-up on all concerns, the development of quality of care processes and enhancements to the life enrichment activities program. Wii is a daily activity in both the rehab and the activities departments.

Through commitment to proactive intervention, customer satisfaction surveys "would recommend" scores averaged 95.7 between 2006 and 2008. Effective marketing and community relations efforts include hosting the monthly Alzheimer's Association meeting, membership on the Area Agency on Aging County Planning Committee, becoming a meeting point for past family members gathering to carpool to grief counseling, visitation and marketing letters to lower level care facilities and providing clinical rotations for RN, LPN and NA students.

Due to diligent case mix monitoring through the 2006 - 2008 timeframe, Medicare/Other days and operating margin exceeded budget. Implementation of Medicare Triple Check review process resulted in only two denials in 2006-2008 timeframe. Staff turnover was maintained at 22-24% with 0 agency used for period of greater than 18 months. Key department leadership roles remained stable. 2008 staff 'Overall Job Satisfaction' for direct reports scored at 86.6 compared to the Jackson Group database national score of 80.7.

Administrator in Training (AIT) -MCHS Extended Care Center 2005
Sponsored for AIT by MCHS. Objective being to assure back-up administrator available as needed, Assumed Nurse Consultant role at Penn Nursing Center while waiting opportunity to sit for board.

Director of Nursing - MCHS Extended Care Center 2002 - 2005
Accepted role of DON into this 144-bed facility that, due to survey outcome, had lost ability to receive payment for new Medicare/Medicaid admissions. Leadership team efforts in developing and implementing plan of correction resulted in substantial compliance on first revisit. Subsequent annual surveys resulted 4 deficiencies or less; customer satisfactions surveys "would recommend" rose to 95. Initiated tract nursing scheduling leading to decreased absenteeism and minimum use of agency. Employee turnover dropped and was maintained below state and national levels.

CROASDAILE VILLAGE - Durham, NC 1999 - 2002

Hired into role of Staff Development Coordinator for this 550 bed Continuous Care Retirement Community (CCRS). As SDC developed "Croasdaile Excellence" orientation program for all staff as well as a program specific to nursing. An 'Excellence' annual in-service program complemented these programs. Also served as Employee Health Nurse and Infection Control Coordinator. At request of administrator accepted role of DON over 114-bed skilled nursing facility. Implemented POC resulting in substantial compliance on first revisit, developed strong nursing quality of care programs, and initiated "At Risk" team and wound rounds.

INTEGRATED HEALTH SERVICES - Durham, NC 1998

Hired into role of Assessment Nurse for the Durham, NC 118-bed facility. Was requested to serve as Acting DON, along with the Acting Administrator, for Tarboro Nursing Center immediately following Hurricane Floyd. Duties included assisting in coordination of relief services for staff and their families, coordination of resident care services with limited public services, participating in day-to-day operations and decision making related in post-hurricane environment and in redevelopment of nursing leadership and nursing staff. All leadership roles were truly multi-tasked and hands-on, crossing all disciplines, to achieve an environmentally, physically and emotionally secured home for all residents and staff affected by this disaster.

PERSON MEMORIAL HOSPITAL - Roxboro, NC 1998

Director of Nursing of 60-bed hospital based skilled nursing facility. Recruited by and reported to hospital DON with commitment of one year. Facility had had four DONs in previous year. Objective was to recruit for and establish strong nursing leadership team and improve quality of care. Subsequent annual survey resulted in two non-quality of care/life deficiencies.

GRANVILLE MEDICAL CENTER - Oxford, NC 1996 - 1997

Staff/Charge Nursing/Unit Preceptor Medical/Cardiac ICU. SDC / Infection Control Coordinator / Quality Assurance Coordinator / Nurse Supervisor Brantwood Nursing Center.

DURHAM VA MEDICAL CENTER - Durham, NC 1991 - 1996

Charge and Staff Nurse MICU. Charge and Staff Nurse Extended Care Rehab Center. Member of unit recruitment and retention committee and DVAMC Nursing Research Committee.

Administrator in Training (AIT) -MCHS Extended Care Center 2005

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Director of Nursing - MCHS Extended Care Center 2002 - 2005

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☒ 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

Heather

First Name

W

Middle Initial

Cooke

Last Name

1425 Lily Creek Drive

Street Address

Suite or Apt

Cary

City

NC

State

27518

Postal Code

What district do you live in?

☒ District 4

Home: (919) 608-0743

Primary Phone

Business: (919) 576-7684

Alternate Phone

hwcooke@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:

☒ Cary

Interests & Experiences

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

I am the chair of this committee. My heart is for the elderly and unwell. I am a social worker who wants residents in LTC to continue with the rights they had within the community.

Work Experience

Social Work Internship at Britthaven of Snow Hill, Snow Hill, NC 1993. Social Worker, Britthaven of Smithfield, Smithfield, NC, SW for SPARK (Alzheimer/dementia) unit, 1993-1997. Social Worker, Riverside Regional Convalescent Center, Newport News, VA, 1998-2000.

Volunteer Experience

I have been the school mascot at Oak Grove Elementary School for 4 years. I am on the Media Review Committee at OGES and I am a Stroke and Turn Official for USA Swimming. My children are involved in a variety of activities which I assist with as needed.

Education

Bachelors of Social Work with focus on geriatrics and aging ECU 1993.

Comments

I have been away from long term care raising my three daughters. My girls are getting older and less dependent upon me. I would like to get re-involved in long term care. I have no grandparents and have always considered my nursing home residents as my adopted grandparents. When I read about this commission, I was very excited to possibly get myself involved again. I am currently serving my second term as Co-chair for this committee.

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?

☒ Newspaper

If you selected "Other" above, how?

Please upload a file

ETHICS GUIDELINES FOR COUNTY ADVISORY BOARDS AND COMMISSIONS

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☒ 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

Carol

First Name

Derrenbacher

Middle Initial

Last Name

3201 Keighley Forest Drive

Street Address

Suite or Apt

Wake Forest

City

NC

State

27587

Postal Code

What district do you live in?

☒ District 6

Home: (919) 554-2578

Primary Phone

Home: (919) 696-6096

Alternate Phone

cderren@nc.rr.com

Email Address

Retired Wake County Schools

Employer

Speech Language Pathologist

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 was the caregiver for my father who resided in a Nursing facility and received very good care prior to his death 14 years ago and I am involved with many seniors through the Center for Volunteer Caregiving and want to do all I can to assure that those who need nursing care receive the best care possible.

Work Experience

Poll worker early voting 2012 Speech Language Pathologist: Wake County Schools for 20 years.
Preschool director and Music teacher 4 years

Volunteer Experience

GAL volunteer advocate- Franklin County 18years Volunteer 12 yrs; local coordinator 8 yrs.: for Center for Volunteer Caregiving

Education

MEd Special Ed; Ga State . BA; College of New Rochelle

Comments

I do not have a resume.

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?

☒ Newspaper

If you selected "Other" above, how?

Please upload a file

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

Adult Care Home Community Advisory Committee: Submitted

Please select your first Board preference: *

☒ Aircraft Noise Abatement Committee**Please select your second Board preference: ***

☒ Alcoholic Beverage Control Board**Please select your third Board preference: ***

☒ Citizen's Energy Advisory Commission**Please select your fourth Board preference: ***

☒ Housing Authority**Please select your fifth Board preference: ***

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

☒ Raleigh-Durham Airport Authority

David

First Name

G

Middle Initial

Dicken

Last Name

137 Clayfield Dr

Street Address

Suite or Apt

Garner

City

NC

State

27529

Postal Code

What district do you live in?

☒ District 2

Mobile: (919) 602-7382

Primary Phone

Home: (919) 662-0891

Alternate Phone

dgdicken@yahoo.com

Email Address

State of North Carolina

Employer

Information Technology
Contractor

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:

☒ Garner

Interests & Experiences

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

Give back to the community

Work Experience

Business Management, Computer Technician. Aviation Fuels Management experience. Retired Air Force.

Volunteer Experience

President Raleigh-Wake Community Emergency Response Teams 501c3

Education

Associates of Applied Sciences Fuels Management USAF Bachelor of Science Business Management
Liberty University Master of Arts Certificate in Executive Leadership and Management Liberty University

Comments

Retired Air Force Veteran and work part time as a state contractor with the Department of Information Technology. I like to give back to my community in volunteer time.

[Backup_of_David_Glenn_Dicken_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 *

☒ Male

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

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David Glenn Dicken
137 Clayfield Drive Garner, NC 27529
919-602-7382

Career Objective: Retired USAF veteran looking to provide administrative services in a part time capacity for up to 24 hours per week.

Education:

Liberty University - (8-88 to 9-92) Bachelor of Science in Business Management/Minor in Human Resource Management

Community College of Air Force - (3-83 to 4-92) Associate of Applied Sciences in Fuels Management

Certifications:

Networking Technologies - Wake Technical Community College
Microsoft Excel 2000
Remedy Extension Course V. 4.5.2

Work Experience:

NC Temporary Solutions (8/17 - Present) Experienced providing technical support over the phone and recording details into an IT Service Management application on a Tier I level. Experienced with BMC Remedy 9.0. Proficient in typing, grammar, and spelling skills. I provided technical support via phone and email to state and local government and private business customers across North Carolina that utilizes DIT services. Promoted a positive customer relationship and a high customer service orientation with strong interpersonal skills. • Respond via phone and email to requests for assistance. • Identify problems, categorize issues, prioritize work, troubleshoot, and provide advice to end-users. • Record incident and service request tickets using the BMC Remedy DITM application. • Perform follow-up via phone and email on existing incident and service request tickets.

Lowes Foods Inc. (8/09 - 8/17) Part-time Lead Cashier. Fuel Center
Responsible for training all new fuel center employees in cashier duties, Reconcile previous day receipts, fuel system maintenance and trouble-shooting. Direct customer contact, build customer service and satisfaction levels to meet or exceed company expectations.

Wake County Sheriff's Office - (9/03 - 7/09) Permanent Part- time administrative assistant II. Worked 18 hours per week as floater. Provided Data entry in Judicial Services, Criminal Investigations Division, and Records. Provided assistance in Finance Department for one year in maintaining general ledger for jail receipts, concealed weapon permits and pistol permits.

IMServ North America - (10/00 to 8/02) Customer Care/Support Administrator * Performs account management for current clients for Automated Meter Reading Services. Set up of price matrix and merging of monthly work performed provides data for monthly invoicing of various services provided. * Completed Remedy version 4.X course. Have had extensive experience in version 3.2. Helped to design current version of Remedy 4.5.2 for NA Operations on a very large account. * Designing specifications for Customer Service Helpdesk to include, BCP, DR Plan, Reporting procedures, Daily SOP's for CS Rep., Establishment of training guide for Remedy 4.5.2 and EDV+. * Perform daily reporting to network manager for open tickets regarding computer technical problems in the work environment. * Provide monthly revenue reports to include gross revenue, net gain to last reporting period. Provide financial analysis of net growth of meters gained, also provide breakdown of growth based on services using pie graphs.

EDS Inc. - (6/98 to 9/00) Business Analyst * Provided Customer Service in Help Desk environment relating to the USPS Contract. Provided technical assistance in 8 different operating systems to migrate to One central operating system. Rolled out NCR POS ONE system to 66,000 post offices nation wide.* Reset passwords for customers remotely through the established Intranet. Assisted the postal clerks in troubleshooting the USPS application called POS ONE. * Performed Windows NT troubleshooting, escalated as necessary.* Software used to document trouble tickets was Remedy Version 3.2. Utilized Rita 1 testing program for pinging workstations and servers while performing installation procedures on sites. * Tested connectivity to the server at the site to be installed. Assisted server support personnel with regards to the Cisco hubs 1502 and 1503 model numbers on site.

Non-Commissioned Officer in Charge-Fuels Management USAF Reserves (4-87 to 3-00) * Supervise 9 personnel in the Fuels Management Flight section for the 916th Air Refueling Wing. * Coordinate the training, inspection and quality control programs to ensure compliance with AF Technical Orders. * Generate monthly training plans. Created performance appraisals for subordinates on semi-annual basis.

References available upon request

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

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

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

☒ None Selected

Megan

First Name

Douglas

Last Name

5440 Ironwood Lane

Street Address

Suite or Apt

Raleigh

City

NC

State

27613

Postal Code

What district do you live in?

☒ District 7

Mobile: (919) 696-1934

Primary Phone

Home: (919) 783-5749

Alternate Phone

mjdouglas53@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:

☒ Raleigh

Interests & Experiences

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

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

Work Experience

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

Volunteer Experience

Hospice volunteer, church committees, Wake County Nursing Home CAC

Education

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

Comments

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?

☒ Newspaper

If you selected "Other" above, how?

Please upload a file

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

☒ None Selected

Michee

First Name

L

Middle Initial

Olson

Last Name

9910-101 Pineville Rd

Street Address

Suite or Apt

Raleigh

City

NC

State

27617

Postal Code

What district do you live in?

☒ District 7

Mobile: (919) 631-2387

Primary Phone

Mobile: (919) 631-2387

Alternate Phone

michee.olson@yahoo.com

Email Address

Wake County Human Services

Employer

Program Specialist

Job Title

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

☐ Yes ☒ No

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

☒ Raleigh

Interests & Experiences

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

My grandmother was a resident of an assisted living facility in Carthage prior to her death. This same facility was recently in the news for negligence. By being actively involved on this board, I believe I could be an advocate for someone like my grandmother. I would like to be able to be their voice so that they are all treated with respect and dignity in their final years.

Work Experience

I have worked in the public sector for many years. Recently, I have worked with the elderly and disabled population and am knowledgeable of the many challenges they face as they grow older. I have helped determine eligibility for them to receive medicaid while a resident of various adult care and nursing homes across Wake County.

Volunteer Experience

Throughout my daughter's school years, I volunteered and served on many pta/pto boards. I have served in the capacity of Vice president, secretary, volunteer coordinator, and room mom. I volunteered to serve as the president of my high school 20 and 30 year class reunions. I have volunteered to serve on a local nonprofit 5K race and have volunteered countless hours in various capacities at church.

Education

I graduated in May 1991 with a bachelor of science degree majoring in Psychology from Methodist University in Fayetteville NC.

Comments

I have signed a lease and will be moving to the above named address on 4/28/18.

[Updated Resume April 2018.docx](#)

Upload a Resume

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Demographics


Date of Birth

Gender *

☒ Female

Ethnicity *

☒ Caucasian

Other

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☒ Other

grandmother faced during her time
in an assisted living facility.

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Michee Lucas Olson

Objective

Detail-oriented team player with 12 years experience with Wake County Human Services in the Public Assistance programs. Highly organized, self-directed, motivated and driven professional skilled in building strong working relationships with fellow staff, supervisors, consumers, and the community. Passionate about helping others and providing excellent customer service.

Experience

July 2015 to present *Wake County Human Services* Raleigh NC

Human Services Program Specialist

- Audit Adult Medicaid cases for accuracy
 - Excellent communication and interaction with consumers and peers
 - Knowledge of NCFast system, OnBase, and Microsoft Office Products
 - Ability to read, interpret, and correctly apply federal and state policy
 - Adhere to set deadlines
 - Analyze data from audits to determine training needs
-

Aug 2011 to July 2015 *City of Dunn* Dunn NC

Administrative Assistant

- Managed Recreation office, secretary to the director, responsible for all general office duties
 - Managed registration for all sports programs as well as set up teams, coaches, and sponsors
 - Managed multiple pledges for 1.5 million park renovation project
 - Provided excellent customer service to community and parents
-

Nov 2008 to June 2011 *Sampson County Schools* Clinton NC

Substitute Teacher

- Managed classroom in absence of teacher
-

July 2004 to May 2007 *Johnston County Schools* Smithfield NC

Receptionist

- Greeted visitors, answered and routed phone calls accordingly
 - Composed and created documents and reports for the principal
 - Responsible for general office duties and maintenance of student information
-

Jan 1994 to June 2004 Wake County Human Services Raleigh NC

Case Manager / Trainer

- Managed Work First caseload
 - Took and processed applications for Adult Medicaid programs
 - Trained new and seasoned employees in all Adult Medicaid programs
 - Audited Adult Medicaid case records for Quality Assurance
-

Education

Aug 1987 to May 1991 Methodist University Fayetteville NC

Bachelor of Science

- Psychology
-

References

References are available upon request

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

Adult Care Home Community Advisory Committee: Submitted

Please select your first Board preference: *

☒ Commission for Women**Please select your second Board preference: ***

☒ Alliance Behavioral Healthcare**Please select your third Board preference: ***

☒ Adult Care Home Community Advisory Committee**Please select your fourth Board preference: ***

☒ Capital Area Workforce Development Board**Please select your fifth Board preference: ***

☒ City of Raleigh Board of Adjustment**Please select your sixth Board preference: ***

☒ Domestic Violence Fatality Review Team

Kwesiwa

First Name

Quaison-Sackey

Middle Initial

Last Name

8240 Mcguire Drive

Street Address

Suite or Apt

Raleigh

City

NC

State

27616

Postal Code

What district do you live in?

☒ District 1

Mobile: (984) 888-3748

Primary Phone

Mobile: (984) 888-3748

Alternate Phone

kwesiwaqsackey@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 want my views and those who share a similar background to be well represented. I believe that is where I can not only affect change for myself but my community as well.

Work Experience

I currently work as a correctional Office for the state and have had various management responsibilities in working at Assisted Living facilities, hiring and training staff for a health care agency. An accomplished General/Operations Manager: Proven success in leading cross functional teams to deliver, building and maintaining clients relationships and staff development.

Volunteer Experience

Heartland Home Care and Hospices to offer companionate care to patients and participants Meals-on-Wheels Acting as classroom assistant, including chaperoning elementary school students on fieldtrips Wake Interfaith Hospitality Network hosting overnight programs for displaced families Fundraising

Education

B.A. Public Relations, Mount Saint Mary College, Newburgh, NY

Comments

I am happy to pull up my sleeves to get the work done!

[Public_Relations.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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<http://www.wakegov.com/commissions/Documents/CodeofEthics.pdf>

Kwesiwa Quaison-Sackey

8240 Mcguire Drive
Raleigh, NC 27616
kwesiwa@hotmail.com
984-888-3748

An accomplished General/Operations Manager: roven success in leading cross functional teams to deliver, building and maintaining clients relationships and staff development.

Core professional competencies include:

Fund Raising	Marketing	Problem solving and investigations
Spiritual Care	Customer care	Writer
Public Relations	Public Speaking	Compliance and Risk management

Professional Experience & Accomplishments

Wake Med Hospital, Raleigh, NC Clinical Pastoral Education

August -2016- December 2016

- Performs daily visitations and sacramental services to patient and their families
- Maintained the spiritual care needs of the hospital staff and patients
- Participated in clinical focus and end of life care

Dept. Of Public Safety, Raleigh, NC

Correctional Officer

Sep 2015 - Present

Maintained security and control of the institution, performed inspection of inmates living quarters with random searches, staff development, administration of correctional programs and prison intelligence

- Ensured security of the public and inmates
- Enforced and ensured compliance of standard operating procedures
- Supervise Inmates on all activities during incarceration period
- Firearms Certified
- Facilitated group activities

The Robert Treat Hotel, Newark, NJ

Banquet and Marketing Supervisor 2015

Nov 2014 - Jan

- Developed sales pitch and solicited business to increase revenue by 30 % within a quarter
- Maintained the knowledge of market trends
- Trained and motivated staff to achieve and maintain highest level of work performance
- Solicited business by way of content marketing, social media, and by direct mailing systems

Carillon Assisted Living, Fuquay-Varina, NC

Dementia Care and Program Manager

Oct 2012 – May 2014

- Designed and implemented cognitive and therapeutic programs for residents; no programs were in place previously
- Established individualized care plans for residents
- Advised and counseled residents' families on care and dementia programs
- Supervised and mentored personal care staff on job functions and increased employee morale
- Maintained and updated medical administration records and personal care records
- Corresponded and maintained professional relationship with vendors

Coastal Medical Supply (Carolina Home & Health Staffing Agency) Raleigh, NC

Manager, Medical Billing

Jun 2007- Jun 2008

- Submitted billing on durable medical equipment and increased return on investment by 60% in one year
- Submitted payroll to accounts payable department for processing
- Conducted audits of patients' charts to meet federal and state regulations
- Resolved grievances among clients and aides through counseling and conflict resolution

Anderson Center for Autism, Hyde Park, NY

Paraprofessional

Jan. 2006-Apr. 2006

- Assisted in the implementation of individual education plans for the students and monitored progress.
- Directed and supervised the activities of students with disabilities both on campus and in the community
- Facilitated weekly meetings to address care plan changes for students
- Planned and executed functions in compliance with federal and state guidelines

I-MEX Copy Center, LLC, Poughkeepsie, NY

Owner/CEO

Mar. 2002-Dec. 2005

- Solicited and secured new accounts from area businesses, providing 15% increase in revenue every month.
- Effectively managed and grew the company from one employee to five in one year
- Performed all managerial functions including budget/finance, human resources, inventory planning, customer and public relations, equipment, product design and research

Harlem Valley Maximum Security Center, Wingdale, NC

Executive Assistant

Jan. 2000-Feb. 2002

- Managed the day-to-day operations of the office of executive director
- Managed schedule, meetings and travel
- Organized and maintained files and records

Village Nursing Home, New York, NY

Admissions Coordinator

Apr. 1997-Dec. 1999

- Marketed facility to clients and their families for higher census, maintaining facility profitability
- Maintained facility census of 97% or better at all times
- Worked with medical director and staff to gain accreditation by Joint Commission on the Accreditation of Healthcare Organizations (JCAHO).
- Performed administrative functions associated with admitting new patients to the facility
- Established relationships with area hospitals to maintain advantage (for referrals) over competitors
- Performed third party insurance verification and enforced guidelines established for Medicare and Medicaid

Volunteer Experiences:

2007-present

- Heartland Home Care and Hospices to offer companionate care to patients and participants
- Meals-on-Wheels

- Acting as classroom assistant, including chaperoning elementary school students on fieldtrips
- Wake Interfaith Hospitality Network hosting overnight programs for displaced families
- Fundraising

Education:

B.A. Public Relations, Mount Saint Mary College, Newburgh, NY

June, 1996

Certifications: Medication Administration Certificate, NC
Firearms Certified

Computer Skills: Excel, Word, Power Point and Page Maker

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

Adult Care Home Community Advisory Committee: Submitted

Please select your first Board preference: *

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

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

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

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

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

☒ None Selected

Victoria

First Name

L

Middle Initial

Rucinski

Last Name

102 Barcelona Ct.

Street Address

Suite or Apt

Cary

City

NC

State

27513

Postal Code

What district do you live in?

☒ District 3

Home: (919) 468-9868

Primary Phone

Home: (919) 656-0126

Alternate Phone

vlrucinski@gmail.com

Email Address

Urban Ministries of Wake County

Employer

Manager of Volunteer Services

Job Title

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

☐ Yes ☒ No

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

☒ Cary

Interests & Experiences

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

I believe it's important to be involved and engaged in the community I live it.

Work Experience

Volunteer Experience

I have volunteered throughout my life in various capacities, including; Victim Witness (1996-1998) Assisting refugees with resettlement in Az (2000-2004) Sunday School Teacher (2004-2010) Mariam Clinic (2011) St. Michaels Catholic Church (2011-2016) Cardinal Gibbons HS (2013-2016) Open Door Clinic (2014-2017)

Education

B.S. Psychology - 2000 Certificate Public Health - 2007 Associate Applied Science Nursing - 2017

Comments

[VRucinski_Resume_23Jan18.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 *

☒ Caucasian

Other

How did you become aware of Wake County volunteer opportunities?

☒ Current Wake County Volunteer

Sandy Deutsch

If you selected "Other" above, how?

Please upload a file

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<http://www.wakegov.com/commissions/Documents/CodeofEthics.pdf>

Victoria Rucinski

102 Barcelona Ct. □ Cary, NC 27513 □ Phone: 919.656.0126 □ E-Mail:
vlrucinski@gmail.com

Professional Experience

Manager of Volunteer Services

Urban Ministries of Wake County

April

2017 - Present

- Coordinate training and scheduling for new volunteers
- Facilitate internship program; recruiting, selecting and managing ~18 interns per semester
- Ensure regulatory compliance of licensed clinical staff; including collaborative agreements, liability insurance, and training
- Provide back-up coverage for Nurse Manager and clinic staff; including administering vaccines, blood draws, and patient triage.

Community Volunteer

Cardinal Gibbons HS, St. Michaels Catholic Church, Miriam Clinic, Urban Ministries

2011 - 2015

- Performed intake assessments, collected blood samples, administered vaccines
- Chaired fundraising committees, including on-line auctions and social events
- Developed and implemented social media campaigns, analyzed content performance
- Provided case management services, coordinated patients, audited medical records

Associate Clinical Project Manager

Quintiles, Inc.

January 2007 - May

2011

- Managed global clinical research trials through all phases of the project life cycle
- Supervised regulatory and ethics committee submissions (500+ sites in 42 countries)
- Created and maintained Program and Project Management Plans, prepared project status reports
- Tracked project milestones, timelines, and deliverables
- Developed protocol-specific monitoring tools, improving end-point calculation accuracy by 25%
- Led project team meetings, prepared agendas, reviewed and approved meeting minutes

Project Manager / Field Services Coordinator

University of North Carolina at Chapel Hill

December 2004 -

January 2007

- Reconciled project budgets, prepared financial reports, administered site payments
- Interviewed, trained and supervised field staff members

Clinical Case Manager

Pima Health Systems

August 2002 -

June 2004

- Conducted patient assessments, coordinated facility placements, performed utilization review
- Coordinated subject recruitment and data collection activities for residential phase IIb/IV studies

Case Manager

Providence Service Corporation
1999 - August 2002

July

- Coordinated residential psychiatric treatment services for children and adolescents
- Scheduled and led clinical team meetings, directed out-patient service delivery

Day Program Coordinator

Devereux/La Hacienda

April 1998 -

July 1999

- Managed all aspects of a 24-hour residential facility, providing care for children and adolescents
- Interviewed, trained and supervised 10 front line staff members

Education & Licensure

BS, Psychology, Minor Biological Sciences, University of Arizona (2000), Tucson, AZ
Certificate in Core Public Health Concepts, University of North Carolina (2007),
Chapel Hill, NC

Associate of Applied Science, Nursing, Excelsior College, (2017), Albany, NY
NCEMT/Paramedic, State of North Carolina - P102274

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

Adult Care Home Community Advisory Committee: Submitted
Alliance Behavioral Healthcare: Submitted
City of Raleigh Housing Appeals Board: Submitted
Domestic Violence Fatality Review Team: Submitted
Nursing Home Community Advisory Committee: Submitted
Commission For Women: 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: *

☒ Alliance Behavioral Healthcare

Please select your fifth Board preference: *

☒ City of Raleigh Housing Appeals Board

Please select your sixth Board preference: *

☒ Domestic Violence Fatality Review Team

Emma

First Name

K

Middle Initial

Sheedy

Last Name

3231 Walnut Creek Pkwy

Street Address

Apt G

Suite or Apt

Raleigh

City

NC

State

27606

Postal Code

What district do you live in?

☒ District 4

Mobile: (919) 259-6944

Primary Phone

Business: (919) 545-7356

Alternate Phone

eksheedy@gmail.com

Email Address

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 plan to devote my career as a Licensed Clinical Social Worker to serving elders and their families through both direct care and advocacy. I view advisory boards as an ideal way to impact my local community through county government and build perspective and experience on eldercare. In particular, residential care facilities for aging adults are an essential part of longterm care in our communities. As our population ages, it is important to make sure that these institutions are meeting the needs of their consumers and expanding to reflect advances in research and changes in public policy. I want to do my part to contribute to quality of care in these settings. I am also interested in enhancing human services in general and advancing the rights of any disadvantaged groups in Wake County.

Work Experience

PIEDMONT HEALTH SENIORCARE– Pittsboro, NC 10/16-present Social Work Care Manager • Provide intensive case management for seniors at this Program of All-Inclusive Care for the Elderly (PACE) site. • Complete initial comprehensive assessments in participant homes and follow up assessments to evaluate plans of care. • Work as member of an interdisciplinary team in this primary care/adult day health setting. CHARLES HOUSE ASSOCIATION– Chapel Hill, NC 06/16-10/16 Program Facilitator • Assisted with daily program implementation of group activities for older adults with disabilities, including dementia and other frailties. • Facilitated individual participants' inclusion in the group activities.

Volunteer Experience

UNC HEALTH CARE-- Chapel Hill, NC Volunteer Tour Guide and Health Educator 08/16-present • Lead info sessions and tours for expecting mothers through Women's Health Information Center • Educate on breastfeeding and other infant health topics using Ready, Set, Baby curriculum Volunteer 08/16-01/17 • Visited with patients in Geriatric Psychiatric inpatient unit in the Neurosciences Hospital. AMERICAN RED CROSS– Durham, NC 06/16-06/17 Volunteer Disaster Responder • Provided emergency case management on an on-call basis following house fires occurring in the Central North Carolina Chapter area.

Education

UNIV. OF NORTH CAROLINA AT CHARLOTTE– Charlotte, NC May 2016 Master of Social Work (MSW); GPA: 3.9 • President, UNCC Graduate Social Work Association • Graduate Assistant UNIV. OF NORTH CAROLINA AT CHAPEL HILL– Chapel Hill, NC May 2013 Bachelor of Arts (BA) in Romance Languages; GPA: 3.9 • Secretary, Tau Sigma Transfer Honor Society • APPLES Service Learning Project

Comments

Additional experience and references available upon request.

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

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

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

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

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

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

☒ None Selected

Laura Jane

First Name

J

Middle Initial

Ward

Last Name

1423 Pitching Wedge Drive #103

Street Address

Suite or Apt

Raleigh

City

NC

State

27603

Postal Code

What district do you live in?

None Selected

Mobile: (540) 729-1876

Primary Phone

Business: (919) 821-0485

Alternate Phone

laurajane28@gmail.com

Email Address

Foundation for Health
Leadership & Innovation

Employer

Program Manager, North
Carolina Rural Health
Leadership Alliance

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 a passion for the aging population and want to be a voice for underserved populations.

Work Experience

My entire career has been spent in aging--I have worked in a nursing home as a social worker and discharge planner early on. More recently, I have served as a Regional Ombudsman in Boone, NC and as an Elder Rights Specialist in the Office of the State Long-term Care Ombudsman. The last year, to gain a better understanding of health from a broader perspective, I have worked for a non-profit organization, the Foundation for Health Leadership & Innovation as Program Manager of the rural Health Leadership Alliance.

Volunteer Experience

I participate in the North Carolina Coalition on Aging as a volunteer and have previously volunteered as a caregiver for elderly neighbors from high school-present.

Education

I graduated from Appalachian State University in 2008 with a degree in Psychology, with a concentration in Business. During my time at Appalachian State I served as a research assistant in the psychology department to Dr. Mary Ballard. I am also a graduate of Wilkes Central High School, Class of 2005.

Comments

[Laura Jane Ward_2_.docx](#)

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?

☒ County Website

If you selected "Other" above, how?

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Laura Jane Ward

1423 Pitching Wedge Drive #103 Raleigh, NC 27603 | 540-729-1876 | laurajane28@gmail.com

Education

BACHELOR OF SCIENCE | MAY 2008 | APPALACHIAN STATE UNIVERSITY

- Major: Psychology
- Minor: Business
- Research Assistant to Dr. Mary Ballard (Psychology Department)

HIGH SCHOOL DIPLOMA | MAY 2005 | WILKES CENTRAL HIGH SCHOOL

- College Preparatory
- Dual Enrollment for College Credits, Junior and Senior Years

Recent Work Experience

PROGRAM MANGER | FOUNDATION FOR HEALTH LEADERSHIP & INNOVATION | JANUARY 2018- PRESENT

Coordinated visits to Capitol Hill during national advocacy day on rural issues; served as key media contact

Facilitated quarterly meetings and subcommittee meetings on pertinent rural health issues

Coordinate all communications for the NC Rural Health Leadership Alliance, including one-pagers, e-newsletters, and large-scale communications

Implemented new membership management and website hosting platform via Wild Apricot

Secured grant funding for two highly-competitive opportunities from the National Rural Health Association

Lead organization's first rural policy roundtable prior to the 2018 Short Session of the NC General Assembly

Established two new working groups to further efforts in rural communities on telehealth and aging

OMBUDSMAN/ELDER RIGHTS SPECIALIST | DHHS, DIVISION OF AGING & ADULT SERVICES | APRIL 2016-JANUARY 2018

Lead coordinator for all new certification and quarterly program trainings

Deliver quarterly presentations and updates on Ombudsman Documentation & Information System (ODIS)

Technical assistance and support to regional ombudsmen regarding ODIS and Policy and Procedure

Assist with updates and compliance for federal guidelines "Final Rule for Ombudsmen"; develop and implement new

consent forms for program; assist with abuse reporting protocols

Member of Strategic Alliances For Elderly (SAFE) and Elder Abuse Awareness Team

Facilitator of Personalized Music Workgroup, a collaboration with NC Alzheimer's State Plan

REGIONAL OMBUDSMAN | HIGH COUNTRY AREA AGENCY ON AGING | APRIL 2014-APRIL 2016

Coordinated and completed training for nine Community Advisory Committees

Oversaw regional ombudsman activities in seven counties in adult care homes and nursing homes

Provided facility staff and community at large with education and presentations on a variety of issues and topics related to long term care and aging

Participated in a variety of elder abuse awareness and prevention activities, including presentations

Lead facility and community awareness campaign for “Music and Memory” and other Culture Change initiatives

SOCIAL WORKER/ADMISSIONS COORDINATOR | AVANTE AT WILKESBORO | AUGUST 2011-APRIL 2014

Oversaw the coordination of psychosocial needs of 120 long term care and short-term rehabilitation residents

Coordinated in-house QIS survey process

Initiated “Family Education Night” speaker series

Provided education to residents and families about community resources, long term care payment sources, and resident rights

DIRECTOR OF DISCHARGE PLANNING | CULPEPER HEALTH & REHABILITATION | DECEMBER 2010-AUGUST 2011

Oversaw the coordination of psychosocial needs of 180 long term care and short-term rehabilitation residents

Supervised one assistant

Coordinated discharge planning and bed management for short term and long-term care residents

Collaborated with local ombudsman, adult protective services, and other agencies for resident well-being initiatives

Provided education to residents and families about community resources, long term care payment sources, and resident rights

Skills & Training

TRAINING AND SKILLS

“Age of Disruption” Tour participant

“Meeting of the Minds: Dementia Conference” Mountain AHEC

“Comfort with Conflict”, Mediation Training

“Mental Health First Aid”, Northwest AHEC

Microsoft Office, including Publisher and PowerPoint

Ombudsman Documentation Information System, Program Administrator

LEADERSHIP

Member, North Carolina Coalition on Aging (2018-present)

Chair, Foundation for Health Leadership & Innovation Equity Leadership Team (2018-present)

Chair, Wilkes Multidisciplinary Team (2014-2016)

Chair, Watauga Elderly and Disabled Adult Abuse Prevention Team (2014-2016)

Committee Chair, NC Ombudsman Association-Culture Change Committee (2015-2016)

AWARDS AND HONORS

National Association of Area Agencies on Aging: Leadership Institute, Class of 2016

National Association of Local Long-Term Care Ombudsmen, Howard Hinds Memorial Scholarship recipient 2015

Spring 2015 Appalachian State University Music Therapy Student Association Spring Benefit Concert, Keynote Speaker

HOBBIES AND INTERESTS

Cooking, Travel, Gemology, Hiking